EASTBURY GP SURGERY Patient survey - February 2014

Thinking about your arrival at the Surgery on the occasion of your last visit

	THIRKING ADOUL YOUR ATTIVAL	at the surgery on the occasion of your last visit	
01	How welcome were you may	de to feel when you arrived at our Reception?	
4-		made to feel "very welcome"; last year this figure was 22%	
		ere made to feel "Not very Welcome"; last year this was 12%	
Q2		ception Team in each of the following?	
	Politeness	47% of respondents felt staff were excellent; last year this was 34%	
	Efficiency	38% of respondents thought this was excellent; last year 24%	
	Knowledge	31% of respondents thought knowledge was excellent; last year 18%	
	Understanding needs	32% of repondents felt this was excellent; last year 17% thought so	
03	In the December Aven do ye	ou fool other mationts	
Ų3	In the Reception Area, do yo can overhear your discussion		
	Yes, don't mind	60% of respondents don't mind being overheard; last year this was 52%	K
	Yes, don't like it	35% of respondents don't like being overheard; last year this was 42%	
	res, don't like it	55.70 OF TESPONDENES DOTTE TIKE DEING OVERHEARD, TASE YEAR UNIS WAS 42.70	
04	About the Computer Checkin	ng-in System in the Reception Area	
•	Do you like the system?	an increase of 33% of respondents liked the system	
	Can you manage it easily?	an increase of 31% of respondents can manage the system	1
	Do you find it complicated?	92% thought the system was NOT complicated; last yr 63%	
	Rather see the Receptionist		
Q5	How informative do you find	I the notice boards in the Reception Area?	
		virtually no change to the answers to this question	
			•
Q6		the NHS Informative Booklets	
	and Leaflets in the Receptio		
		virtually no change to the answers to this question	
07	If your answer to O6 is YES.	did you find what you were looking for?	
•	, , ,	8% more patients found what they were looking for	1
			_
Q8	If your answer to Q7 is NO,	do you have any suggestions for other topics?	
	THINKING APOUT TELEBRO	ME ACCESS TO THE SUBSERV	
	THINKING ABOUT TELEPHO	NE ACCESS TO THE SURGERY	
09	How easy is it for you to get	through to us on the telephone?	
~-	, , ,	2014 2013	
	Usually very quickly	6% 1%	
	Reasonably quickly	26%	\longrightarrow \top
	It takes quite a while	48% 35% —	→ ↓
		=***	→ ↓
	It takes quite a while Takes far too long	48% 35% — 21% 41%	→
Q10	It takes quite a while Takes far too long	48% 35% — 21% 41% peak to a Doctor or Nurse on the telephone?	→
Q10	It takes quite a while Takes far too long How easy do you find it to s	48% 35% — 21% 41% peak to a Doctor or Nurse on the telephone? 2014 2013	→
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Q10	It takes quite a while Takes far too long How easy do you find it to s Very Easy Easy Not Easy	48% 35% — 21% 41% peak to a Doctor or Nurse on the telephone? 2014 2013 6% 4% 13% 48% 38%	
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O15 About our Booking system for seeing a Named Doctor a How soon are you offered an appointment? 2014 2013 Same day or Next Day Same day or Next 2 - 4 Days 5 - 7 Days More than 1 week Don't mind 15% 6% 65% 80% 9% b How do you rate this? 2014 2013 5% 23% Excellent 4% 13% Good Average 26% 19% Poor Very Poor 34% 30% 14% Q16 How easy is it to book a future appointment, when instructed to do so by the Doctor? 2014 49% 33% <u>2013</u> Easy Not easy 29% 32% Extremely difficult I have not tried 25% 14% THINKING ABOUT SURGERY OPENING TIMES Q17 Is the Surgery currently open at times that suit you? Yes 10% more respondents thought opening times were fine THINKING ABOUT YOUR MOST RECENT CONSULTATION WITH THE DOCTOR OR NURSE, AND ASSUMING YOU WERE ON TIME. Q19 How long did you wait for your consultation to start? 2014 10% <u>2013</u> Less than 5 minutes 5 - 10 minutes 24% 19% 11 - 20 minutes 21 - 30 minutes More than 30 minutes 37% 33% 10% 17% Q20 How good was the last GP or Nurse you saw at each of the following? (Please Tick Each Category for the Doctor and the Nurse, where applicable) a Giving you enough time Doctor 2013-2014 Nurse <u>2013-2014</u> Very Good 64% 10% Good Fair -7% -4% 1% 3% Poor Very Poor b Listening to you 2013-2014 2013-2014 Very Good Good Fair 3% -8% -1% Poor Very Poor c Explaining tests and treatments <u>2013-2014</u> <u> 2013-2014</u> Very Good 58% 10% 63% Good -5% 2% Fair 1% 8% 6% 1% Very Poor d Involving you in decisions about your care 2013-2014 2013-2014 14% -8% 9% -3% Good Fair -1% Poor -5% e Treating you with care and concern 2013-2014 2013-2014 Very Good 16% 0% 2% -8% Fair -6% 1% Very Poor f Did you have confidence and trust in the Doctor or Nurse you consulted? Doctor 2013-2014 <u> 2013-2014</u> Yes, definitely

THINKING ABOUT THE CARE YOU RECEIVE FROM THE DOCTORS AND NURSES

21%

Q21	How well does the Surgery help you to:-	
-	understand your health problems?	

Yes, to some extent No, not at all

а	understand your health problems?	<u>2014</u>	2013-2014
	Very Well	73%	7%
	Not very well	12%	-3%
	Unsure	15%	-4%
b	Cope with your health problems?	2014	2013-2014
	Very Well	71%	6%
	Not very well	14%	0%
	Unsure	14%	-6%
с	Keep yourself healthy?	2014	2013-2014
	Very Well	65%	5%
	Not very well	15%	-2%
	Unsure	20%	-3%

b) a Naisci	No visits 31%	1-2 times	5 7 time	3 2070 3 7 dille		
b) a Nurse?	140 VISICS 770		5% 3-4 time	s 10% 5-7 time		لـــا
a) a Doctor:	No visits 4%	1-2 times	5701 3-4 tille	3 3970 3-7 UIIIE	3% 8+ times	
a) a Doctor?	on orten nave you vi		8% 3-4 time	s 39% 5-7 time		<u> </u>
28 During the past 12 months h	ow often have you vi	sited the Sura	ery to see		9% 8+ times	
SOFFICIAL QUESTION	ISTOR THIS TEAR S	JORVET				
SUPPLEMENTARY QUESTION	IS EOD THIS VEAD'S	SIIDVEV				
Prefer not to to say	2%		5%			
Other Ethnic Group	2% 2%		1% 5%			
Chinese			1% 1%			
	2% 2%		1% 1%			
Mixed	21%		16%			
Asian or Asian British	21%		16%			
Black or Black British	7% 2%		0%			
Other White Caucasian	7%	-	3%			
27 What is your ethnic group? White British	201 .		2013 72%			
27 What is your athnis	201	4	2012			
	There was virtually no o	difference in the	answers to this	question in both yea	ars	
26 Do you consider that you are						
75 or over	12%	25%	100+	8		
65-74	25%	26%	80-99	522		
45-64	27%	27%	60-79	1452		
16-44	31%	21%	40-59	2098		
Under 16	5%	1%	20-39	1587		
What is your age group?	<u>2014</u>	<u>2013</u>	under 19	1541		
25			Surgery as			
Female	61%	66%	52%			
Male .	39%	34%	48%	-		
24 Are you	<u>2014</u>	<u>2013</u>	201			
24 Are veu	Responden		Surgery as			
A FEW QUESTIONS ABOUT Y						
A FEW OUTCETONS ADDITED	OU TO HELD OUR	DEDCTAND	OF VOUR	WERC		
No, definitely not	3%	-5%				
No, probably not	19%	-7%				
Yes, probably	40%	-2%				
Yes, definitely	37%					
V d-6:-:k-l-	<u>2014</u>	2013-2014 13%				
23 Would you recommend the F						
Poor	4%	-5%				
Fair	19%	-10%				
Good	53%	4%				
Excellent		12%				
	<u>2014</u>	2013-2014				