**William Fisher Medical Centre Patient Questionnaire March 2012**

Number of Responses: **165**

We hope you will be willing to complete this short survey to help us have a better understanding of our patients and their health needs. We are targeting our patients who live outside of Southminster or Burnham and may have difficulties in accessing our services and in getting to hospital. Our Patient Participation Group will study the results of the survey and their findings and any actions they wish to undertake will be published on our new practice website as well as displayed in the surgery. If you prefer, you can complete the survey on line, just go to the link from the home page.The website <http://www.williamfishermedicalcentre.nhs.uk/> also contains useful patient information and an easy way of emailing your repeat prescription requests.

Please answer all the questions and add any comments you like. We particularly find these useful if you have given us a low rating as this helps us identify a problem. Please post it back to us in the s.a.e.provided by 5 March 2012 and thank you for your time.

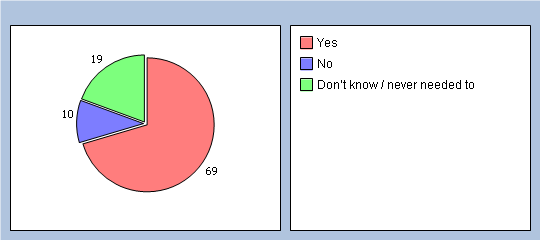
**Appointments**

**Q1 If you need to see a GP urgently, can you normally get seen on the same day?**

Yes  **69%**

No  **10%**

Don’t know / never needed to  **19%**



**Q2 How easy is it to book ahead in your practice?**

Very easy  **41%**

Fairly easy  **37%**

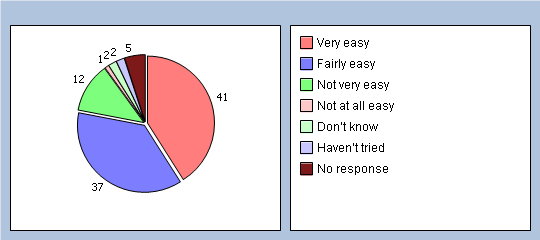
Not very easy  **12%**

Not at all easy  **1%**

Don’t know  **2%**

Haven’t tried  **2%**

No response  **5%**



**Thinking of times when you want to see a particular doctor:**

**Q3 How quickly do you usually get seen?**

Same day or next day  **12%**

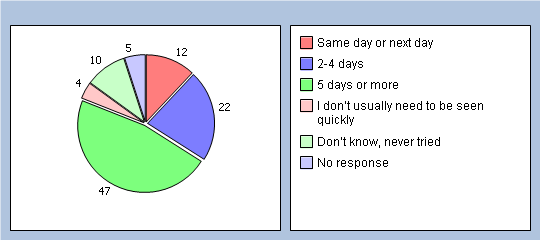
2-4 days  **22%**

5 days or more  **47%**

I don’t usually need to be seen quickly  **4%**

Don’t know, never tried  **10%**

No response  **5%**



**Q4 How do you rate this?**

Excellent  **10%**

Very good  **22%**

Good  **15%**

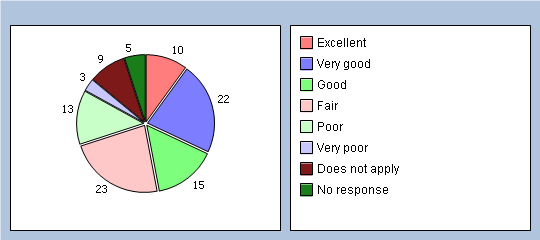
Fair  **23%**

Poor  **13%**

Very poor  **3%**

Does not apply  **9%**

No response  **5%**



**Thinking of times when you are willing to see any doctor:**

**Q5 How quickly do you usually get seen?**

Same day or next day  **47%**

2-4 days  **29%**

5 days or more  **7%**

I don’t usually need to be seen quickly  **6%**

Don’t know, never tried  **9%**



**Q6 How do you rate this?**

Excellent  **21%**

Very good  **26%**

Good  **16%**

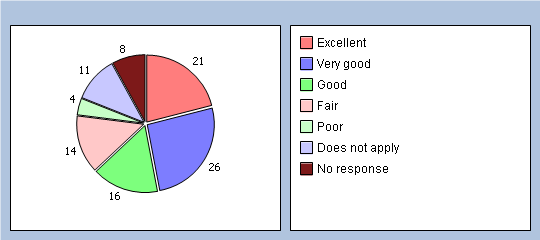
Fair  **14%**

Poor  **4%**

Very poor  **0%**

Does not apply  **11%**

No response  **8%**



**About opening times**

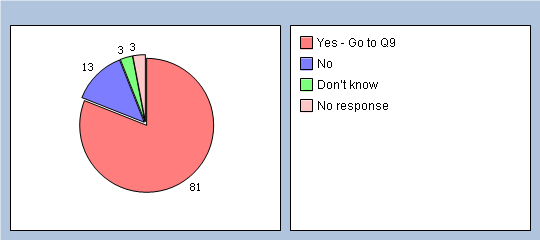
**Q7 Is your GP practice currently open at times that are convenient to you?**

Yes - Go to Q9  **81%**

No  **13%**

Don’t know  **3%**

No response  **3%**



**Q8 Which of the following additional opening hours would make it easier for you to see or speak to someone?** **Please tick all boxes that apply.**

Before 8am  **11%**

At lunchtime  **9%**

After 6.30pm  **14%**

On a Saturday  **19%**

On a Sunday  **5%**

None of these  **1%**

**This is about how you get to your appointments**

**Q9 How easy is it for you to get to the surgery**

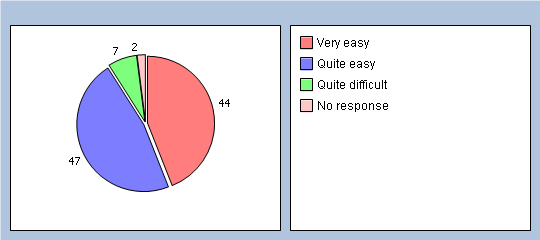
Very easy  **44%**

Quite easy  **47%**

Quite difficult  **7%**

Very difficult or impossible  **0%**

No response  **2%**



**Q10 How do you usually get to the surgery**

Drive myself  **81%**

Driven by someone else  **12%**

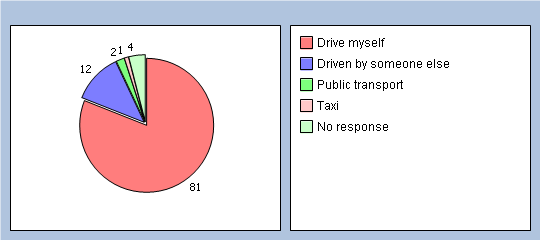
Public transport  **2%**

Taxi  **1%**

Walk or cycle  **0%**

Other  **0%**

No response  **4%**



**Q11 How easy is it for you to get to Broomfield Hospital**

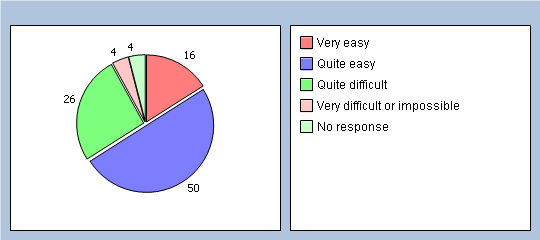
Very easy  **16%**

Quite easy  **50%**

Quite difficult  **26%**

Very difficult or impossible  **4%**

No response  **4%**



**Q12 How would you get to Broomfield Hospital for a non emergency appointment**

Drive myself  **69%**

Driven by someone else  **22%**

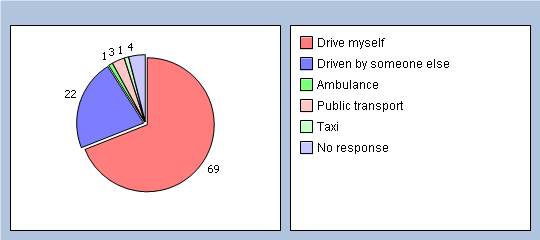
Ambulance  **1%**

Public transport  **3%**

Taxi  **1%**

Other  **0%**

No response  **4%**



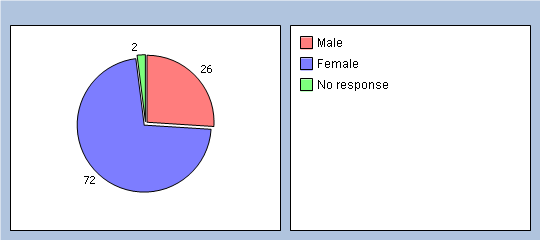
**It will help us to understand your answers if you could tell us a little about yourself**

**Q13 Are you?**

Male  **26%**

Female  **72%**

No response  **2%**



**Q14 How old are you?**

Under 16  **0%**

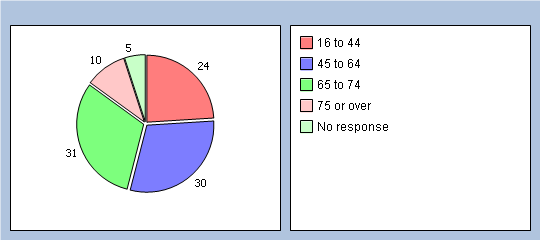
16 to 44  **24%**

45 to 64  **30%**

65 to 74  **31%**

75 or over  **10%**

No response  **5%**



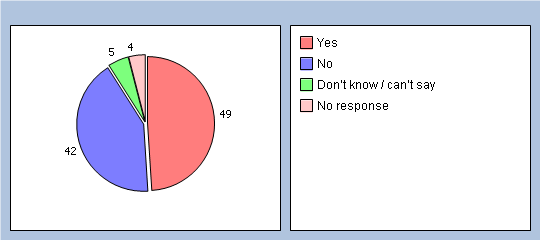
**Q15 Do you have a long-standing health condition?**

Yes  **49%**

No  **42%**

Don’t know / can’t say  **5%**

No response  **4%**



**Q16 What is your ethnic group?**

White  **94%**

Black or Black British  **0%**

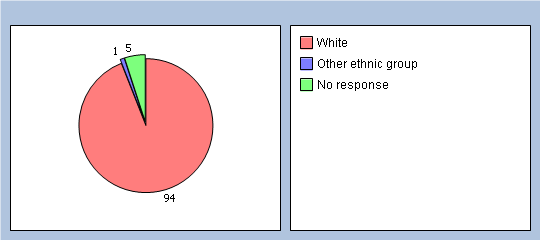
Asian or Asian British  **0%**

Mixed  **0%**

Chinese  **0%**

Other ethnic group  **1%**

No response  **5%**



**Q17 Which of the following best describes you?**

Employed (full or part time, including self-employed)  **38%**

Unemployed / looking for work  **0%**

At school or in full time education  **0%**

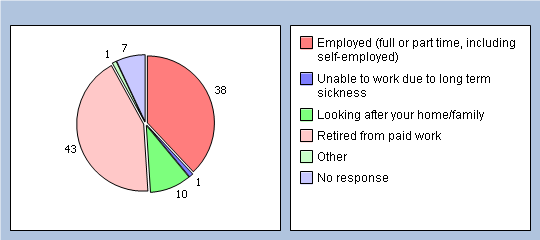
Unable to work due to long term sickness  **1%**

Looking after your home/family  **10%**

Retired from paid work  **43%**

Other  **1%**

No response  **7%**



**Finally, please add any other comments you would like to make about your GP**