

GP PATIENT SURVEY

Q1. Thinking of the times when you are willing to see any doctor. How quickly do you usually get seen?

Same Day	17
Next Working Day	112
Within 3 Working Days	54
Within 5 Working Days	2
More than 5 working days	0

Q2. If you weren't able to be seen during the next 2 weekdays that the GP or Health Centre was open, why was that?

There weren't any appointments	19
Times offered didn't suit	112
Appointment was with a doctor who I didn't want to see	52

A nurse was free but I wanted to see a doctor	0
Another reason	0
Can't remember	1

Q3. In the past 6 months how easy have you found the following?

a) Getting through on the phone

Haven't tried	5
Very Easy	148
Fairly Easy	31
Not very Easy	0
Not at all Easy	1
Don't know	0

b) Speaking to a doctor on the phone

Haven't tried	7
Very Easy	121
Fairly Easy	57
Not very Easy	0
Not at all Easy	0
Don't know	0

c) Speaking to a nurse on the phone

Haven't tried	28
Very Easy	112
Fairly Easy	45
Not very Easy	0
Not at all Easy	0
Don't know	0

d) Obtaining test results by phone

Haven't tried	6
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Very Easy	126
Fairly Easy	52
Not very Easy	0
Not at all Easy	0
Don't know	1

Q4. How helpful do you find the receptionists at the Surgery?

Very	67
Fairly	102
Not very	14
Not at all	0

Q5. How long after your appointment time do you normally wait to be seen?

I don't normally have appointments at a specific time	3
I am normally seen on time	94
Less than 5 minutes	68
5 to 15 minutes	17
15-30 minutes	0
More than 30 minutes	0
Can't remember	1

Q6. How satisfied are you with the opening hours at the Surgery?

Very	37
Fairly	116
Neither satisfied nor dissatisfied	21
Quite dissatisfied	0
Very dissatisfied	0
Don't know opening hours	1

Q7. As far as you know is the Surgery open ...

Before 8 am?

Yes	6
No	150
Sometimes	26
Don't know	3

At Lunchtime?

Yes	146
No	38
Sometimes	0
Don't know	1

After 6.30pm?

Yes	160
No	22
Sometimes	0
Don't know	3

On Saturdays?

Yes	12
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No	160
Sometimes	11
Don't know	2

On Sundays?

Yes	10
No	172
Sometimes	2
Don't know	1

Q8. Would you like the Surgery open at additional times?

Yes	24
No	159

Q9. The last time you saw a GP at the Surgery how helpful was the doctor at each of the following?

a) Giving you enough time

Very good	23
Good	98
Neither good nor poor	64
Poor	0
Very poor	0
Doesn't apply	0

b) Asking about your symptoms

Very good	38
Good	81
Neither good nor poor	66
Poor	0
Very poor	0
Doesn't apply	0

c) Listening

Very good	29
Good	108
Neither good nor poor	34
Poor	14
Very Poor	0
Doesn't apply	0

d) Explaining tests and treatments

Very good	35
Good	78
Neither good nor poor	68
Poor	2
Very Poor	0
Doesn't apply	0

e) Involving you in decisions about your care

Very good	28
Good	138
Neither good nor poor	19

Poor	0
Very Poor	0
Doesn't apply	0

f) Treating you with care and concern

Very good	33
Good	127
Neither good nor poor	25
Poor	0
Very Poor	0
Doesn't apply	0

g) Taking your problems seriously

Very good	59
Good	91
Neither good nor poor	33
Poor	2
Very Poor	0
Doesn't apply	0

Q10. Did you have confidence and trust in the doctor you saw?

Yes, definitely	75
Yes, to some extent	105
No, not at all	5
Don't know/can't say	0

Q11. How easy is it for you to get an appointment with a practice nurse at the Surgery?

Haven't tried	5
Very	88
Fairly	82
Not very	10
Not at all	0
Don't know	0

Q12. Last time you saw a practice nurse at the Surgery, how good did you find the practice nurse at each of the following?

a) Giving you enough time

Very good	52
Good	77
Neither good nor poor	55
Poor	0
Very Poor	0
Doesn't apply	1

b) Asking about your symptoms

Very good	23
Good	133
Neither good nor poor	23
Poor	5

Very Poor	0
Doesn't apply	1

c) Listening

Very good	20
Good	65
Neither good nor poor	99
Poor	0
Very Poor	0
Doesn't apply	1

d) Explaining tests and treatments

Very good	19
Good	81
Neither good nor poor	84
Poor	0
Very Poor	0
Doesn't apply	1

e) Involving you in decisions about your care

Very good	49
Good	77
Neither good nor poor	56
Poor	2
Very Poor	0
Doesn't apply	1

f) Treating you with care and concern

Very good	33
Good	93
Neither good nor poor	46
Poor	12
Very Poor	0
Doesn't apply	1

g) Taking your problems seriously

Very good	28
Good	109
Neither good nor poor	45
Poor	2
Very Poor	0
Doesn't apply	1

Q13. In general, how satisfied are you with the care you get at the Surgery?

Very	56
Fairly	99
Neither satisfied nor dissatisfied	28
Quite dissatisfied	2
Very dissatisfied	0

Q14. If you use your own transport to travel to the Surgery how easy is it to park?

Very easy	42
Fairly easy	130

Not very easy	12
Not at all easy	0
Not applicable	1

Q15. How would you describe the overall cleanliness of the Surgery?

Very clean	50
Fairly clean	130
Not very clean	5
Not at all clean	0
Don't know	0

Some Questions about you:

Q16. Are you male or female?

Male	35
Female	150

Q17. How old are you?

Under 18	4
18-24	14
25-34	18
35-44	84
45-54	34
55-64	22
65-74	5
75-84	1
85 and over	1

Q18. Which of these best describes what you are doing at present?

Full-time paid work (30 hrs or more per week)	17
Part-time paid work (under 30 hrs per week)	54
Full-time education (school, college, university)	26
Unemployed	29
Permanently sick or disabled	18
Fully retired from work	9
Looking after the home	22
Doing something else	1

Q19. Please say which ethnic group you feel you belong to?

Please tick one box:

A. White

English / Welsh / Scottish / Northern Irish / British	39
Irish	32
Gypsy or Irish Traveller	6
Any other white background	44

B. Mixed/multiple ethnic group

White and Black Caribbean	7
White and Black African	15
White and Asian	14
Any other mixed background	5

C. Asian or Asian British

Indian	3
Pakistani	25
Bangladeshi	3
Chinese	4
Any other Asian background	0

D. Black/African/Caribbean/Black British

Caribbean	0
African	7
Any other Black / African / Caribbean background	0

Please use the space below for any comments or suggestions on how we can improve even further:

Free text answers have been omitted