

Stock Surgery

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ABOUT YOU

Q1 : Are you?

Male	Female	No Answer
41	59	

Q2 : How old are you?

<20yrs	20-30yrs	31- 40yrs	41-50yrs	51-60yrs	61-70yrs	71-80yrs	80+yrs	No answer
11	1	12	9	12	17	31	9	1

Q3 : Which Ethnic group do you belong to?

A White British Irish Other White background	100	B Mixed White and Black Caribbean White and Black African White and Asian Other Mixed background	C Asian Indian Pakistani Bangladeshi Other Asian background
D Black or Black British Caribbean African Any other Black background		E Chinese/other Ethnic Group Any other Ethnic Group	F No Stated

Q4 : Which of the following best describes you?

Employed	Unemployed	Full time education	Unable to work	Looking after Home/family	Retired	Other	No Answer
37	1	5	1	6	49	1	

Q5 : Do you have a long-standing health condition?

Yes
57

No
33

Don't know/can't say
8

No answer
2

YOUR JOURNEY

Q6 : How do you travel to the Surgery?

Walk
20

Car
70

Cycle
9

Public Transport
1

Other please specify

Q7 : Does this present any problems?

Yes
2

No
92

No Answer
6

YOUR PRACTICE

Q8 : How easy do you find getting in the building at the Surgery?

Very easy
97

Fairly easy
3

Not very easy

No at all easy

No answer

Q9 : How do you think getting into the building can be made easier?

Comments attached

Q10 : How clean is the practice waiting room?

Very clean
87

Fairly clean
13

Not very clean

Don't know

No answer

RECEPTION

Q11 : How helpful do you find the receptionists at your surgery?

Very helpful	Fairly Helpful	Not very Helpful	Don't know	No Answer
88	12			

APPOINTMENTS

Q12 : In the last 12 months how many times have you seen a GP/Nurse at your practice?

None	1-3 times	4-6 times	6 or more times	No answer
5	44	20	31	

Q13 : How do you normally book your appointment to see a GP/Nurse?

In Person	By phone	Both
16	80	4

Q14a : Considering the volume of calls, how easy is it to get through to reception at your GP practice on the phone?

Very easy	Fairly easy	Not very easy	Not at all easy	No answer
18	53	20	5	4

Q14b : Comments

See comments attached

Q15 : How easy is it to speak to a doctor or nurse on the phone at your GP practice?

Very easy	Fairly easy	Not very easy	Not at all easy	N/A	No answer
15	24	22	3	36	

Q16 : How many days do you usually have to wait to get an appointment with a GP/Nurse of your choice?

Same or next day 55	2-4 days 19	5 days or more 19	Don't know, never tried 4	No answer 3
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Q17 : How often do you get to see your GP/Nurse you have requested?

Always 37	A lot of the time 42	Some of the time 10	Never 0	N/A 7	No answer 4
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Q18 : If you need to see a GP/Nurse urgently, can you normally be seen on the same day?

Yes 72	No 5	Don't know, never tried 20	No answer 3
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Q19 : Have you ever missed an appointment because?

I recovered 3	I forgot 4	I was delayed 2	Too difficult to cancel	Could not get through on the phone 2	No answer/N/A 89
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Q20 : Is the surgery currently open at times that are convenient to you?

Yes 87	No 9	No answer 4
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DISPENSARY

Q21 : How do you order your repeat prescription?

Fax	Email 16	Chemist 1	By Hand 73	No answer or N/A 10
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YOUR CONSULTATION

Q22 : Referring to your face to face/telephone consultation with the Doctor/Nurse today, how highly would you score the Doctor/Nurse at each of the following?

A : Giving you enough time?

Excellent	Very good	Good	Fair	Poor	Very Poor	No Answer
53	38	4	3	1		1

B : Make you feel at ease

Excellent	Very good	Good	Fair	Poor	Very Poor	No Answer
65	23	10	1			1

C : Listening to you?

Excellent	Very good	Good	Fair	Poor	Very Poor	No Answer
60	29	9	1			1

D : Explaining treatment and tests?

Excellent	Very good	Good	Fair	Poor	Very Poor	No Answer
58	30	10	1			1

E : Involving you in decisions about your care?

Excellent	Very good	Good	Fair	Poor	Very Poor	No Answer
56	29	12	1			2

F : Treating you with care and concern?

Excellent	Very good	Good	Fair	Poor	Very Poor	No Answer
60	25	12	1			2

G: How much confidence and trust did you have in the GP/Nurse you last saw or spoke to?

Excellent	Very good	Good	Fair	Poor	Very Poor	No Answer
90	9					1

H : Would you be completely happy to see this GP/Nurse again?

Excellent	Very good	Good	Fair	Poor	Very Poor	No Answer
99						1

Please see further comments attached.

PATIENT EXPERIENCE

Q : 23 Overall, how would you describe your experience at your GP Practice?

Excellent	Good	Fair	Poor	N/A	No answer
65	34				1

Q24 : Would you recommend your GP Practice to someone who has just moved to your local area?

Yes	No	No answer
99	1	

Please see comments attached regarding the patient experience