WINTER SURVEY 2016

1. **How do you normally book appointments to see a doctor or nurse at the surgery - 219 responses**

In person 70 31.9%

By phone 139 63%

By fax

Online 10 4.5%

1. **How helpful do you find the receptionists at the surgery – 193 responses**

Very 138 71%

Fairly 44 22%

Not very 6 3%

Not at all 5 2.6%

1. **If you need an appointment at the surgery during your typical working hours if you work can you take time away from your work to do this 112 responses** YES 68 54%

 NO 54 44%

1. **Do you have any of the following long standing conditions 112 responses**

Deafness or severe hearing impediment 11 9.8%

Blindness or partially sighted 6 5.3%

A long standing physical condition 46 37%

A learning disability 6 5.3%

A long standing illness such as cancer, diabetes, chronic heart disease 43 38.4%

1. **In the last 12 months have you used any of the services below instead of the surgery 253 responses**

Accident and emergency 40 15.8%

NHS 111 45 17.7%

Walk in centre 18 7.1%

Pharmacist 80 31.62 %

Physiotherapist 19 7.5%

None of these 51 20.2 %

1. **If you have had cause to complain about the surgery was it sorted to your satisfaction 187 responses**

YES 24 - 13% / NO 13 - 7% / Not had cause to complain 150 - 80%

**7 .The last time you saw a Doctor or Nurse at the surgery how good were they at the following:**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | **Very good** | **Good** | **Neither good nor poor** | **Poor** | **Very poor** | **Doesn’t apply** | **responses** |
| Giving you enough time | **37****29%** | **70****54%** | **14****11.%** | **6****4.6%** | **2****1.5%** |  | **129** |
| Asking about your symptoms | **89****49%** | **71****39%** | **14****7.8%** | **3****1.6%** | **2****1.1%** |  | **179** |
| listening | **91****52%** | **61****35%** | **16****9.1%** | **5****2.85%** | **2****1.1%** |  | **175** |
| Explaining tests and symptoms | **89****73%** | **13****11%** | **13****11%** | **5****4.1%** | **2****1.6%** |  | **122** |
| Treating you with care and concern | **97****74%** | **14****10.6%** | **14****10.6%** | **5****3.8%** | **1****0.76%** |  | **131** |
| Taking your problems seriously | **102****55%** | **66****35.7** | **9****4.9%** | **5****2.70** | **3****1.6%** |  | **185** |

1. **Did you have trust and confidence in the Doctor/Nurse you saw**

Yes definitely 134 70.5%

Yes to some extent 43 22.6%

No not at all 6 3.2%

Don’t know/can’t say 7 3.7%

1. **In general how would you rate the care you get at the surgery**

Excellent 64 37.4%

Very good 66 38.6%

Good 30 17.5%

Fair 6 3.5%

Poor 5 2.9%

1. **In the past 6 months how easy have you found the following**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | **Haven’t tried** | **Very easy** | **Fairly easy** | **Not very easy** | **Not at all** | **Don’t know** | **responses** |
| Getting an appointment | **4** **22%** | **38** **20.%** | **79****42%** | **60****32%** | **5****3%** |  | **186** |
| Getting through on phone | **7****4%** | **41****22%** | **86****46%** | **47****25.%** | **5****3%** |  | **186** |
| Speaking to clinician on phone | **29****17%** | **30****18%** | **52****31%** | **52****31%** | **24****14%** | **26****16%** | **168** |
| Speaking to nurse on phone | **40****25%** | **36****22%** | **28****17%** | **7****4%** | **7****4%** | **31****19%** | **163** |
| Obtaining test results by phone  | **42****25%** | **35****22%** | **40****25%** | **4****2.5%** | **4****2.5%** | **23****14%** | **166** |