**PATIENT SURVEY 2013/2014**

**ANALYSIS**

576 Questionnaires completed

1. Is there a particular GP you usually prefer to see or speak to?

|  |  |  |
| --- | --- | --- |
| YES | 416 answers | 72.20% |
| NO | 153 answers | 26.60% |

1. How often have you seen or spoken to the GP you prefer in the last 6 months?

|  |  |  |
| --- | --- | --- |
| Always or almost always | 122 answers | 21.20% |
| A lot of the time | 91 answers | 15.80% |
| Some of the time | 185 answers | 32.10% |
| Never or almost never | 93 answers | 16.10% |
| Not applicable | 78 answers | 13.54% |

1. If you weren’t able to get an appointment, or the appointment was not convenient, why was that?

|  |  |  |
| --- | --- | --- |
| There weren’t any appointments for the day I wanted | 186 answers | 32.80% |
| There weren’t any appointments for the time I wanted | 42 answers | 7.30% |
| I couldn’t see my preferred GP | 85 answers | 14.80% |
| I couldn’t book ahead for the GP I preferred | 94 answers | 16.30% |
| None of the above | 134 answers | 23.30% |

1. What did you do on that occasion?

|  |  |  |
| --- | --- | --- |
| Accepted the appointment offered | 197 answers | 34.20% |
| Got an appointment on a different day | 108 answers | 18.70% |
| Had a telephone consultation | 14 answers | 2.40% |
| Went to A&E or Urgent Care | 10 answers | 1.70% |
| Saw Pharmacist | 4 answers | 0.70% |
| Tried again for an appointment on another day | 104 answers | 18.00% |
| None of the above | 108 answers | 18.75% |

1. How helpful do you find the receptionists at the surgery?

|  |  |  |
| --- | --- | --- |
| Very helpful | 259 answers | 45.00% |
| Helpful | 253 answers | 43.90% |
| Not very helpful | 38 answers | 6.60% |

1. Do you know how to contact GP services ‘out of hours’ (between 6.30pm and 8am)?

|  |  |  |
| --- | --- | --- |
| YES | 315 answers | 54.69% |
| NO | 183 answers | 31.78% |
| Require further information | 50 answers | 8.70% |

1. Would you like to be able to book an appointment on-line?

|  |  |  |
| --- | --- | --- |
| YES | 272 answers | 47.20% |
| NO | 201 answers | 34.90% |
| Don’t have a computer | 75 answers | 13.02% |

1. Are you aware that you can order your prescription by e-mail?

|  |  |  |
| --- | --- | --- |
| YES | 291 answers | 50.50% |
| NO | 248 answers | 43.00% |

1. Overall, how would you describe your experience of your GP surgery?

|  |  |  |
| --- | --- | --- |
| Excellent | 142 answers | 24.6% |
| Very good | 264 answers | 45.80% |
| Fairly good | 125 answers | 21.70% |
| Fairly poor | 15 answers | 2.60% |
| Very poor | 4 answers | 0.70% |

1. Would you recommend the surgery to someone who has just moved to the area?

|  |  |  |
| --- | --- | --- |
| YES | 507 answers | 88.00% |
| NO | 34 answers | 5.90% |

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11/2/14