

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%

2. 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%

3. 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%

4. 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%

5. 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%

6. 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%

7. 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%

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

YES	291 answers	50.50%
NO	248 answers	43.00%

9. 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%

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

YES	507 answers	88.00%
NO	34 answers	5.90%