Summary of results practice survey Drs Medley Conway & Spencer

Patient survey carried out March 2012-03-27

Total practice population 4394 No of completed responses 147

Male 54

Female 93

Good spread of age ranges from under 18 to over 84

**Dr’s Medley, Conway & Spencer Patient Survey**

Dear Patient,

Thank you for taking part in our annual practice survey. The results help us to develop our practice and offer services which you the patient find beneficial.

**ABOUT APPOINTMENTS**

When did you last see a Dr at the Surgery?

|  |  |
| --- | --- |
| In the past 3 months | 66% |
| Between 3-6 months ago | 17% |
| More than 6 months ago | 14% |
| Never seen a Dr | 1.9% |

How do you normally book an appointment to see a Dr or nurse?

|  |  |
| --- | --- |
| In person | 13% |
| By phone | 86% |

Which of the following methods would you prefer to use to book an appointment?

|  |  |
| --- | --- |
| In person | 18% |
| By phone | 65% |
| Online | 16% |

**GETTING THROUGH ON THE PHONE**

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

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | Haven’t tried | Very easy | Fairly easy | Not very easy | Don’t know |
| Getting through on the phone | 2% | 18% | 32% | 44% | 2.7% |
| Speaking to Dr on the phone | 43% | 5.5% | 11% | 9% | 31% |
| Speak to nurse on phone | 45% | 12% | 7% | 4% | 30% |
| Obtaining test results by phone | 23% | 28% | 21% | 2% | 28% |

**SEEING A DOCTOR**

In the past 6 months have you tried to see a Dr fairly quickly? (by fairly quickly we mean on the same day or in the next two working days that we were open)

|  |  |
| --- | --- |
| Yes | 73% |
| No | 22% |
| Can’t remember | 3% |

0.6% did not answer

Thinking about the last time you tried to see the Dr were you able to see a Dr on the same day or in the next two working days when we were open

|  |  |
| --- | --- |
| Yes | 83% |
| No | 14% |
| Can’t remember | 2.6% |

If you weren’t able to be seen during the next 2 days, why was that?

|  |  |
| --- | --- |
| There weren’t any appointments | 28% |
| Times offered did not suit | 22% |
| Appointment was with a Dr I didn’t want to see | 4% |
| Another reason | 2% |
| Can’t remember | 28% |

13% did not answer

In the past 6 months have you tried to book ahead for an appointment with the Dr? (by booking ahead we mean booking an appointment more than 2 working days in advance, up to 3 months in advance)

|  |  |
| --- | --- |
| Yes | 45.6% |
| No | 50% |
| Can’t remember | 4% |

Last time you tried, were you able to get an appointment with the Dr more than 2 working days in advance?

|  |  |
| --- | --- |
| Yes | 51% |
| No | 23% |
| Can’t remember | 20% |

Did not answer 5%

Is there a particular Dr you prefer to see at the surgery?

|  |  |
| --- | --- |
| Yes | 58% |
| No | 41% |
| Happy to see any | 0.6% |

The last time you saw a Dr at the surgery how good was the Dr at each of the following?

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | Very  good | good | Neither good nor poor | poor | Very poor | Doesn’t apply | na |
| Giving you enough time | 65% | 29% | 2.5% | 0.6% | 0.6% | 1.2% | 0.66 |
| Asking about your symptoms | 71% | 21% | 1% | 1.6% | - | 2.7% | 1.31 |
| Listening | 73% | 21% | 0.6% | 0.6% | - | 2.6% | 1.3 |
| Explaining tests and treatments | 73% | 18.7% | - | - | 0.6% | 4.89% | 1.3 |
| Involving you in decisions about your care | 68% | 22% | 2% | - | 0.6% | 5% | 1.3 |
| Treating you with care and concern | 72% | 19% | 1.3% | - | 1.3% | 4% | 13 |
| Taking your problems seriously | 71% | 22% | 2% | 0.6% | - | 2.6% | 1.3 |

Did you have confidence and trust in the Dr you saw?

|  |  |
| --- | --- |
| Yes definitely | 88% |
| Yes to some extent | 17.7% |
| No not at all | - |
| Don’t know/can’t say | 2% |

**ARRIVING FOR YOUR APPOINTMENT**

How do you normally arrive for your appointments?

|  |  |
| --- | --- |
| Walk | 21% |
| By Car/Taxi | 67% |
| By Bus | 10% |
| By Bike | 0 |

How easy do you find getting into the building?

|  |  |
| --- | --- |
| Very easy | 72% |
| Fairly easy | 17% |
| Not very easy | 8% |
| Not at all easy | 2.6% |

How clean is the surgery?

|  |  |
| --- | --- |
| Very clean | 85% |
| Fairly clean | 14% |
| Not very clean | - |
| Not at all clean | - |
| Don’t know | - |

How helpful do you find the reception staff at the surgery?

|  |  |
| --- | --- |
| Very | 81% |
| Fairly | 16% |
| Not very | 2% |
| Not at all | 0% |

**OVERALL SATISFACTION**

In general, how satisfied are you with the care you get at the surgery?

|  |  |
| --- | --- |
| Very | 81% |
| Fairly | 15% |
| Neither satisfied nor dissatisfied | 2.7% |
| Quite dissatisfied |  |
| Very dissatisfied | 0.6% |

Would you recommend the surgery to someone who had just moved into the practice area?

|  |  |
| --- | --- |
| Yes | 91% |
| Might | 4% |
| Not sure | 1% |
| Probably not | 0.6% |
| Definitely not | 0.6% |
| Don’t know | 2% |

**ABOUT YOU**

Are you male or female?

|  |  |
| --- | --- |
| Male | 36.7% |
| Female | 63% |

How old are you?

|  |  |
| --- | --- |
| Under 18 | 2% |
| 18-24 | 4% |
| 25-34 | 14.8% |
| 35-44 | 14.8% |
| 45-54 | 12.8% |
| 55-64 | 18% |
| 65-74 | 18.9% |
| 74-84 | 11.4% |
| 84 and over | 2.7% |

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

|  |  |
| --- | --- |
| Full time work (more than 30 hrs per week) | 31% |
| Part time work (under 30 hrs per week) | 10.6% |
| Full time education | 4% |
| Unemployed | 5% |
| Permanently sick or disabled | 3% |
| Fully retired | 36% |
| Looking after the home | 7.3% |
| Doing something else | 1.3% |

Did not answer 0.6%

**AND FINALLY**

Are you aware of our surgery website?

|  |  |
| --- | --- |
| Yes | 27.5% |
| No | 70.4% |

Did not answer 2%

Are you aware of our Surgery Patient Participation group?

|  |  |
| --- | --- |
| Yes | 19% |
| No | 79% |

Did not answer 1.3%

Given the choice with regard to receiving information about the surgery about changes, developments etc, how would you like to receive information?

|  |  |
| --- | --- |
| Newsletter collect from surgery | 39% |
| Text messaging | 8% |
| Email | 30% |
| Look on website | 16.7% |
| Other, please state post 2.8% phone 1.7% | 1.7% |

Did not answer 1%

Are there any other comments you would like to make with regard to the practice?

Selection of comments

The service I have had has always been excellent

Seating area/ Waiting area very uncomfortable in winter with continually opening of auto doors

Poor parking

Keep it up good work to help patients , thank you for your help

Impossible to get through on phone for an appointment

Not enough time for patients to be taken seriously

Excellent practice and staff Outstanding

Parking is a nightmare

Excellent service whilst pregnant with twins and following their premature birth

First class staff and facilities , excellent care from Drs and Nurses. Everyone should experience this top class facility