

## 2017 Patient Survey

Question	Categories /Options	Response	Practice Rating	Benchmark Rating	%
The average number of times a patient has seen a GP in past 12 months	None				4%
	Once or twice				29%
	Three or four times				32%
	Five or six times				10%
	Seven times or more				25%
	Average	3.3 Visits per annum per patient			
Patients satisfaction rating of dealing with receptionists	Very poor				0%
	Poor				0%
	Fair				3%
	Good				29%
	Very good				36%
	Excellent				32%
	Satisfaction Rating		79	75	
Patients Satisfaction with Practice Opening Hours	Very poor				0%
	Poor				10%
	Fair				0%
	Good				49%
	Very good				24%
	Excellent				17%
	Satisfaction Rating		68	63	
Additional Appointment Hours Requested by Patients	Early AM				2%
	Lunchtime				25%
	Evenings				25%
	Weekends				18%
	None Required				30%
How quickly do you get seen with particular doctor	Same day				7%
	Next working day				7%
	Within 2 working days				4%
	Within 3 working days				7%
	Within 4 working days				11%

	5 or more working days				29%
	Does not apply				36%

What is your satisfaction rating of that process?			66	58	
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How quickly you get seen with any doctor	Same day				38%
	Next working day				10%
	Within 2 working days				14%
	Within 3 working days				10%
	Within 4 working days				7%
	5 or more working days				21%
	Does not apply				0%

What is your satisfaction rating of that process?			63	67	
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How easy is it to see a GP urgently (same day)	Yes				62%
	No				14%
	Never Needed to				24%

What are the average waiting times in the Practice?	5 minutes or less				10%
	6-10 minutes				45%
	11-20 minutes				38%
	21-30 minutes				3%
	More than 30 minutes				4%

What is your satisfaction rating of that process?			56	53	
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Rate the ability to get through to Practice on the telephone			66	57	
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Rate the ability to speak to a GP on the tele phone			74	56	
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How often do you see your usual GP?	Always				0%
	Almost always				0%
	A lot of the time				38%
	Some of the time				33%

	Almost never				25%
	Never				4%

What is your satisfaction rating of that process?	Very poor				8%
	Poor				21%
	Fair				25%
	Good				25%
	Very good				8%
	Excellent				13%
	Does not apply				0%
	Satisfaction Rating		48	66	

How thoroughly does the GP ask about symptoms	Very poor				0%
	Poor				0%
	Fair				17%
	Good				13%
	Very good				35%
	Excellent				35%
	Does not apply				0%
	Satisfaction Rating		77	75	

How well does the GP listen to what you say	Very poor				0%
	Poor				4%
	Fair				4%
	Good				22%
	Very good				40%
	Excellent				30%
	Does not apply				0%
	Satisfaction Rating		77	77	

How well does the GP put you at ease	Very poor				0%
	Poor				0%
	Fair				4%
	Good				22%
	Very good				39%
	Excellent				26%
	Does not apply				9%
	Satisfaction Rating		82	78	

How much does the GP involve you in decisions about care	Very poor				0%
	Poor				0%
	Fair				9%
	Good				18%
	Very good				43%
	Excellent				30%

	Does not apply				0%
	Satisfaction Rating		82	75	

How well does the GP explain problems/ treatments	Very poor				0%
	Poor				4%
	Fair				0%
	Good				22%
	Very good				35%
	Excellent				35%
	Does not apply				4%
	Satisfaction Rating		82	77	

Please rate the amount of time the GP spends with you	Very poor				0%
	Poor				4%
	Fair				17%
	Good				22%
	Very good				43%
	Excellent				13%
	Does not apply				0%
	Satisfaction Rating		69	73	

GP's are patient with your questions or worries	Very poor				0%
	Poor				5%
	Fair				5%
	Good				14%
	Very good				45%
	Excellent				31%
	Does not apply				0%
	Satisfaction Rating		76	76	

GP's are caring and show concern for you	Very poor				0%
	Poor				5%
	Fair				5%
	Good				23%
	Very good				44%
	Excellent				23%
	Does not apply				0%
	Satisfaction Rating		75	77	

Have you seen a nurse from Practice in past 12 months	Yes				86%
	No				14%

	Very poor				0%
	Poor				4%
	Fair				4%

How well did the nurse listen to what you say	Good				8%
	Very good				38%
	Excellent				46%
	Satisfaction Rating		83	77	

Rate the quality of care the nurse provides	Very poor				0%
	Poor				4%
	Fair				4%
	Good				17%
	Very good				29%
	Excellent				46%
	Satisfaction Rating		82	78	

How well does the nurse explain problems/treatments	Very poor				0%
	Poor				4%
	Fair				9%
	Good				9%
	Very good				30%
	Excellent				48%
	Satisfaction Rating		82	77	

Sex	Male				31%
	Female				69%

Age	<45 years of age				17%
	>45 years of age				83%
	Mean Age	56 Years			

Do you have a long standing illness, disability or infirmity	Yes				54%
	No				46%

Ethnicity	White				100%
	Black or Black British				0%
	Asian or Asian British				0%
	Mixed				0%
	Chinese				0%
	Other ethnic group				0%

Accommodation	Owner Occupied				82%
	Rented or Similar				18%

	Employed (full/part time, self-employed)				48%
	Unemployed				0%

<b>Employment Status</b>	<b>School or full time education</b>				7%
	<b>Long term sickness</b>				0%
	<b>Looking after home/family</b>				0%
	<b>Retired</b>				45%
	<b>Other</b>				0%































