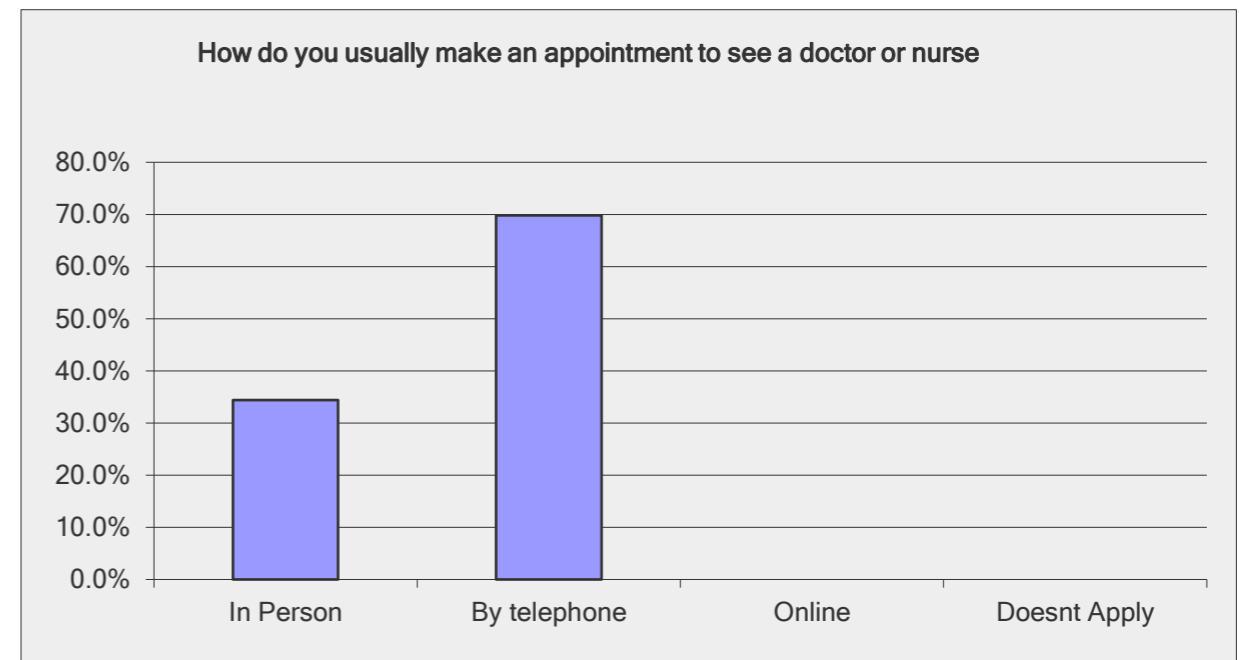


Brandon Lane Surgery Patient Survey 2015

Patient satisfaction

How do you usually make an appointment to see a doctor or nurse		
Answer Options	Response Percent	Response Count
In Person	34.4%	33
By telephone	69.8%	67
Online	0.0%	0
Doesnt Apply	0.0%	0
<i>answered question</i>		96
<i>skipped question</i>		4

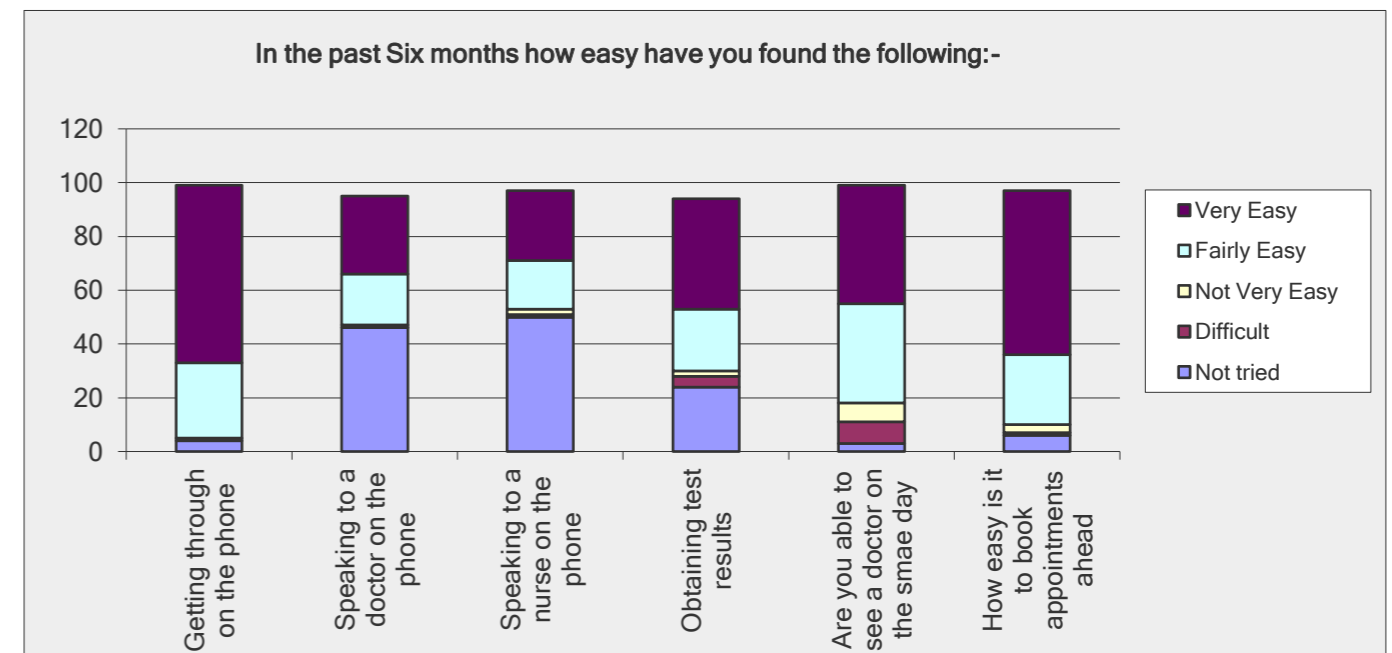


Brandon Lane Surgery Patient Survey 2015

Patient satisfaction

In the past Six months how easy have you found the following:-

Answer Options	Very Easy	Fairly Easy	Not Very Easy	Difficult	Not tried	Response Count
Getting through on the phone	66	28	1	0	4	99
Speaking to a doctor on the phone	29	19	0	1	46	95
Speaking to a nurse on the phone	26	18	2	1	50	97
Obtaining test results	41	23	2	4	24	94
Are you able to see a doctor on the same day	44	37	7	8	3	99
How easy is it to book appointments ahead	61	26	3	1	6	97
<i>answered question</i>						100
<i>skipped question</i>						0

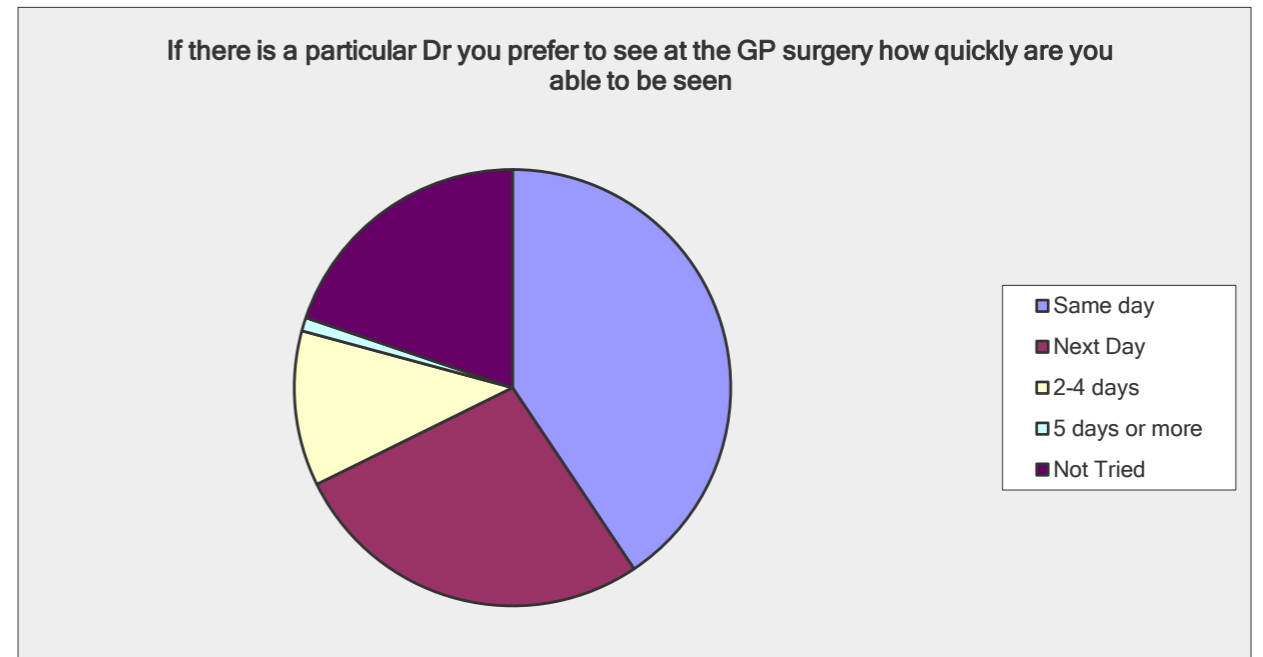


Brandon Lane Surgery Patient Survey 2015

Patient satisfaction

If there is a particular Dr you prefer to see at the GP surgery how quickly are you able to be seen

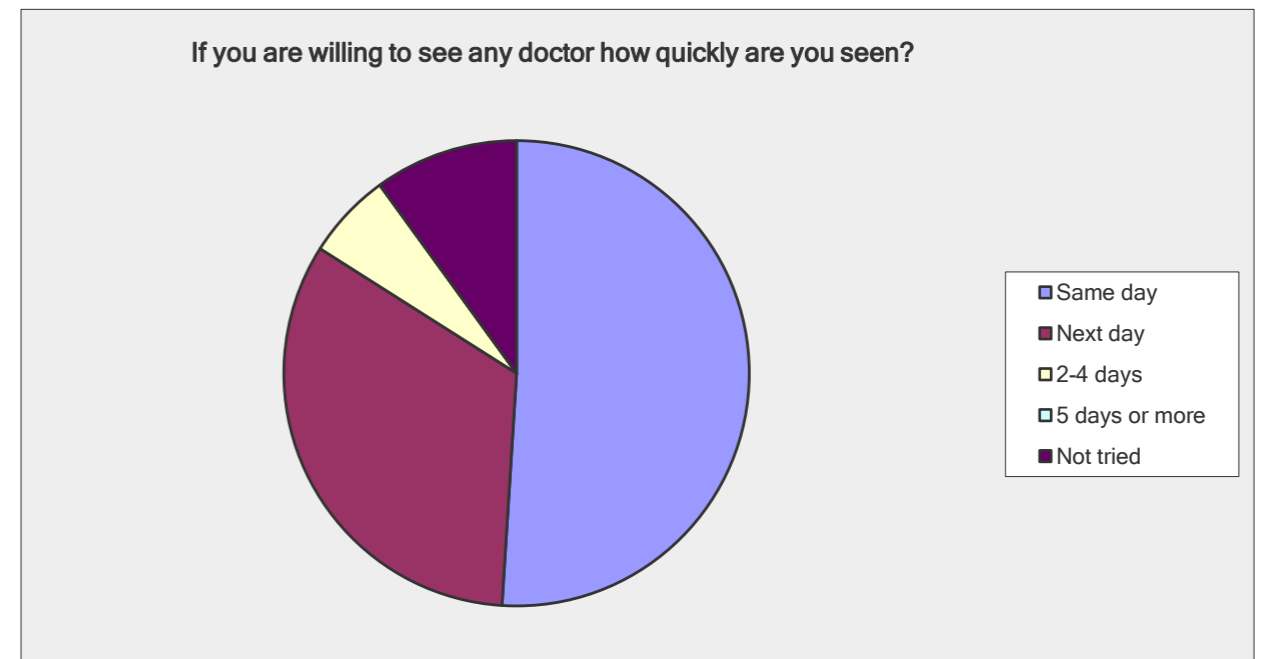
Answer Options	Response Percent	Response Count
Same day	40.6%	39
Next Day	27.1%	26
2-4 days	11.5%	11
5 days or more	1.0%	1
Not Tried	19.8%	19
<i>answered question</i>		96
<i>skipped question</i>		4



Brandon Lane Surgery Patient Survey 2015

Patient satisfaction

If you are willing to see any doctor how quickly are you seen?		
Answer Options	Response Percent	Response Count
Same day	51.0%	51
Next day	33.0%	33
2-4 days	6.0%	6
5 days or more	0.0%	0
Not tried	10.0%	10
<i>answered question</i>		100
<i>skipped question</i>		0

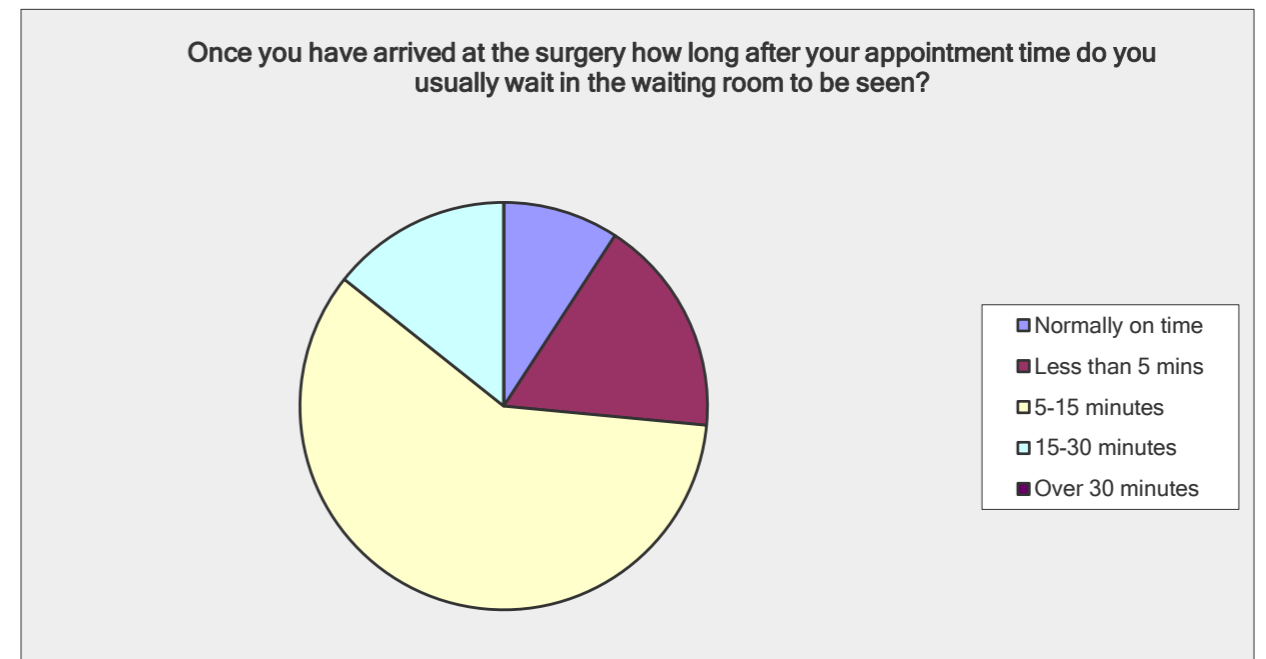


Brandon Lane Surgery Patient Survey 2015

Patient satisfaction

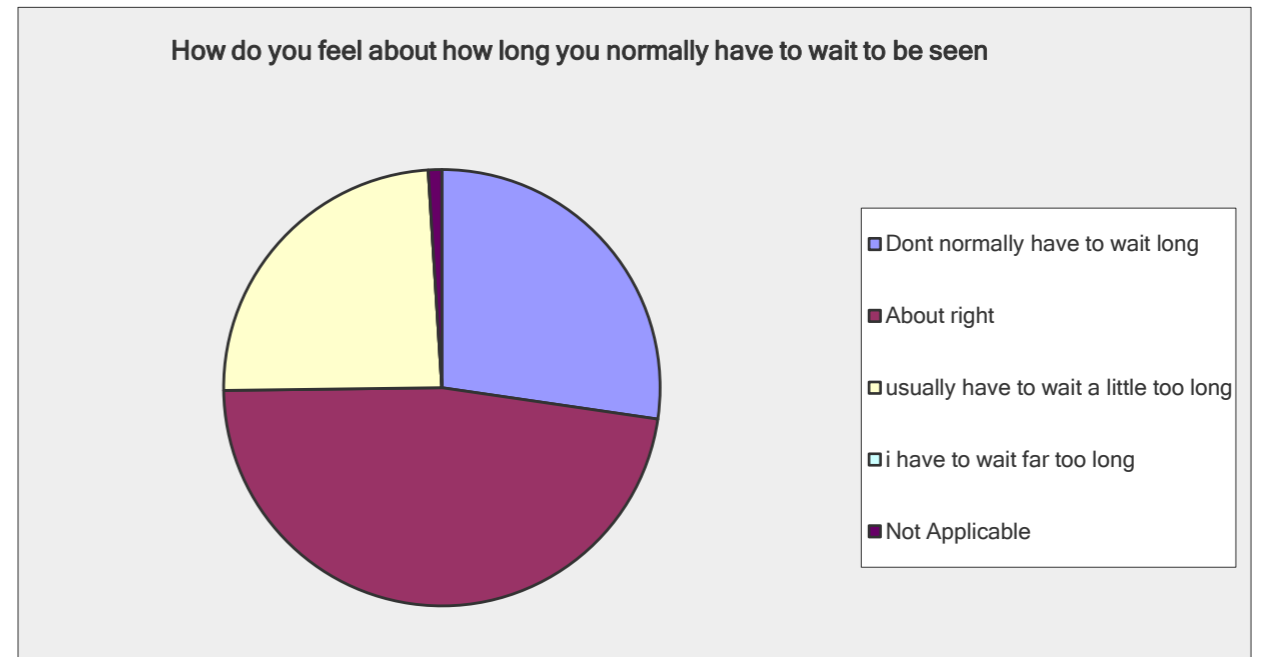
Once you have arrived at the surgery how long after your appointment time do you usually wait in the waiting room to be seen?

Answer Options	Response Percent	Response Count
Normally on time	9.2%	9
Less than 5 mins	17.3%	17
5-15 minutes	59.2%	58
15-30 minutes	14.3%	14
Over 30 minutes	0.0%	0
<i>answered question</i>		98
<i>skipped question</i>		2



Patient satisfaction

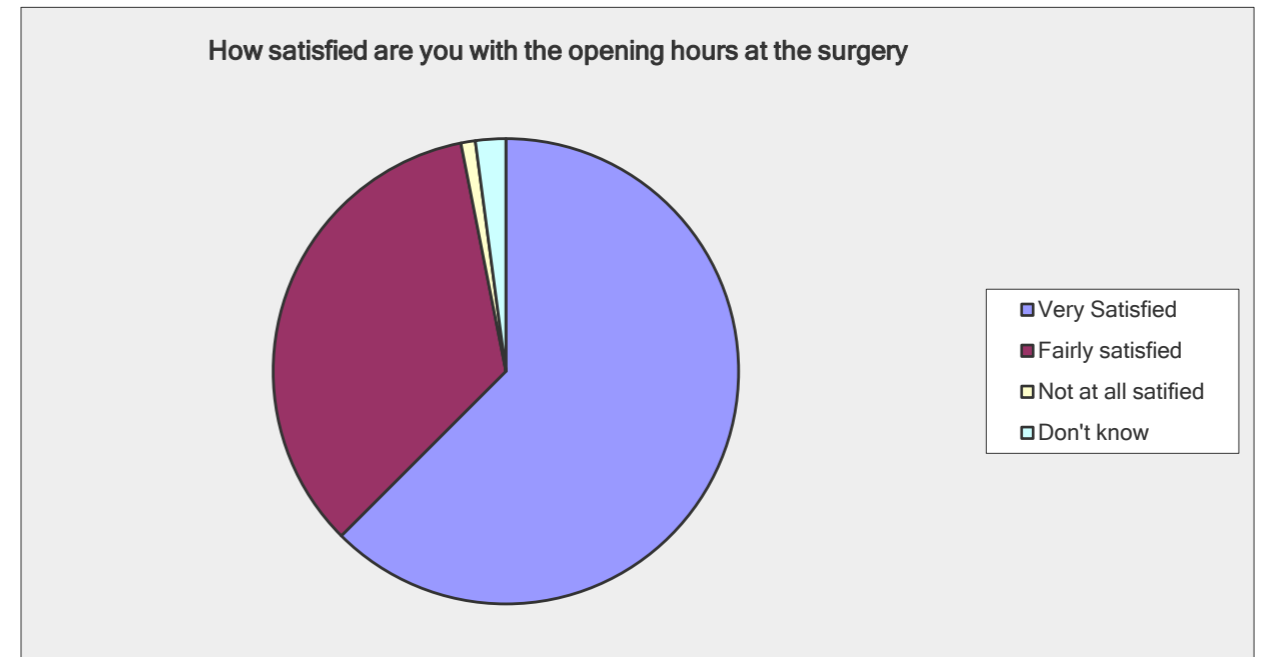
How do you feel about how long you normally have to wait to be seen		
Answer Options	Response Percent	Response Count
Dont normally have to wait long	27.3%	27
About right	47.5%	47
usually have to wait a little too long	24.2%	24
i have to wait far too long	0.0%	0
Not Applicable	1.0%	1
<i>answered question</i>		99
<i>skipped question</i>		1



Brandon Lane Surgery Patient Survey 2015

Patient satisfaction

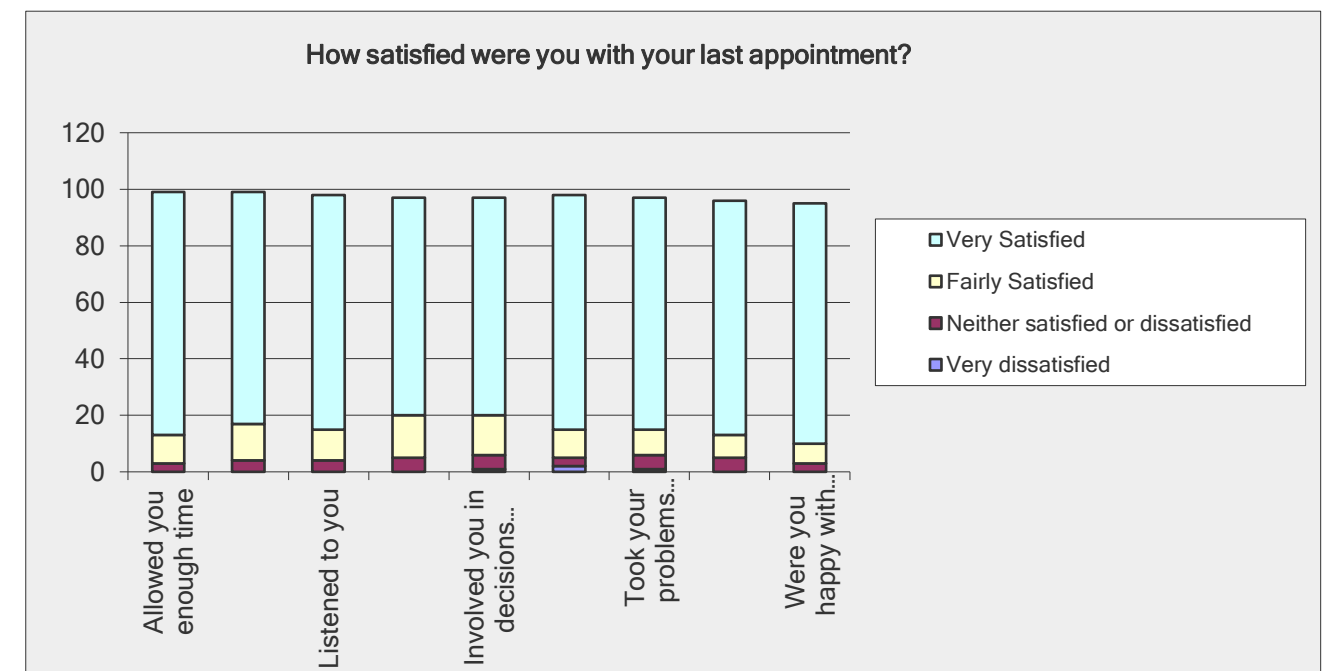
How satisfied are you with the opening hours at the surgery		
Answer Options	Response Percent	Response Count
Very Satisfied	62.5%	60
Fairly satisfied	34.4%	33
Not at all satisfied	1.0%	1
Don't know	2.1%	2
<i>answered question</i>		96
<i>skipped question</i>		4



Brandon Lane Surgery Patient Survey 2015

Patient satisfaction

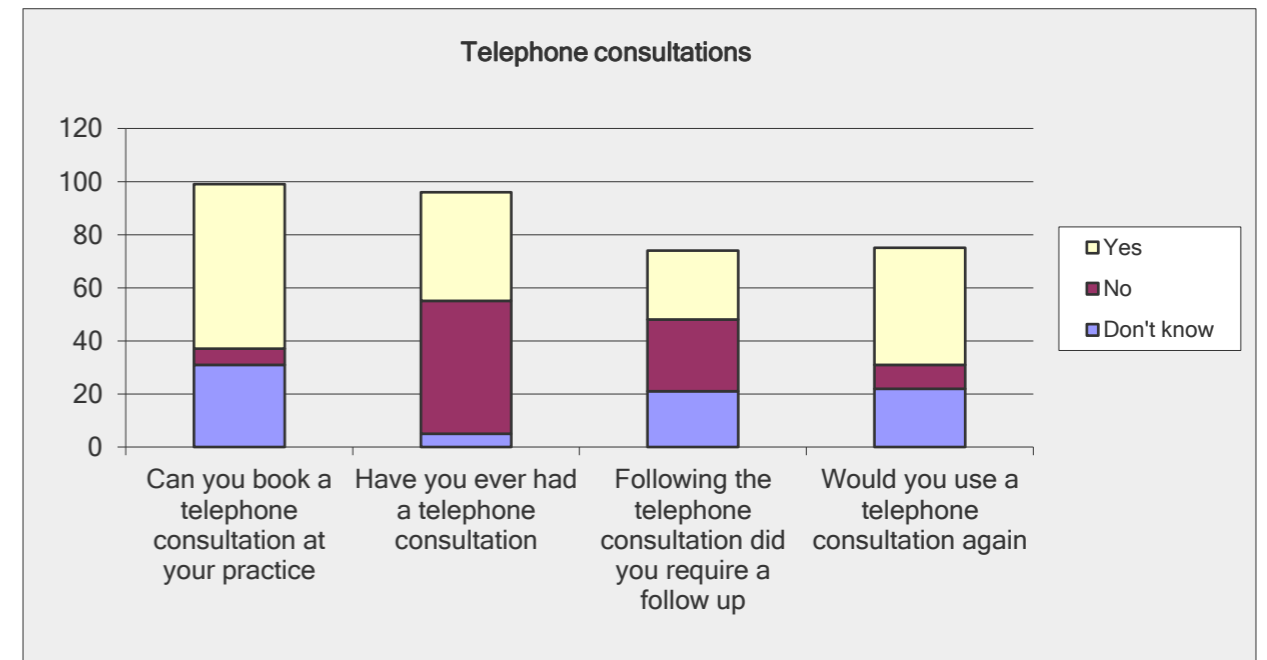
How satisfied were you with your last appointment?					
Answer Options	Very Satisfied	Fairly Satisfied	Neither satisfied or dissatisfied	Very dissatisfied	Response Count
Allowed you enough time	86	10	3	0	99
Asked about your symptoms	82	13	4	0	99
Listened to you	83	11	4	0	98
Explained about tests and treatments	77	15	5	0	97
Involved you in decisions about your care	77	14	5	1	97
Treat you with care and respect	83	10	3	2	98
Took your problems seriously	82	9	5	1	97
Did you have trust and confidence in the doctor you saw	83	8	5	0	96
Were you happy with the privacy of your conversation	85	7	3	0	95
<i>answered question</i>					99
<i>skipped question</i>					1



Brandon Lane Surgery Patient Survey 2015

Patient satisfaction

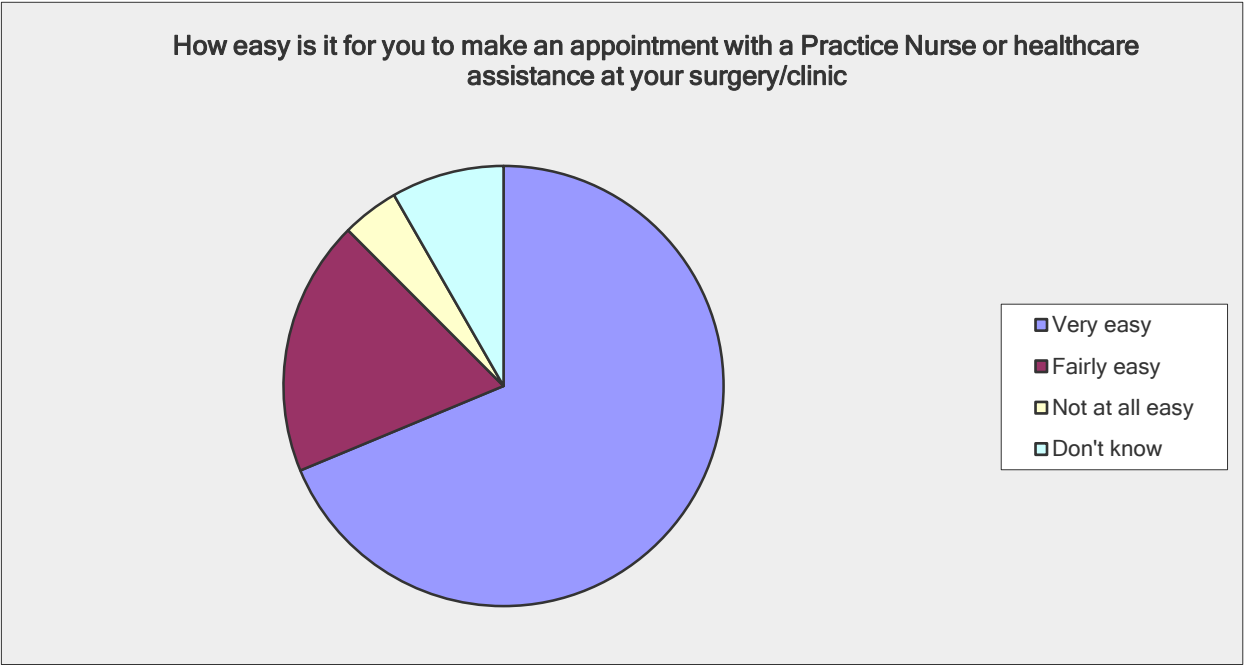
Telephone consultations				
Answer Options	Yes	No	Don't know	Response Count
Can you book a telephone consultation at your practice	62	6	31	99
Have you ever had a telephone consultation	41	50	5	96
Following the telephone consultation did you require a	26	27	21	74
Would you use a telephone consultation again	44	9	22	75
<i>answered question</i>				99
<i>skipped question</i>				1



Brandon Lane Surgery Patient Survey 2015

Patient satisfaction

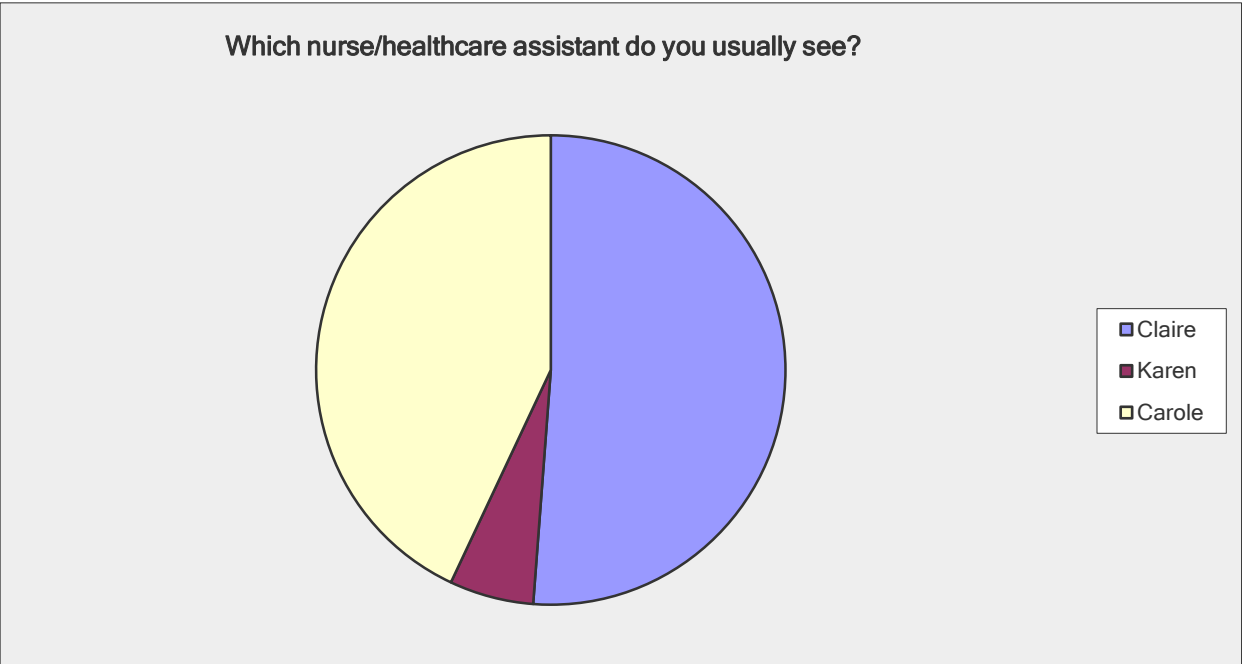
How easy is it for you to make an appointment with a Practice Nurse or healthcare assistance at your surgery/clinic		
Answer Options	Response Percent	Response Count
Very easy	68.8%	66
Fairly easy	18.8%	18
Not at all easy	4.2%	4
Don't know	8.3%	8
<i>answered question</i>		96
<i>skipped question</i>		4



Brandon Lane Surgery
Patient Survey 2015

Patient satisfaction

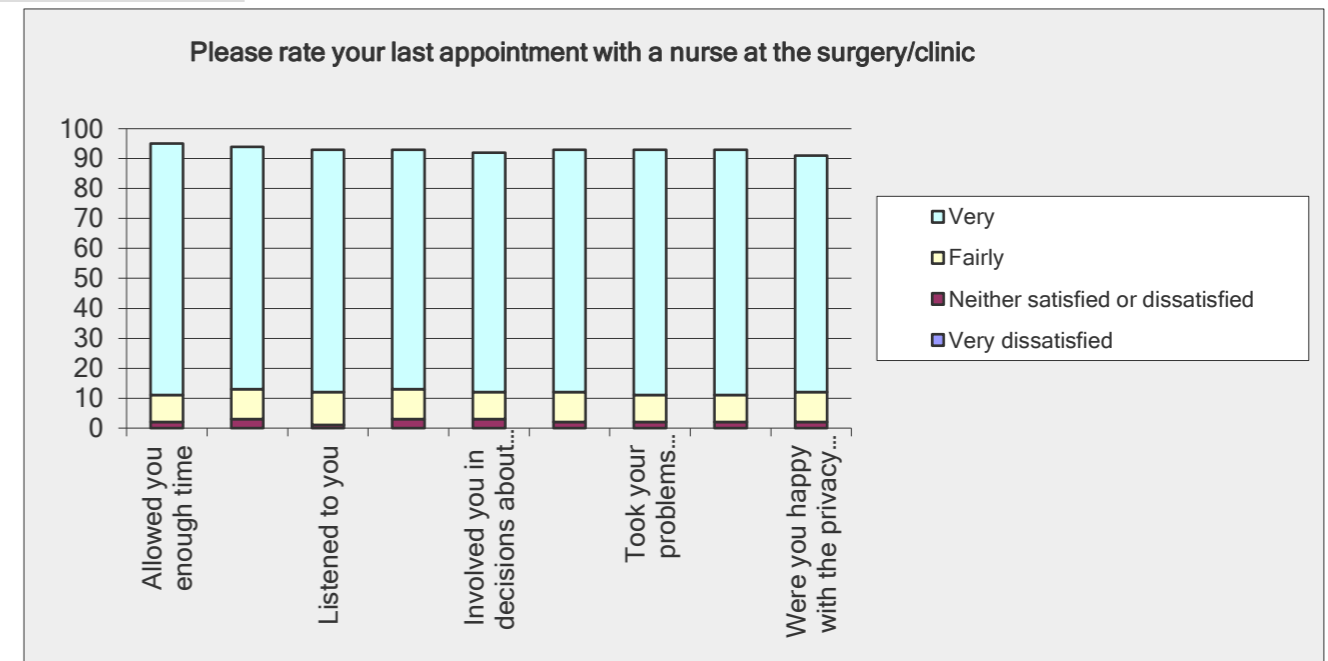
Which nurse/healthcare assistant do you usually see?		
Answer Options	Response Percent	Response Count
Claire	51.2%	44
Karen	5.8%	5
Carole	43.0%	37
<i>answered question</i>		86
<i>skipped question</i>		14



Brandon Lane Surgery Patient Survey 2015

Patient satisfaction

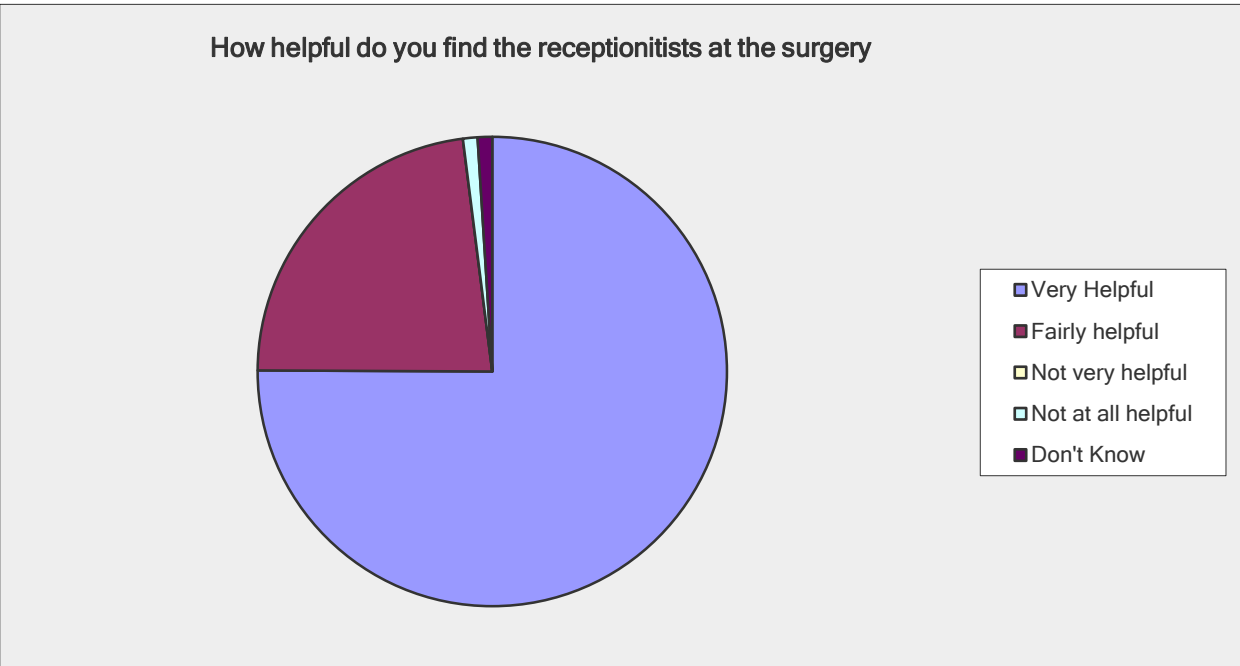
Please rate your last appointment with a nurse at the surgery/clinic					
Answer Options	Very	Fairly	Neither satisfied or dissatisfied	Very dissatisfied	Response Count
Allowed you enough time	84	9	2	0	95
Asked about your symptoms	81	10	3	0	94
Listened to you	81	11	1	0	93
Explained about tests/treatments	80	10	3	0	93
Involved you in decisions about your care	80	9	3	0	92
Treat you with care and respect	81	10	2	0	93
Took your problems seriously	82	9	2	0	93
Did you have trust and confidence in the nurse you saw	82	9	2	0	93
Were you happy with the privacy of your conversation	79	10	2	0	91
<i>answered question</i>					95
<i>skipped question</i>					5



Brandon Lane Surgery Patient Survey 2015

Patient satisfaction

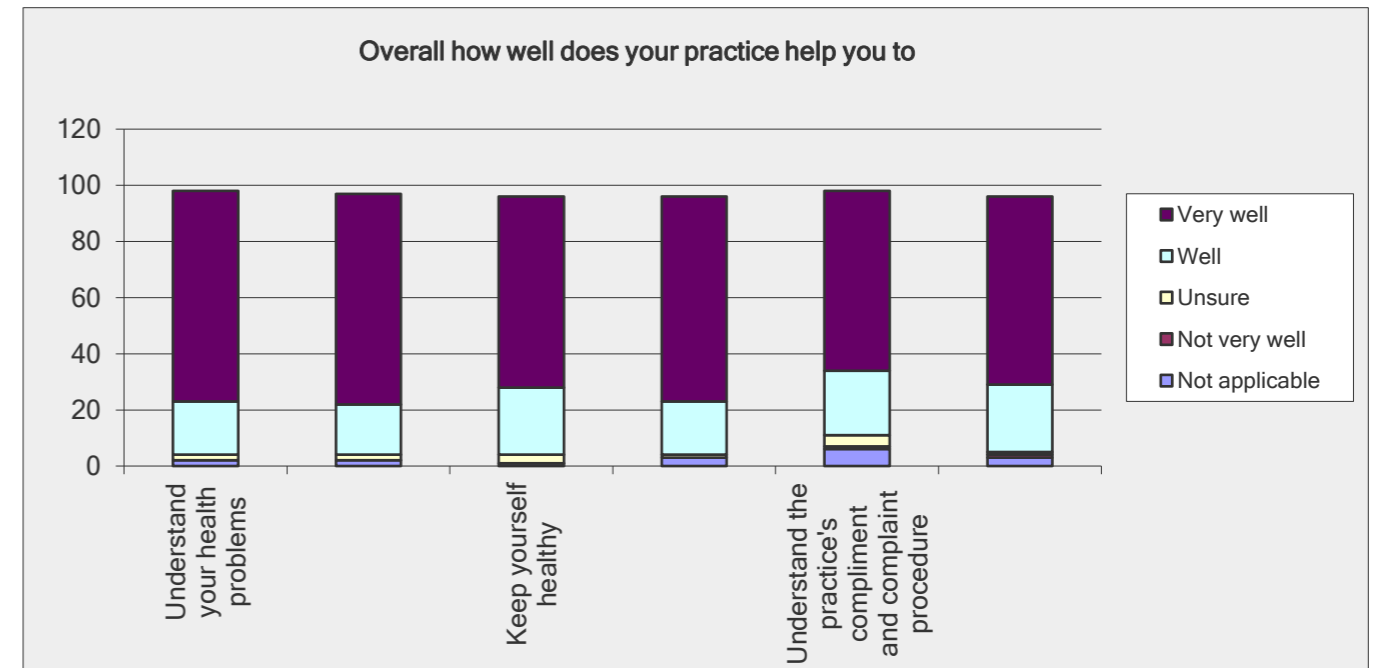
How helpful do you find the receptionitists at the surgery		
Answer Options	Response Percent	Response Count
Very Helpful	75.0%	72
Fairly helpful	22.9%	22
Not very helpful	0.0%	0
Not at all helpful	1.0%	1
Don't Know	1.0%	1
<i>answered question</i>		96
<i>skipped question</i>		4



Brandon Lane Surgery Patient Survey 2015

Patient satisfaction

Overall how well does your practice help you to						
Answer Options	Very well	Well	Unsure	Not very well	Not applicable	Response Count
Understand your health problems	75	19	2	0	2	98
Cope with your health problems	75	18	2	0	2	97
Keep yourself healthy	68	24	3	0	1	96
Find information about servicethey provide test results,	73	19	1	0	3	96
Understand the practice's compliment and complaint	64	23	4	1	6	98
Access information about staying healthy and preventing	67	24	1	1	3	96
<i>answered question</i>						98
<i>skipped question</i>						2



Brandon Lane Surgery Patient Survey 2015

Patient satisfaction

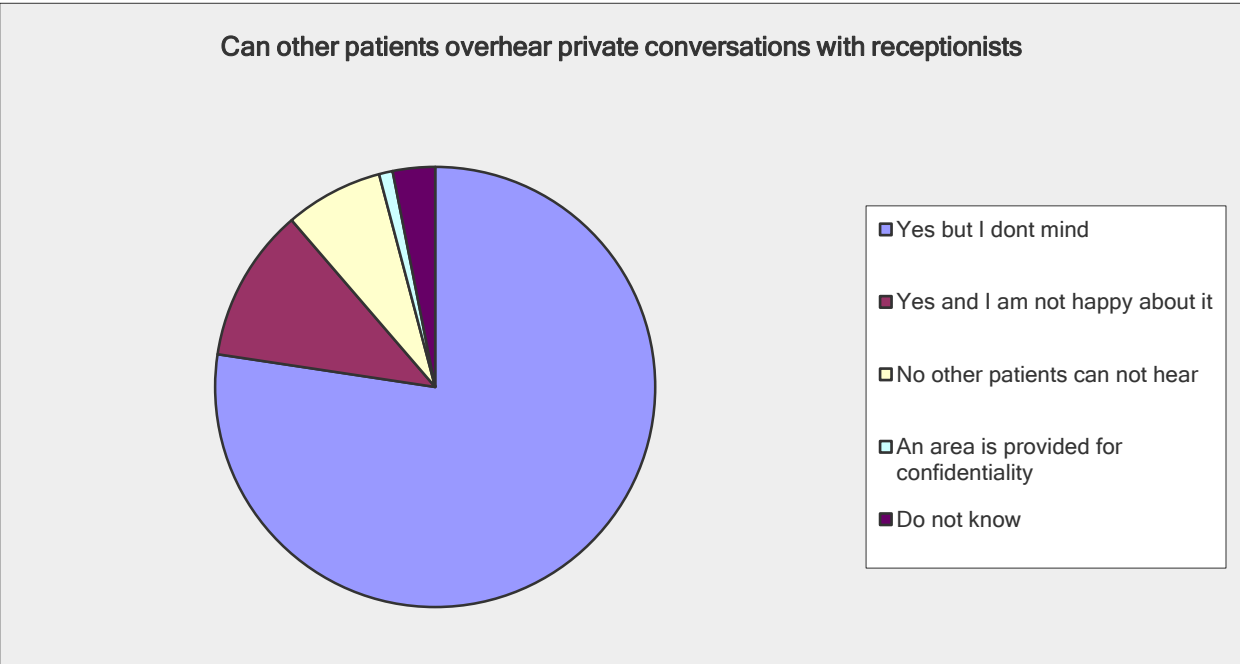
Answer Options	Response Count
	3
<i>answered question</i>	3
<i>skipped question</i>	97

Number	Response Date	Response Text	Categories
1			
2			
3			

Brandon Lane Surgery Patient Survey 2015

Patient satisfaction

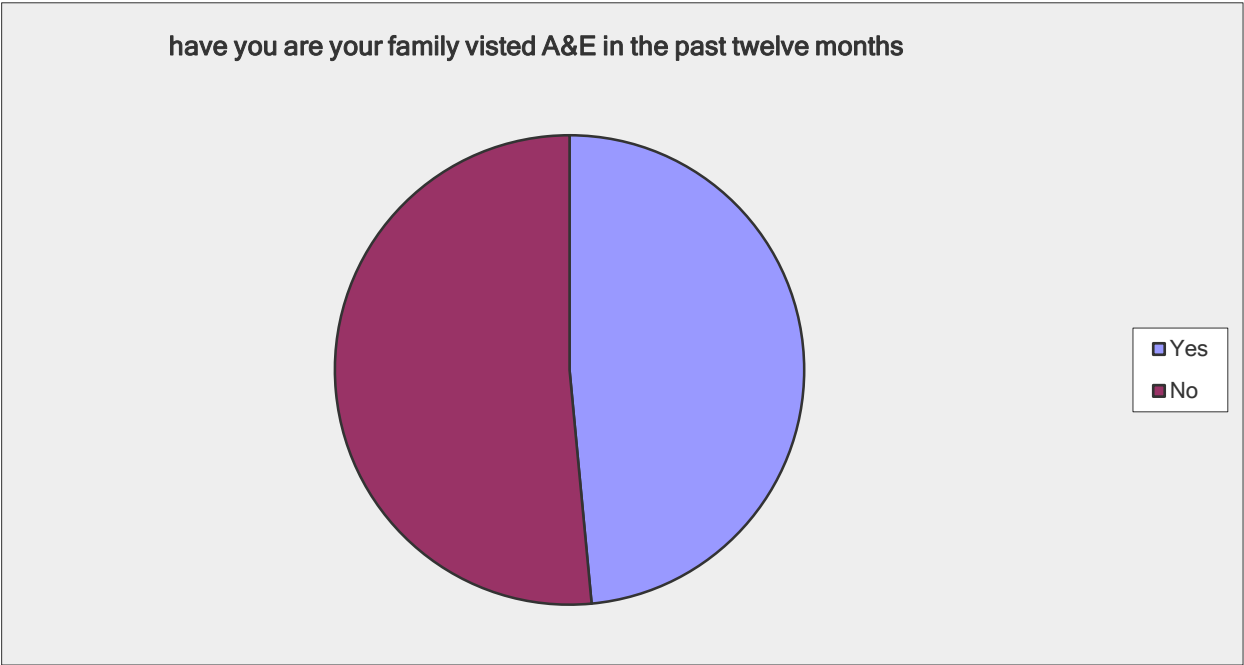
Can other patients overhear private conversations with receptionists		
Answer Options	Response Percent	Response Count
Yes but I dont mind	77.3%	75
Yes and I am not happy about it	11.3%	11
No other patients can not hear	7.2%	7
An area is provided for confidentiality	1.0%	1
Do not know	3.1%	3
<i>answered question</i>		97
<i>skipped question</i>		3



Brandon Lane Surgery
Patient Survey 2015

Patient satisfaction

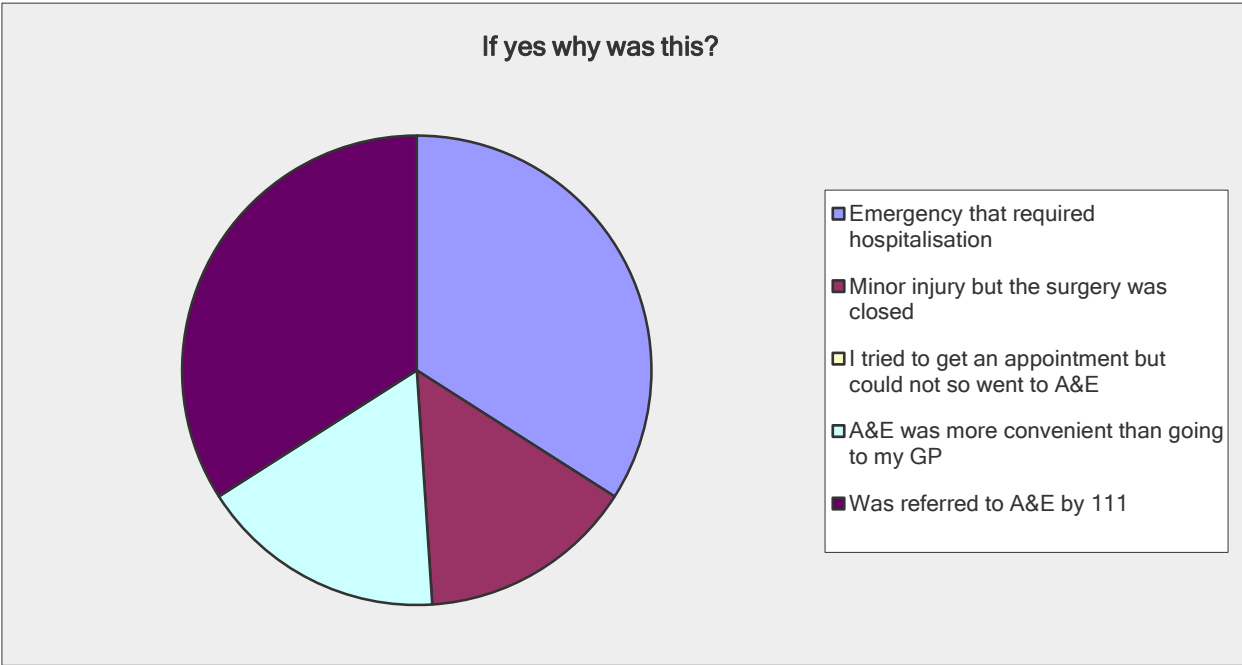
have you are your family visted A&E in the past twelve months		
Answer Options	Response Percent	Response Count
Yes	48.5%	48
No	51.5%	51
<i>answered question</i>		99
<i>skipped question</i>		1



Brandon Lane Surgery Patient Survey 2015

Patient satisfaction

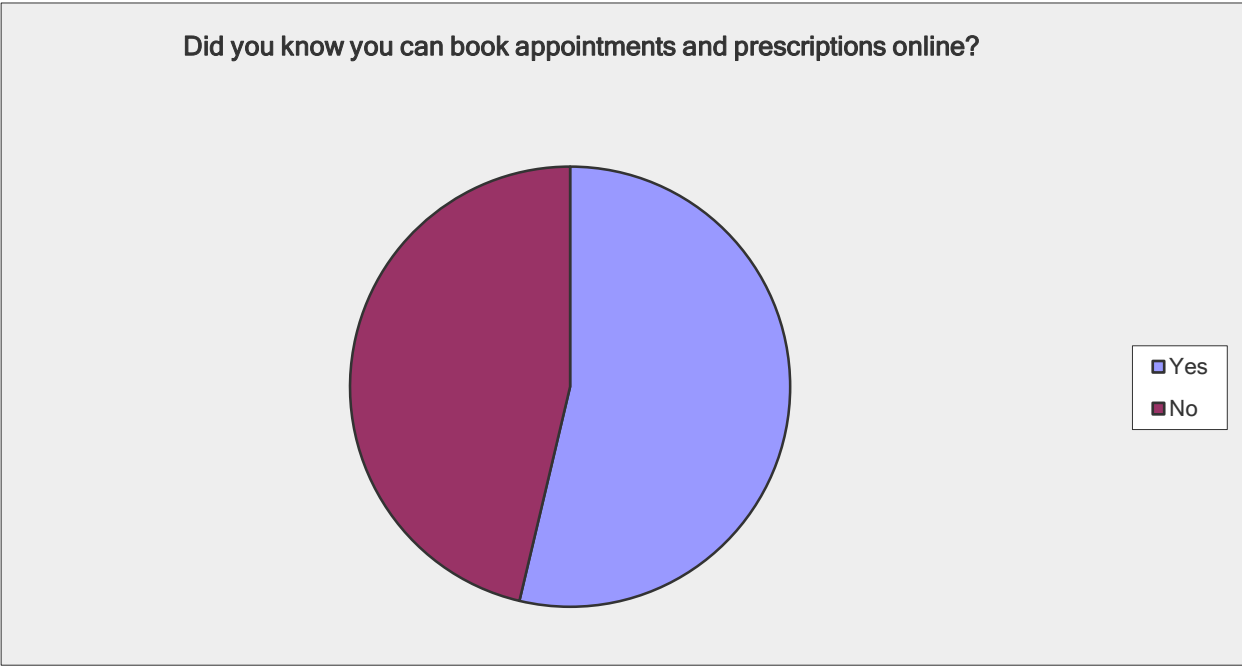
If yes why was this?		
Answer Options	Response Percent	Response Count
Emergency that required hospitalisation	34.0%	16
Minor injury but the surgery was closed	14.9%	7
I tried to get an appointment but could not so went to A&E	0.0%	0
A&E was more convenient than going to my GP	17.0%	8
Was referred to A&E by 111	34.0%	16
<i>answered question</i>		47
<i>skipped question</i>		53



Brandon Lane Surgery
Patient Survey 2015

Patient satisfaction

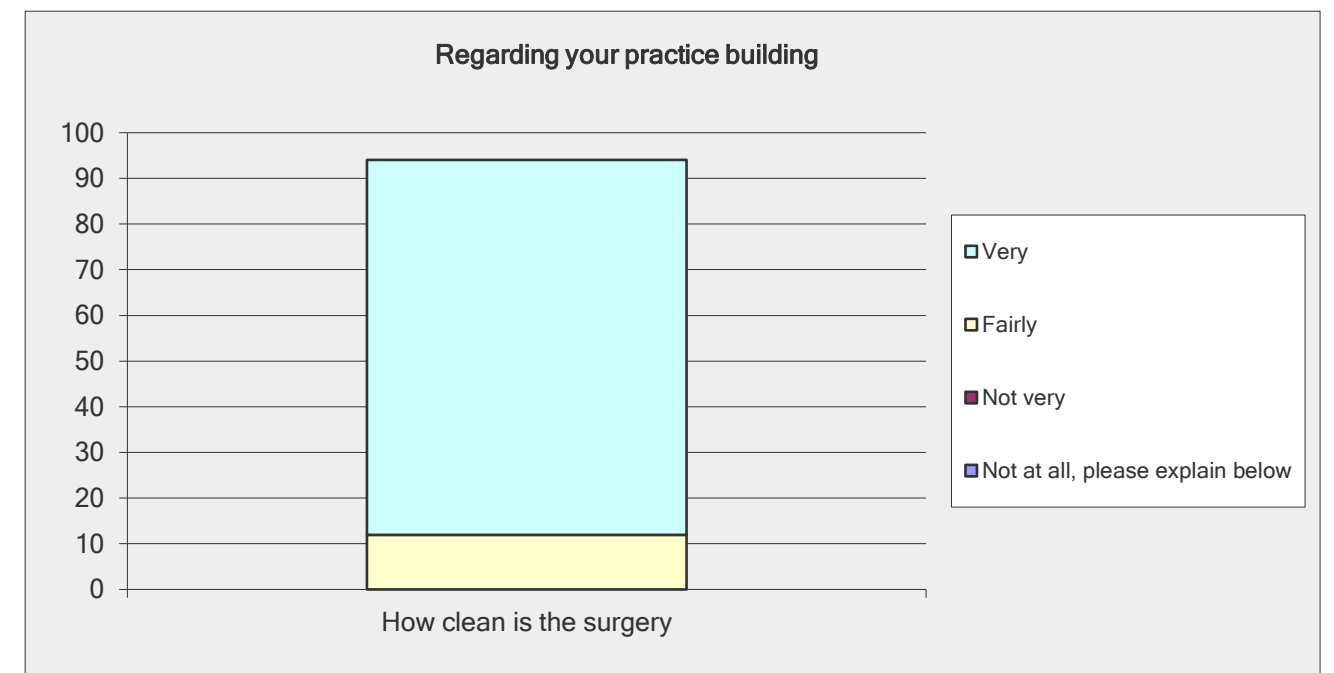
Did you know you can book appointments and prescriptions online?		
Answer Options	Response Percent	Response Count
Yes	53.7%	51
No	46.3%	44
<i>answered question</i>		95
<i>skipped question</i>		5



Brandon Lane Surgery Patient Survey 2015

Patient satisfaction

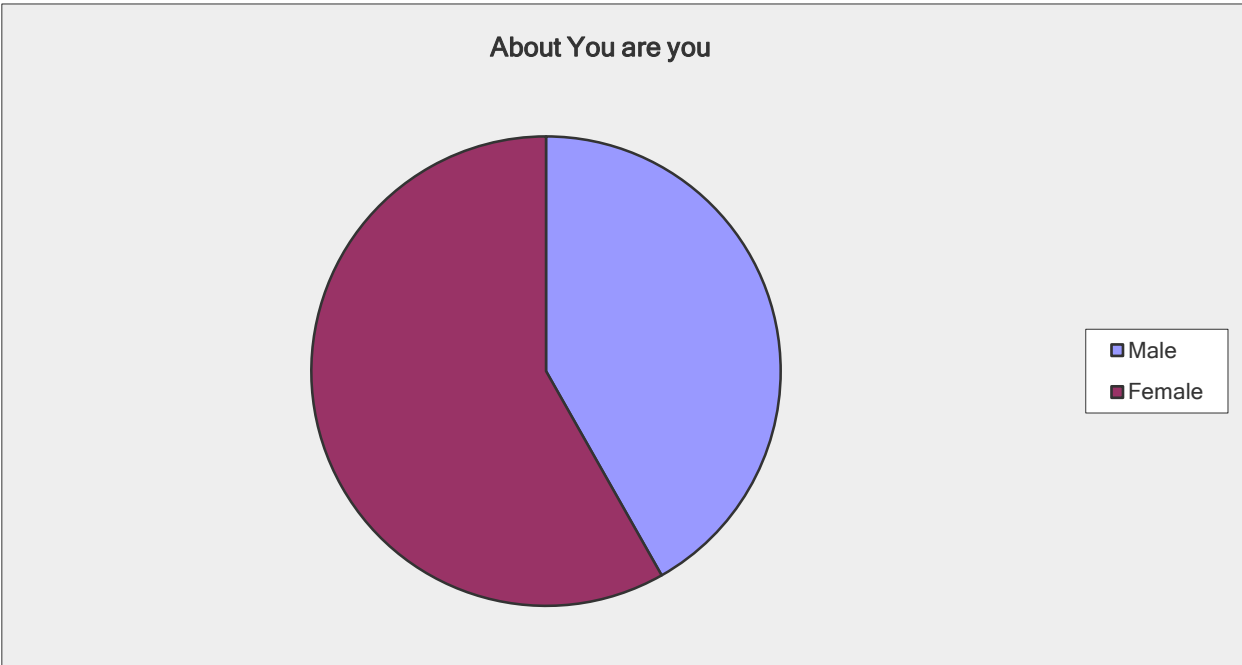
Regarding your practice building					
Answer Options	Very	Fairly	Not very	NOT at all, please explain below	Response Count
How clean is the surgery	82	12	0	0	94
				<i>answered question</i>	94
				<i>skipped question</i>	6



Brandon Lane Surgery
Patient Survey 2015

Patient satisfaction

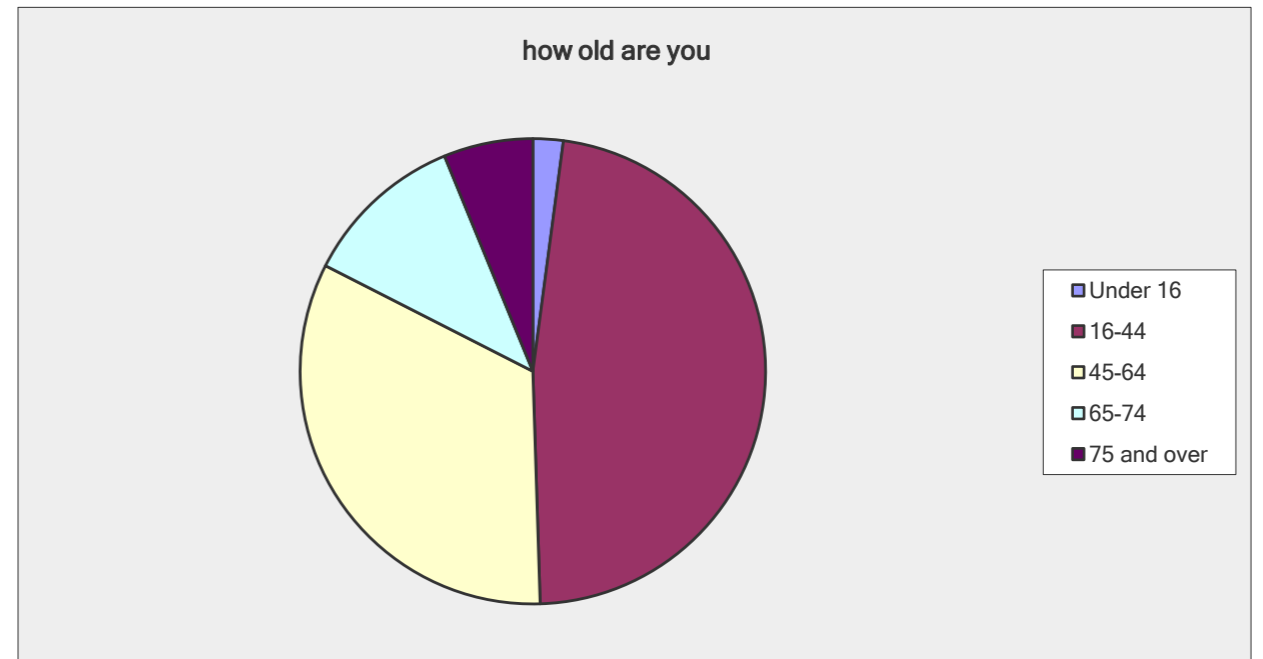
About You are you		
Answer Options	Response Percent	Response Count
Male	41.8%	41
Female	58.2%	57
<i>answered question</i>		98
<i>skipped question</i>		2



Brandon Lane Surgery
Patient Survey 2015

Patient satisfaction

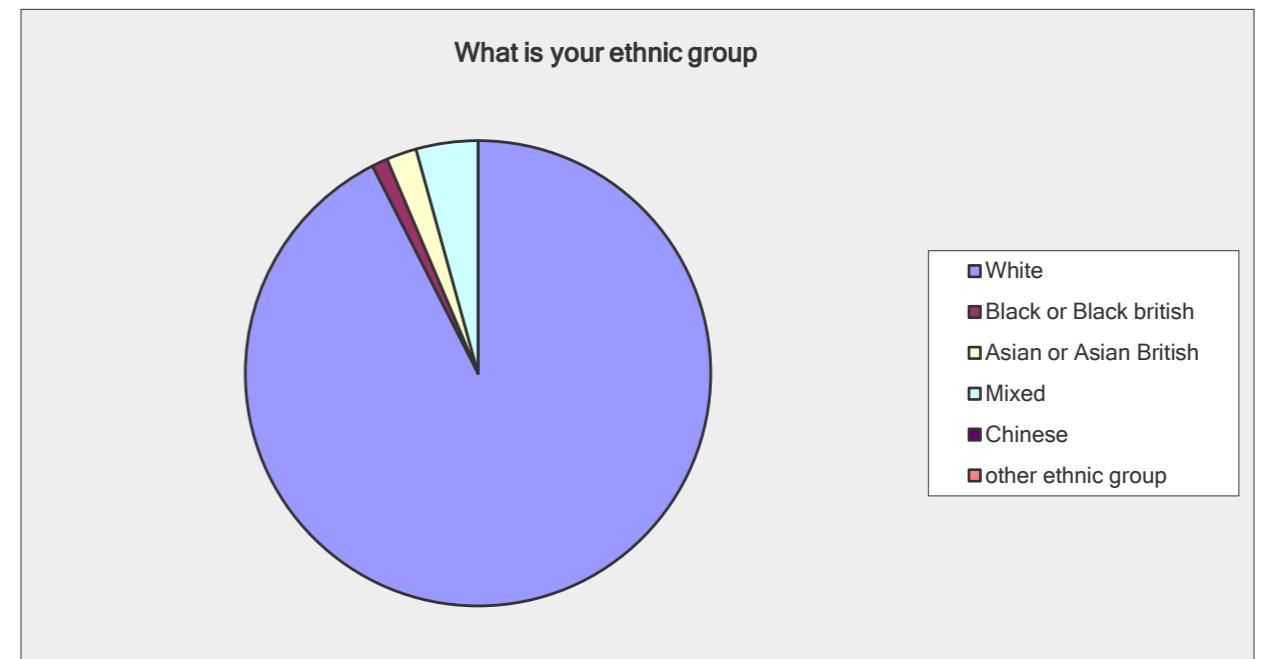
how old are you		
Answer Options	Response Percent	Response Count
Under 16	2.1%	2
16-44	47.4%	46
45-64	33.0%	32
65-74	11.3%	11
75 and over	6.2%	6
<i>answered question</i>		97
<i>skipped question</i>		3



Brandon Lane Surgery Patient Survey 2015

Patient satisfaction

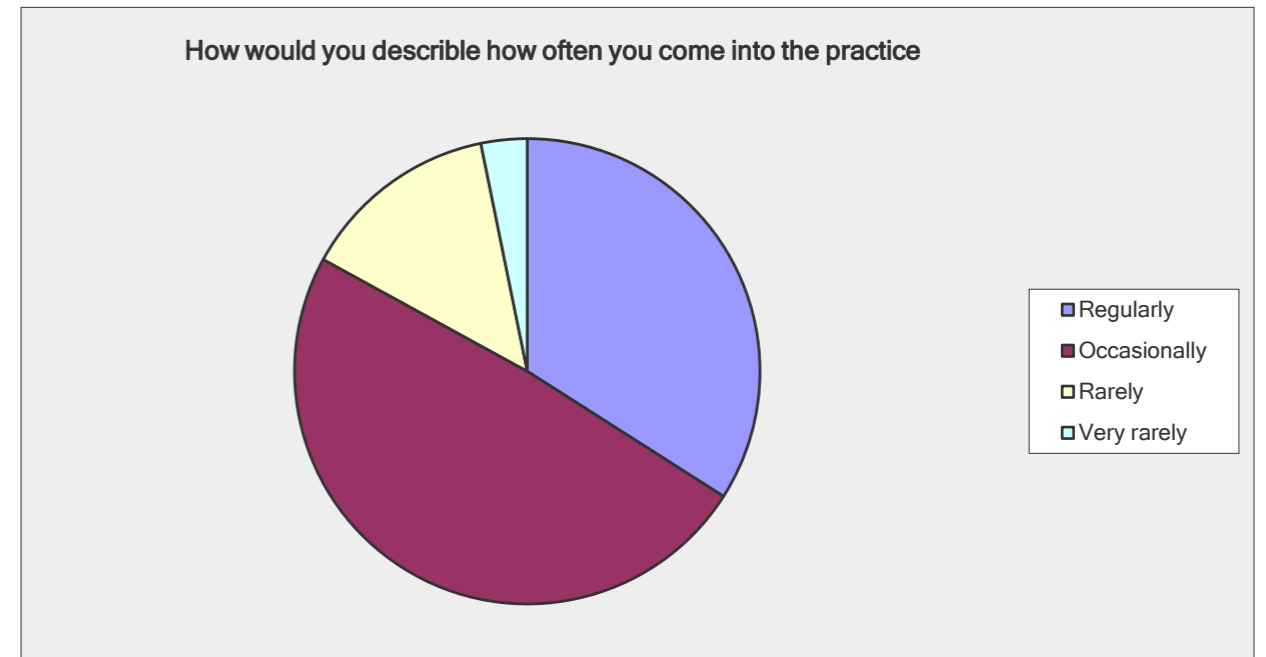
What is your ethnic group		
Answer Options	Response Percent	Response Count
White	92.6%	87
Black or Black british	1.1%	1
Asian or Asian British	2.1%	2
Mixed	4.3%	4
Chinese	0.0%	0
other ethnic group	0.0%	0
<i>answered question</i>		94
<i>skipped question</i>		6



Brandon Lane Surgery Patient Survey 2015

Patient satisfaction

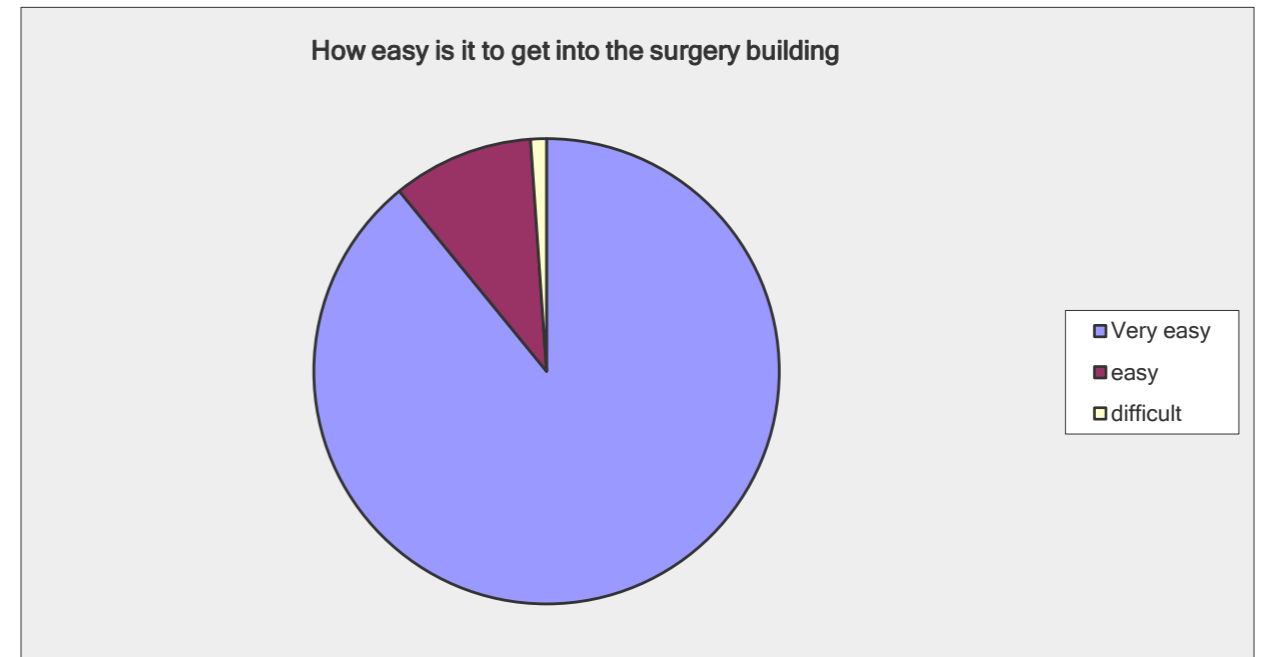
How would you describe how often you come into the practice		
Answer Options	Response Percent	Response Count
Regularly	34.0%	32
Occasionally	48.9%	46
Rarely	13.8%	13
Very rarely	3.2%	3
<i>answered question</i>		94
<i>skipped question</i>		6



Brandon Lane Surgery Patient Survey 2015

Patient satisfaction

How easy is it to get into the surgery building		
Answer Options	Response Percent	Response Count
Very easy	89.1%	82
easy	9.8%	9
difficult	1.1%	1
<i>answered question</i>		92
<i>skipped question</i>		8



Brandon Lane Surgery
Patient Survey 2015

Patient satisfaction

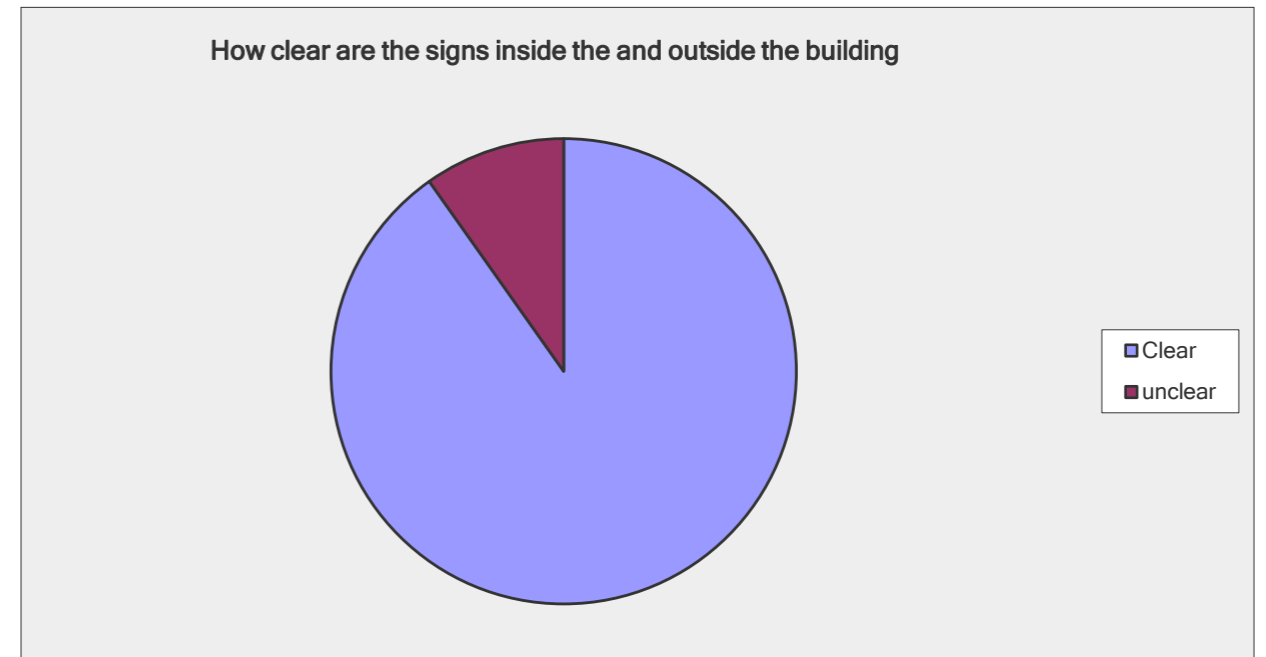
How comfortable is the waiting area		
Answer Options	Response Percent	Response Count
Very comfortable	77.2%	71
Comfortable	19.6%	18
Uncomfortable	3.3%	3
<i>answered question</i>		92
<i>skipped question</i>		8



Brandon Lane Surgery
Patient Survey 2015

Patient satisfaction

How clear are the signs inside the and outside the building		
Answer Options	Response Percent	Response Count
Clear	90.2%	83
unclear	9.8%	9
<i>answered question</i>		92
<i>skipped question</i>		8



Brandon Lane Surgery Patient Survey 2015

Patient satisfaction

Generally how would you rate your overall satisfaction	
Answer Options	Response Count
	33
<i>answered question</i>	33
<i>skipped question</i>	67

Number	Response Date	Response Text	Categories
[Redacted Content]			

Brandon Lane Surgery Patient Survey 2015

Patient satisfaction

Do you have any suggestions how practic can make any improvements to the service	
Answer Options	Response Count
	17
<i>answered question</i>	17
<i>skipped question</i>	83

Number	Response Date	Response Text	Categorie s
[Redacted content]			

Brandon Lane Surgery Patient Survey 2015

Patient satisfaction

Do you have any suggestions how the doctor/nurse could improve	
Answer Options	Response Count
	9
<i>answered question</i>	9
<i>skipped question</i>	91

Number	Response Date	Response Text	Categorie s
1	Oct 8 2014	none	
2	Oct 8 2014	none-find both very helpful	
3	Oct 8 2014	None needed	
4	Oct 8 2014	None,I can't think of any area where they need to improve.	
5	Oct 8 2014	no	
6	Oct 8 2014	no	
7	Sept 27 2014	No	
8	Sept 27 2014	No	
9	Sept 27 2014	No	

Brandon Lane Surgery
Patient Survey 2015

Patient satisfaction

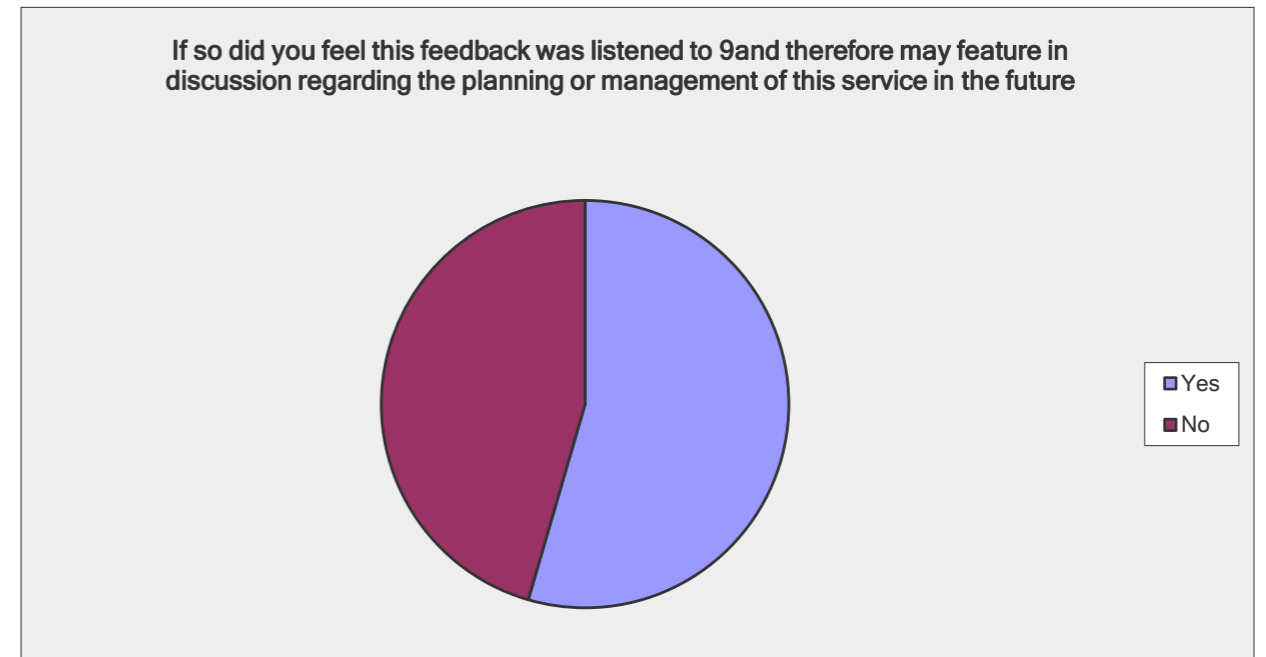
Have you given feedback to your GP on the level of satisfaction or experience of a service that they have referred you to eg in hospital or a community service in the last		
Answer Options	Response Percent	Response Count
Yes	50.6%	43
No	49.4%	42
<i>answered question</i>		85
<i>skipped question</i>		15



Brandon Lane Surgery
Patient Survey 2015

Patient satisfaction

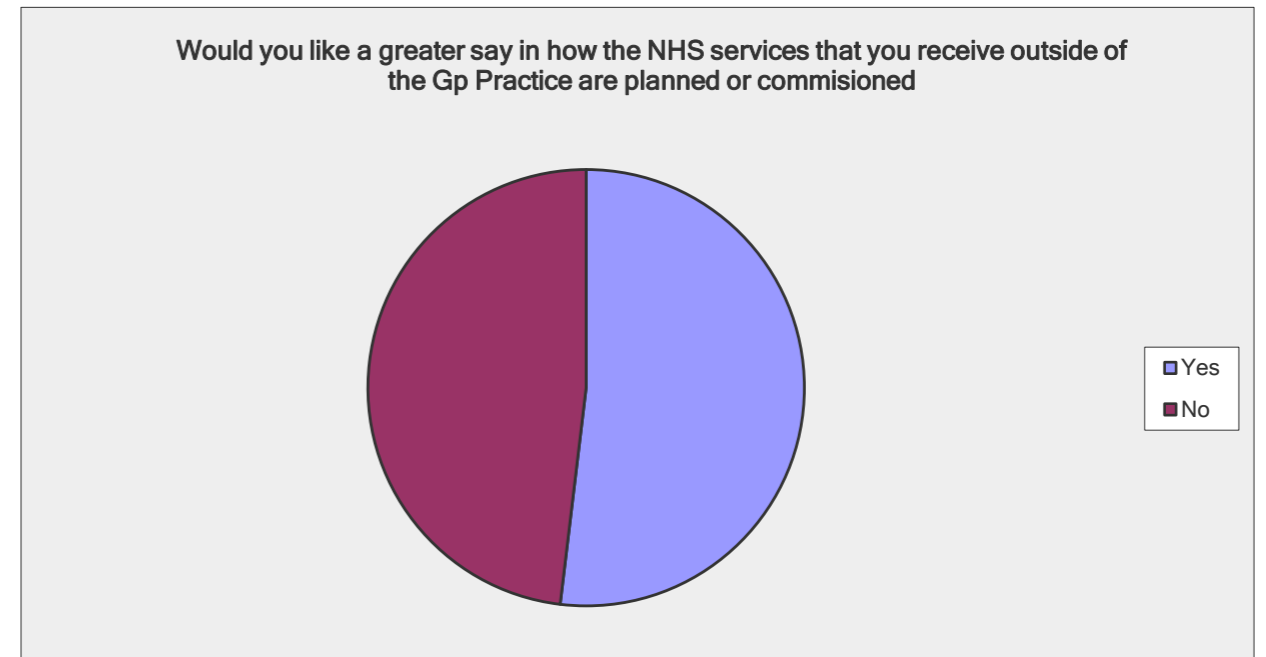
If so did you feel this feedback was listened to 9and therefore may feature in discussion regarding the planning or management of this service in the future		
Answer Options	Response Percent	Response Count
Yes	54.5%	42
No	45.5%	35
<i>answered question</i>		77
<i>skipped question</i>		23



Patient satisfaction

Would you like a greater say in how the NHS services that you receive outside of the Gp Practice are planned or commissioned

Answer Options	Response Percent	Response Count
Yes	51.9%	42
No	48.1%	39
<i>answered question</i>		81
<i>skipped question</i>		19



Brandon Lane Surgery Patient Survey 2015

Patient satisfaction

Did you know about other services we offer					
Answer Options	I know that the practice offers this service	I did not know the practice offered this service	I have used this service	I would consider using this service	Response Count
Smoking Cessation	82	8	2	1	93
Health Checks for 40 - 74 Year olds	78	12	3	1	94
Minor surgery	76	14	2	2	94
Travel advice	72	20	0	0	92
Minor Injuries	80	11	1	0	92
Counselling	76	15	0	1	92
Offers free Chlamydia testing kits	72	20	0	0	92
on line appointment booking and repeat medication	70	18	4	0	92
What else do we offer	48	9	0	0	57
			<i>answered question</i>		95
			<i>skipped question</i>		5

