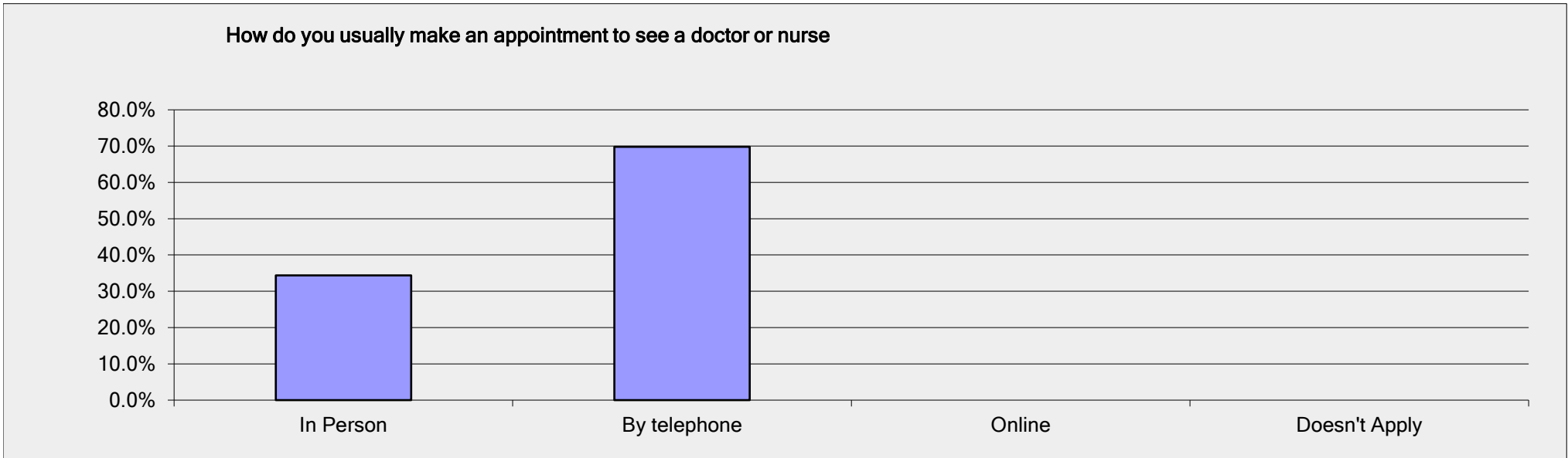


Brandon Lane Surgery  
Survey Results

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
Doesn't Apply	0.0%	0
<i>answered question</i>		<b>96</b>
<i>skipped question</i>		<b>4</b>

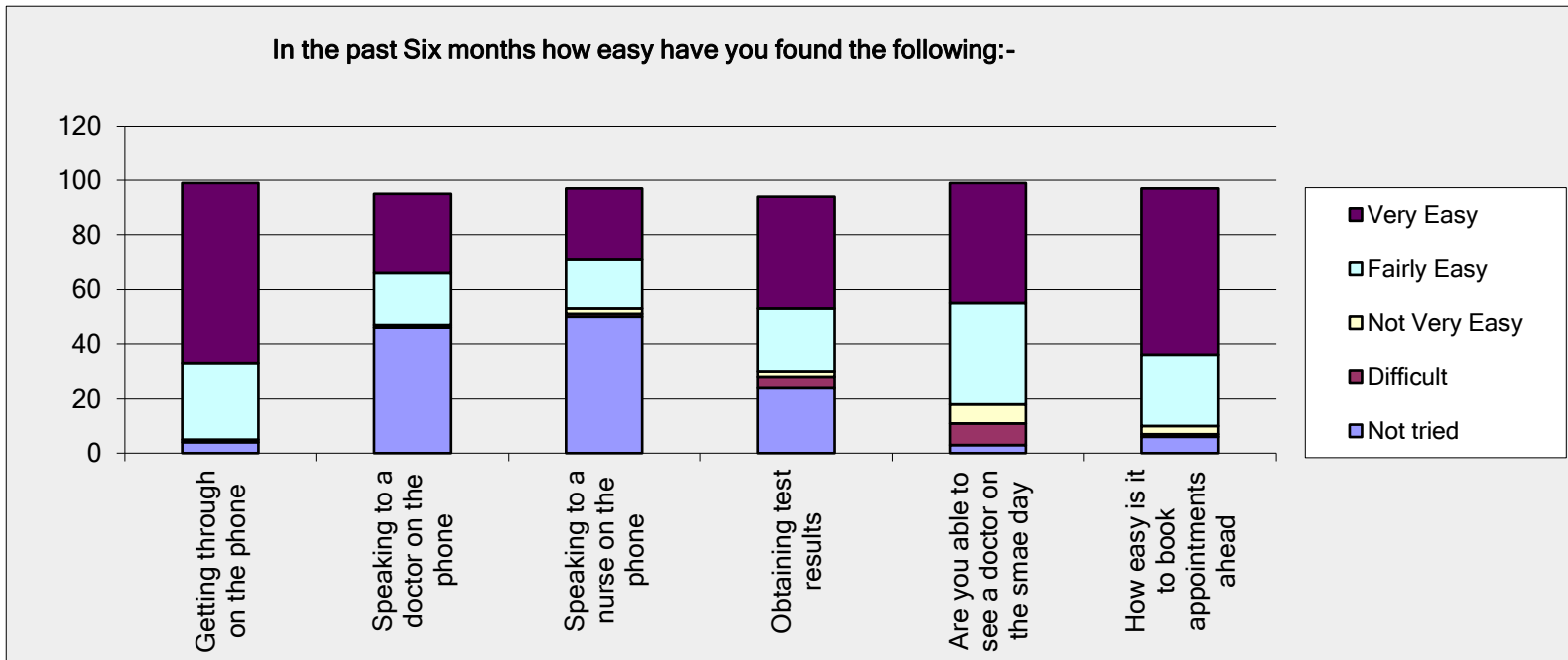


Brandon Lane Surgery  
Survey Results

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 smae 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



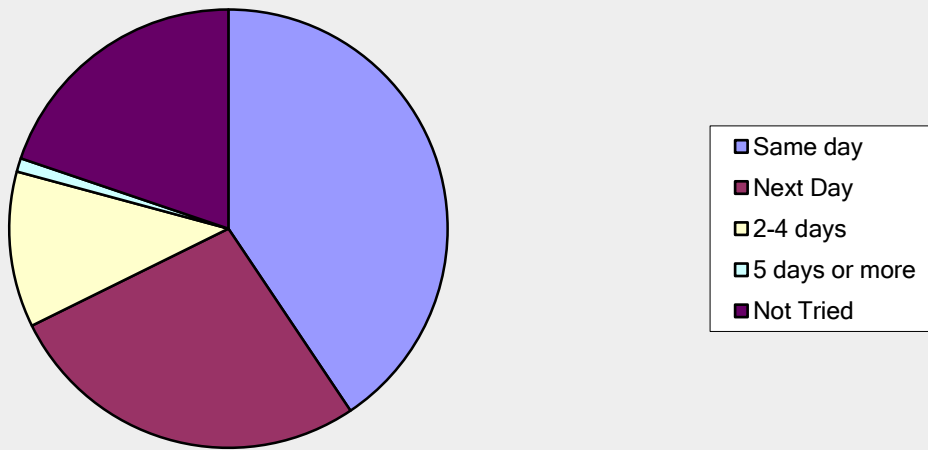
Brandon Lane Surgery  
Survey Results

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>		<b>96</b>
<i>skipped question</i>		<b>4</b>

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



Brandon Lane Surgery  
Survey Results

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



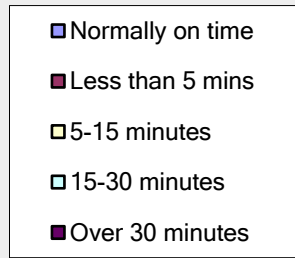
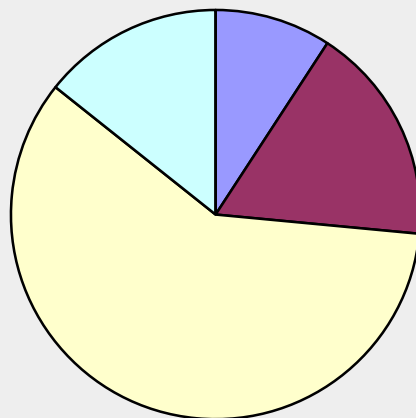
Brandon Lane Surgery  
Survey Results

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>		<b>98</b>
<i>skipped question</i>		<b>2</b>

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

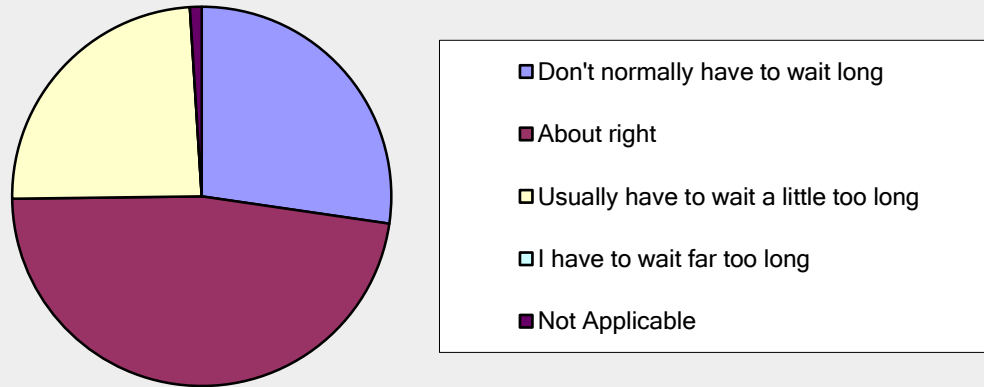


Brandon Lane Surgery  
Survey Results

Patient satisfaction

How do you feel about how long you normally have to wait to be seen		
Answer Options	Response Percent	Response Count
Don't 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>		<b>99</b>
<i>skipped question</i>		<b>1</b>

How do you feel about how long you normally have to wait to be seen



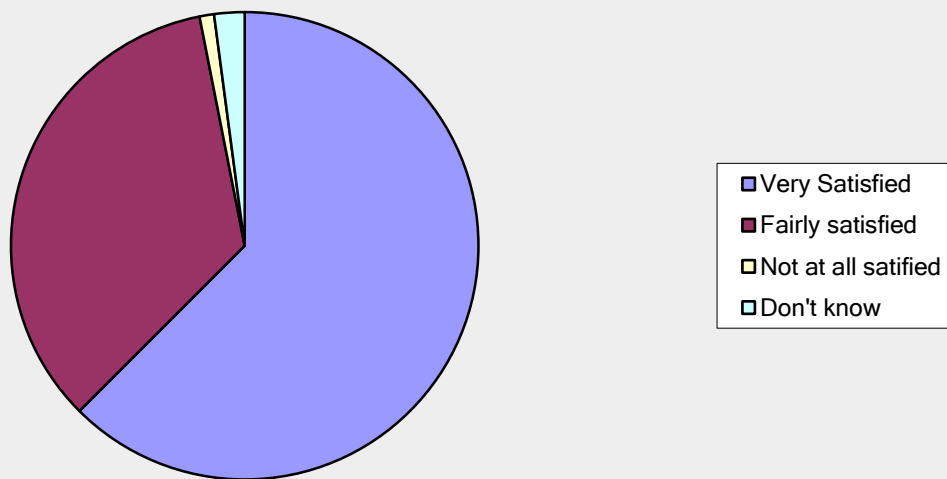
Brandon Lane Surgery  
Survey Results

**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>		<b>96</b>
<i>skipped question</i>		<b>4</b>

How satisfied are you with the opening hours at the surgery



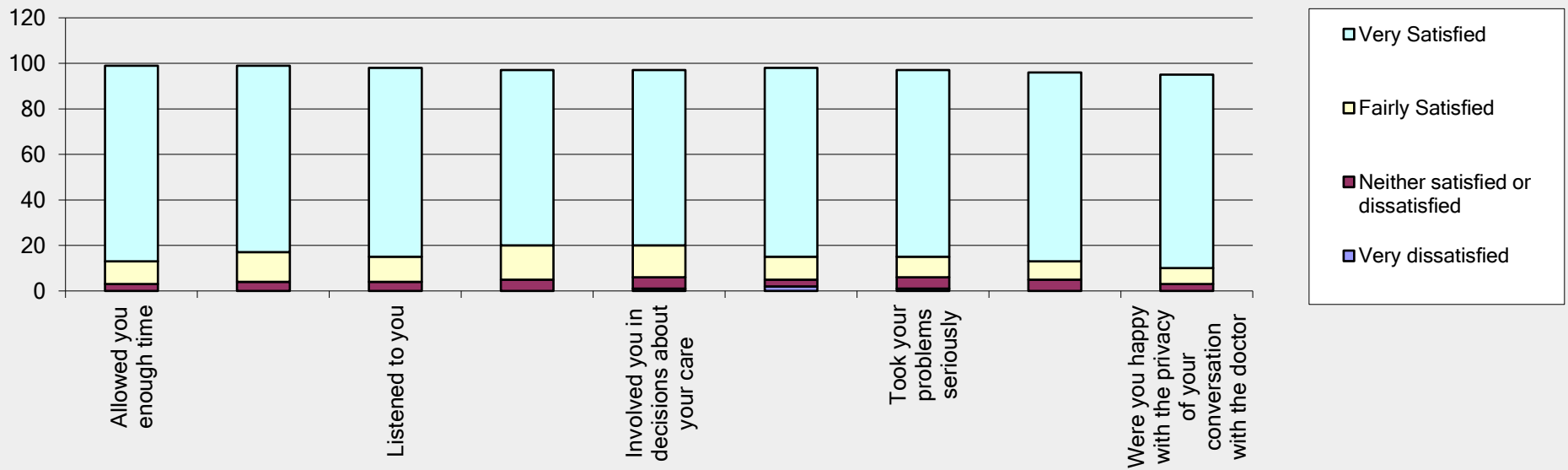
Brandon Lane Surgery  
Survey Results

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 with the doctor	85	7	3	0	95
<i>answered question</i>					<b>99</b>
<i>skipped question</i>					<b>1</b>

How satisfied were you with your last appointment?

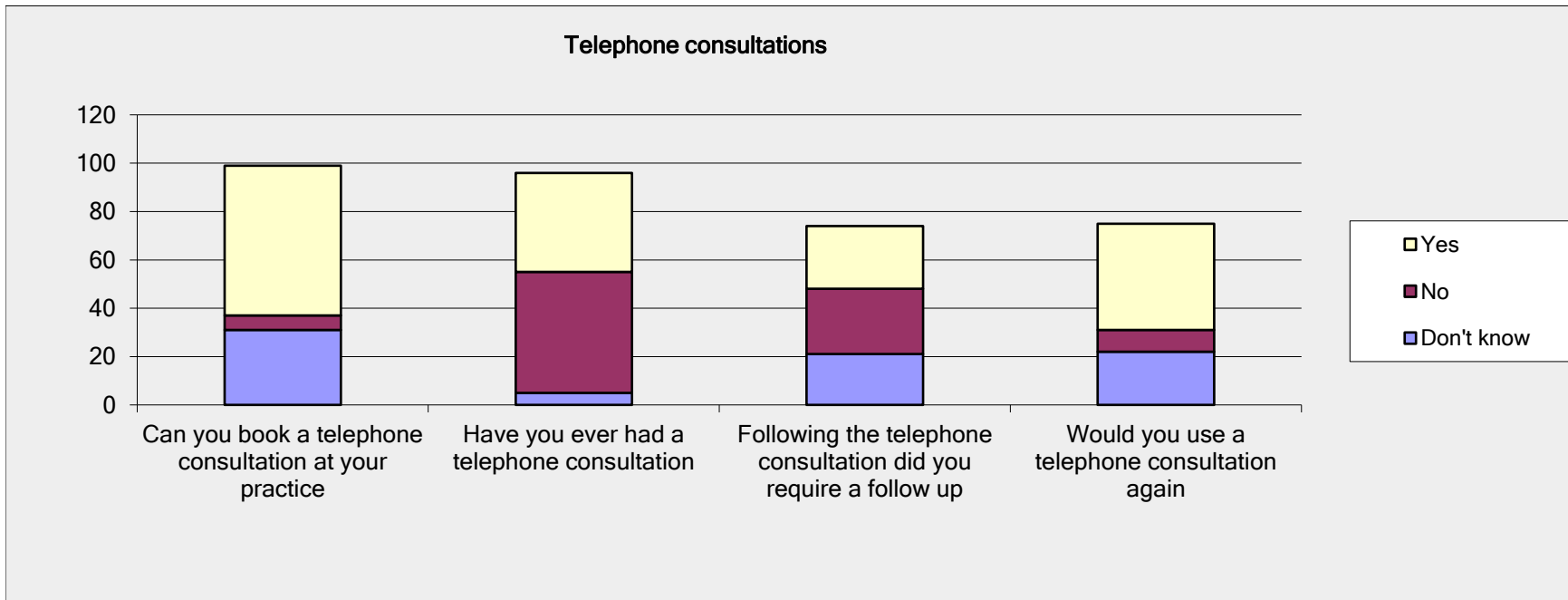




## Brandon Lane Surgery Survey Results

### Patient satisfaction

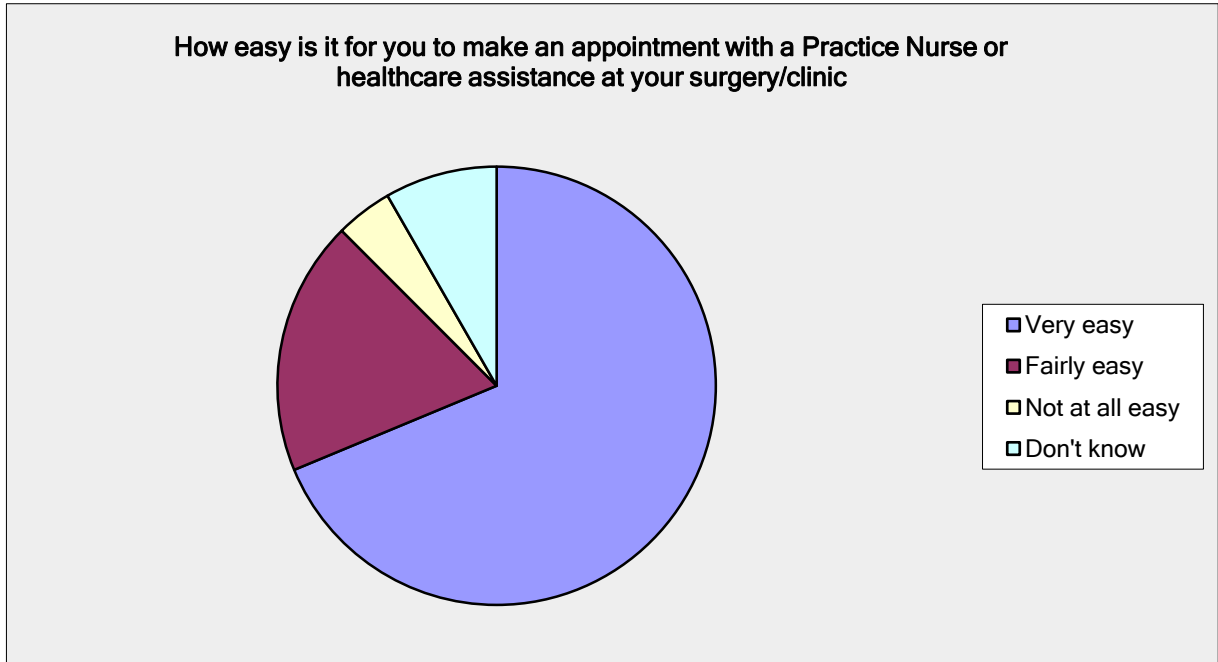
Telephone consultations				
Answer Options	Yes	No	Don't know	Response Count
Can you book a telephone consultation at your practice	62	6	31	99
Have you ever had a telephone consultation	41	50	5	96
Following the telephone consultation did you require a follow up	26	27	21	74
Would you use a telephone consultation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



Brandon Lane Surgery  
Survey Results

Patient satisfaction

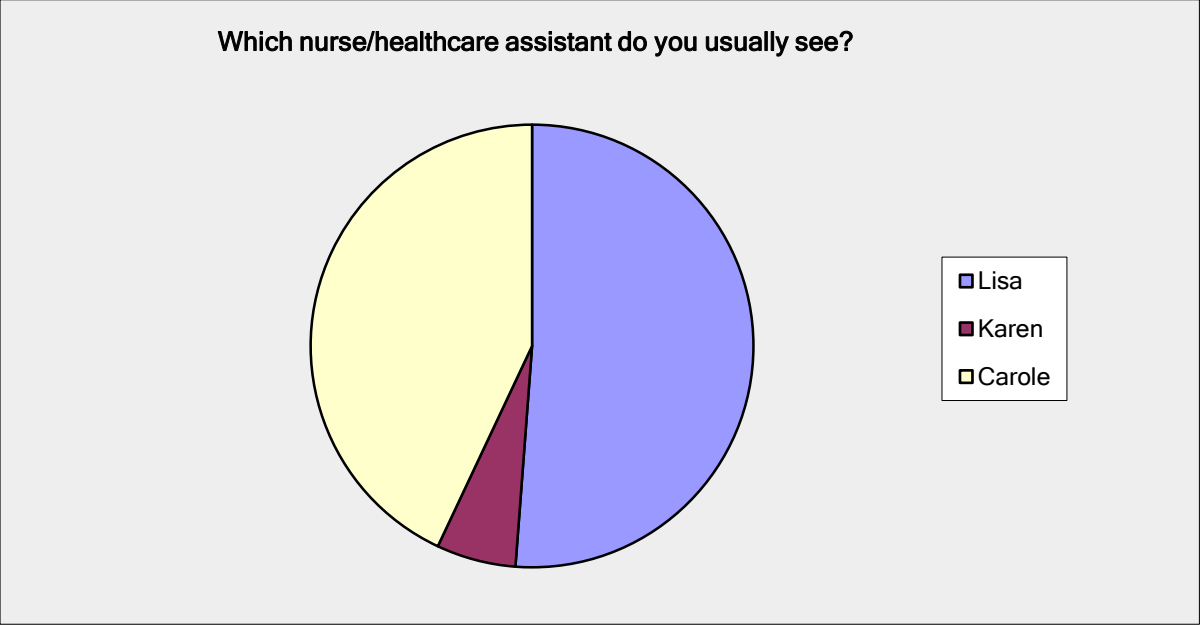
Answer Options	Response Percent	Response Count
Very easy	68.8%	66
Fairly easy	18.8%	18
Not at all easy	4.2%	4
Don't know	8.3%	8
<i>answered question</i>		<b>96</b>
<i>skipped question</i>		<b>4</b>



Brandon Lane Surgery  
Survey Results

Patient satisfaction

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



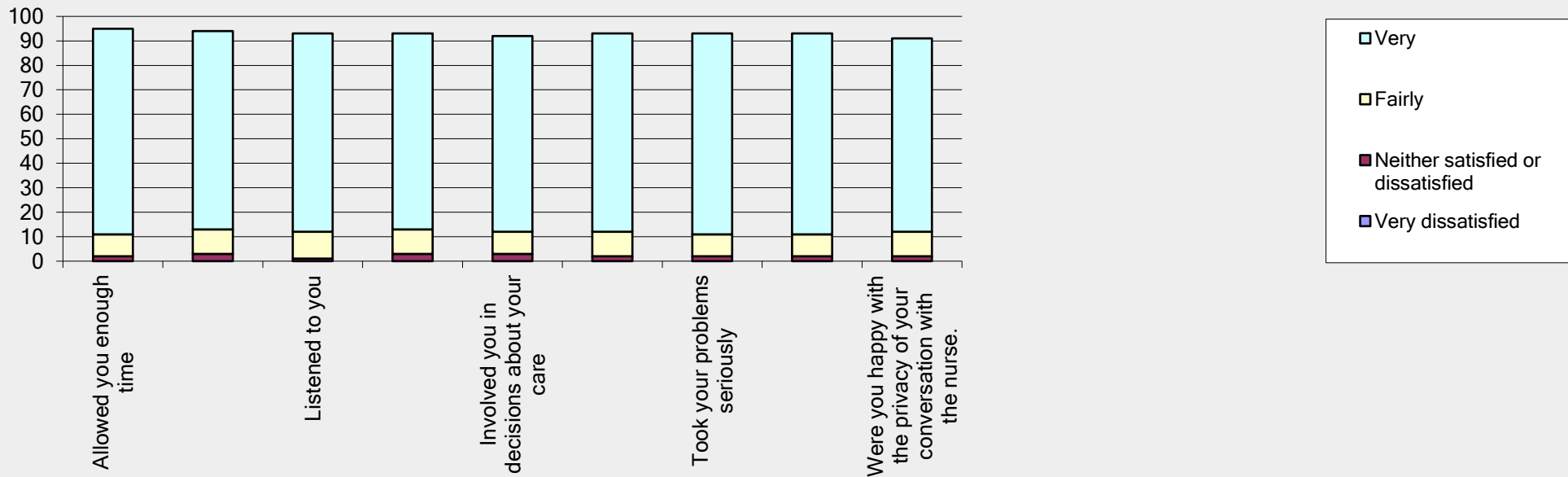
## Brandon Lane Surgery Survey Results

### 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 with the nurse.	79	10	2	0	91
<i>answered question</i>					<b>95</b>
<i>skipped question</i>					<b>5</b>

Please rate your last appointment with a nurse at the surgery/clinic

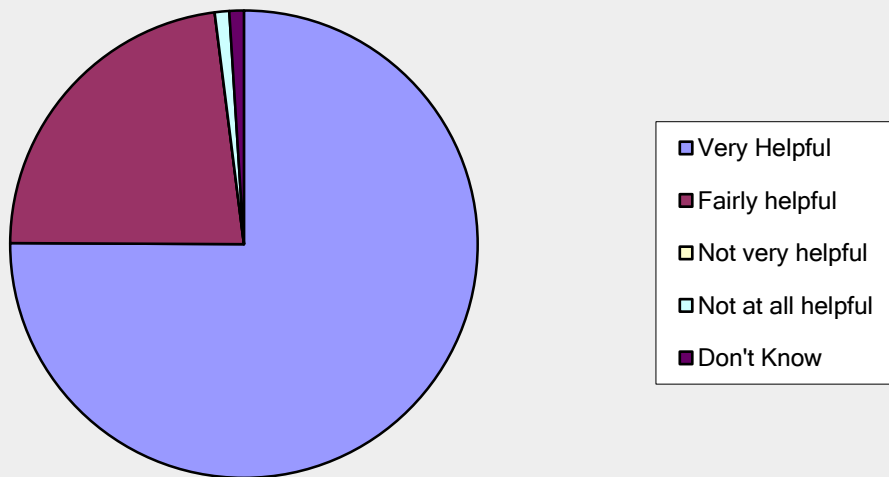


Brandon Lane Surgery  
Survey Results

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>		<b>96</b>
<i>skipped question</i>		<b>4</b>

How helpful do you find the receptionitists at the surgery



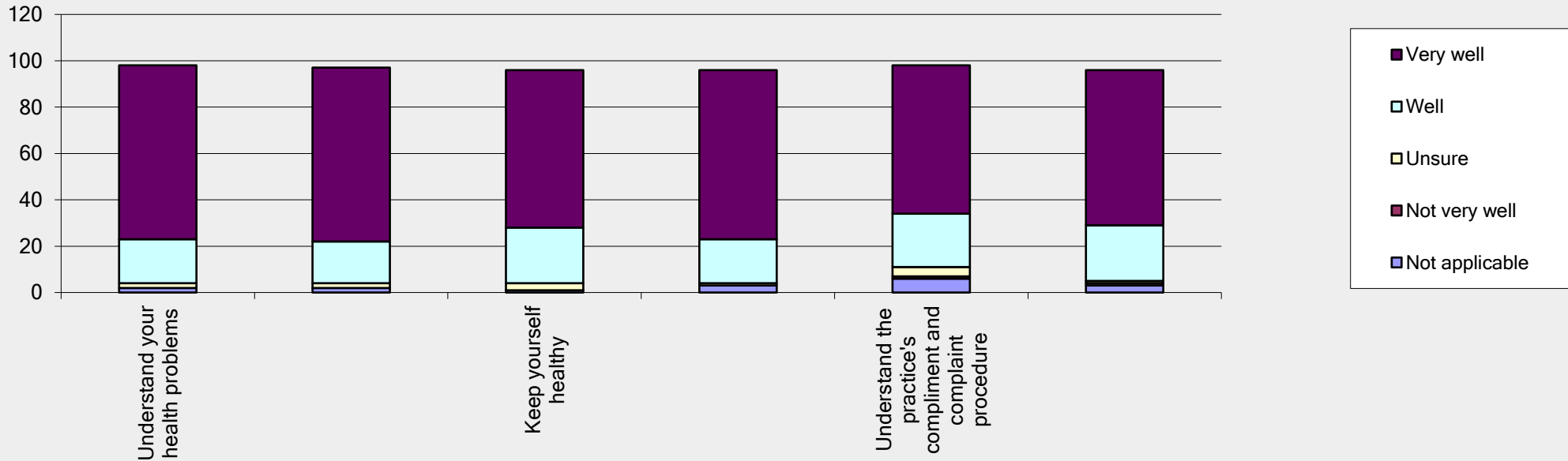
## Brandon Lane Surgery Survey Results

### 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
prescriptions etc	73	19	1	0	3	96
Understand the practice's compliment and complaint procedure	64	23	4	1	6	98
Access information about staying healthy and preventing illness	67	24	1	1	3	96
<i>answered question</i>						<b>98</b>
<i>skipped question</i>						<b>2</b>

#### Overall how well does your practice help you to



Brandon Lane Surgery  
Survey Results

Patient satisfaction

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

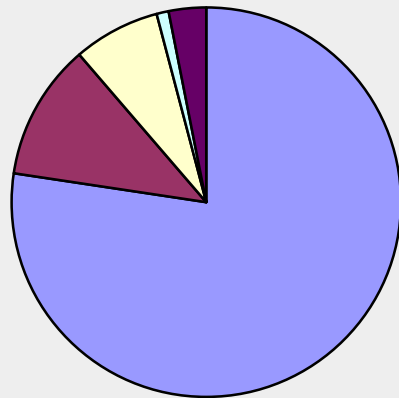
Number	Response Date	Response Text	Categories
1	Oct 9, 2013 12:14 PM	Happy with receptioin staff	
2	Oct 8, 2013 1:05 PM	receptionists to treat all patients with respect and equally	
3	Sep 27, 2013 1:10 PM	One member of the reception team is very abrupt	

## 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>		<b>97</b>
<i>skipped question</i>		<b>3</b>

### Can other patients overhear private conversations with receptionists

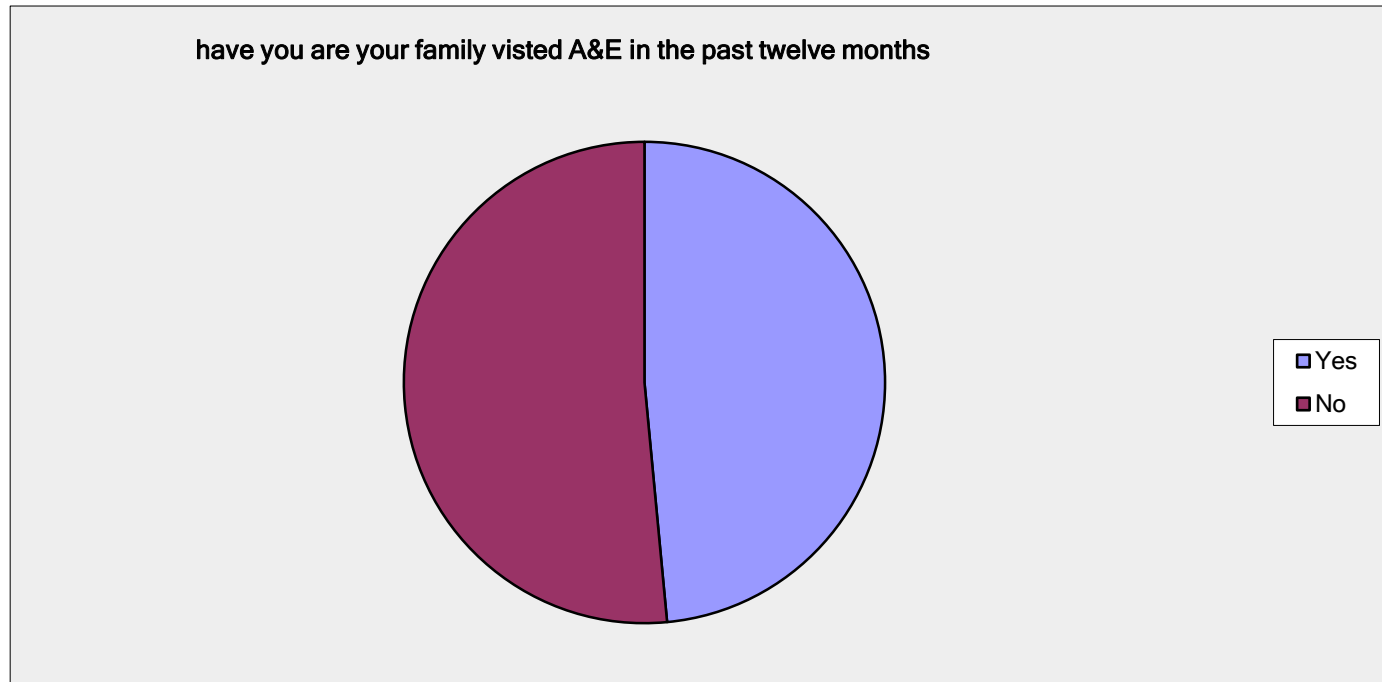


- Yes but I dont mind
- Yes and I am not happy about it
- No other patients can not hear
- An area is provided for confidentiality
- Do not know



### 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>	<b>99</b>
	<i>skipped question</i>	<b>1</b>

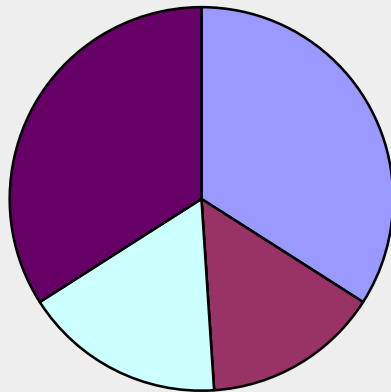


Brandon Lane Surgery  
Survey Results

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
<b>answered question</b>		<b>47</b>
<b>skipped question</b>		<b>53</b>

If yes why was this?



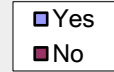
- Emergency that required hospitalisation
- Minor injury but the surgery was closed
- I tried to get an appointment but could not so went to A&E
- A&E was more convenient than going to my GP
- Was referred to A&E by 111

Brandon Lane Surgery  
Survey Results

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

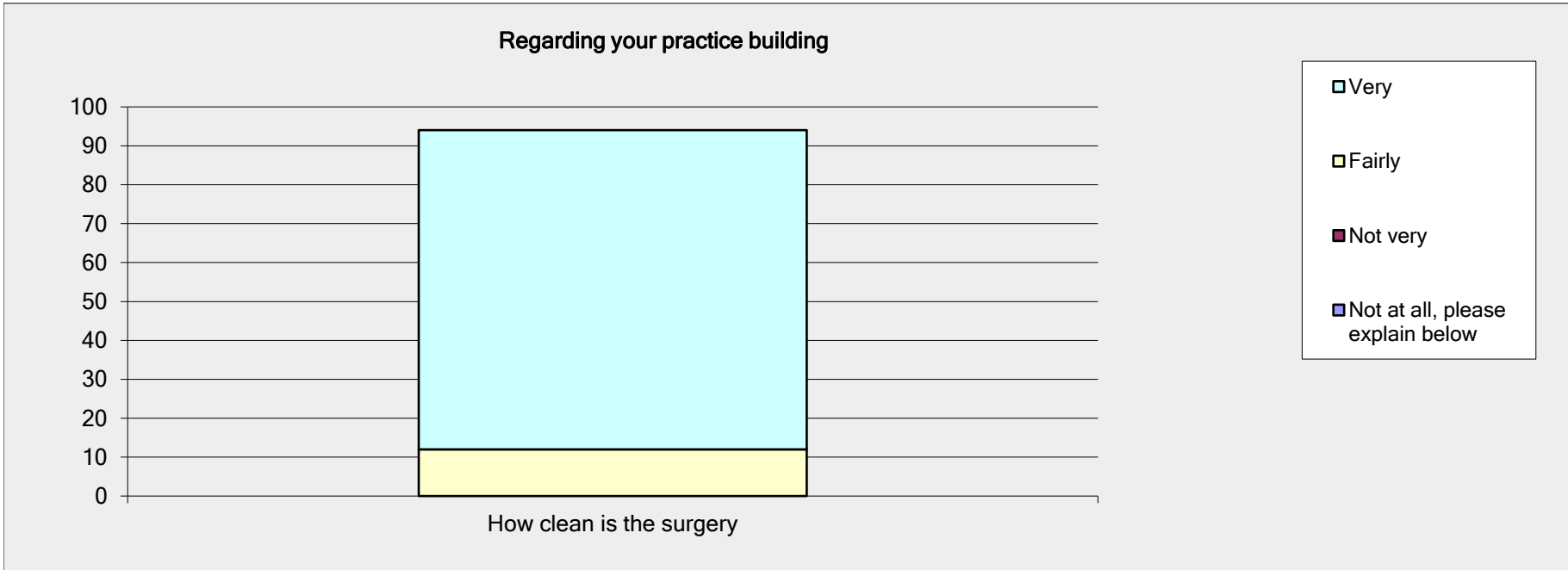
Did you know you can book appointments and prescriptions online?



Brandon Lane Surgery  
Survey Results

Patient satisfaction

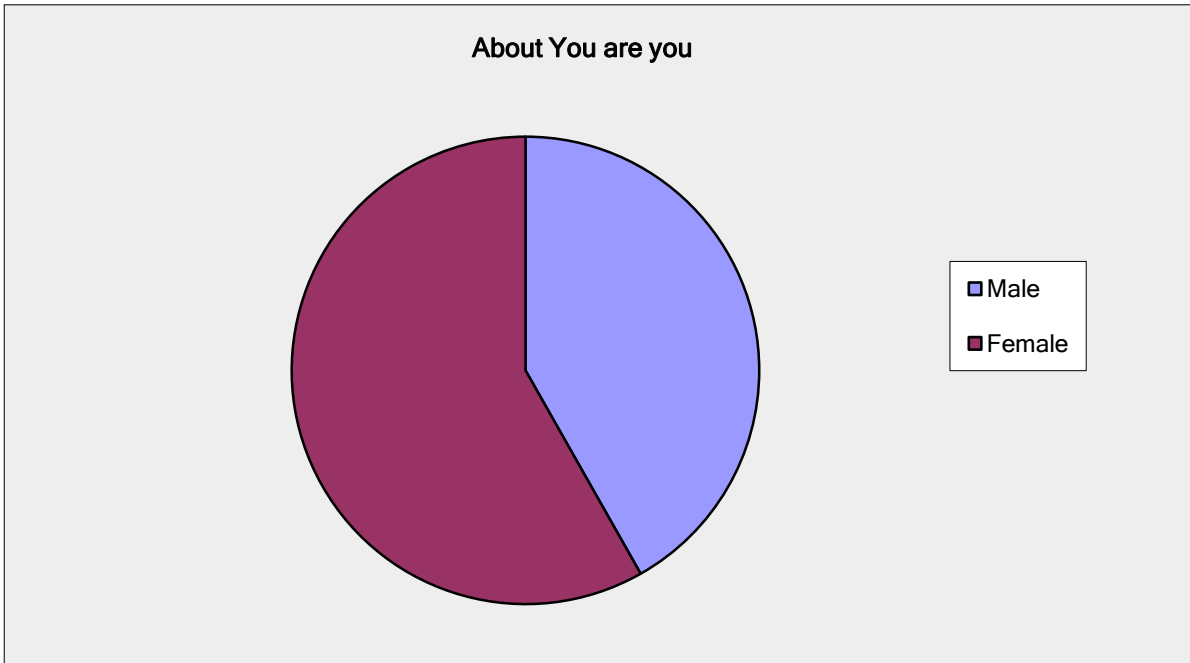
Regarding your practice building					
Answer Options	Very	Fairly	Not very	Not at all, please explain below	Response Count
How clean is the surgery	82	12	0	0	94
				<i>answered question</i>	<b>94</b>
				<i>skipped question</i>	<b>6</b>



Brandon Lane Surgery  
Survey Results

Patient satisfaction

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

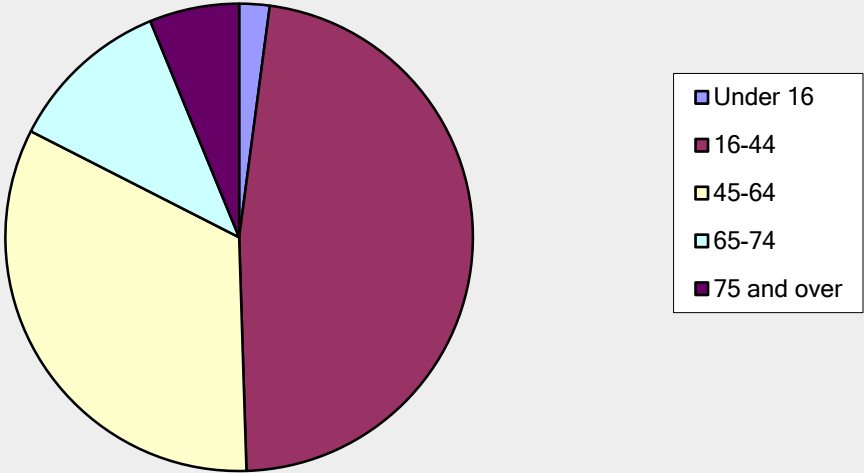


Brandon Lane Surgery  
Survey Results

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>		<b>97</b>
<i>skipped question</i>		<b>3</b>

how old are you

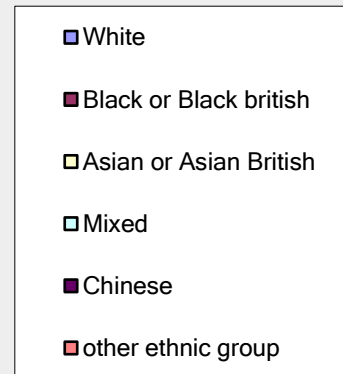
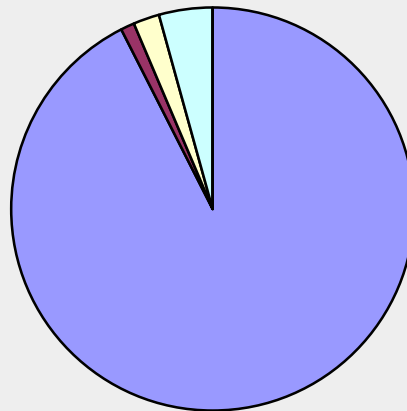


Brandon Lane Surgery  
Survey Results

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>		<b>94</b>
<i>skipped question</i>		<b>6</b>

What is your ethnic group



Brandon Lane Surgery  
Survey Results

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>		<b>94</b>
<i>skipped question</i>		<b>6</b>



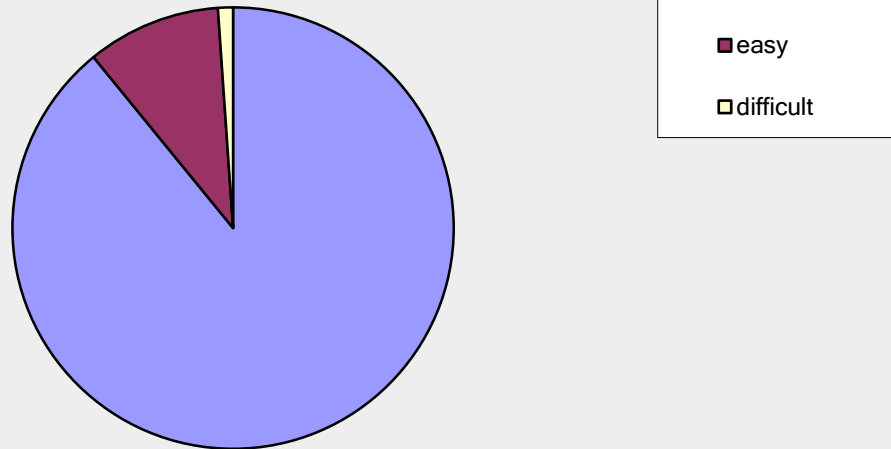


Brandon Lane Surgery  
Survey Results

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>		<b>92</b>
<i>skipped question</i>		<b>8</b>

How easy is it to get into the surgery building

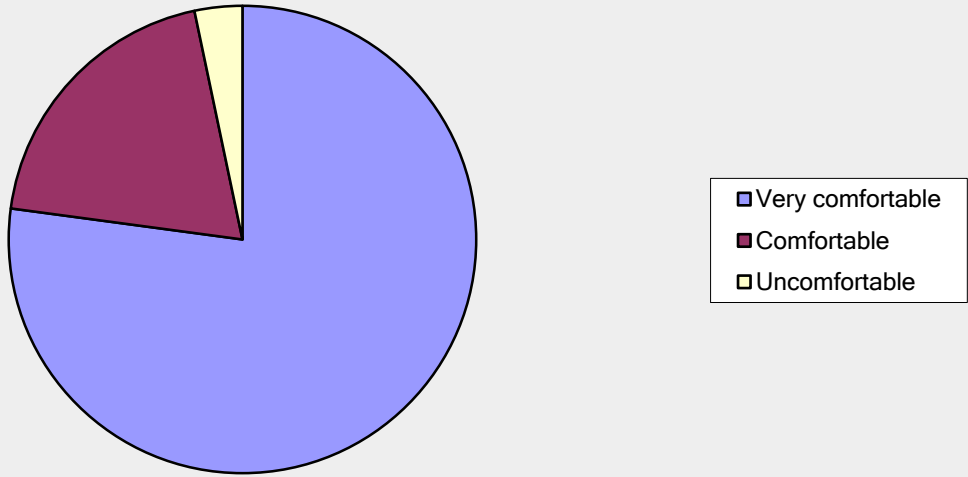


Brandon Lane Surgery  
Survey Results

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>		<b>92</b>
<i>skipped question</i>		<b>8</b>

How comfortable is the waiting area

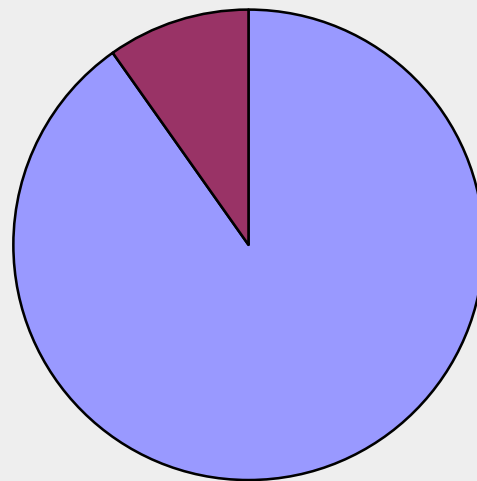


Brandon Lane Surgery  
Survey Results

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

How clear are the signs inside the and outside the building



Brandon Lane Surgery  
Survey Results

Patient satisfaction

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

Number	Response Date	Response Text	Categories
1	Oct 12, 2013 8:46 AM	good	
2	Oct 9, 2013 12:14 PM	Good overall	
3	Oct 9, 2013 11:10 AM	very good	
4	Oct 8, 2013 1:08 PM	very satisfied	
5	Oct 8, 2013 1:05 PM	9/10 very satisfied good practice	
6	Oct 8, 2013 12:59 PM	very good	
7	Oct 8, 2013 12:55 PM	08/10/2013	
8	Oct 8, 2013 12:51 PM	I am very satisfied with all the care I have received	
9	Oct 8, 2013 12:47 PM	very good	
10	Oct 8, 2013 12:17 PM	very good	
11	Oct 8, 2013 11:55 AM	Satisfactory/good,better than other practices in regard to appointments	
12	Oct 8, 2013 11:50 AM	I have no problems at all with this surgery	
13	Oct 8, 2013 11:46 AM	Very satisfied This is by far the best practice I have attended	
14	Oct 8, 2013 11:38 AM	Ten out of ten	
15	Oct 8, 2013 11:27 AM	very satisfied	
16	Oct 8, 2013 11:22 AM	very satisfied	
17	Oct 8, 2013 11:17 AM	very pleased	
18	Sep 30, 2013 3:30 PM	good	
19	Sep 30, 2013 3:23 PM	Satisfied	
20	Sep 30, 2013 2:27 PM	Friendly	
21	Sep 30, 2013 8:52 AM	Good	
22	Sep 27, 2013 11:40 AM	atisfied never had a problem	
23	Sep 27, 2013 11:22 AM	Excellent	
24	Sep 27, 2013 11:08 AM	Very pleased and satisfied, lovely staff	
25	Sep 27, 2013 11:04 AM	excellent	
26	Sep 27, 2013 10:59 AM	excellent	
27	Sep 27, 2013 10:51 AM	excellent	
28	Sep 27, 2013 10:46 AM	Excellent	
29	Sep 27, 2013 10:32 AM	Excellent	
30	Sep 27, 2013 10:22 AM	Very Good	
31	Sep 27, 2013 10:18 AM	Good	
32	Sep 27, 2013 10:13 AM	Very Satisfied	
33	Sep 27, 2013 9:55 AM	Ver good	

Brandon Lane Surgery  
Survey Results

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	Categories
1	Oct 12, 2013 9:07 AM	access to prescription drop off when surgery is now closed	
2	Oct 9, 2013 12:14 PM	ccess to prescription drop off when surgery is closed	
3	Oct 8, 2013 1:05 PM	Better facilities for children and new toys Daily newspapers to read	
4	Oct 8, 2013 12:59 PM	none	
5	Oct 8, 2013 12:55 PM	To make aware how late appointments are running on arrival	
6	Oct 8, 2013 12:47 PM	none	
7	Oct 8, 2013 11:55 AM	If there is a long wait the waiting room can become overpowering as people face each other.	
8	Oct 8, 2013 11:50 AM	None needed	
9	Oct 8, 2013 11:46 AM	Just the question of privacy when speaking to the receptionist	
10	Oct 8, 2013 11:38 AM	no	
11	Oct 8, 2013 11:27 AM	no	
12	Oct 8, 2013 11:07 AM	Open outside working hours	
13	Sep 30, 2013 3:30 PM	have time for children issues as a lot of parents have to go to our of hours	
14	Sep 30, 2013 8:52 AM	magazines for young adults and teens, more toys	
15	Sep 27, 2013 10:18 AM	No	
16	Sep 27, 2013 10:13 AM	Heating in waiting room can be less than comfortable	
17	Sep 27, 2013 9:55 AM	No	

Brandon Lane Surgery  
Survey Results

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	Categories
1	Oct 8, 2013 12:59 PM	none	
2	Oct 8, 2013 12:47 PM	none-find both very helpful	
3	Oct 8, 2013 11:50 AM	None needed	
4	Oct 8, 2013 11:46 AM	None,I can't think of any area where they need to improve.	
5	Oct 8, 2013 11:38 AM	no	
6	Oct 8, 2013 11:27 AM	no	
7	Sep 27, 2013 10:18 AM	No	
8	Sep 27, 2013 10:13 AM	No	
9	Sep 27, 2013 9:55 AM	No	

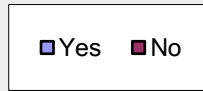
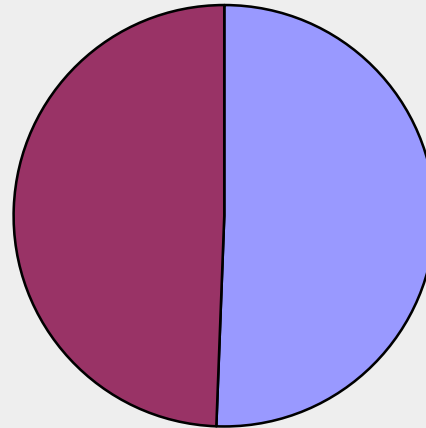
Brandon Lane Surgery  
Survey Results

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>	<b>85</b>
	<i>skipped question</i>	<b>15</b>

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 year



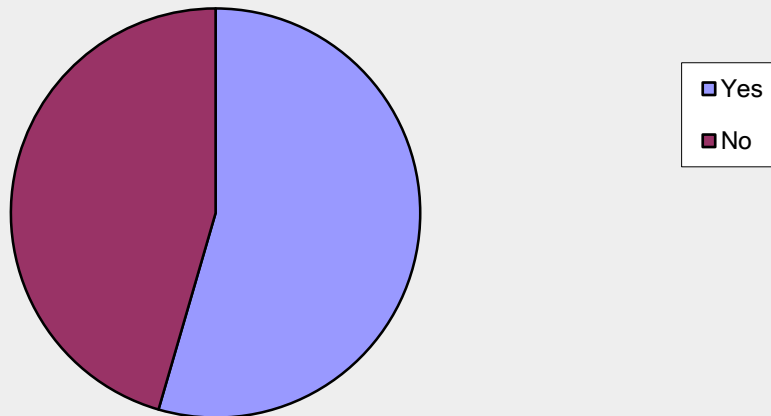
Brandon Lane Surgery  
Survey Results

Patient satisfaction

If so did you feel this feedback was listened to and 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>		<b>77</b>
<i>skipped question</i>		<b>23</b>

If so did you feel this feedback was listened to and therefore may feature in discussion regarding the planning or management of this service in the future





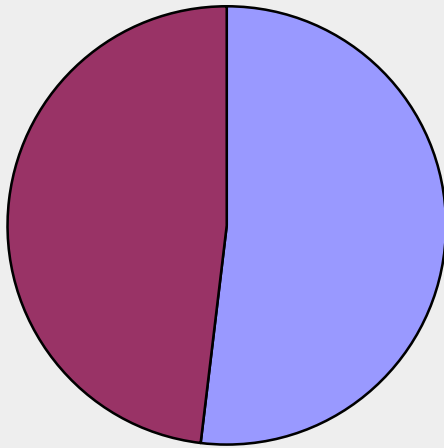
Brandon Lane Surgery  
Survey Results

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>	<b>81</b>
	<i>skipped question</i>	<b>19</b>

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



■ Yes  
■ No

## Brandon Lane Surgery Survey Results

### 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 ordering	70	18	4	0	92
What else do we offer	48	9	0	0	57
<b>answered question</b>					<b>95</b>
<b>skipped question</b>					<b>5</b>

