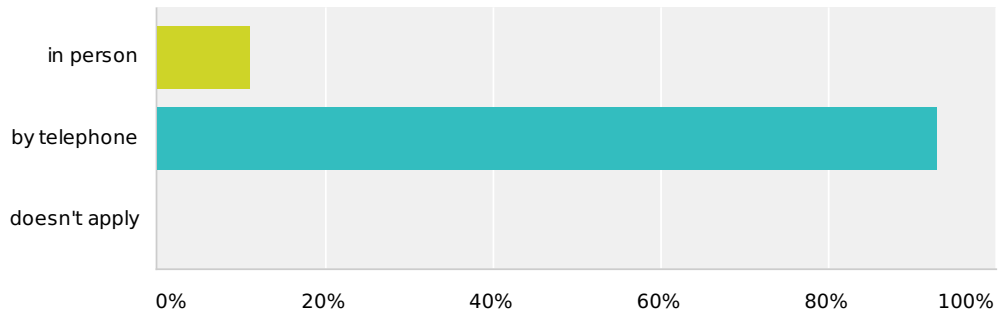


## Q1 How do you usually make an appointment to see a doctor or nurse?

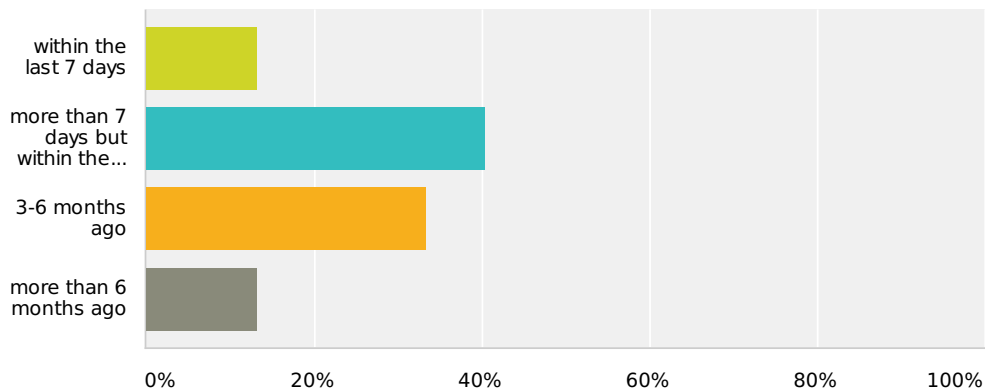
Answered: 100 Skipped: 0



Answer Choices	Responses
<b>in person</b>	<b>11%</b> 11
<b>by telephone</b>	<b>93%</b> 93
<b>doesn't apply</b>	<b>0%</b> 0
Total Respondents: 100	

## Q2 How long ago was your last appointment?

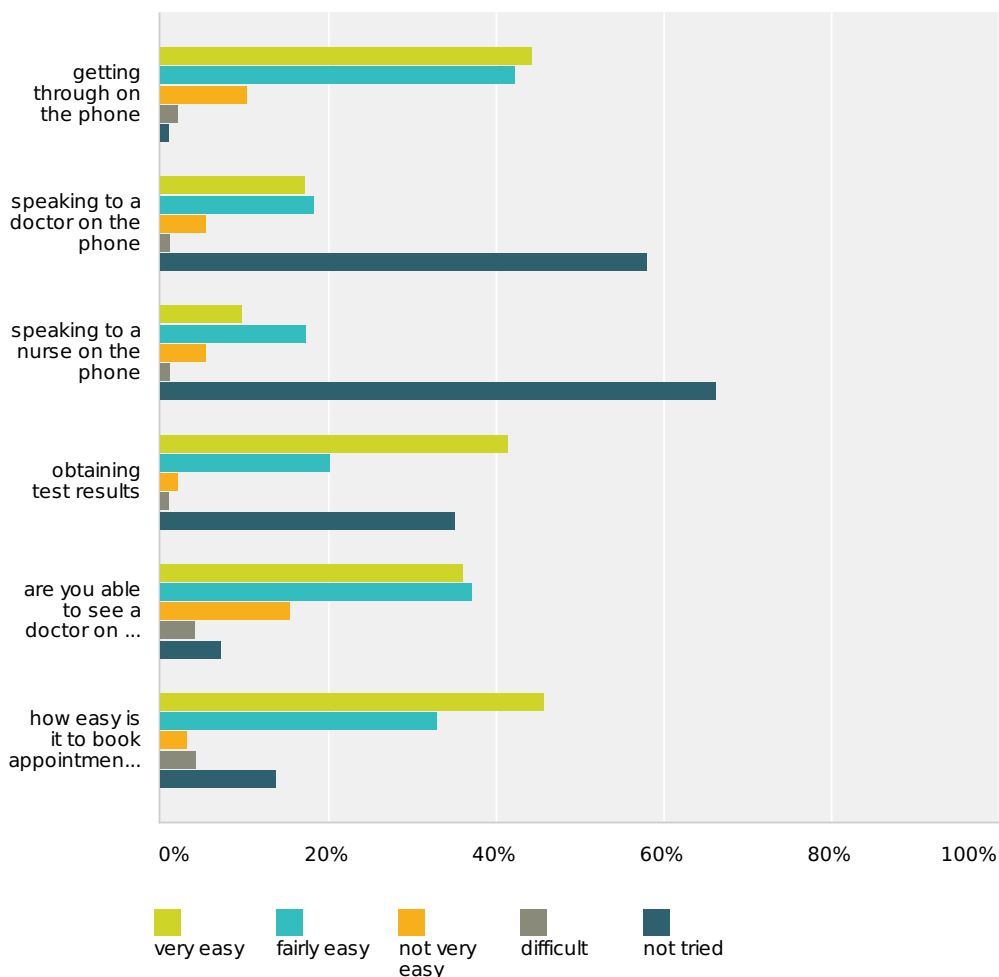
Answered: 99 Skipped: 1



Answer Choices	Responses
<b>within the last 7 days</b>	<b>13.13%</b> 13
<b>more than 7 days but within the last month</b>	<b>40.40%</b> 40
<b>3-6 months ago</b>	<b>33.33%</b> 33
<b>more than 6 months ago</b>	<b>13.13%</b> 13
Total	99

### Q3 In the last 6 months how easy have you found the following?

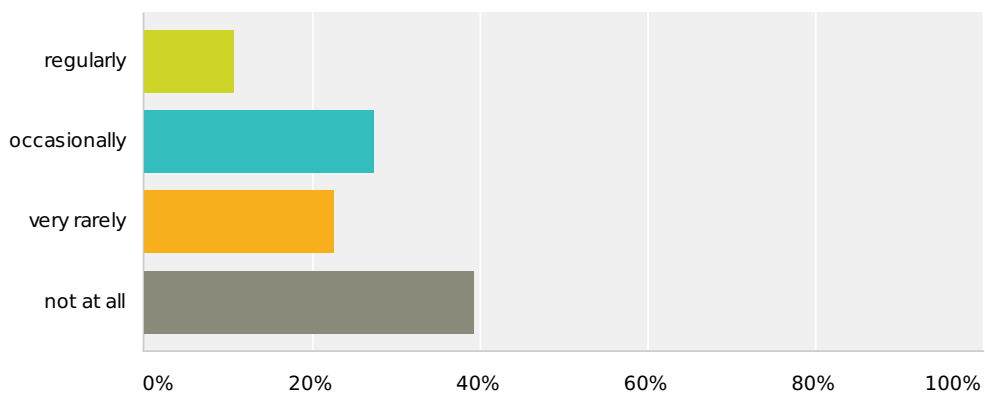
Answered: 99 Skipped: 1



	very easy	fairly easy	not very easy	difficult	not tried	Total Respondents
<b>getting through on the phone</b>	<b>44.33%</b> 43	<b>42.27%</b> 41	<b>10.31%</b> 10	<b>2.06%</b> 2	<b>1.03%</b> 1	97
<b>speaking to a doctor on the phone</b>	<b>17.20%</b> 16	<b>18.28%</b> 17	<b>5.38%</b> 5	<b>1.08%</b> 1	<b>58.06%</b> 54	93
<b>speaking to a nurse on the phone</b>	<b>9.78%</b> 9	<b>17.39%</b> 16	<b>5.43%</b> 5	<b>1.09%</b> 1	<b>66.30%</b> 61	92
<b>obtaining test results</b>	<b>41.49%</b> 39	<b>20.21%</b> 19	<b>2.13%</b> 2	<b>1.06%</b> 1	<b>35.11%</b> 33	94
<b>are you able to see a doctor on the same day</b>	<b>36.08%</b> 35	<b>37.11%</b> 36	<b>15.46%</b> 15	<b>4.12%</b> 4	<b>7.22%</b> 7	97
<b>how easy is it to book appointments ahead</b>	<b>45.74%</b> 43	<b>32.98%</b> 31	<b>3.19%</b> 3	<b>4.26%</b> 4	<b>13.83%</b> 13	94

### Q4 How often have you experienced this problem?

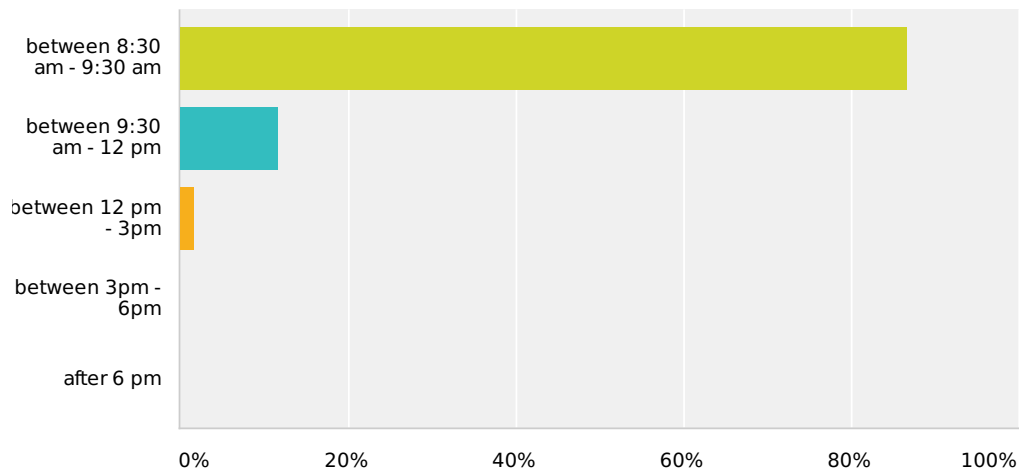
Answered: 84 Skipped: 16



Answer Choices	Responses	
<b>regularly</b>	<b>10.71%</b>	9
<b>occasionally</b>	<b>27.38%</b>	23
<b>very rarely</b>	<b>22.62%</b>	19
<b>not at all</b>	<b>39.29%</b>	33
Total		84

### Q5 If you have experienced problems, at what time of day have you been trying to contact us?

Answered: 60 Skipped: 40

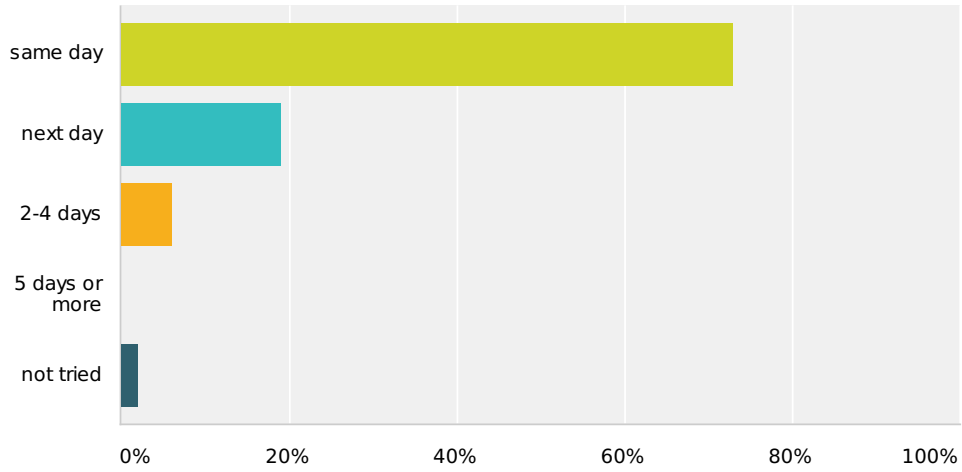


Answer Choices	Responses
<b>between 8:30 am - 9:30 am</b>	<b>86.67%</b> 52
<b>between 9:30 am - 12 pm</b>	<b>11.67%</b> 7
<b>between 12 pm - 3pm</b>	<b>1.67%</b> 1
<b>between 3pm - 6pm</b>	<b>0%</b> 0
<b>after 6 pm</b>	<b>0%</b> 0
Total	60

comments ( 12 )

## Q6 How quickly are you able to get an appointment to be seen by ANY GP at the surgery?

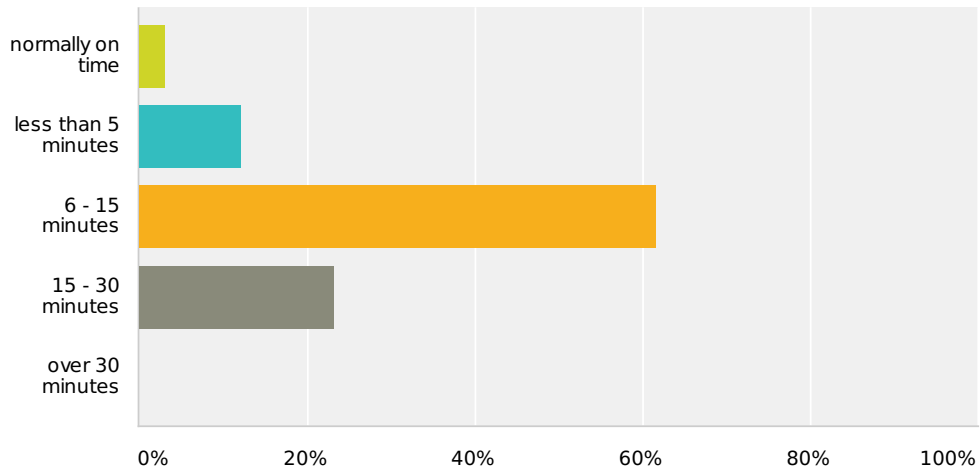
Answered: 100 Skipped: 0



Answer Choices	Responses
<b>same day</b>	<b>73%</b> 73
<b>next day</b>	<b>19%</b> 19
<b>2-4 days</b>	<b>6%</b> 6
<b>5 days or more</b>	<b>0%</b> 0
<b>not tried</b>	<b>2%</b> 2
Total	100

### Q7 Once you have arrived at the surgery how long after your appointment time do you usually wait in the waiting room to be seen?

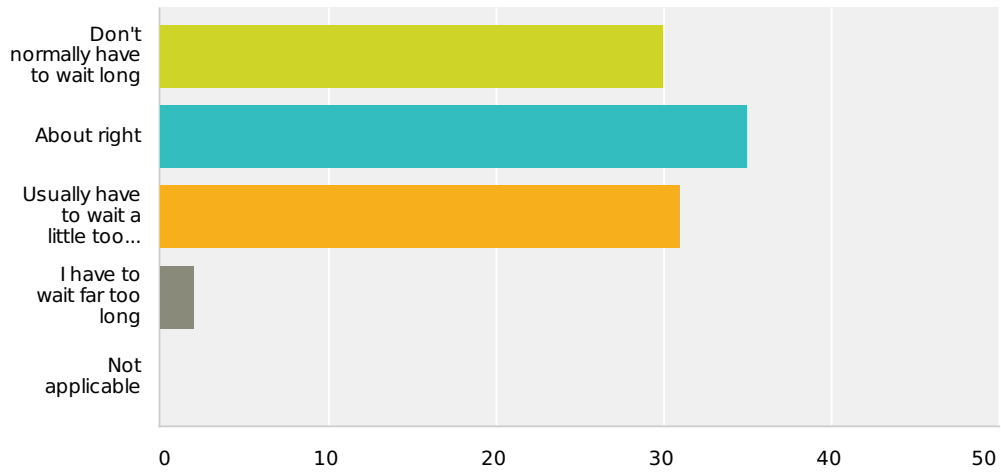
Answered: 99 Skipped: 1



Answer Choices	Responses
<b>normally on time</b>	<b>3.03%</b> 3
<b>less than 5 minutes</b>	<b>12.12%</b> 12
<b>6 - 15 minutes</b>	<b>61.62%</b> 61
<b>15 - 30 minutes</b>	<b>23.23%</b> 23
<b>over 30 minutes</b>	<b>0%</b> 0
Total	99

## Q8 How do you feel about how long you normally have to wait to be seen?

Answered: 98 Skipped: 2

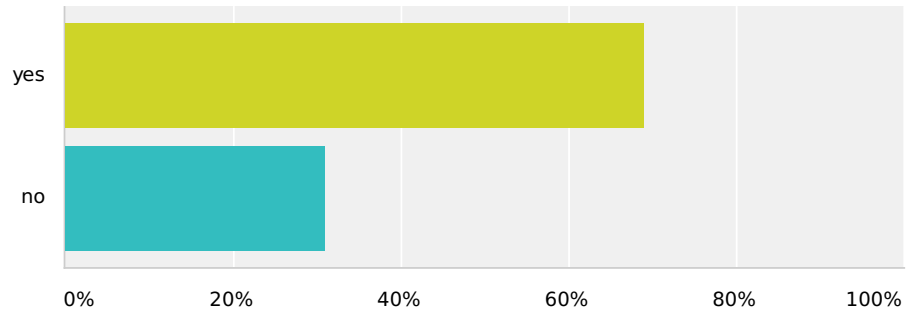


Answer Choices	Responses	
<b>Don't normally have to wait long</b>	<b>30.61%</b>	30
<b>About right</b>	<b>35.71%</b>	35
<b>Usually have to wait a little too long</b>	<b>31.63%</b>	31
<b>I have to wait far too long</b>	<b>2.04%</b>	2
<b>Not applicable</b>	<b>0%</b>	0
Total		98



**Q9 Our patients are important to us. Some problems are complex & take time to discuss which may delay clinic. Were you aware that each appointment with the Doctor is allocated 10 minutes?**

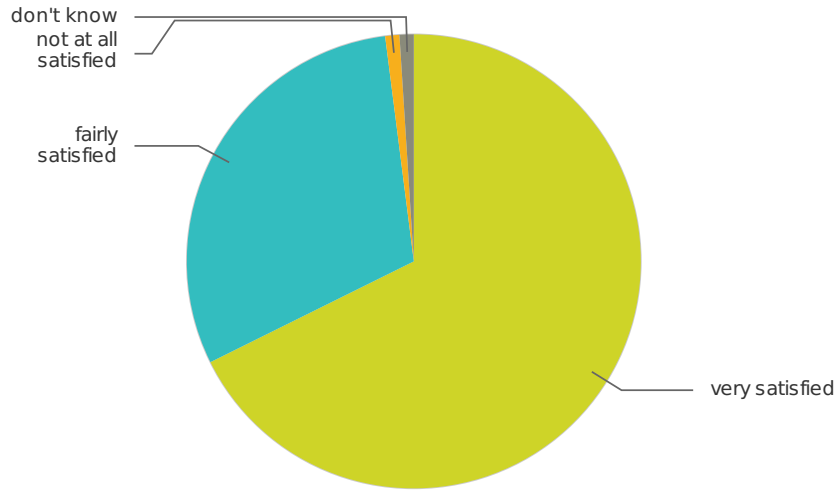
Answered: 100 Skipped: 0



Answer Choices	Responses
<b>yes</b>	<b>69%</b> 69
<b>no</b>	<b>31%</b> 31
Total	100

## Q10 How satisfied are you with the opening hours at the surgery?

Answered: 99 Skipped: 1



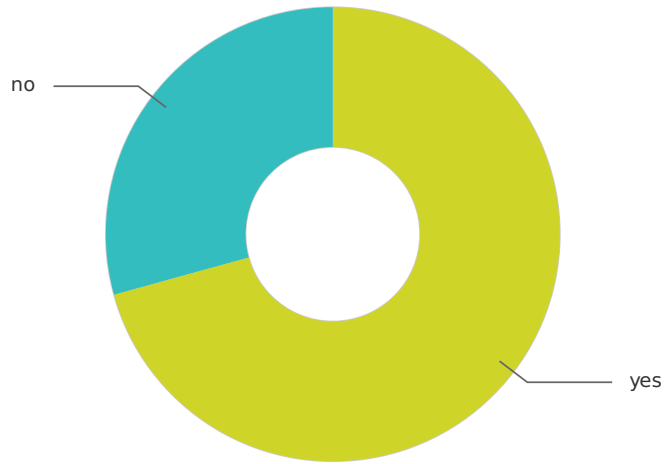
Answer Choices	Responses	
<b>very satisfied</b>	<b>67.68%</b>	67
<b>fairly satisfied</b>	<b>30.30%</b>	30
<b>not at all satisfied</b>	<b>1.01%</b>	1
<b>don't know</b>	<b>1.01%</b>	1
Total		99

## Q11 Why do you feel like this?

Answered: 26 Skipped: 74

### Q12 Did you know that we are open on a Saturday morning until the end of March 2013?

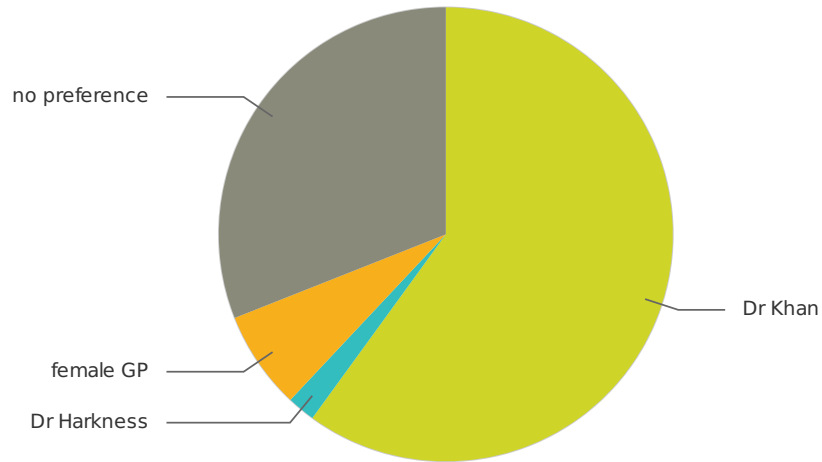
Answered: 99 Skipped: 1



Answer Choices	Responses	
<b>yes</b>	<b>70.71%</b>	70
<b>no</b>	<b>29.29%</b>	29
Total		99

### Q13 Do you prefer to see a particular doctor?

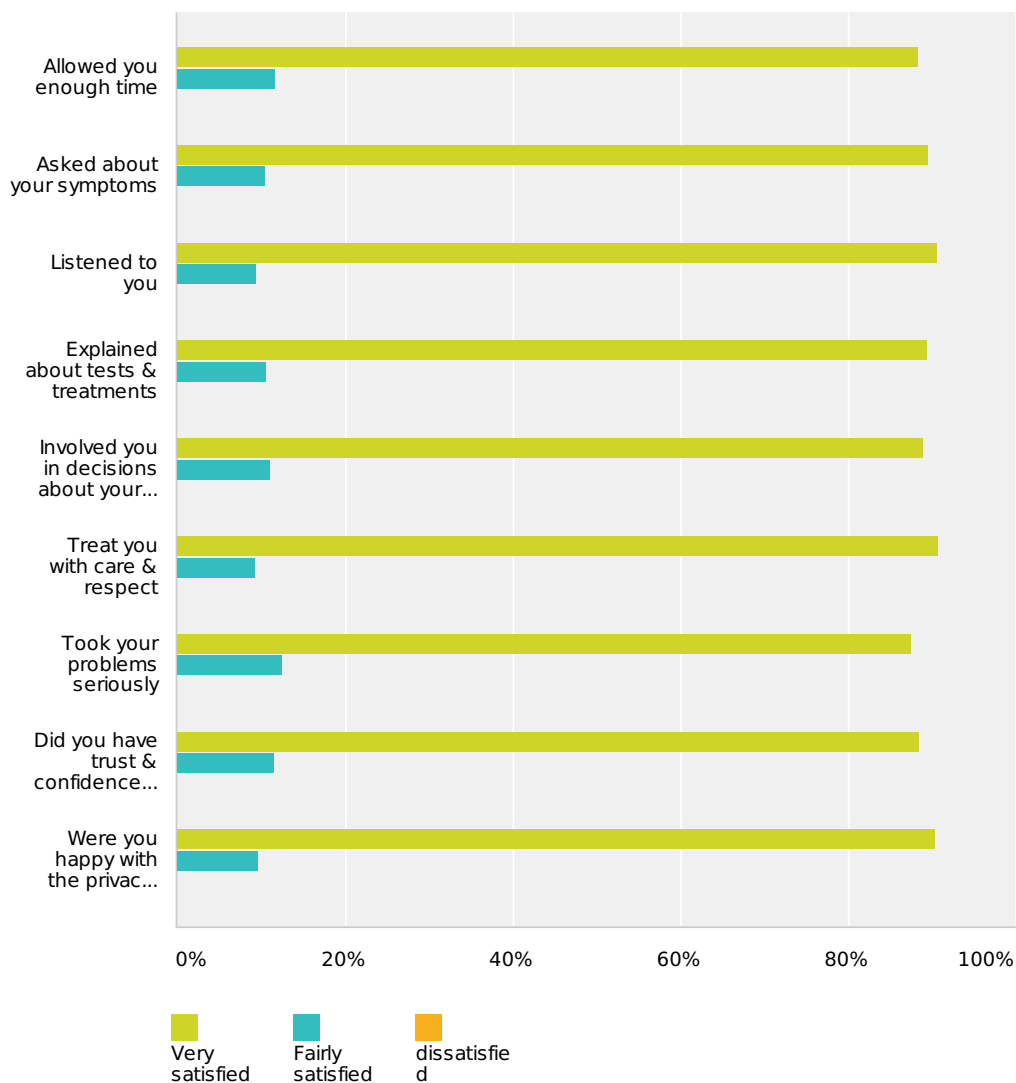
Answered: 100 Skipped: 0



Answer Choices	Responses	
<b>Dr Khan</b>	<b>60%</b>	60
<b>Dr Harkness</b>	<b>2%</b>	2
<b>female GP</b>	<b>7.00%</b>	7
<b>no preference</b>	<b>31%</b>	31
Total		100

## Q14 How satisfied were you with your last appointment with a DOCTOR at the surgery?

Answered: 98 Skipped: 2



	Very satisfied	Fairly satisfied	dissatisfied	Total
<b>Allowed you enough time</b>	<b>88.42%</b> 84	<b>11.58%</b> 11	<b>0%</b> 0	95
<b>Asked about your symptoms</b>	<b>89.58%</b> 86	<b>10.42%</b> 10	<b>0%</b> 0	96
<b>Listened to you</b>	<b>90.63%</b> 87	<b>9.38%</b> 9	<b>0%</b> 0	96
<b>Explained about tests &amp; treatments</b>	<b>89.47%</b> 85	<b>10.53%</b> 10	<b>0%</b> 0	95
<b>Involved you in decisions about your care</b>	<b>89.01%</b> 81	<b>10.99%</b> 10	<b>0%</b> 0	91
<b>Treat you with care &amp; respect</b>	<b>90.72%</b> 88	<b>9.28%</b> 9	<b>0%</b> 0	97
<b>Took your problems seriously</b>	<b>87.50%</b> 84	<b>12.50%</b> 12	<b>0%</b> 0	96

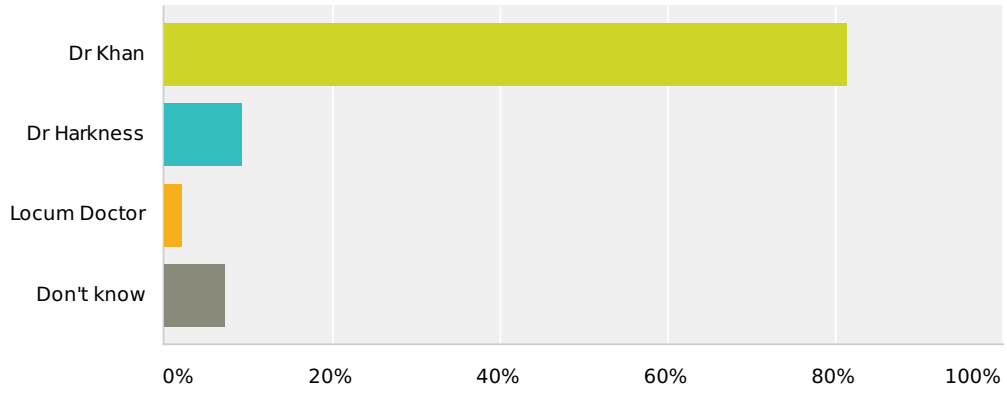
Patient survey 2013

<b>Did you have trust &amp; confidence in the doctor you saw?</b>	<b>88.54%</b> 85	<b>11.46%</b> 11	<b>0%</b> 0	96
<b>Were you happy with the privacy of the conversation with the doctor?</b>	<b>90.43%</b> 85	<b>9.57%</b> 9	<b>0%</b> 0	94

comments ( 13 )

### Q15 Which Doctor did you see?

Answered: 97 Skipped: 3

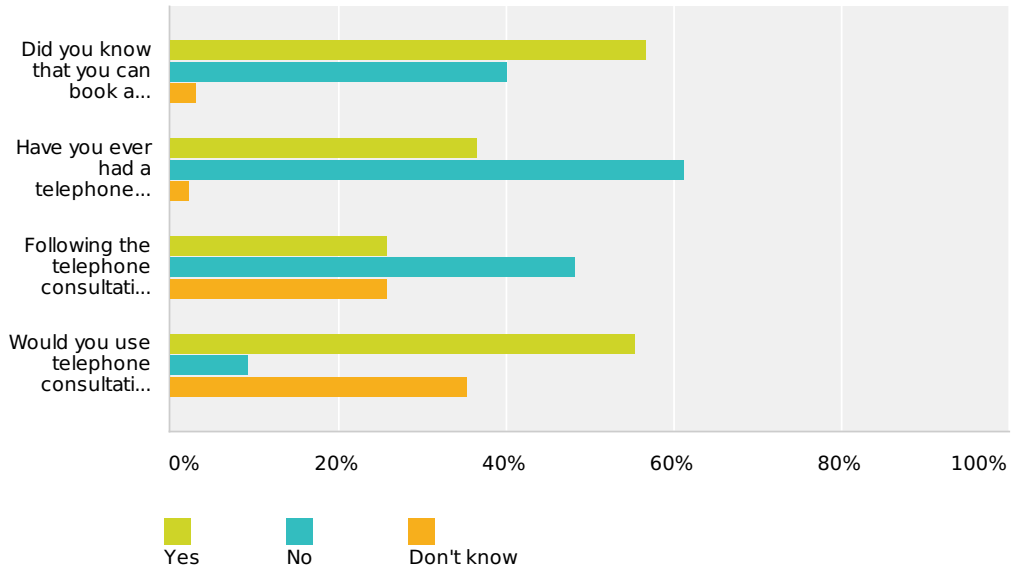


Answer Choices	Responses	
<b>Dr Khan</b>	<b>81.44%</b>	79
<b>Dr Harkness</b>	<b>9.28%</b>	9
<b>Locum Doctor</b>	<b>2.06%</b>	2
<b>Don't know</b>	<b>7.22%</b>	7
Total		97



## Q16 Telephone consultations

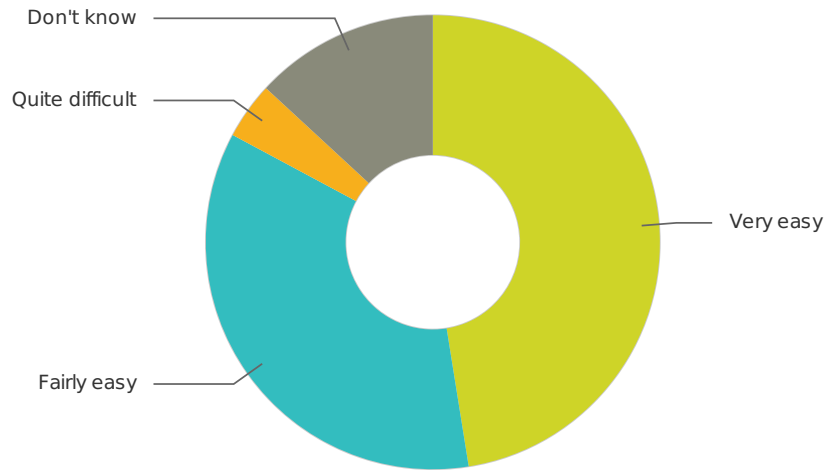
Answered: 98 Skipped: 2



	Yes	No	Don't know	Total
<b>Did you know that you can book a telephone consultation?</b>	<b>56.70%</b> 55	<b>40.21%</b> 39	<b>3.09%</b> 3	97
<b>Have you ever had a telephone consultation?</b>	<b>36.56%</b> 34	<b>61.29%</b> 57	<b>2.15%</b> 2	93
<b>Following the telephone consultation did you require a follow up?</b>	<b>25.86%</b> 15	<b>48.28%</b> 28	<b>25.86%</b> 15	58
<b>Would you use telephone consultations again?</b>	<b>55.38%</b> 36	<b>9.23%</b> 6	<b>35.38%</b> 23	65

## Q17 How easy is it to make an appointment with a Practice Nurse at the practice?

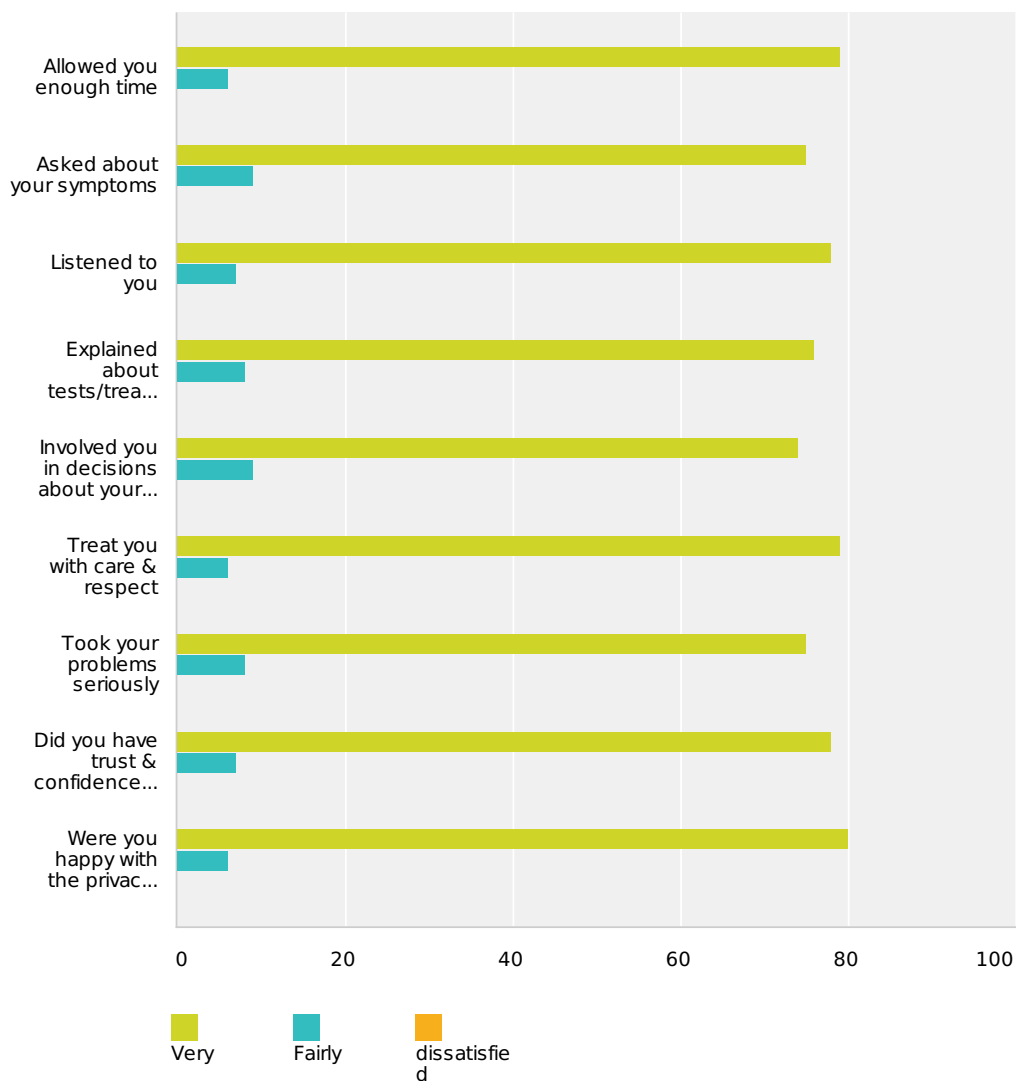
Answered: 99 Skipped: 1



Answer Choices	Responses	
<b>Very easy</b>	<b>47.47%</b>	47
<b>Fairly easy</b>	<b>35.35%</b>	35
<b>Quite difficult</b>	<b>4.04%</b>	4
<b>Don't know</b>	<b>13.13%</b>	13
Total		99

## Q18 Please rate your last appointment with a NURSE at the surgery

Answered: 87 Skipped: 13



	Very	Fairly	dissatisfied	Total
<b>Allowed you enough time</b>	<b>92.94%</b> 79	<b>7.06%</b> 6	<b>0%</b> 0	85
<b>Asked about your symptoms</b>	<b>89.29%</b> 75	<b>10.71%</b> 9	<b>0%</b> 0	84
<b>Listened to you</b>	<b>91.76%</b> 78	<b>8.24%</b> 7	<b>0%</b> 0	85
<b>Explained about tests/treatments</b>	<b>90.48%</b> 76	<b>9.52%</b> 8	<b>0%</b> 0	84
<b>Involved you in decisions about your care</b>	<b>89.16%</b> 74	<b>10.84%</b> 9	<b>0%</b> 0	83
<b>Treat you with care &amp; respect</b>	<b>92.94%</b> 79	<b>7.06%</b> 6	<b>0%</b> 0	85
<b>Took your problems seriously</b>	<b>90.36%</b> 75	<b>9.64%</b> 8	<b>0%</b> 0	83

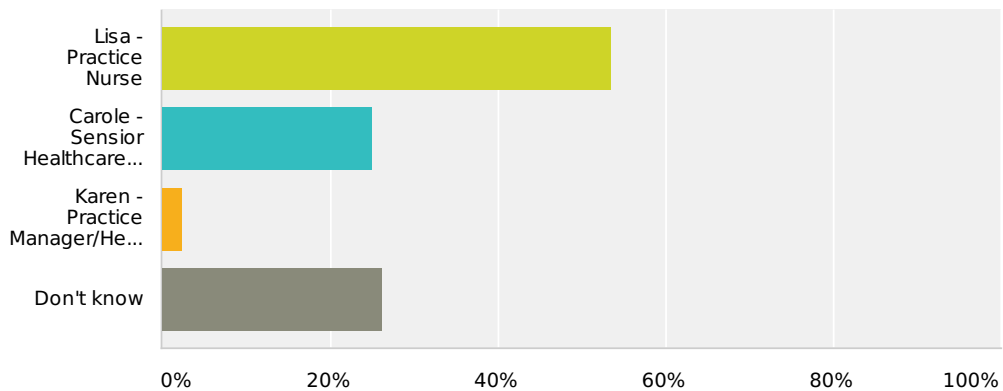
Patient survey 2013

<b>Did you have trust &amp; confidence in the nurse you saw?</b>	<b>91.76%</b> 78	<b>8.24%</b> 7	<b>0%</b> 0	85
<b>Were you happy with the privacy of your conversation with the nurse?</b>	<b>93.02%</b> 80	<b>6.98%</b> 6	<b>0%</b> 0	86

comments ( 7 )

### Q19 Which Nurse did you see?

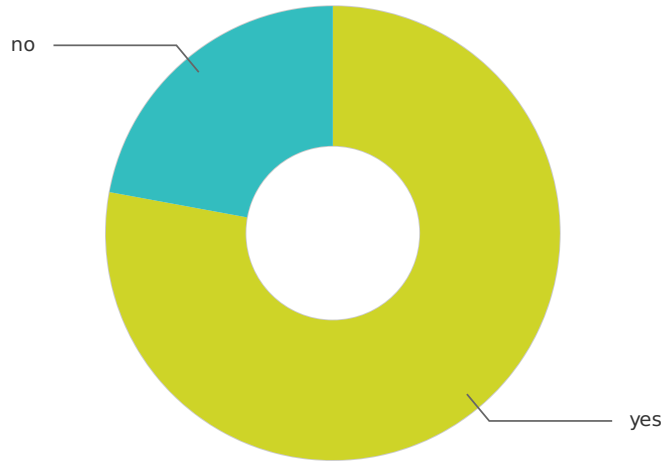
Answered: 84 Skipped: 16



Answer Choices	Responses
<b>Lisa - Practice Nurse</b>	<b>53.57%</b> 45
<b>Carole - Senior Healthcare Assistant</b>	<b>25%</b> 21
<b>Karen - Practice Manager/Healthcare Assistant</b>	<b>2.38%</b> 2
<b>Don't know</b>	<b>26.19%</b> 22
Total Respondents: 84	

### Q20 Did you know that you can pre-book certain appointments with the medical team (including the Doctor) as far in advance as you require?

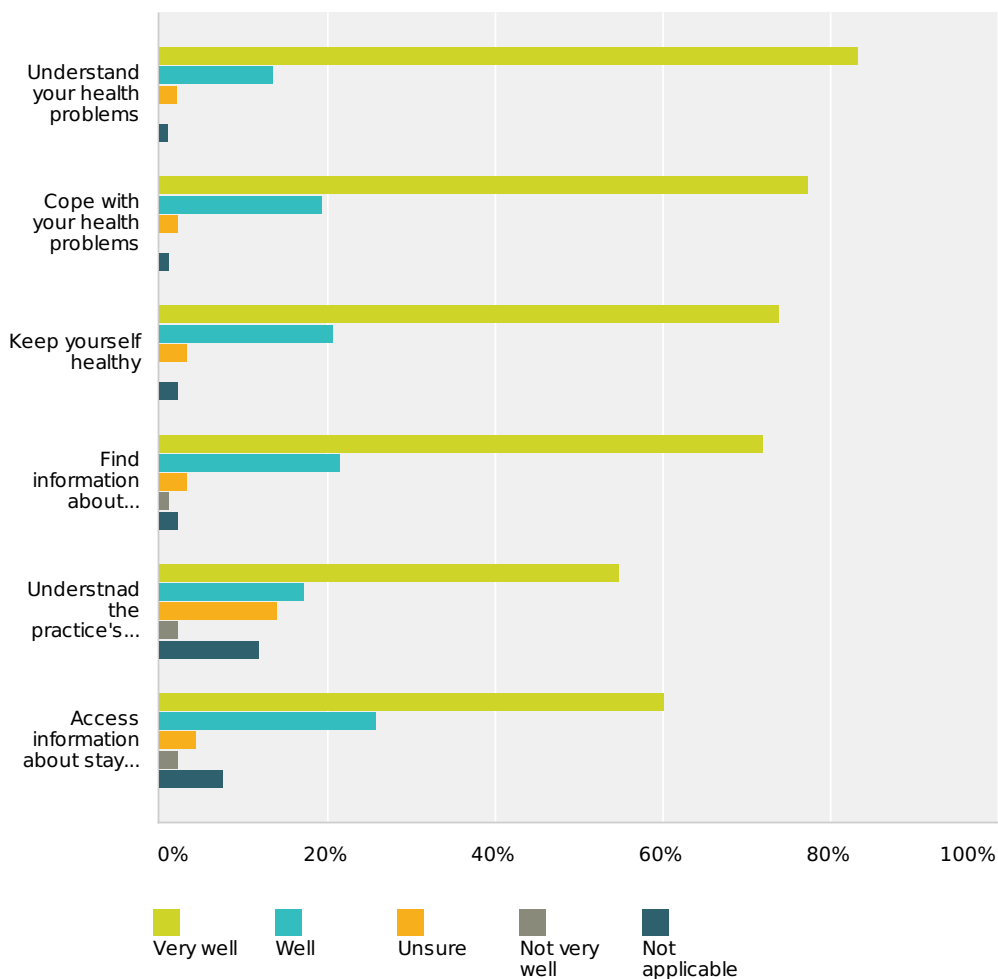
Answered: 95 Skipped: 5



Answer Choices	Responses	
<b>yes</b>	<b>77.89%</b>	74
<b>no</b>	<b>22.11%</b>	21
Total		95

## Q21 Overall how well does your practice help you to:

Answered: 96 Skipped: 4



	Very well	Well	Unsure	Not very well	Not applicable	Total
<b>Understand your health problems</b>	<b>83.33%</b> 80	<b>13.54%</b> 13	<b>2.08%</b> 2	<b>0%</b> 0	<b>1.04%</b> 1	96
<b>Cope with your health problems</b>	<b>77.42%</b> 72	<b>19.35%</b> 18	<b>2.15%</b> 2	<b>0%</b> 0	<b>1.08%</b> 1	93
<b>Keep yourself healthy</b>	<b>73.91%</b> 68	<b>20.65%</b> 19	<b>3.26%</b> 3	<b>0%</b> 0	<b>2.17%</b> 2	92
<b>Find information about services they provide i.e. test results, repeat prescriptions etc</b>	<b>72.04%</b> 67	<b>21.51%</b> 20	<b>3.23%</b> 3	<b>1.08%</b> 1	<b>2.15%</b> 2	93
<b>Understnad the practice's complaint &amp; compliment procedure</b>	<b>54.84%</b> 51	<b>17.20%</b> 16	<b>13.98%</b> 13	<b>2.15%</b> 2	<b>11.83%</b> 11	93

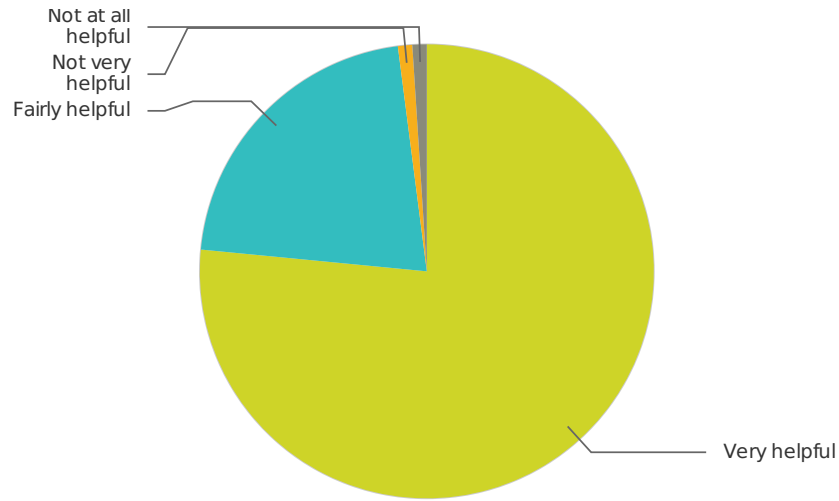
Patient survey 2013

Access information about staying healthy & preventing illness	60.22% 56	25.81% 24	4.30% 4	2.15% 2	7.53% 7	93
Other (please specify) ( 0 )						



## Q22 How helpful do you find the receptionists at the surgery?

Answered: 98 Skipped: 2



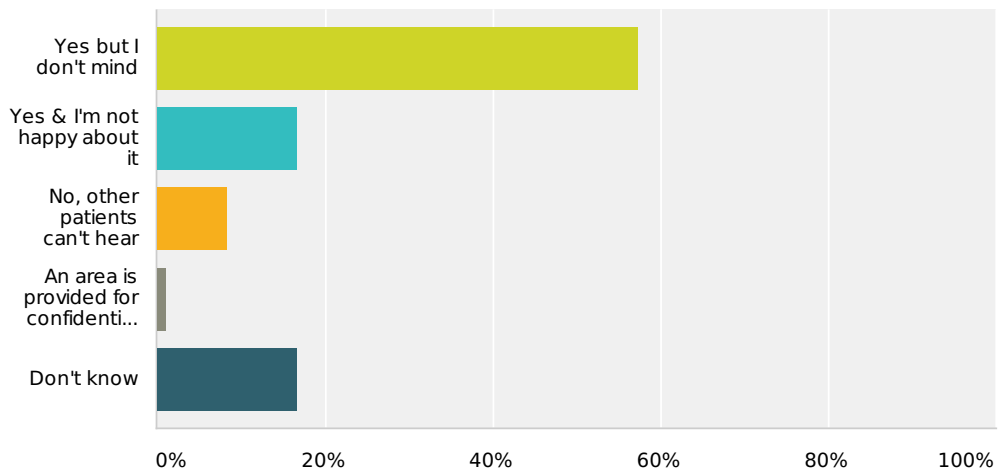
Answer Choices	Responses	
<b>Very helpful</b>	<b>76.53%</b>	75
<b>Fairly helpful</b>	<b>21.43%</b>	21
<b>Not very helpful</b>	<b>1.02%</b>	1
<b>Not at all helpful</b>	<b>1.02%</b>	1
<b>Don't know</b>	<b>0%</b>	0
Total		98
Other (please specify) ( 2 )		

**Q23 Is there anything else that you  
feel the Reception team could do to  
help patients?**

Answered: 10 Skipped: 90

## Q24 Can other patients overhear private conversations with Receptionists?

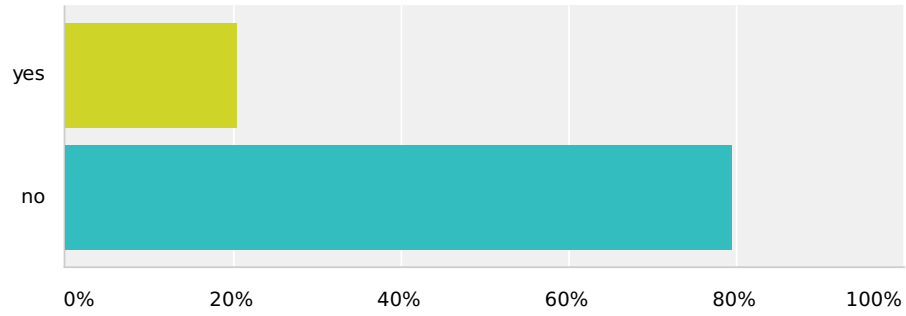
Answered: 96 Skipped: 4



Answer Choices	Responses
<b>Yes but I don't mind</b>	<b>57.29%</b> 55
<b>Yes &amp; I'm not happy about it</b>	<b>16.67%</b> 16
<b>No, other patients can't hear</b>	<b>8.33%</b> 8
<b>An area is provided for confidentiality</b>	<b>1.04%</b> 1
<b>Don't know</b>	<b>16.67%</b> 16
Total Respondents: 96	

### Q25 Did you know that you can ask to speak to the Receptionist in private?

Answered: 98 Skipped: 2



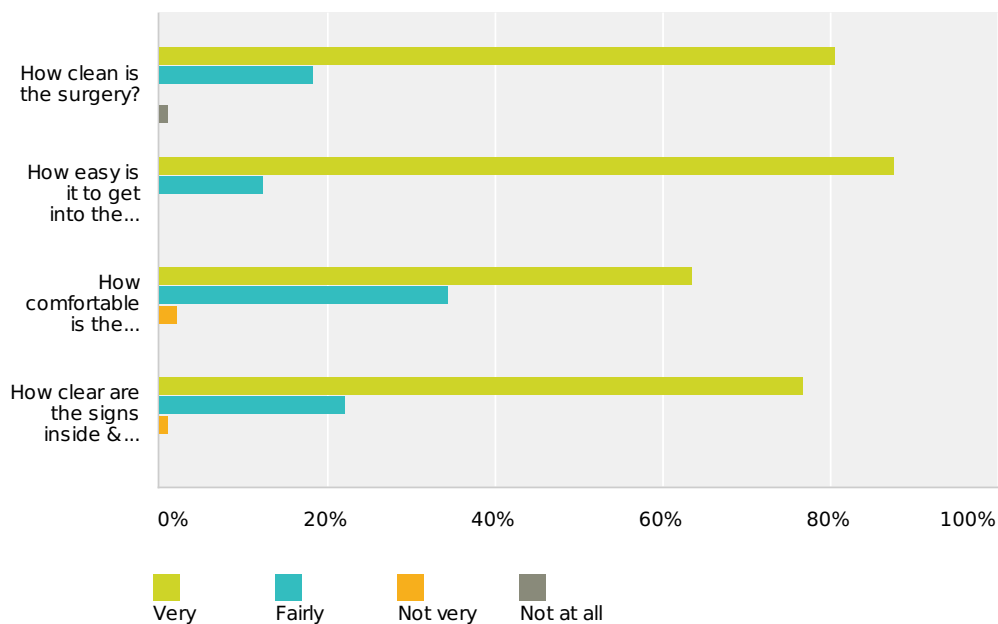
Answer Choices	Responses	
<b>yes</b>	<b>20.41%</b>	20
<b>no</b>	<b>79.59%</b>	78
Total		98

**Q26 We have moved the prescription request box into the entrance in order to reduce queues & fitted glass in the reception area to improve confidentiality. Are there any other changes that you would like to suggest?**

Answered: 7 Skipped: 93

## Q27 Regarding the building

Answered: 98 Skipped: 2

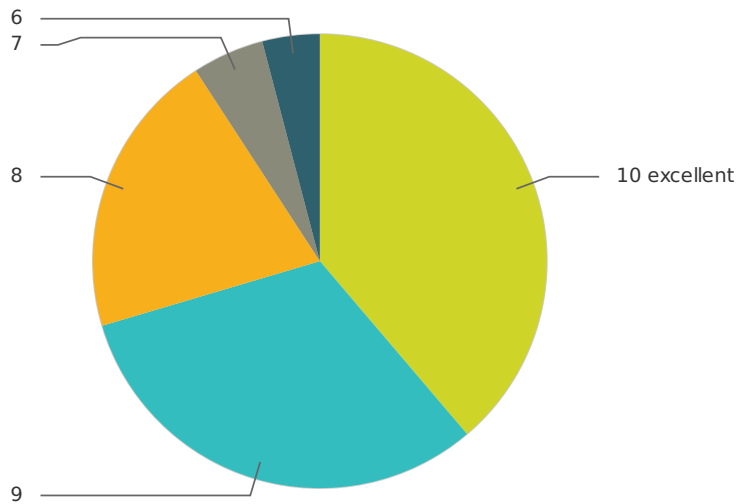


	Very	Fairly	Not very	Not at all	Total
<b>How clean is the surgery?</b>	<b>80.61%</b> 79	<b>18.37%</b> 18	<b>0%</b> 0	<b>1.02%</b> 1	98
<b>How easy is it to get into the surgery building?</b>	<b>87.63%</b> 85	<b>12.37%</b> 12	<b>0%</b> 0	<b>0%</b> 0	97
<b>How comfortable is the waiting area?</b>	<b>63.54%</b> 61	<b>34.38%</b> 33	<b>2.08%</b> 2	<b>0%</b> 0	96
<b>How clear are the signs inside &amp; outside of the building?</b>	<b>76.84%</b> 73	<b>22.11%</b> 21	<b>1.05%</b> 1	<b>0%</b> 0	95

comments ( 4 )

**Q28 On a scale of 1 - 10 how would you rate your overall satisfaction of the surgery with 10 being the highest & 1 being the worst?**

Answered: 98 Skipped: 2



Answer Choices	Responses	
<b>10 excellent</b>	<b>38.78%</b>	38
<b>9</b>	<b>31.63%</b>	31
<b>8</b>	<b>20.41%</b>	20
<b>7</b>	<b>5.10%</b>	5
<b>6</b>	<b>4.08%</b>	4
<b>4</b>	<b>0%</b>	0
<b>3</b>	<b>0%</b>	0
<b>2</b>	<b>0%</b>	0
<b>1 very poor</b>	<b>0%</b>	0
Total		98

comments ( 2 )

**Q29 Do you have any suggestions as to how the practice can make improvements to their service?**

Answered: 12 Skipped: 88

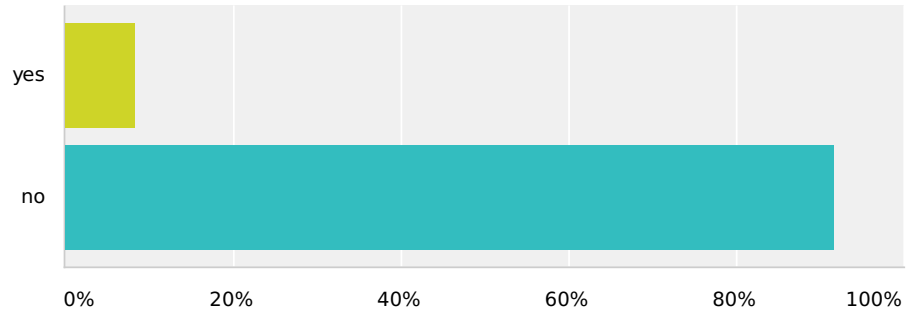


**Q30 Do you have any suggestions as to how the Doctor/Nurse could improve?**

Answered: 9 Skipped: 91

### Q31 Do you ever visit our website at [www.brandonlanesurgery.co.uk](http://www.brandonlanesurgery.co.uk)?

Answered: 84 Skipped: 16



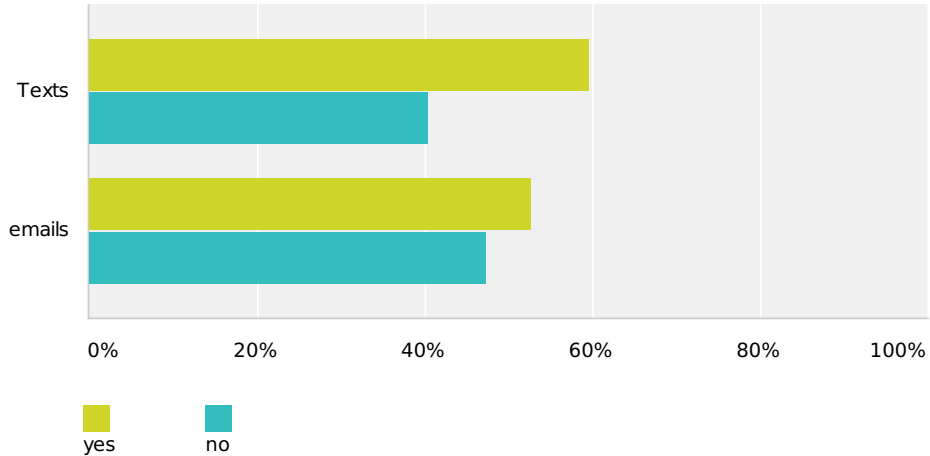
Answer Choices	Responses	
<b>yes</b>	<b>8.33%</b>	7
<b>no</b>	<b>91.67%</b>	77
Total		84

**Q32 If yes, is there any other  
information that you would like to  
see on the website?**

Answered: 1 Skipped: 99

**Q33 We are considering using texts and email for sending general information such as appointment reminders. Is this something that you would be interested in?**

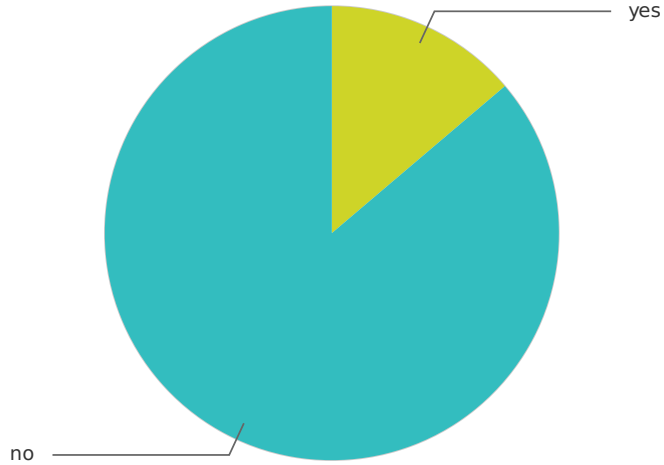
Answered: 95 Skipped: 5



	yes	no	Total Respondents
<b>Texts</b>	<b>59.55%</b> 53	<b>40.45%</b> 36	89
<b>emails</b>	<b>52.63%</b> 40	<b>47.37%</b> 36	76

### Q34 Did you know that we have a Patient Participation Group at the practice? Please contact reception for details of how to join

Answered: 87 Skipped: 13



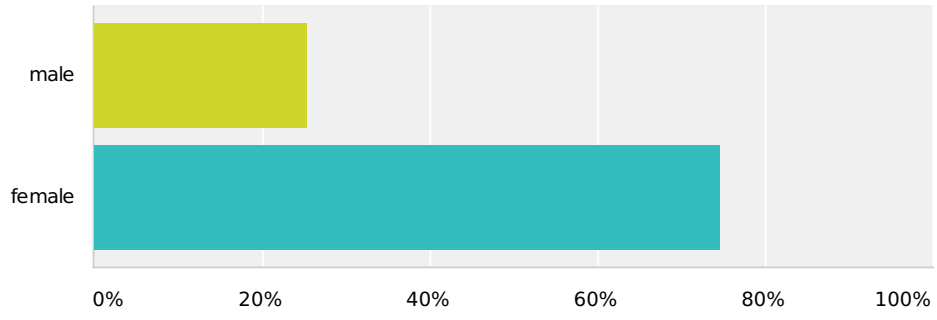
Answer Choices	Responses	
<b>yes</b>	<b>13.79%</b>	12
<b>no</b>	<b>86.21%</b>	75
Total		87

**Q35 You can find information about the practice on Facebook, Twitter and on our website. Is there anywhere else you think would be useful?**

Answered: 9 Skipped: 91

### Q36 About you

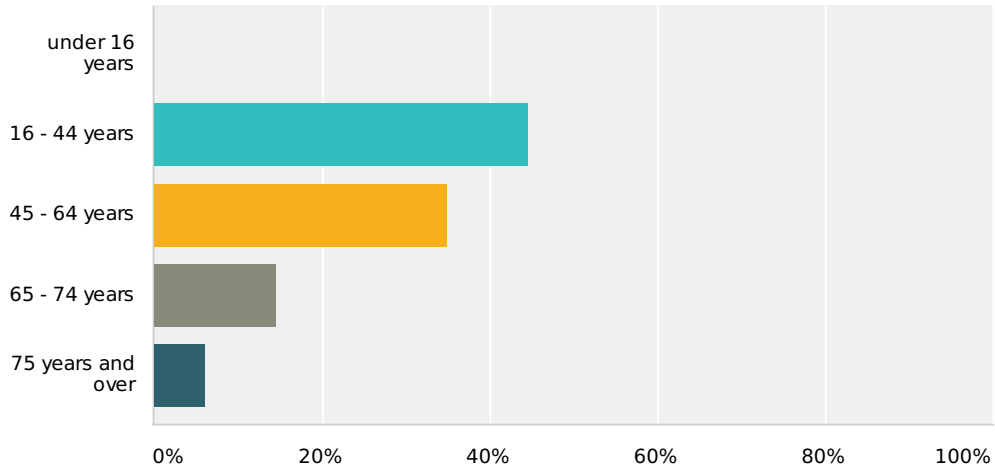
Answered: 83 Skipped: 17



Answer Choices	Responses	
<b>male</b>	<b>25.30%</b>	21
<b>female</b>	<b>74.70%</b>	62
Total		83

### Q37 How old are you?

Answered: 83 Skipped: 17

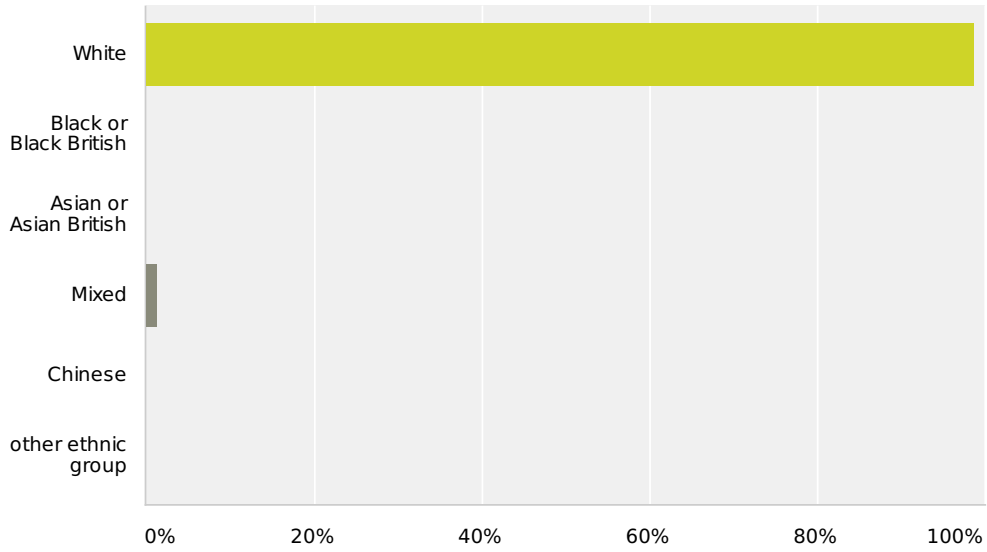


Answer Choices	Responses	
<b>under 16 years</b>	<b>0%</b>	0
<b>16 - 44 years</b>	<b>44.58%</b>	37
<b>45 - 64 years</b>	<b>34.94%</b>	29
<b>65 - 74 years</b>	<b>14.46%</b>	12
<b>75 years and over</b>	<b>6.02%</b>	5
Total		83



### Q38 What is your ethnic group?

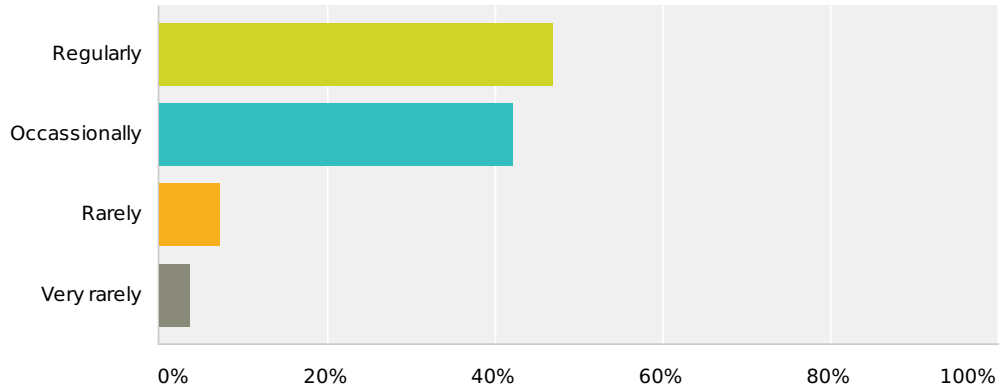
Answered: 83 Skipped: 17



Answer Choices	Responses	
<b>White</b>	<b>98.80%</b>	82
<b>Black or Black British</b>	<b>0%</b>	0
<b>Asian or Asian British</b>	<b>0%</b>	0
<b>Mixed</b>	<b>1.20%</b>	1
<b>Chinese</b>	<b>0%</b>	0
<b>other ethnic group</b>	<b>0%</b>	0
Total		83

### Q39 How would you describe how often you come to the surgery?

Answered: 83 Skipped: 17



Answer Choices	Responses	
<b>Regularly</b>	<b>46.99%</b>	39
<b>Occassionally</b>	<b>42.17%</b>	35
<b>Rarely</b>	<b>7.23%</b>	6
<b>Very rarely</b>	<b>3.61%</b>	3
Total		83