

PATIENT QUESTIONNAIRE

Total respondents

204

Section A: Your visits. Please circle appropriate responses

- 1 My last visit to see a doctor was
- 2 My last visit to see a nurse was
- 3 The last time I telephoned the surgery was

	In the last week	In the last month	1 - 3 months ago	3 - 12 months ago	More than a year ago
193	25%	29%	21%	18%	6%
179	23%	21%	15%	21%	20%
176	43%	27%	13%	10%	7%

Section B: About the doctor - thinking about the last time you saw a doctor - please tick the response that most closely reflects your opinion

- 1 The doctor really listened to me
- 2 The doctor treated me with dignity and respect
- 3 The doctor gave me the opportunity to ask questions
- 4 The doctor knew about my medical history
- 5 The doctor gave me enough information about my condition
- 6 The doctor's explanation about my treatment was easy to understand
- 7 The doctor involved me in discussions about my treatment

	Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree
164	43%	51%	5%	1%	1%
179	55%	41%	2%	1%	1%
187	54%	38%	5%	2%	1%
187	40%	32%	22%	5%	2%
184	43%	36%	16%	4%	1%
179	48%	37%	11%	2%	1%
181	46%	33%	16%	4%	1%

If you do not see the nurses, please go to Section D

Section C: About the nurses - thinking about the last time you saw a nurse

- 1 The nurse treated me with dignity and respect
- 2 The nurse knew about my condition and treatment
- 3 The nurse was able to deal with my problem
- 4 The nurse was able to answer my questions
- 5 The nurse's explanation of my treatment was easy to understand
- 6 The nurse treated me in a professional and competent manner

	Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree
140	54%	43%	4%	0%	0%
135	46%	35%	17%	2%	0%
133	47%	43%	8%	2%	0%
132	48%	41%	10%	2%	0%
128	45%	39%	15%	1%	0%
128	48%	44%	7%	1%	0%

Please turn over and complete questions over page

Section D: About the staff

- 1 The staff at reception treated me in a professional manner
- 2 My call was answered and handled in a professional manner
- 3 Respect was shown for my privacy and confidentiality
- 4 The staff member tried their best to meet my needs

	Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree
189	42%	52%	5%	1%	0%
177	39%	51%	8%	1%	1%
163	36%	51%	12%	1%	0%
183	43%	44%	11%	2%	0%

If you have not used the telephone triage/consultation services, please go to Section F

Section E: About the telephone consultation / triage services

The telephone consultation service (you chose telephone consultation when offered)

- 1 I have used the telephone consultation service for:
- 2 If ongoing, was your consultation with same doctor as had dealt with this previously?
- 3 Please rate your telephone consultation experience

	An ongoing problem	A new problem	An urgent problem	Prescription queries	Not used
102	27%	28%	10%	2%	32%
		Yes	12%	No	9%
	Poor	Fair	Good	Very Good	Excellent
66	5%	15%	32%	30%	18%

The telephone triage service (appropriate appointment not available - doctor to call you back)

- 4 The outcome of the triage was:
- 5 If none of the above, how dealt with (*please provide brief details*):
- 6 Please rate your telephone advice experience

	Advice given	Appointment with dr that day	Next day	Routine appointment	Prescription issued
65	28%	45%	3%	11%	14%
	Poor	Fair	Good	Very Good	Excellent
62	6%	21%	26%	26%	21%

Section F: About the practice

- 1 Your level of satisfaction with the practice's opening hours
- 2 Satisfaction with the day and time arranged for your appointment
- 3 Opportunity of speaking to a doctor/nurse on the telephone when necessary
- 4 Chances of seeing a doctor/nurse within 48/24 hours
- 5 Chances of seeing a doctor/nurse of your choice
- 6 Ease of access onto the premises
- 7 Information provided by the practice about its service (e.g. repeat prescriptions, test results, opening times, cost of private certificates etc)
- 8 How would you like to hear about our services?

	Poor	Fair	Good	Very Good	Excellent
184	4%	23%	35%	26%	11%
214	9%	30%	29%	21%	11%
154	8%	21%	32%	25%	13%
180	24%	23%	23%	16%	14%
177	39%	16%	21%	12%	11%
169	1%	10%	37%	27%	25%
155	10%	21%	38%	18%	14%
	Email	Website	In surgery	Other:	
166	36%	26%	31%		7%

Section G: About the phone system - please circle your answers

- 1 What do you usually telephone the surgery for?
- 2 What is your experience of getting through on the phone?
- 3 What time of the day do you usually telephone the surgery?
- 4 receptionist available to answer your call straightaway?

	Dr Appointment	Nurse Appointment	Arrange Blood test	Get results	Prescription queries
200	70%	13%	11%	5%	2%
	Poor	Fair	Good	Very Good	Excellent
170	42%	32%	17%	7%	2%
	8am	Morning	Midday	Afternoon	After 6pm
179	62%	29%	4%	5%	0%
	Queuing	Engaged	Put on hold		
173	89%	6%	5%		

Section H: About our Services - please tick appropriate response

- 1 Do you know that you can book appointments online?
- 2 Do you know that you can order repeat prescriptions online?
- 3 Do you know that there is an app for online services for smartphones and iPad?
- 4 Do you know that we offer evening and early morning doctor appointments?
- 5 Do you know that we offer Saturday morning nurse appointments?
- 6 Do you know we have Nurse-led Minor Illness clinics after school hours?

For details of any of the above, please ask at reception

	Yes	No
	80%	20%
	54%	46%
	29%	71%
	47%	53%
	27%	73%
	31%	69%

Any comments about how the practice could improve its service?

Comments recorded separately to ensure patient confidentiality

About You. The next questions will give us some basic information about who took part in the survey. We will not use your answers to identify you.

Please circle appropriate category.

- 1 Are you:
- 2 Age:
- 3 What is your ethnic group?
- 4 If you consider yourself to have a disability, please give brief details?
- 5 Which best describes what you are doing at present?

144	Male	44%	Female	56%	
	Under 15	15 to 20	21 to 40	41 to 60	Over 60
183	2%	3%	22%	26%	46%

	White	Asian	Black
	British	Indian	Caribbean 0%
	Irish	Pakistani	African 0%
	Other	Bangladeshi	
191	Mixed	Other	2%

Noted separately

	Full time employment	Part time employment	Unemployed	Full time education	Retired
204	25%	17%	4%	1%	37%
	Looking after the home		Permanently sick or disabled		
	10%		5%		