

**DOCTORS G A & A ROBB
PATIENT SATISFACTION SURVEY 2014**

Question													Totals
1 Is the surgery currently open at times that are convenient for you?	Yes	%	No	%	Don't Know	%							
Totals	84	85%	11	11%	4	4%							99
2 Generally, how easy is it to get through to someone at the surgery?	Very Easy	%	Fairly Easy	%	Not Very Easy	%	Not as all Easy	%	Have not Tried	%			
Totals	11	11%	52	53%	29	29%	7	7%		0%			99
3 How do you normally make an appointment at the surgery?	Telephone	%	In the Surgery	%	On Line	%							
Totals	96	97%	2	2%	1	1%							99
4 Overall, how would you describe your experience of making an appointment?	Excellent	%	Very Good	%	Good	%	Fair	%	Poor	%	Very Poor	%	
Totals	9	9%	32	32%	28	28%	20	20%	9	9%	1	1%	99
5 If an appointment wasn't available what other services would you try?	A&E	%	Pharmacy First Scheme	%	Primary Care Centre	%	Call Surgery another time	%	Don't Know				
Totals	9	9%	11	11%	30	30%	43	43%	6	6%			99
6 How often do you see or speak to the GP you prefer?	Always	%	Lot of the Time	%	Some of the Time	%	Never or almost Never	%	Not Tried	%	No Preference	%	
Totals	10	10%	17	18%	41	42%	9	9%	19	20%	1	1%	97
7 Are you aware the surgery now offers telephone consultations with the GP?	Yes	%	No	%	Don't Know	%							
Totals	11	11%	80	81%	8	8%							99
8a Last time you saw or spoke to a GP from the surgery, how good was the GP at giving you enough time	Excellent	%	Very Good	%	Good	%	Fair	%	Poor		Very Poor		
Totals	26	27%	45	47%	21	22%	2	2%	2	2%		0%	96

Question															Totals
8b Last time you saw or spoke to a GP from the surgery, how good was the GP at involving you in decisions about your care	Excellent	%	Very Good		Good	%	Fair	%	Poor	%	Very Poor	%			
Totals	18	19%	48	50%	21	22%	8	8%	1	1%		0%			96
9a How long after your appointment do you normally wait to be seen	Less than 5 Minutes		5 to 15 Minutes		More than 15 Minutes										
Totals	10	10%	69	70%	19	19%									98
9b If you did have to wait, were you informed by receptionist that the GP was running late	Yes		No		Don't Know										
Totals	34	36%	48	51%	13	14%									95
10 Would you recommend the surgery to someone who has just moved to the local area	Yes Definitely	%	Yes Probably	%	Not Sure	%	No Probably Not	%	No Definitely not	%					
Totals	46	51%	29	32%	13	14%	2	2%		0%					90
11 What is your age range?	0-16		17-25		26-35		36-45		46-55		55+				
Totals	1	1%	12	12%	10	10%	17	17%	21	21%	38	38%			99
12 What is your gender?	Male		Female												
Totals	31	32%	67	68%											98
13 Please advise us of your ethnic origin	White British		Mixed Ethnic Groups		Asian & Asian British		Black & Black British		African & Caribbean		Other Ethnic Group		No Response		
Totals	80	81%		0%	2	2%		0%		0%		0%	17	17%	99
14 All things considered, how satisfied are you with the practise	Completely Satisfied	%	Very Satisfied	%	Fairly Satisfied	%	Neutral	%	Fairly Dissatisfied	%	Very Dissatisfied	%	Completely Dissatisfied	%	
Totals	All Things Considered how Satisfied are you with the Practice													0%	89
TOTAL NUMBER OF RESPON															99



SUMMARY OF RESPONSES

Question				
1	Is the surgery currently open at times that are convenient for you?	Yes	85%	
2	Generally, how easy is it to get through to someone at the surgery?	Fairly & very easy	64%	Not very easy & not all all easy 36%
3	How do you normally make an appointment at the surgery?	Telephone	97%	Other 2%
4	Overall, how would you describe your experience of making an appointment?	Good to Excellent	70%	Fair to very poor 30%
5	If an appointment wasn't available what other services would you try? Totals	Call Surgery another time	43%	Primary Care 30%
6	How often do you see or speak to the GP you prefer?	Always to some of the time	70%	
7	Are you aware the surgery now offers telephone consultations with the GP? Totals	No	81%	
8a	Last time you saw or spoke to a GP from the surgery, how good was the GP at giving you enough time	Good to Excellent	96%	
8b	Last time you saw or spoke to a GP from the surgery, how good was the GP at involving you in decisions about your care	Good to Excellent	91%	

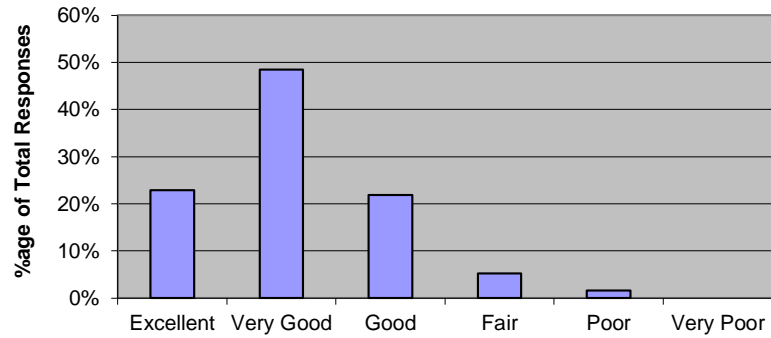
SUMMARY OF RESPONSES

9a How long after your appointment do you normally wait to be seen	5 to 15 Minutes	70%	More than 15 minutes	19%
9b If you did have to wait, were you informed by receptionist that the GP was running late	Not informed	51%		
10 Would you recommend the surgery to someone who has just moved to the local area	Definitely & Probably	83%	Not sure to no	17%
11 What is your age range? Totals	0 to 45 years	40%	45 years +	60%
12 What is your gender?	Male	32%	Female	68%
13 Please advise us of your ethnic origin	British White	81%	Other	19%
14 All things considered, how satisfied are you with the practise	Fairly to Completely	92%	Neutral to Dissatisfied	8%

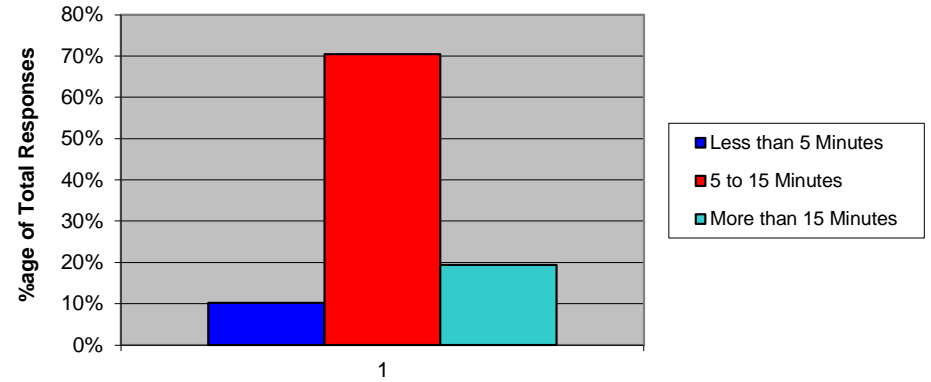
Questions involving medical care received	Excellent	Very Good	Good	Fair	Poor	Very Poor	Total
8a	26	45	21	2	2	0	96
8b	18	48	21	8	1	0	96
Totals	44	93	42	10	3	0	192
%age of Total	23%	48%	22%	5%	2%	0%	100%

SUMMARY OF RESPONSES

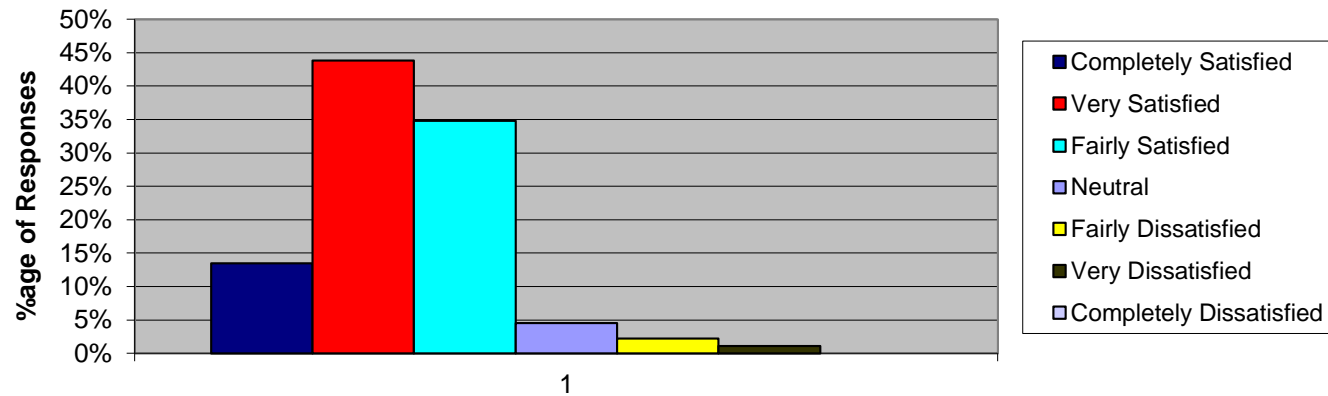
Questions 8a & 8b Involving Medical Care received



Waiting Time Normally Experienced



All Things Considered how Satisfied are you with the Practice



SUMMARY OF OTHER COMMENTS RECEIVED

	<u>Comment</u>	<u>No of Times</u>
1	Time taken to see a Doctor	7
2	All Doctors & Nurses excellent	2
3	Excellent surgery	2
4	Lack of interest by Doctor	1
5	Evening surgeries requested	1
6	Parking very difficult	1
7	Not seeing the same GP consistently	1
8	Climbing stairs to surgery	1
9	Some Receptionists are a bit abrupt	1