

Dishley Grange Medical Practice Cross Street, Hathern

Patient Experience Survey 2013-14

1. Which surgery do you normally attend?

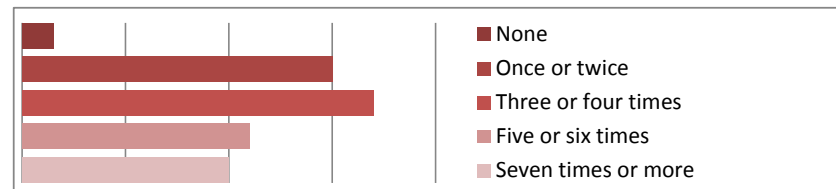
Answer	Count	%
Hathern	109	34.5
Loughborough	207	65.5



The following results apply to the 109 Hathern responses only

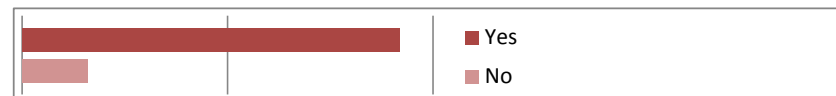
2. In the past 12 months, how many times have you seen a doctor from your practice?

Answer	Count	%
None	3	2.80%
Once or twice	30	27.50%
Three or four times	34	31.20%
Five or six times	22	20.20%
Seven times or more	20	18.30%



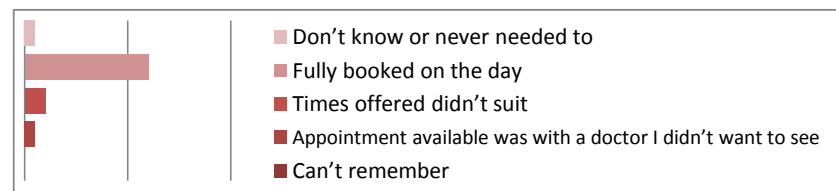
3. If you need to see a GP urgently, can you normally get seen on the same day?

Answer	Count	%
Yes	92	84.40%
No	16	14.70%



3a. If No, why not?

Answer	Count	%
Don't know or never needed to	1	0.90%
Fully booked on the day	12	11.00%
Times offered didn't suit	2	1.80%
Appointment available was with a doctor I didn't want to see	1	0.90%
Can't remember	0	0.00%



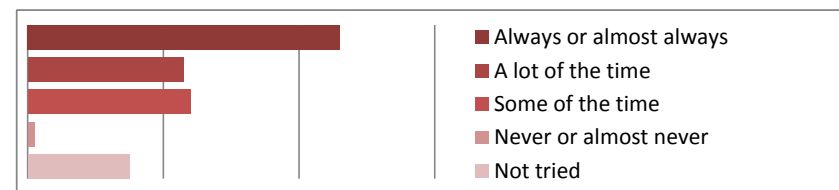
4. Do you know that you can book an appointment with a doctor or nurse up to 3-4 weeks in advance?

Answer	Count	%
Yes	75	69.40%
No	33	30.60%



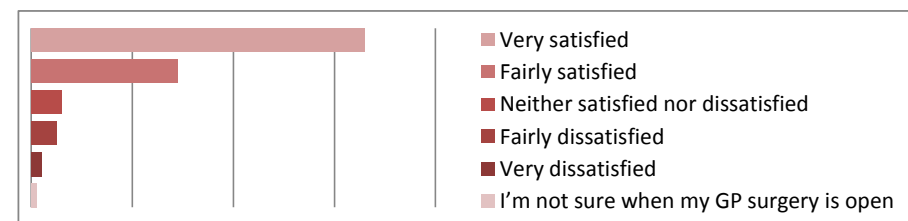
5. How often do you see the doctor you prefer to see?

Answer	Count	%
Always or almost always	46	42.20%
A lot of the time	23	21.10%
Some of the time	24	22.00%
Never or almost never	1	0.90%
Not tried	15	13.80%



6. How satisfied are you with the hours that your GP surgery is open?

Answer	Count	%
Very satisfied	66	60.60%
Fairly satisfied	29	26.60%
Neither satisfied nor dissatisfied	6	5.50%
Fairly dissatisfied	5	4.60%
Very dissatisfied	2	1.80%
I'm not sure when my GP surgery is open	1	0.90%



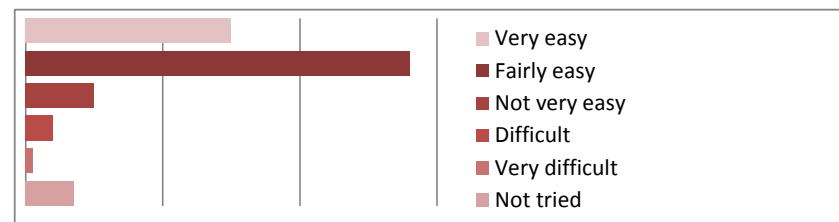
7. Are you aware of the GP early weekday & Saturday morning appointments?

Answer	Count	%
Yes	51	46.80%
No	57	52.30%



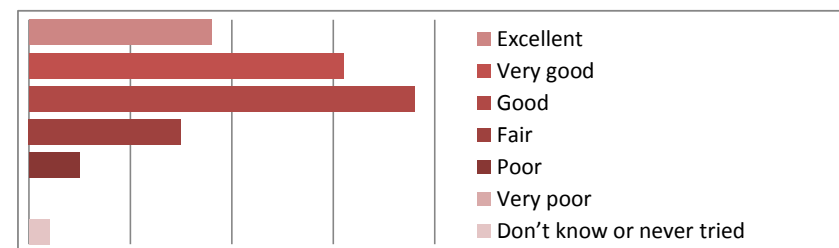
8. How easy is it for you to get an appointment with a practice nurse at your surgery?

Answer	Count	%
Very easy	30	27.50%
Fairly easy	56	51.40%
Not very easy	10	9.20%
Difficult	4	3.70%
Very difficult	1	0.90%
Not tried	7	6.40%

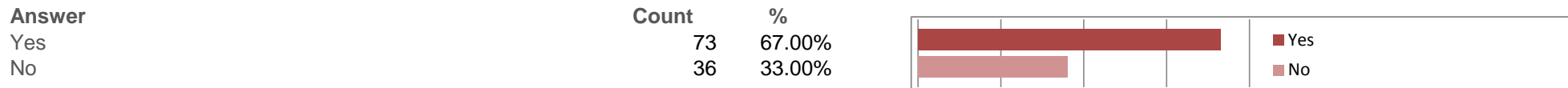


9. Thinking of the times you have phoned the surgery, how do you rate the ability to get through on the phone?

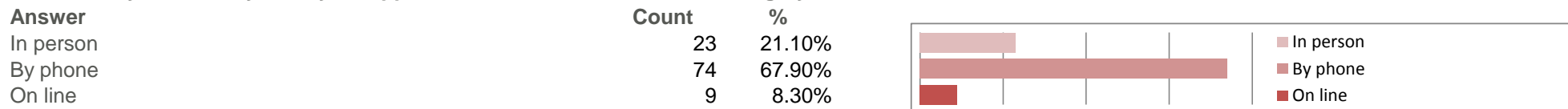
Answer	Count	%
Excellent	18	16.50%
Very good	31	28.40%
Good	38	34.90%
Fair	15	13.80%
Poor	5	4.60%
Very poor	0	0.00%
Don't know or never tried	2	1.80%



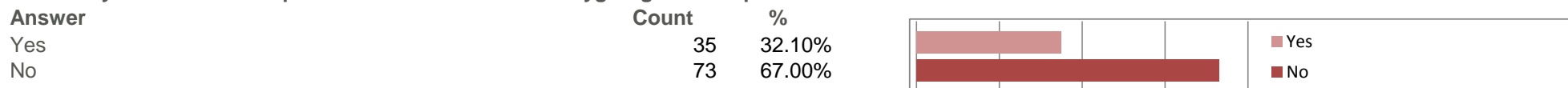
10. Do you know that appointments can be booked with GPs and prescriptions ordered on line?



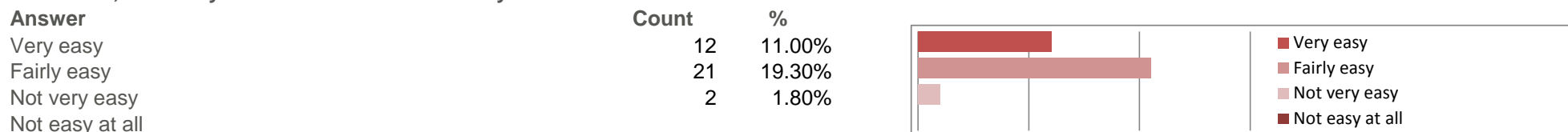
11. How do you normally book your appointments to see a doctor at the surgery?



12. Have you accessed the practice website? www.dishleygrangemedicalpractice.co.uk

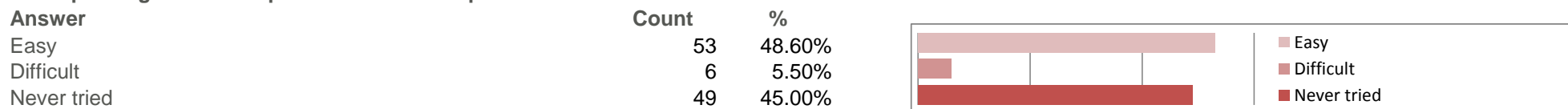


12a. If Yes, how easy is it to find the information you need?

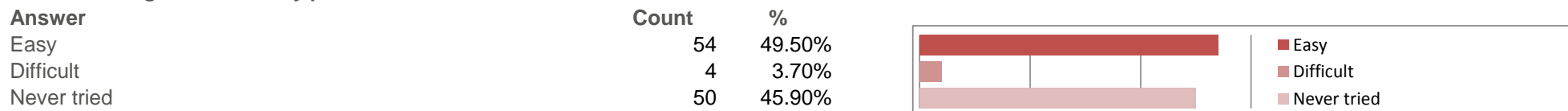


13. In the past 6 months how easy have you found the following?

13a. Speaking to a health professional on the phone?

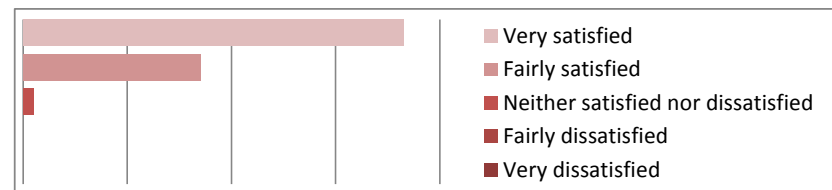


13b. Obtaining test results by phone?



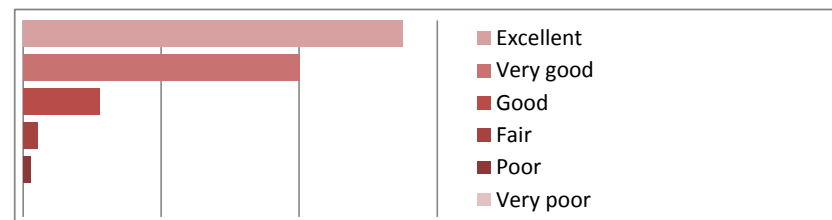
14. In general, how satisfied are you with the care you get at your GP surgery?

Answer	Count	%
Very satisfied	73	67.00%
Fairly satisfied	34	31.20%
Neither satisfied nor dissatisfied	2	1.80%
Fairly dissatisfied		
Very dissatisfied		



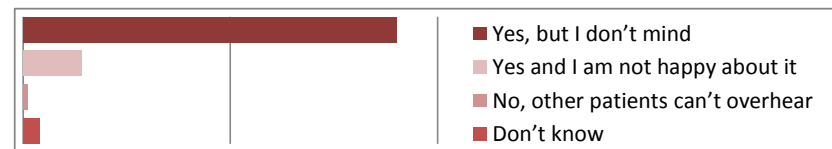
15. How do you rate the way you are treated by the receptionists at your surgery?

Answer	Count	%
Excellent	55	50.50%
Very good	40	36.70%
Good	11	10.10%
Fair	2	1.80%
Poor	1	0.90%
Very poor		



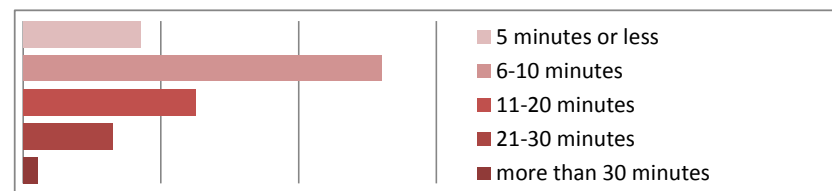
16. In the reception area, can other patients overhear what you say to the receptionist?

Answer	Count	%
Yes, but I don't mind	90	82.60%
Yes and I am not happy about it	14	12.80%
No, other patients can't overhear	1	0.90%
Don't know	4	3.70%



17. How long do you usually have to wait at the surgery beyond your booked appointment time, for your consultations to begin?

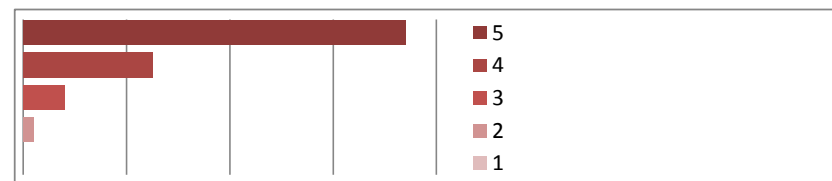
Answer	Count	%
5 minutes or less	17	15.60%
6-10 minutes	52	47.70%
11-20 minutes	25	22.90%
21-30 minutes	13	11.90%
more than 30 minutes	2	1.80%



18. The last time you saw a doctor or nurse at the surgery please circle how satisfied were you with the following?

18a. You were given enough time?

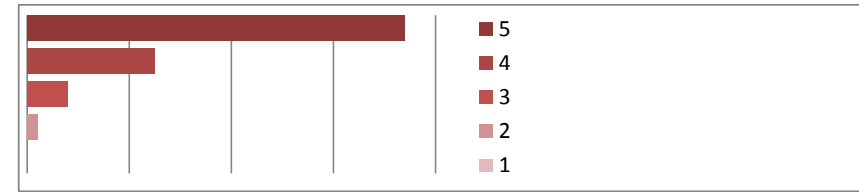
Answer	Count	%
5	74	67.90%
4	25	22.90%
3	8	7.30%
2	2	1.80%
1		



18b. You were asked about your symptoms

Answer

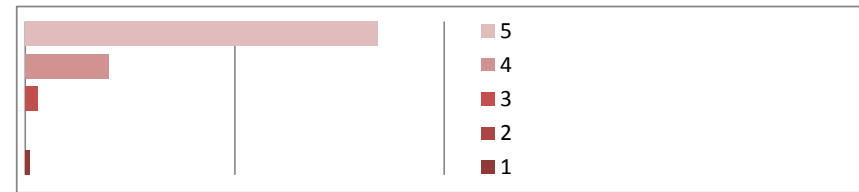
Answer	Count	%
5	82	75.20%
4	19	17.40%
3	6	5.50%
2	1	0.90%
1	1	0.90%



18c. You were listened to?

Answer

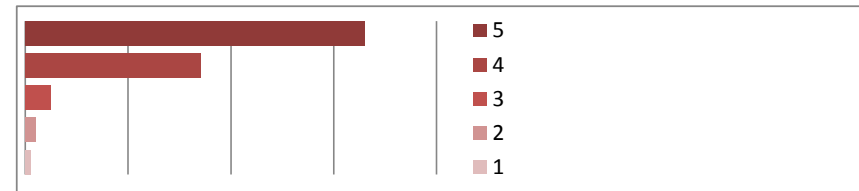
Answer	Count	%
5	84	77.10%
4	20	18.30%
3	3	2.80%
2		
1	1	0.90%



18d. The tests and treatments were fully explained?

Answer

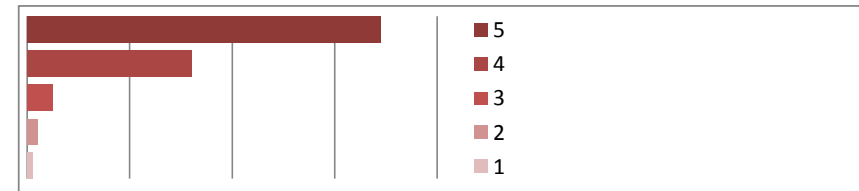
Answer	Count	%
5	66	60.60%
4	34	31.20%
3	5	4.60%
2	2	1.80%
1	1	0.90%



18e. You were involved in decisions about your care?

Answer

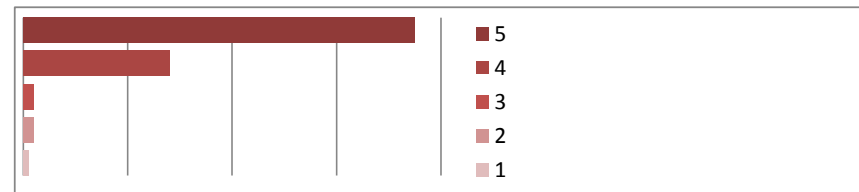
Answer	Count	%
5	69	63.30%
4	32	29.40%
3	5	4.60%
2	2	1.80%
1	1	0.90%



18f. You were treated with care and concern?

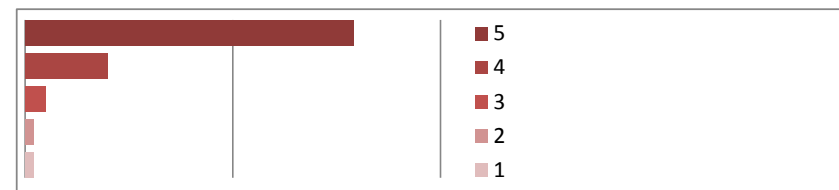
Answer

Answer	Count	%
5	75	68.80%
4	28	25.70%
3	2	1.80%
2	2	1.80%
1	1	0.90%



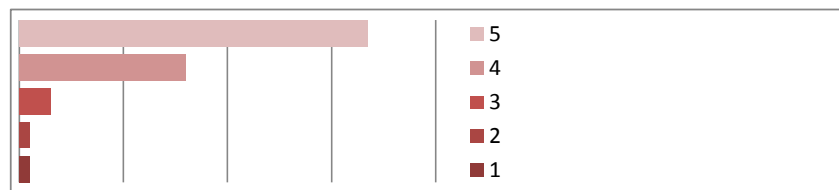
18g. You had your problems taken seriously?

Answer	Count	%
5	79	72.50%
4	20	18.30%
3	5	4.60%
2	2	1.80%
1	2	1.80%



18h. You were happy with the information given?

Answer	Count	%
5	67	61.50%
4	32	29.40%
3	6	5.50%
2	2	1.80%
1	2	1.80%



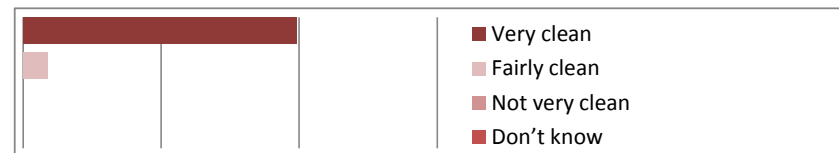
19. How easy do you find it to get into the building at your surgery?

Answer	Count	%
Very easy	98	89.90%
Fairly easy	10	9.20%
Not very easy		
Not easy at all	1	0.90%



20. How clean is your surgery?

Answer	Count	%
Very clean	99	90.80%
Fairly clean	9	8.30%
Not very clean		
Don't know		

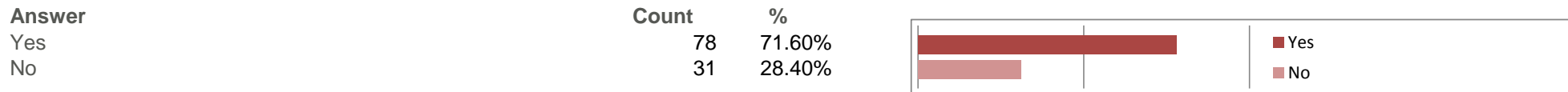


21. Would you recommend your GP surgery to someone who has just moved to your local area?

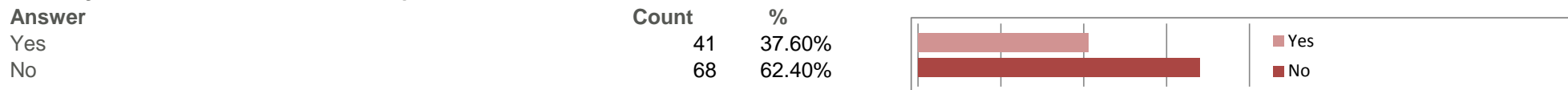
Answer	Count	%
Yes, would definitely recommend	97	89.00%
Yes, might recommend	8	7.30%
Not sure	2	1.80%
No, would not recommend	1	0.90%



22. If you wanted to, would you know how to contact an out-of-hours GP service when the surgery is closed?

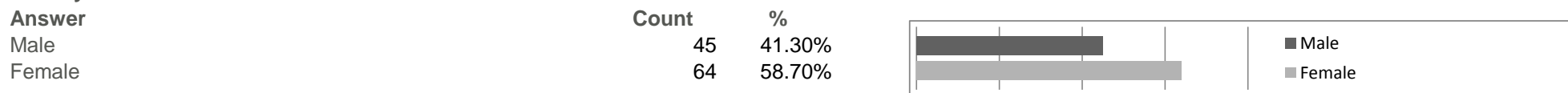


23. Are you aware of the Patients' Group?

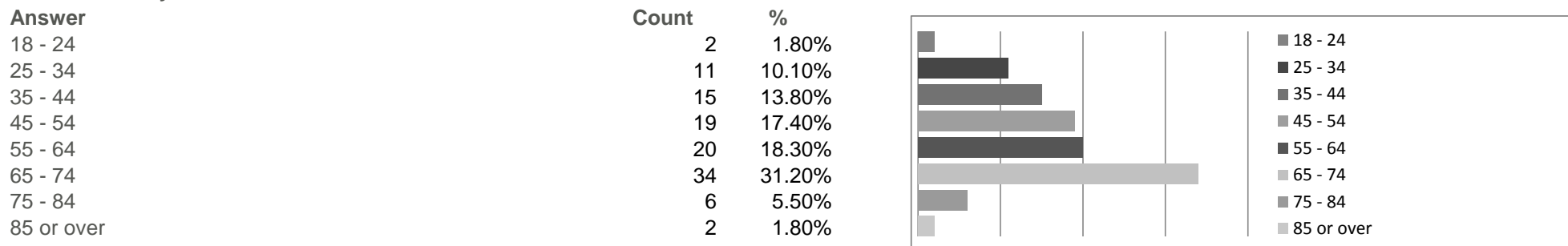


We collect and monitor this information to ensure that we are treating all people fairly and to help us identify any barriers that may need to be addressed. Thank you for completing this form.

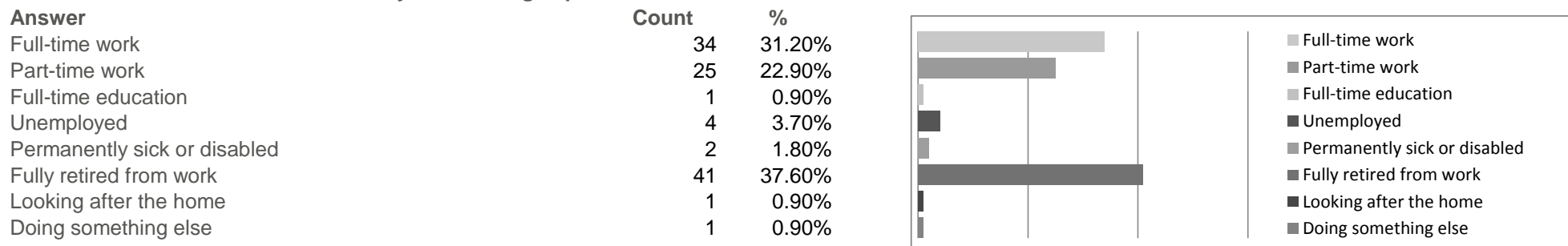
1. Are you male or female?



2. How old are you?



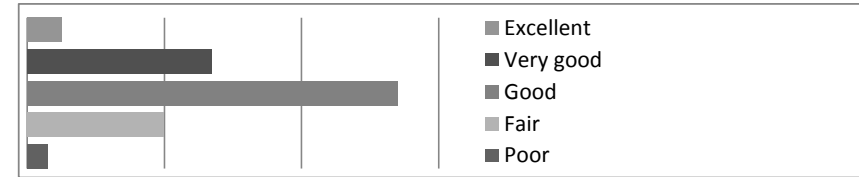
3. Which of these best describes what you are doing at present?



4. In general, would you say your health is?

Answer

Answer	Count	%
Excellent	5	4.60%
Very good	27	24.80%
Good	54	49.50%
Fair	20	18.30%
Poor	3	2.80%



5. Which ethnic group do you belong to?

Answer

Answer	Count	%
White	105	96.30%
Black or Black British	1	0.90%
Asian or Asian British	3	2.80%
Mixed		
Chinese		
Other ethnic group		

