

Dishley Grange Medical Practice – Cross Street

Patient Experience Survey 2012-13

Q1. Which surgery do you normally attend?

Answer	Count	%
Hathern	94	96.9
Loughborough	3	3.1

Q2. In the past 12 months how many times have you seen a doctor from your practice?

Answer	Count	%
None	2	2.1
Once or twice	30	30.9
Three or four times	31	32
Five or six times	10	10.3
Seven times or more	24	24.7

Q3. If you need to see a GP urgently, can you normally get seen on the same day?

Answer	Count	%
Yes	77	79.4
No	10	10.3
Don't know/never needed to	10	10.3

If you answered no, why not?

Answer	Count	%
Fully booked on the day	6	6.2
Times offered didn't suit	2	2.1
Appointment available was with a doctor I didn't want to see	1	1
Had a call back from the GP	0	0
Can't remember	1	1

Q4. Do you know that you can book an appointment with a doctor or nurse up to 3-4 weeks in advance?

Answer	Count	%
Yes	63	64.9
No	34	35.1

Q5. How often do you see the doctor you prefer to see?

Answer	Count	%
Always or almost always	45	46.4
A lot of the time	17	17.5
Some of the time	14	14.4
Never or almost never	2	2.1
Not tried	18	18.6

Q6. How satisfied are you with the hours that your GP surgery is open?

Answer	Count	%
Very satisfied	67	69.1
Fairly satisfied	23	23.7
Neither satisfied nor dissatisfied	3	3.1
Fairly dissatisfied	0	0
Very dissatisfied	0	0
I'm not sure when my GP surgery is open	3	3.1

Q7. Are you aware of the GP early weekday & Saturday morning appointments?

Answer	Count	%
Yes	46	47.4
No	49	50.5

Q8. How easy is it for you to get an appointment with a practice nurse at your surgery?

Answer	Count	%
Very easy	39	40.2
Fairly easy	37	38.1
Not very easy	8	8.2
Difficult	0	0
Very difficult	0	0
Not tried	12	12.4

Q9. Thinking of times you have phoned the surgery, how do you rate the ability to get through on the phone?

Answer	Count	%
Excellent	21	21.6
Very good	47	48.5
Good	14	14.4
Fair	10	10.3
Poor	2	2.1
Very poor	0	0
Don't know/never tried	2	2.1

Q10. Do you know that appointments can be booked with GP's and prescriptions ordered online?

Answer	Count	%
Yes	63	64.9
No	31	32

Q11. How do you normally book your appointments to see a doctor at the surgery?

Answer	Count	%
In person	18	18.6
By phone	70	72.2
Online	8	8.2

Q12. In the past 6 months, how easy have you found the following:

Speaking to a health professional on the phone?

Answer	Count	%
Easy	48	49.5
Difficult	3	3.1
Never tried	44	45.4

Obtaining test results by phone?

Answer	Count	%
Easy	44	45.4
Difficult	2	2.1
Never tried	49	50.5

Q13. In general, how satisfied are you with the care you get at your GP surgery?

Answer	Count	%
Very satisfied	69	71.1
Fairly satisfied	23	23.7
Neither satisfied nor dissatisfied	1	1
Fairly dissatisfied	1	1
Very dissatisfied	0	0

Q14. How do you rate the way you are treated by the receptionists at your surgery?

Answer	Count	%
Excellent	61	62.9
Very good	24	24.7
Good	9	9.3
Fair	2	2.1
Poor	0	0
Very poor	0	0

Q15. In the reception area, can other patients overhear what you say to the receptionist?

Answer	Count	%
Yes, but I don't mind	73	75.3
Yes and I am not happy about it	13	13.4
No, other patients can't overhear	3	3.1
Don't know	7	7.2

Q16. 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	14	14.4
6-10 minutes	39	40.2
11-20 minutes	39	40.2
21-30 minutes	2	2.1
More than 30 minutes	1	1

Q17. The last time you saw a Doctor or Nurse at the surgery, how satisfied were you with the following: (5 being very satisfied and 1 being very dissatisfied)

You were given enough time?

Answer	Count	%
5	68	70.1
4	17	17.5
3	7	7.2
2	1	1
1	2	2.1

You were asked about your symptoms?

Answer	Count	%
5	63	64.9
4	22	22.7
3	6	6.2
2	0	0
1	2	2.1

You were listened to?

Answer	Count	%
5	62	63.9
4	20	20.6
3	6	6.2
2	1	1
1	2	2.1

The tests and treatments were fully explained?

Answer	Count	%
5	61	62.9
4	22	22.7
3	7	7.2
2	2	2.1
1	2	2.1

You were involved in decisions about your care?

Answer	Count	%
5	56	57.7
4	24	24.7
3	6	6.2
2	0	0

1 3 3.1

You were treated with care and concern?

Answer	Count	%
5	62	63.9
4	20	20.6
3	8	8.2
2	1	1
1	0	0

You had your problems taken seriously?

Answer	Count	%
5	62	63.9
4	19	19.6
3	8	8.2
2	2	2.1
1	1	1

You were happy with the information given?

Answer	Count	%
5	59	60.8
4	18	18.6
3	8	8.2
2	1	1
1	2	2.1

Q18. How easy do you find it to get into the building at your surgery?

Answer	Count	%
Very easy	82	84.5
Fairly easy	14	14.4
Not very easy	1	1
Not easy at all	0	0

Q19. How clean is your surgery?

Answer	Count	%
Very clean	90	92.8
Fairly clean	7	7.2
Not very clean	0	0
Don't know	0	0

Q20. Would you recommend your GP surgery to someone who has just moved to your local area?

Answer	Count	%
Yes, would definitely recommend	88	90.7
Yes, might recommend	5	5.2
Not sure	3	3.1
No, would not recommend	1	1

Q21. If you wanted to, would you know how to contact an out-of-hours GP service when the surgery is closed?

Answer	Count	%
Yes	63	64.9
No	34	35.1

Q22. Are you aware of the Patient's Group?

Answer	Count	%
Yes	28	28.9
No	69	71.1

Monitoring Information

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.

Q1. Are you male or female?

Answer	Count	%
Male	37	38.1
Female	60	61.9

Q2. How old are you?

Answer	Count	%
18-24	5	5.2
25-34	6	6.2
35-44	14	14.4
45-54	15	15.5
55-64	23	23.7
65-74	18	18.6
75-84	14	14.4
85 or over	2	2.1

Q3. Which of these best describes what you are doing at present?

Answer	Count	%
Full-time work	32	33
Part-time work	18	18.6
Full-time education	0	0
Unemployed	2	2.1
Permanently sick or disabled	5	5.2
Fully retired from work	34	35.1
Looking after the home	4	4.1
Doing something else	2	2.1

Q4. In general, would you say your health is?

Answer	Count	%
Excellent	9	9.3
Very good	26	26.8
Good	42	43.3
Fair	14	14.4

Poor 4 4.1

Q5. What is your ethnic group? (Please choose one section from A to E below, then select the appropriate option to indicate your ethnic group)

A. White

Answer	Count	%
British	97	100
Irish	0	0
Any other White background	0	0

B. Black or Black British

Answer	Count	%
Caribbean	0	0
African	0	0
Any other Black background	1	1

C. Asian or Asian British

Answer	Count	%
Indian	0	0
Pakistani	0	0
Bangladeshi	0	0
Any other Asian background	0	0

D. Mixed

Answer	Count	%
White & Black Caribbean	0	0
White & Black African	0	0
White & Asian	0	0
Any other Mixed background	0	0

E. Chinese

Answer	Count	%
Chinese	0	0

Thank you for taking part in the Survey