

Dishley Grange Medical Practice – Maxwell Drive

Patient Experience Survey 2012-13

Q1. Which surgery do you normally attend?

Answer	Count	%
Hathern	0	0
Loughborough	158	99.4

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

Answer	Count	%
None	4	2.5
Once or twice	26	16.4
Three or four times	36	22.6
Five or six times	38	23.9
Seven times or more	54	34

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

Answer	Count	%
Yes	103	64.8
No	29	18.2
Don't know/never needed to	25	15.7

If you answered no, why not?

Answer	Count	%
Fully booked on the day	21	13.2
Times offered didn't suit	0	0
Appointment available was with a doctor I didn't want to see	7	4.4
Had a call back from the GP	1	0.6
Can't remember	0	0

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	94	59.1
No	64	40.3

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

Answer	Count	%
Always or almost always	48	30.2
A lot of the time	41	25.8
Some of the time	40	25.2
Never or almost never	6	3.8
Not tried	18	11.3

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

Answer	Count	%
Very satisfied	85	53.5
Fairly satisfied	53	33.3
Neither satisfied nor dissatisfied	10	6.3
Fairly dissatisfied	2	1.3
Very dissatisfied	2	1.3
I'm not sure when my GP surgery is open	2	1.3

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

Answer	Count	%
Yes	56	35.2
No	96	60.4

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

Answer	Count	%
Very easy	52	32.7
Fairly easy	74	46.5
Not very easy	11	6.9
Difficult	2	1.3
Very difficult	0	0
Not tried	13	8.2

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

Answer	Count	%
Excellent	23	14.5
Very good	51	32.1
Good	39	24.5
Fair	27	17
Poor	5	3.1
Very poor	5	3.1
Don't know/never tried	3	1.9

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

Answer	Count	%
Yes	85	53.5
No	66	41.5

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

Answer	Count	%
In person	18	11.3
By phone	124	78
Online	13	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	80	50.3
Difficult	7	4.4
Never tried	66	41.5

Obtaining test results by phone?

Answer	Count	%
Easy	72	45.3
Difficult	4	2.5
Never tried	76	47.8

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

Answer	Count	%
Very satisfied	96	60.4
Fairly satisfied	48	30.2
Neither satisfied nor dissatisfied	7	4.4
Fairly dissatisfied	3	1.9
Very dissatisfied	1	0.6

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

Answer	Count	%
Excellent	61	38.4
Very good	58	36.5
Good	20	12.6
Fair	11	6.9
Poor	4	2.5
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	91	57.2
Yes and I am not happy about it	28	17.6
No, other patients can't overhear	10	6.3
Don't know	23	14.5

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	9	5.7
6-10 minutes	61	38.4
11-20 minutes	48	30.2
21-30 minutes	24	15.1
More than 30 minutes	10	6.3

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	90	56.6
4	44	27.7
3	17	10.7
2	4	2.5
1	0	0

You were asked about your symptoms?

Answer	Count	%
5	98	61.6
4	38	23.9
3	13	8.2
2	4	2.5
1	1	0.6

You were listened to?

Answer	Count	%
5	103	64.8
4	32	20.1
3	14	8.8
2	4	2.5
1	0	0

The tests and treatments were fully explained?

Answer	Count	%
5	91	57.2
4	40	25.2
3	17	10.7
2	2	1.3
1	0	0

You were involved in decisions about your care?

Answer	Count	%
5	83	52.2
4	42	26.4
3	19	11.9
2	5	3.1
1	1	0.6

You were treated with care and concern?

Answer	Count	%
5	97	61
4	37	23.3
3	14	8.8
2	3	1.9
1	1	0.6

You had your problems taken seriously?

Answer	Count	%
5	95	59.7
4	43	27
3	10	6.3
2	6	3.8
1	0	0

You were happy with the information given?

Answer	Count	%
5	90	56.6
4	45	28.3
3	14	8.8
2	6	3.8
1	0	0

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

Answer	Count	%
Very easy	121	76.1
Fairly easy	28	17.6
Not very easy	5	3.1
Not easy at all	0	0

Q19. How clean is your surgery?

Answer	Count	%
Very clean	131	82.4
Fairly clean	24	15.1
Not very clean	0	0
Don't know	1	0.6

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

Answer	Count	%
Yes, would definitely recommend	128	80.5
Yes, might recommend	20	12.6
Not sure	5	3.1
No, would not recommend	3	1.9

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	109	68.6
No	45	28.3

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

Answer	Count	%
Yes	34	21.4
No	115	72.3

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	58	36.5
Female	96	60.4

Q2. How old are you?

Answer Count %

18-24	7	4.4
25-34	31	19.5
35-44	25	15.7
45-54	23	14.5
55-64	26	16.4
65-74	21	13.2
75-84	18	11.3
85 or over	3	1.9

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

Answer	Count	%
Full-time work	51	32.1
Part-time work	23	14.5
Full-time education	3	1.9
Unemployed	10	6.3
Permanently sick or disabled	7	4.4
Fully retired from work	39	24.5
Looking after the home	9	5.7
Doing something else	5	3.1

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

Answer Count %

Excellent	13	8.2
Very good	36	22.6
Good	62	39
Fair	31	19.5
Poor	7	4.4

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	95	59.7
Irish	1	0.6
Any other White background	12	7.5

B. Black or Black British

Answer	Count	%
Caribbean	1	0.6
African	1	0.6
Any other Black background	0	0

C. Asian or Asian British

Answer	Count	%
Indian	33	20.8
Pakistani	1	0.6
Bangladeshi	0	0
Any other Asian background	5	3.1

D. Mixed

Answer	Count	%
White & Black Caribbean	0	0
White & Black African	0	0
White & Asian	4	2.5
Any other Mixed background	1	0.6

E. Chinese

Answer	Count	%
Chinese	2	1.3

Thank you for taking part in the Survey