

Dishley Grange Medical Practice Maxwell Drive, Loughborough

Patient Experience Survey 2013-14

1. Which surgery do you normally attend?

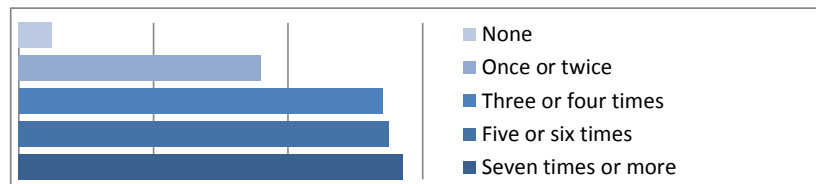
Answer	Count	%
Hathern	109	34.5
Loughborough	207	65.5



The following results apply to the 207 Loughborough responses only

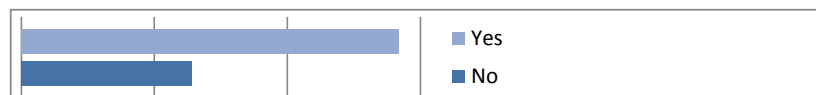
2. In the past 12 months, how many times have you seen a doctor from your practice?

Answer	Count	%
None	5	2.40%
Once or twice	36	17.40%
Three or four times	54	26.10%
Five or six times	55	26.60%
Seven times or more	57	27.50%



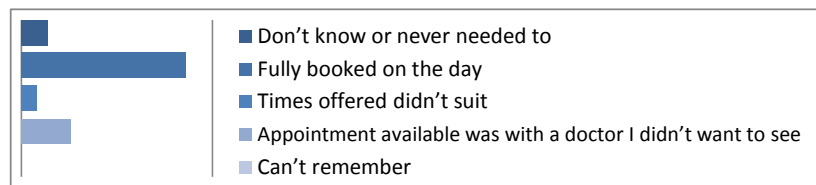
3. If you need to see a GP urgently, can you normally get seen on the same day?

Answer	Count	%
Yes	142	68.60%
No	64	30.90%



3a. If No, why not?

Answer	Count	%
Don't know or never needed to	7	3.40%
Fully booked on the day	43	20.80%
Times offered didn't suit	4	1.90%
Appointment available was with a doctor I didn't want to see	13	6.30%
Can't remember		



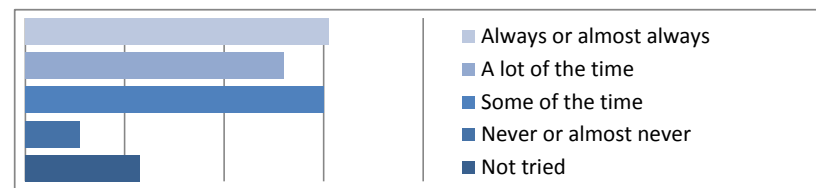
4. Do you know that you can book an appointment with a doctor or nurse up to 3-4 weeks in advance?

Answer	Count	%
Yes	136	66.00%
No	70	34.00%



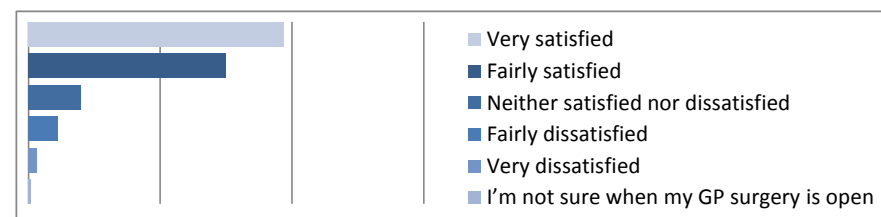
5. How often do you see the doctor you prefer to see?

Answer	Count	%
Always or almost always	61	29.50%
A lot of the time	52	25.10%
Some of the time	60	29.00%
Never or almost never	11	5.30%
Not tried	23	11.10%



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

Answer	Count	%
Very satisfied	97	46.90%
Fairly satisfied	75	36.20%
Neither satisfied nor dissatisfied	20	9.70%
Fairly dissatisfied	11	5.30%
Very dissatisfied	3	1.40%
I'm not sure when my GP surgery is open	1	0.50%



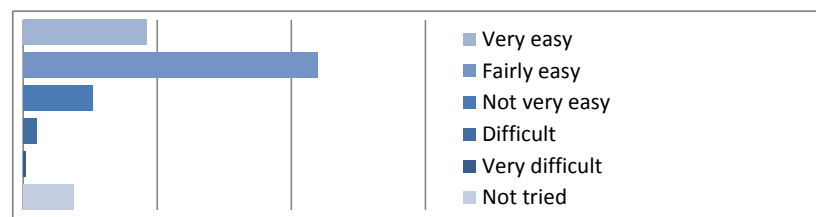
7. Are you aware of the GP early weekday & Saturday morning appointments?

Answer	Count	%
Yes	84	40.60%
No	123	59.40%



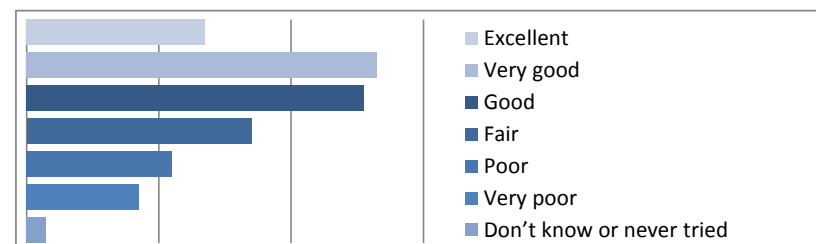
8. How easy is it for you to get an appointment with a practice nurse at your surgery?

Answer	Count	%
Very easy	46	22.20%
Fairly easy	110	53.10%
Not very easy	26	12.60%
Difficult	5	2.40%
Very difficult	1	0.50%
Not tried	19	9.20%



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	27	13.00%
Very good	53	25.60%
Good	51	24.60%
Fair	34	16.40%
Poor	22	10.60%
Very poor	17	8.20%
Don't know or never tried	3	1.40%



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

Answer	Count	%
Yes	127	61.40%
No	80	38.60%



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

Answer	Count	%
In person	25	12.10%
By phone	157	75.80%
On line	23	11.10%



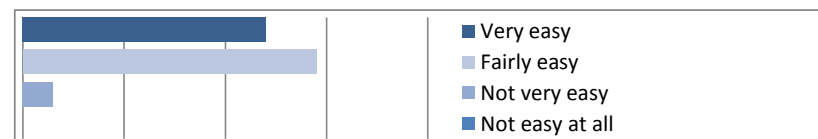
12. Have you accessed the practice website? www.dishleygrangmedicalpractice.co.uk

Answer	Count	%
Yes	54	26.10%
No	149	72.00%



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

Answer	Count	%
Very easy	24	11.60%
Fairly easy	29	14.00%
Not very easy	3	1.40%
Not easy at all	0	0.00%



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

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

Answer	Count	%
Easy	89	43.00%
Difficult	15	7.20%
Never tried	103	49.80%



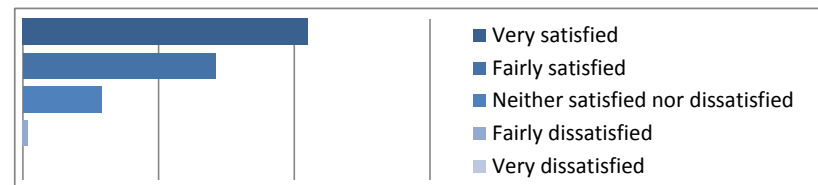
13b. Obtaining test results by phone?

Answer	Count	%
Easy	91	44.00%
Difficult	14	6.80%
Never tried	102	49.30%



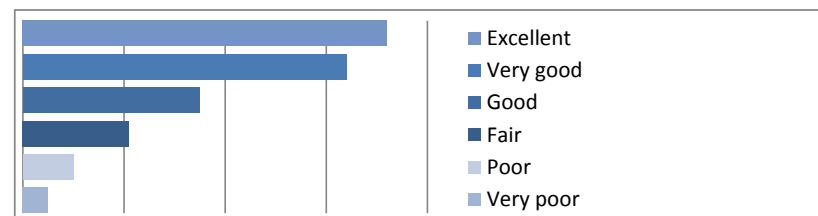
14. In general, how satisfied are you with the care you get at your GP surgery?

Answer	Count	%
Very satisfied	105	50.70%
Fairly satisfied	71	34.30%
Neither satisfied nor dissatisfied	29	14.00%
Fairly dissatisfied	2	1.00%
Very dissatisfied		



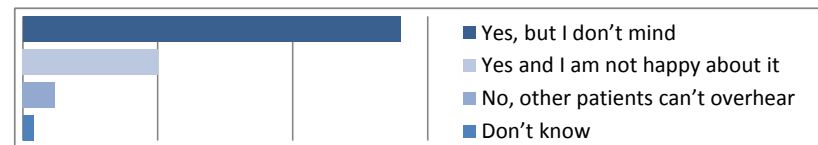
15. How do you rate the way you are treated by the receptionists at your surgery?

Answer	Count	%
Excellent	72	34.80%
Very good	64	30.90%
Good	35	16.90%
Fair	21	10.10%
Poor	10	4.80%
Very poor	5	2.40%



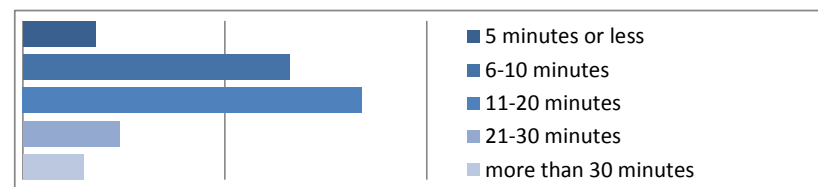
16. In the reception area, can other patients overhear what you say to the receptionist?

Answer	Count	%
Yes, but I don't mind	140	67.60%
Yes and I am not happy about it	50	24.20%
No, other patients can't overhear	12	5.80%
Don't know	4	1.90%



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

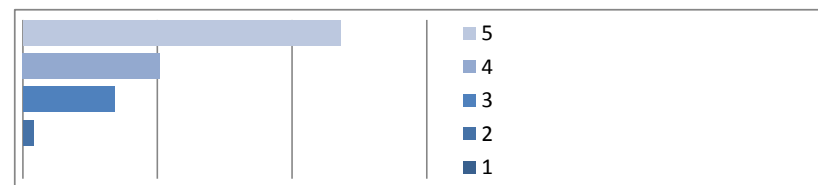
Answer	Count	%
5 minutes or less	18	8.70%
6-10 minutes	66	31.90%
11-20 minutes	84	40.60%
21-30 minutes	24	11.60%
more than 30 minutes	15	7.20%



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?

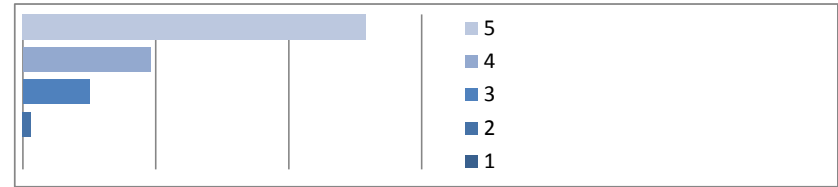
Answer	Count	%
5	118	57.00%
4	51	24.60%
3	34	16.40%
2	4	1.90%
1		



18b. You were asked about your symptoms

Answer

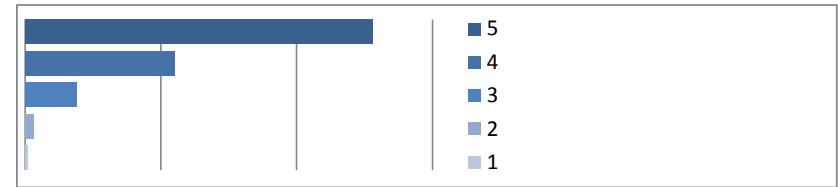
Answer	Count	%
5	129	62.30%
4	48	23.20%
3	25	12.10%
2	3	1.40%
1		



18c. You were listened to?

Answer

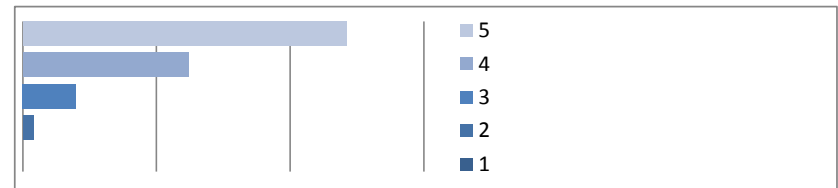
Answer	Count	%
5	128	61.80%
4	55	26.60%
3	19	9.20%
2	3	1.40%
1	1	0.50%



18d. The tests and treatments were fully explained?

Answer

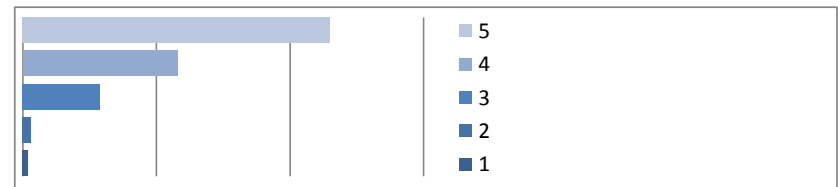
Answer	Count	%
5	121	58.50%
4	62	30.00%
3	20	9.70%
2	4	1.90%
1		0.00%



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

Answer

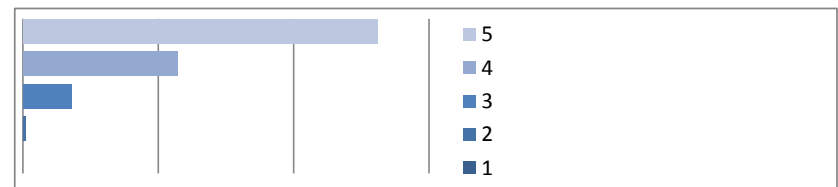
Answer	Count	%
5	115	55.60%
4	58	28.00%
3	29	14.00%
2	3	1.40%
1	2	1.00%



18f. You were treated with care and concern?

Answer

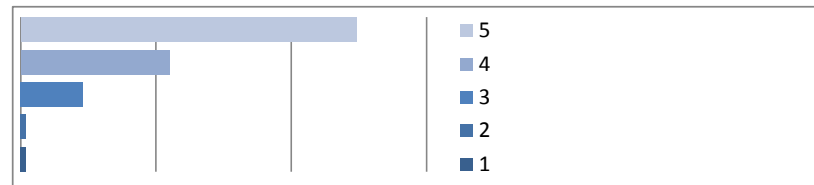
Answer	Count	%
5	131	63.30%
4	57	27.50%
3	18	8.70%
2	1	0.50%
1		0.00%



18g. You had your problems taken seriously?

Answer

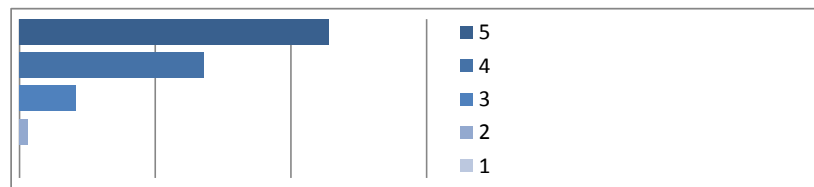
Answer	Count	%
5	124	59.90%
4	55	26.60%
3	23	11.10%
2	2	1.00%
1	2	1.00%



18h. You were happy with the information given?

Answer

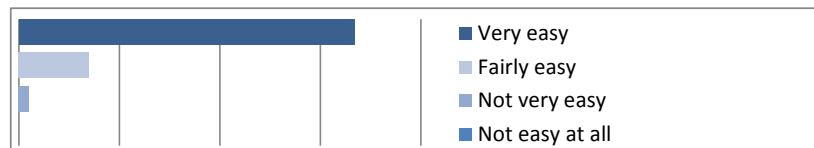
Answer	Count	%
5	114	55.10%
4	68	32.90%
3	21	10.10%
2	3	1.40%
1	0	0.00%



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

Answer

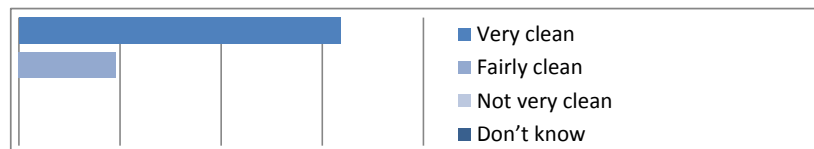
Answer	Count	%
Very easy	167	80.70%
Fairly easy	35	16.90%
Not very easy	5	2.40%
Not easy at all	0	0.00%



20. How clean is your surgery?

Answer

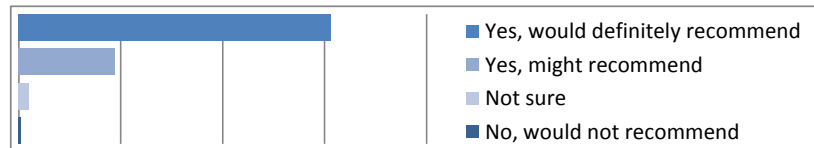
Answer	Count	%
Very clean	159	76.80%
Fairly clean	48	23.20%
Not very clean	0	0.00%
Don't know	0	0.00%



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

Answer

Answer	Count	%
Yes, would definitely recommend	153	73.90%
Yes, might recommend	47	22.70%
Not sure	5	2.40%
No, would not recommend	1	0.50%



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

Answer

Answer	Count	%
Yes	122	58.90%
No	84	40.60%



23. Are you aware of the Patients' Group?

Answer

Answer	Count	%
Yes	57	27.50%
No	147	71.00%



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?

Answer

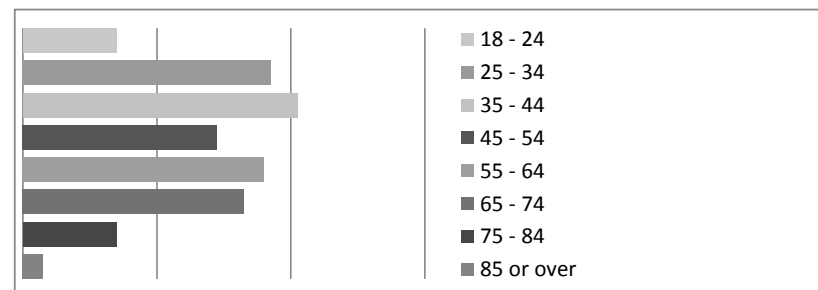
Answer	Count	%
Male	77	37.20%
Female	129	62.30%



2. How old are you?

Answer

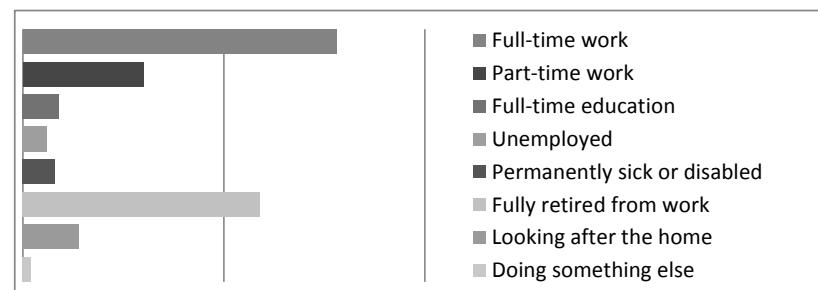
Answer	Count	%
18 - 24	14	6.80%
25 - 34	37	17.90%
35 - 44	41	19.80%
45 - 54	29	14.00%
55 - 64	36	17.40%
65 - 74	33	15.90%
75 - 84	14	6.80%
85 or over	3	1.40%



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

Answer

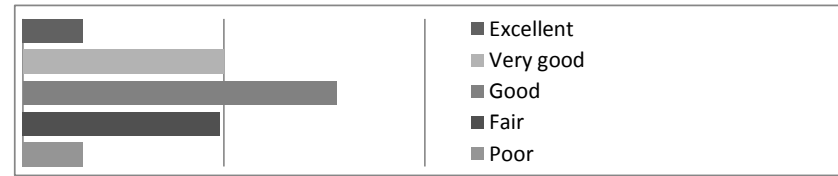
Answer	Count	%
Full-time work	78	37.70%
Part-time work	30	14.50%
Full-time education	9	4.30%
Unemployed	6	2.90%
Permanently sick or disabled	8	3.90%
Fully retired from work	59	28.50%
Looking after the home	14	6.80%
Doing something else	2	1.00%



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

Answer

Answer	Count	%
Excellent	15	7.20%
Very good	50	24.20%
Good	78	37.70%
Fair	49	23.70%
Poor	15	7.20%



5. Which ethnic group do you belong to?

Answer

Answer	Count	%
White	131	63.30%
Black or Black British	3	1.40%
Asian or Asian British	70	33.80%
Mixed	1	0.50%
Chinese	1	0.50%
Other ethnic group	1	0.50%

