

Laurbel Surgery

Results of the Local Patient Survey February 2013

Number of survey forms issued	:	120
Number of Survey forms completed	:	95 (80%)
Q1 Gender of patients completing survey	:	Males 45 Females 50
Q2 Age ranges ;		under 18: 8 18-24: 17 25-34: 11 35-44: 10
		45 – 54 : 12 55-64: 13 65-74: 13 75-84: 7
		Over 85 : 4
Access		
Q3 Open hours satisfaction		88% satisfied 12% fairly satisfied
Q4 Telephoning the Practice Getting through on the phone Speaking to the doctor Speaking to the nurse Obtaining test results		88% very/fairly easy 4% not very easy 63% very/fairly easy 5% not very easy 59% very/fairly easy 3% not very easy 64% very/fairly easy 8% not very easy (note not all stated preference)
Q5 When you tried to see a doctor/nurse how quickly Were you seen		66% same day/2 days 11% 3-4 days 9% 5-7 days
Q6 Do you book-ahead more than 2 days in advance		36% yes 48% no
Q7 Preferred method of booking appointments		8% in person 80% by phone 9% on line 2% no preference
Q8 Ordering repeat scripts within 48 hrs		94% yes 2% no
Q9 How helpful are the staff		89% good/very helpful 8% fairly helpful
Seeing a Doctor/Nurse		
Q10 Seeing the doctor		66% within last 3 months 29% with 3-6 months 1% more than 12 months
Q11 Last time doctor/nurse seem how good were they at: Giving you enough time Asking about your symptoms Listening Explaining tests & treatments Involving you in decisions about your care Treating you with care and concern		97 % very good/good 3% about right 87% very good/good 13% about right 72% very good/good 28% about right 77% very good/good 23% about right 72% very good/good 28% about right 96% very good/good 4% about right
Referral to other Healthcare Professional		
Q12 Referral to other Healthcare Professional		47% yes 41% no 4% don't know
Q13 Was you referred via C&B		71% yes 14% no 15% don't know

Long Term Condition	
Q14 do you have a LTC	36% yes 64% no
Q15 Patients with LTC - review in last 12 months	91% yes 9% no
Q16 If yes to Q15 how did your review go Did the nurse/doctor help you with your problem Did the nurse/doctor give you details to deal with your problem Did the nurse/doctor agree best way to manage problem Did the nurse/doctor provide information about managing your problem Were you referred to another healthcare professional	96% yes 98% yes 84% yes 95% yes 1% no 28% yes 21% no (note not all stated preference)
Q17 In the last 6 months have you had support about a LTC	16% yes 13% no 4% yes partially 49% not needed
Carers	
Q18 Are you a carer	5% yes 95% no
Q19 Have you informed the carers centre	2% yes
Q20 How satisfied are you with the healthcare at the surgery	90% satisfied 5% fairly satisfied
Q21 Does the surgery meet your needs	100% yes
Q22 free text about needs	Details listed in report 6.3
General Care	
Q23 How do you rate your Healthcare from the surgery	55% excellent 31% very good 14% good
Q24 Confidentiality – any concerns	97% no 3% yes no reasons given
The Surgery Building	
Q25 Ease of getting into building	93% very easy 7% fairly easy
Q26 How clean is the surgery	98% very clean
Q27 Use of other services A&E NHS Direct NHS Walk-in Centre Private doctor Minor Injuries Units Minor Ailment Scheme Prescription delivery by pharmacy Family Planning Clinic Counsellor Physiotherapist	Numbers 1 4 16 14 13 1 14 1 0 2
Q28 Free text	Details listed in report
Footnote	Not all questions were answered