

Patient Questionnaire 2013

Questionnaires handed out 102
 Questionnaires returned 102
 Response Rate 100.00%

		Yourself	Your Child	Your spouse	Another relative	Strongly disagree	Don't know
1	Are you filling in this questionnaire for:	81%	18%	1%	0%	0%	0%

		To ask for advice	Because of a one off problem	Because of an ongoing problem	For a routine check	For treatment (including prescriptions)	Other
2	Which of the following best describes the reasons you say the doctor today?	18%	22%	34%	4%	22%	1%

		Very easy	Easy	Difficult	Very difficult	Don't know
3	How easy do you find it to book a non urgent appointment with a doctor?	49%	38%	9%	3%	1%

		Very easy	Easy	Difficult	Very difficult	Don't know
4	How easy do you find it to book a non urgent appointment with a nurse?	35%	38%	6%	0%	21%

5. How good was your doctor/nurse at each of the following?		Very good	Good	Satisfactory	Less than satisfactory	Poor	Does not apply
a	Being polite	92%	7%	0%	0%	0%	1%
b	Making you feel at ease	90%	8%	1%	0%	0%	1%
c	Listening to you	89%	9%	0%	1%	0%	1%
d	Assessing your medical condition	89%	9%	0%	0%	0%	2%
e	Explaining your condition and treatment	85%	11%	3%	0%	0%	1%
f	Involving you in decisions about your treatment	84%	10%	4%	0%	0%	2%
g	Providing or arranging treatment for you	90%	8%	1%	0%	0%	1%
h	How was the amount of time spent with the doctor	80%	13%	5%	0%	0%	2%

		Yes	No
6	I am confident about this doctors ability to provide care	100%	0%

		Yes	No
7	I would be completely happy to see this doctor again	100%	0%

8. Please decide how strongly you agree or disagree with the following statement		Strongly agree	Agree	Neutral	Disagree	Strongly Disagree	Does not apply
a	This practice will keep information about me confidential	74%	25%	2%	0%	0%	0%
b	This doctor/nurse is honest and trustworthy	83%	15%	1%	0%	0%	1%

		Very happy	Happy	Not very happy	Very unhappy	Don't know
9	How do you feel about the information we currently provide	68%	31%	0%	1%	0%

		Yes	No	Unsure
10	Do you feel you have enough opportunity to give feedback, raise concerns and complaints, or make suggestions	87%	3%	10%

11 How good were our reception staff at each of the following		Very good	Good	Satisfactory	Less than satisfactory	Poor	Does not apply
a	Being polite	67%	25%	6%	2%	0%	1%
b	Making you feel at ease	67%	23%	7%	3%	0%	1%
c	Offering privacy when needed	60%	20%	10%	2%	1%	8%
d	Listening to you	63%	19%	10%	4%	0%	5%
e	Dealing with you in a timely and efficient manner	66%	20%	11%	1%	2%	1%

		Yes	No
12	Is there a treatment/service currently unavailable that you would like the practice to provide	25%	74%

		Yes	No
13	Are you aware our Clinical Nurse Specialist is qualified to treat all minor illnesses in children and adults	78%	21%

		Yes	No
14	Extended Hours. The surgery is now open from 7am on a Monday and Thursday. Had this benefited you?	75%	25%

		Male	Female
15	Gender	40%	59%

		Under 15	15-20	21-40	40-60	60 or over
16	Age	11%	8%	36%	27%	18%

		Yes	No
17	Are you registered disabled	6%	94%

		White	Mixed	Asian or Asian British	Black or Black British	Other ethnic group
18	Ethnic origin	93%	3%	3%	1%	0%