

The 2016 Nottingham West Patient Survey took place between the 25/01/2016 and the 05/02/2016. In total the CCG received surveys back from 3.8% of the registered population. For your practice 163 surveys were done this is equivalent to 5.2% of your practice population. The results below provide a percentage total for your practice, as well as the percentage total for NWCCG. If you have any queries regarding the analysis/results for your survey please contact Emma Richardson -emma.richardson@nottinghamwestccg.nhs.uk

1. Are you seeing your usual GP or practice nurse today?

Responses (n)	163		NWCCG	
Yes	141	87%		66%
No	22	13%		34%

2. If you answered 'No' How do you feel about seeing another healthcare practitioner today?

Responses (n)	49		NWCCG	
Very Dissatisfied	1	2%		2%
Dissatisfied	4	8%		5%
Neutral	16	33%		30%
Satisfied	15	31%		37%
Very Satisfied	13	27%		26%

3. How do you normally book your appointments to see a GP or Nurse at you surgery?

Responses (n)	177		NWCCG	
In person	18	10%		19%
By telephone	145	82%		83%
Online	14	8%		8%
Other	0	0%		0%

4. Is your appointment today an urgent (non-routine appointment)?

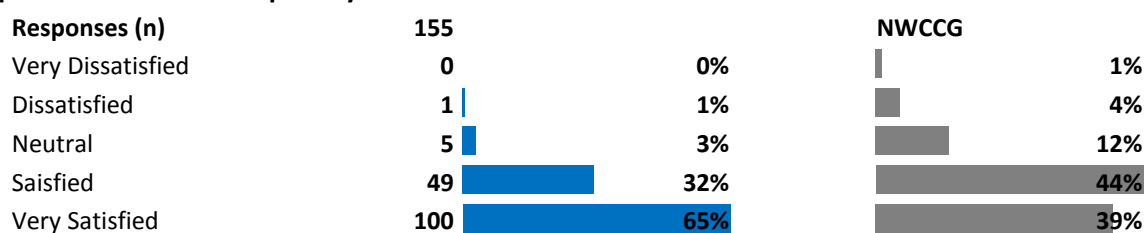
Responses (n)	163		NWCCG	
Yes	65	40%		35%
No	98	60%		65%

5. Please indicate how satisfied you are with being able to book your urgent appointment

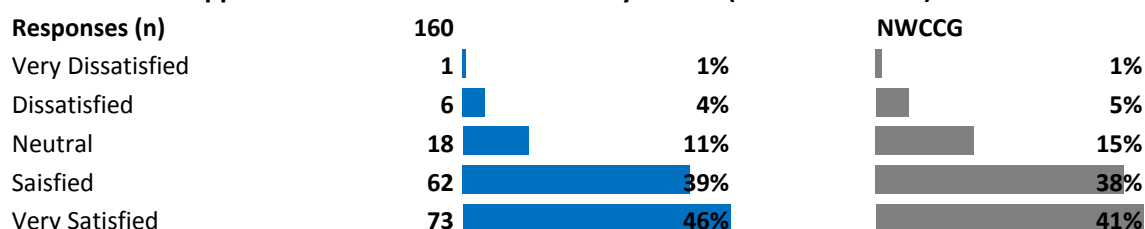
Responses (n)	88		NWCCG	
Very Dissatisfied	1	1%		2%
Dissatisfied	1	1%		3%
Neutral	6	7%		9%
Satisfied	30	34%		35%
Very Satisfied	47	53%		52%

6. Your Views on the GP services for routine (non-urgent) appointments.

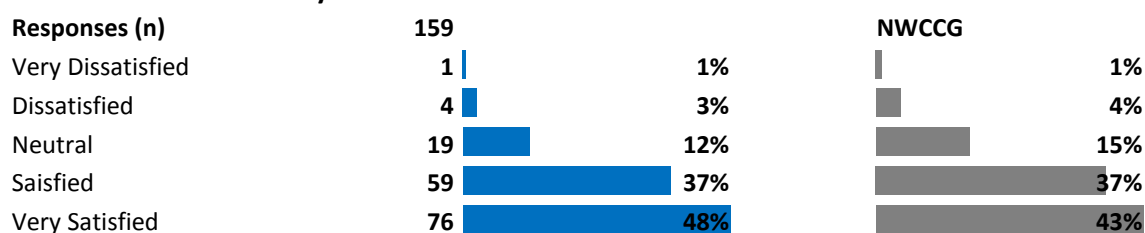
a) My telephone call answered speedily



b) Ability to book routine appointment with the clinician of my choice (within 1 month)

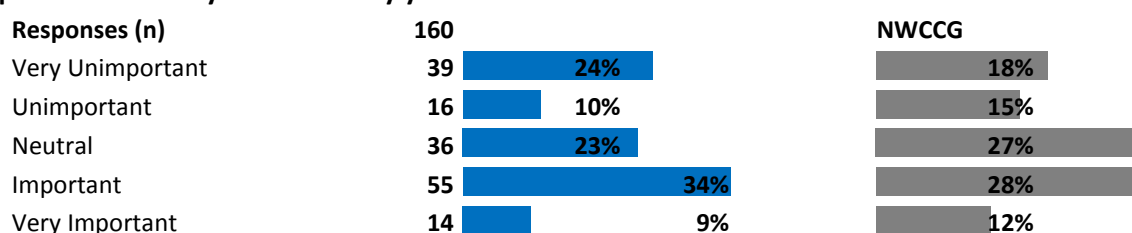


c) Ability to book to see the GP of my choice if I book ahead



7. Found in Qualitative section.

8. How important is it that you are seen by your GP?



9. To gain an earlier appointment, would you be happy to be seen by a different GP or Nurse Practitioner



10. How helpful did you find the reception staff today?

Responses (n)	160		NWCCG	
Not at all helpful	2	1%		0%
Not very helpful	0	0%		0%
Neutral	7	4%		7%
Fairly helpful	18	11%		15%
Very Helpful	133	83%		77%

11. Did the receptionist answer all of your questions?

Responses (n)	157		NWCCG	
Yes	150	96%		95%
No	0	0%		1%
n/a	7	4%		4%

12. Was the receptionist helpful in guiding you through the different options for booking appointments and obtaining services?

Responses (n)	157		NWCCG	
Yes	75	48%		52%
No	1	1%		3%
n/a	81	52%		45%

13. If your GP surgery is closed, which of the following would you use in order to obtain 'non-urgent' medical advice?

Responses (n)	339		NWCCG	
Wait for next GP app.	114	34%		32%
Contact out of hours	26	8%		7%
Search info on internet	34	10%		10%
Go to A and E	11	3%		4%
See a Pharmacist	71	21%		20%
Go to Walk in centre	39	12%		13%
Phone 111	44	13%		14%

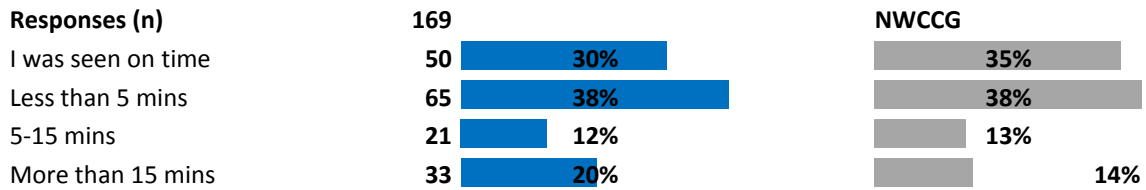
Other: (n3) depends on circumstance, 111 service is poor.

14. What would be your preferred time to see a GP during the week?

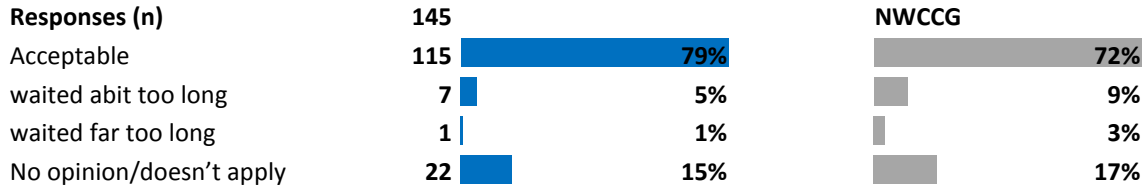
Responses (n)	452		NWCCG	
07:00-09:59 (morning)	88	19%		24%
10:00-12:59 (mid morning)	74	16%		18%
13:00-15:59 (afternoon)	57	13%		13%
16:00-18:59 (after work/early evening)	76	17%		17%
19:00-20:00 (evening/night time)	71	16%		15%
Saturday/Sunday	38	8%		5%
Monday to Friday	48	11%		8%

Question 15 and 16 results can be found in qualitative section

17. How long was the wait between appointments and being seen today?



18. How did you feel about the length of the wait today?

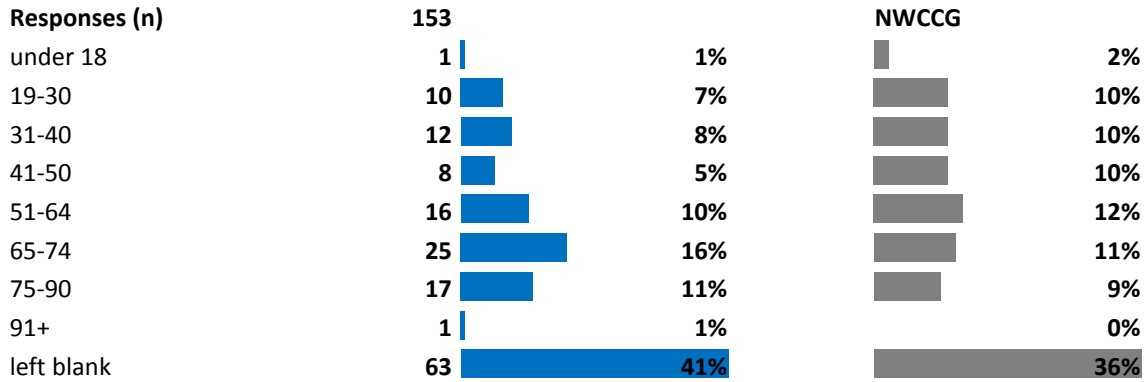


19. Tell us about yourself

a) Gender



b) Age



c) Disability?



d) Ethnicity

Responses (n)	147		NWCCG	
White/British	132	90%	93%	
White/Irish	0	0%		0%
Black/BB Caribbean	1	1%		1%
Black/BB African	1	1%		0%
Asian/AB Indian	6	4%		1%
Asian/AB Pakistani	0	0%		1%
Asian/AB Bangladeshi	1	1%		0%
Asian/AB Chinese	0	0%		0%
Mixed - White/Black Carib	0	0%		0%
Mixed - White/Black Afric	0	0%		0%
Mixed - White/Black Asian	2	1%		0%
Other Ethnic Group	4	3%		4%

e) Religion and Belief

Responses (n)	177		NWCCG	
Buddhist	1	1%		1%
Christian	84	47%	53%	
Hindu	10	6%	6%	
Jewish	0	0%		0%
Muslim	13	7%		1%
Sikh	1	1%		1%
No religion/belief	64	36%	38%	
Other religion	4	2%		1%





f) Sexual orientation

Responses (n)	144		NWCCG	
Heterosexual	133	92%	90%	
Lesbian	0	0%		2%
Gay	1	1%		1%
Bisexual	1	1%		1%
Prefer not to say	9	6%		6%

g) Marriage and civil partnership



Responses (n)	158		NWCCG	
Civil Partnership	1	1%		2%
Divorced	9	6%		6%
Living with someone	11	7%		11%
Married	95	60%	52%	
Separated	5	3%		3%
Single	16	10%		15%
Widowed	18	11%		8%
Prefer not to say	3	2%		3%

h) Pregnancy and maternity (are you pregnant or on maternity leave?)

Responses (n)	148		
Yes	6		4%
No	54		36%
Prefer not to say	10		7%
Not Applicable	78		53%







NWCCG	
	5%
	44%
	6%
	45%

i) Is the gender the one assigned to you at birth?

Responses (n)	139		
Yes	138		99%
No	1		1%
Prefer not to say	0		0%



NWCCG	
	97%
	1%
	2%

20. How did you get to the surgery today?

Responses (n)	161		
Car	121		75%
Bus	7		4%
Motorbike	1		1%
Walk	27		17%
Taxi	4		2%
Tram	1		1%
cycle	0		0%
Other	0		0%



NWCCG	
	64%
	6%
	1%
	24%
	3%
	1%
	1%
	1%

21. Do you have a long term medical condition?

Responses (n)	159		
Yes	78		49%
No	81		51%









NWCCG	
	53%
	47%

22. Are you a carer?

Responses (n)	154		
Yes	15		10%
No	139		90%

NWCCG	
	10%
	90%

23. Which best describes what you are doing at present?

Responses (n)	159		
Full time paid work	43		27%
Permanently sick or disabled	3		2%
Part time paid work	28		18%
Unemployed	1		1%
Full-time education	4		3%
Fully retired from work	70		44%
Looking after the home	8		5%
Doing something else	2		1%

NWCCG	
	32%
	6%
	15%
	4%
	3%
	32%
	6%
	2%

7. Are there any other aspects of the appointment system at your GP surgery that you would like to comment on? (main themes from all feedback)

1. Always a long wait to see Dr Jordan
2. Good appointment system
3. Receptionists are good

15. What is the best thing about your GP surgery? (main themes from all feedback)

1. Friendly staff
2. Local
3. Helpful staff
4. Kind staff
5. Dr Jordan
6. Polite Staff
7. Good service
8. Don't have to wait long for an appointment

16. Please tell us how the practice could improve their services to you? (main themes from all feedback)

1. Another female GP.
2. Reduce long waits to see female GP.
3. Provide more accessible information and guidance for patients.
4. Have an online appointment system
5. Install a 'push' button on the main doors as they are very heavy.
6. More seating.
7. More same day/evening appointments.
8. Hand gel in entrance.

This completes the Patient Survey 2016 for your practice, once again please contact Emma Richardson Data Analyst at emma.richardson@nottinghamwestccg.nhs.uk if there are any queries.