

PPG Survey 2016 Complete results by Gender and Age

	18-24	25-34	35-44	45-54	55-64	65-74	75-84	85+		<18	18-24	25-34	35-44	45-54	55-64	65-74	75-84	85+			
Satisfied	1	3	9	13	6	8	15	3	58	2	8	11	29	15	15	19	13	5	117	4	179
Dissatisfied									0		1	2	1	1	1	1	1		8		8
DNR									0					1			1		2		2
Total	1	3	9	13	6	8	15	3	58	2	9	13	30	17	16	20	15	5	127	4	189
Q14 Would you like the surgery open at additional times?																					
	18-24	25-34	35-44	45-54	55-64	65-74	75-84	85+		<18	18-24	25-34	35-44	45-54	55-64	65-74	75-84	85+			
Yes		1	4	6	1	2	4	1	19		6	7	14	8	8	6	7	2	58	2	79
No	1	2	5	6	5	5	11	2	37	2	3	5	14	8	7	13	6	3	61	1	99
DNR				1		1			2			1	2	1	1	1	2		8	1	11
Total	1	3	9	13	6	8	15	3	58	2	9	13	30	17	16	20	15	5	127	4	189
Q15 The last time you saw a Dr at the surgery how good was the Dr at each of the following?																					
	Very good	Good	Neither	Poor	Very Poor	DNR	Total														
Giving you enough time	123	45	9	1	1	10	189														
Listening	127	45	6	0	1	10	189														
Explaining tests and treatments	120	40	13	1	2	13	189														
Involving you in decisions about your care	115	49	10	1	2	12	189														
Treating you with dignity and respect	130	42	4	0	2	11	189														
Overall Dr Performance	615	221	42	3	8	56															
Q16 Did you have confidence and trust in the doctor you saw?																					
	18-24	25-34	35-44	45-54	55-64	65-74	75-84	85+		<18	18-24	25-34	35-44	45-54	55-64	65-74	75-84	85+			
Yes, definitely	1	1	8	10	6	6	13	2	47	2	7	10	25	15	12	18	11	5	105		152
Yes, to some extent		1	1	3		1	1	1	8		2		5	2	3	2	2		16		24
No, not at all		1							1			1							1		2
Don't know/can't say									0										0		0
DNR						1	1		2			2		1		2			5	4	11
Total	1	3	9	13	6	8	15	3	58	2	9	13	30	17	16	20	15	5	127	4	189
Q17 Last time you saw a Practice Nurse at the Surgery, how would you rate the service?																					
	Very good	Good	Neither	Poor	Very Poor	N/A	DNR	Total													
Giving you enough time	125	22	1	1	1	20	19	189													
Listening to your concerns	116	24	3	1	0	21	24	189													
Explaining tests and treatments	116	21	2	0	0	23	27	189													
Involving you in decisions about your care	107	28	4	0	0	24	26	189													
Treating you with dignity and respect	123	22	2	0	0	19	23	189													
Overall Nurse Performance	587	117	12	2	1	107	119														
Q18 In general, how satisfied are you with the service you get at the Surgery?																					
	18-24	25-34	35-44	45-54	55-64	65-74	75-84	85+		<18	18-24	25-34	35-44	45-54	55-64	65-74	75-84	85+			
Very	1	1	7	9	6	7	13	3	47	2	6	9	22	13	15	18	13	5	103	³ 1	151

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Fairly		1	2	4		1	2		10		3	2	7	4	1	2	2		21		31
Neither satisfied nor dissatisfied		1							1			1							1		2
Quite dissatisfied									0										0		0
Very dissatisfied									0		1								1	1	2
DNR									0		1								1	2	3
Total	1	3	9	13	6	8	15	3	58	2	9	13	30	17	16	20	15	5	127	4	189
Q19 Would you recommend the Surgery to someone who has just moved to your local area?																					
	18-24	25-34	35-44	45-54	55-64	65-74	75-84	85+		<18	18-24	25-34	35-44	45-54	55-64	65-74	75-84	85+			
Yes	1	2	9	13	6	8	15	3	57	2	7	12	26	16	16	20	14	5	118	2	177
Not sure		1							1		2	1	2	1			1		7		8
Probably not									0				1						1	1	2
DNR									0				1						1	1	2
Total	1	3	9	13	6	8	15	3	58	2	9	13	30	17	16	20	15	5	127	4	189
Q20 Are you male or female?																					
Male	59																				
Female	127																				
DNR	3																				
Total Responses	189																				
Q21 How old are you?																					
	Male	Fema	DNR	Total																	
Under 18	0	2		2																	
18 – 24	1	9		10																	
25 – 34	3	13		16																	
35 – 44	9	30		39																	
45 – 54	13	17		30																	
55 - 64	6	16		22																	
65 - 74	8	20		28																	
75 - 84	15	15	1	31																	
85 and over	3	5		8																	
DNR	1		2	3																	
Total	59	127	3	189																	

PPG Survey Summative results

Total respondents	189		Male	59				
Unspecified gender	3		Female	127				
Q1	When did you last see a Doctor at the GP Surgery?							
<3 months	133							
3-6 months	28							
6 months +	26							
Never at this surgery	2							
Total	189							
Q2	How do you normally book your appointments? (all that apply)							
In person	30							
By phone	162							
Online	9							
Total	201							
Q3	In the past 6 months how easy have you found the following?							
	Not tried	Very Easy	Fairly easy	Not very easy	Don't Know	DNR	Total	
Getting through on the phone	0	93	76	17	1	2	189	
Speaking to a Doctor on the phone	83	29	20	10	29	18	189	
Speaking to a Nurse on the phone	93	16	7	4	47	22	189	
Obtaining test results by phone	53	73	26	4	20	13	189	
<i>Overall phone performance</i>	229	211	129	35	97	55		
Q4	Were you able to see a doctor within the next two weekdays?							
No	13							
No response	6							
Yes	170							
Total	189							
Q5	Why you were not able to be seen during the next 2 weekdays?							
No appointments	11							
Wrong times	2							
Wrong doctor	2							
Total	15							
Q6	How easy do you find getting into the building at the surgery?							

PPG Survey Summative results

Not very easy	6							
DNR	3							
Fairly easy	39							
Very easy	141							
Total	189							
Q7	How clean is the GP surgery?							
Very clean	162							
Fairly clean	24							
Not very clean	0							
DNR	3							
Total	189							
Q8	Can other patients overhear what you say to the Receptionist?							
Yes, don't mind	157							
Yes, not happy with it	22							
No	6							
DNR	4							
Total	189							
Q9	How helpful do you find the receptionists at the Surgery?							
Very	145							
Fairly	41							
Not very	1							
DNR	2							
Total	189							
Q10	How long do you normally wait to be seen?							
On time	31							
Less than 5 minutes	35							
5 to 15 minutes	99							
15-30 minutes	19							
DNR	5							
Total	189							
Q11	Is there a particular Dr you prefer to see at the GP Surgery?							
Yes	143							
No	41							
DNR	5							
Total	189							

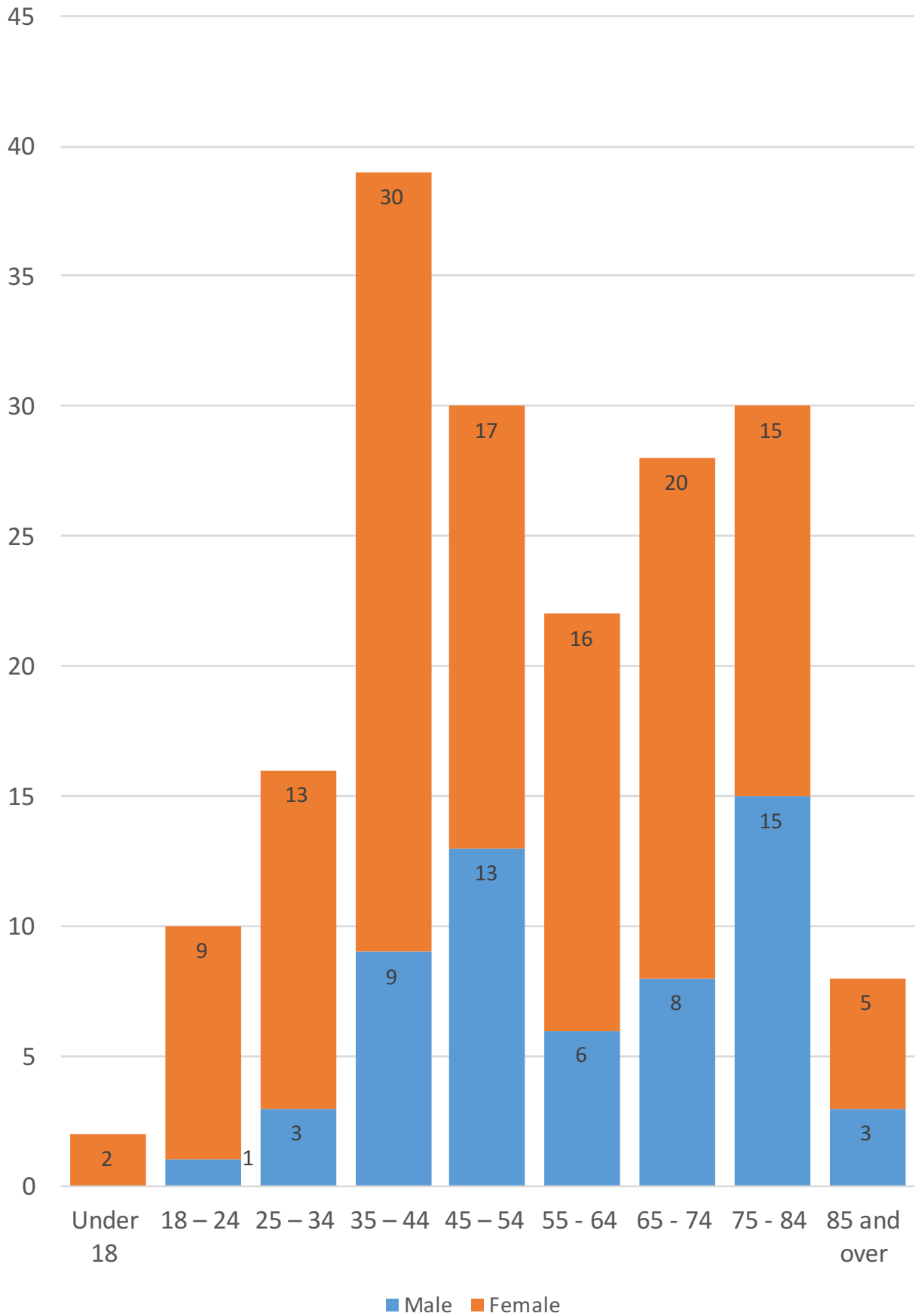
PPG Survey Summative results

Q12		How often do you see the Dr you prefer?							
Always	135								
Some of the time	31								
Never or almost never	2								
DNR	21								
Total	189								
Q13		How satisfied are you with the opening hours at the surgery?							
Satisfied	179								
Dissatisfied	8								
DNR	2								
Total	189								
Q14		Would you like the surgery open at additional times?							
Yes	79								
No	99								
DNR	11								
Total	189								
Q15		How would you rate your last visit to the Doctor?							
	Very good	Good	Neither	Poor	Very Poor	DNR	Total		
Have enough time	123	45	9	1	1	10	189		
Listening	127	45	6	0	1	10	189		
Explain tests/treatment	120	40	13	1	2	13	189		
Involved in decisions	115	49	10	1	2	12	189		
Dignity & Respect	130	42	4	0	2	11	189		
Overall Dr Score	615	221	42	3	8	56			
Q16		Did you have confidence and trust in the doctor you saw?							
Yes, definitely	152								
Yes, to some extent	24								
No, not at all	2								
Don't know/can't say	0								
DNR	11								
Total	189								
Q17		How would you rate your last visit to the Practice Nurse?							
	Very good	Good	Neither	Poor	Very Poor	Doesn't apply	DNR	Total	
Have enough time	125	22	1	1	1	20	19	189	

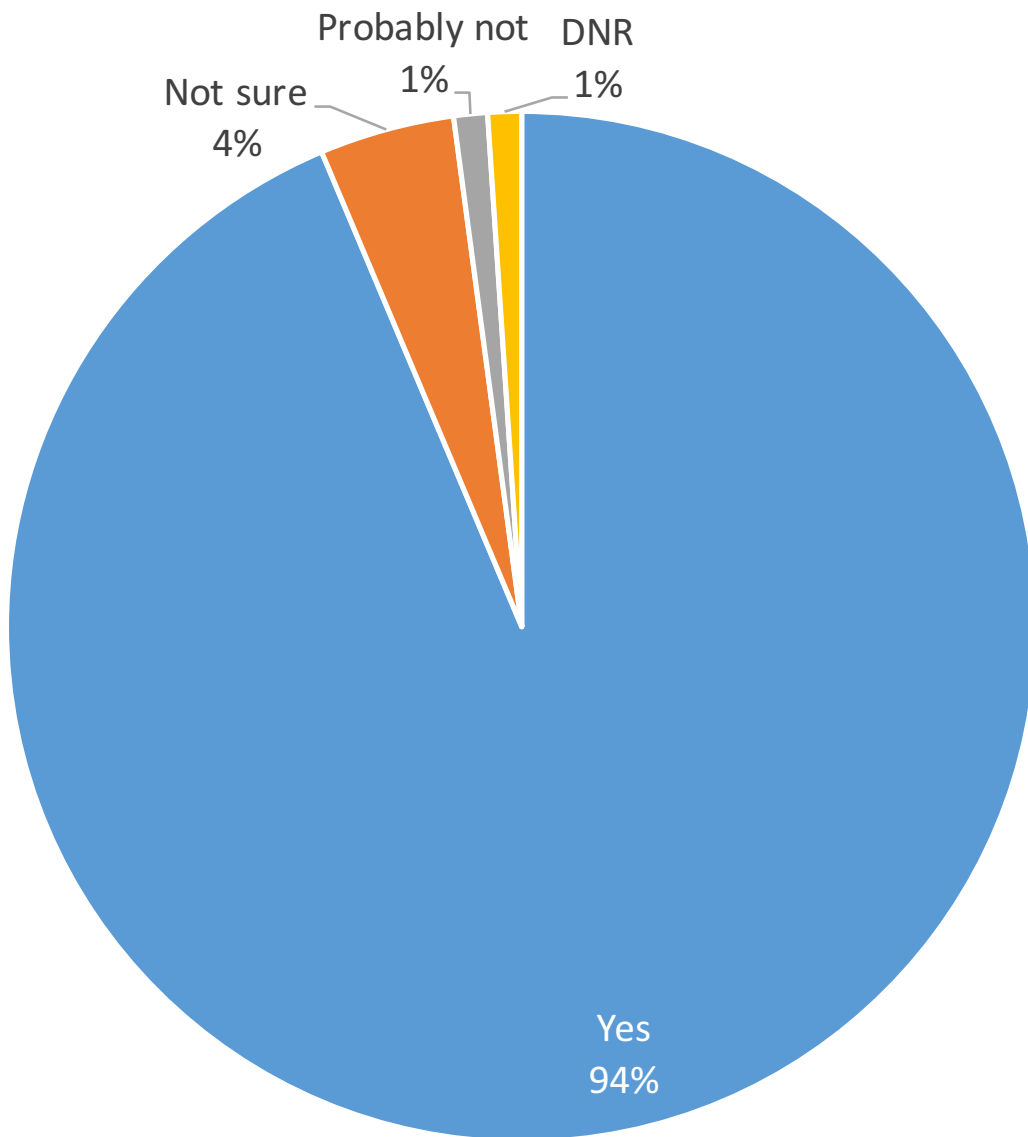
PPG Survey Summative results

Listening	116	24	3	1	0	21	24	189
Explain tests/treatment	116	21	2	0	0	23	27	189
Involved in decisions	107	28	4	0	0	24	26	189
Dignity & Respect	123	22	2	0	0	19	23	189
Overall Nurse Score	587	117	12	2	1	107	119	
Q18	How satisfied are you with the service you get at the Surgery?							
Quite dissatisfied	0							
Neither	2							
Very dissatisfied	2							
DNR	3							
Fairly	31							
Very	151							
Total	189							
Q19	Would you recommend the Surgery?							
Yes	177							
Not sure	8							
Probably not	2							
DNR	2							
Total	189							
Q20	Gender							
Male	59							
Female	127							
DNR	3							
Total Responses	189							
Q21	Age by gender							
	Male	Female	DNR	Total				
Under 18	0	2	0	2				
18 – 24	1	9	0	10				
25 – 34	3	13	0	16				
35 – 44	9	30	0	39				
45 – 54	13	17	0	30				
55 - 64	6	16	0	22				
65 - 74	8	20	0	28				
75 - 84	15	15	1	31				
85 and over	3	5	0	8				
DNR	1	0	2	3				
Total	59	127	3	189				

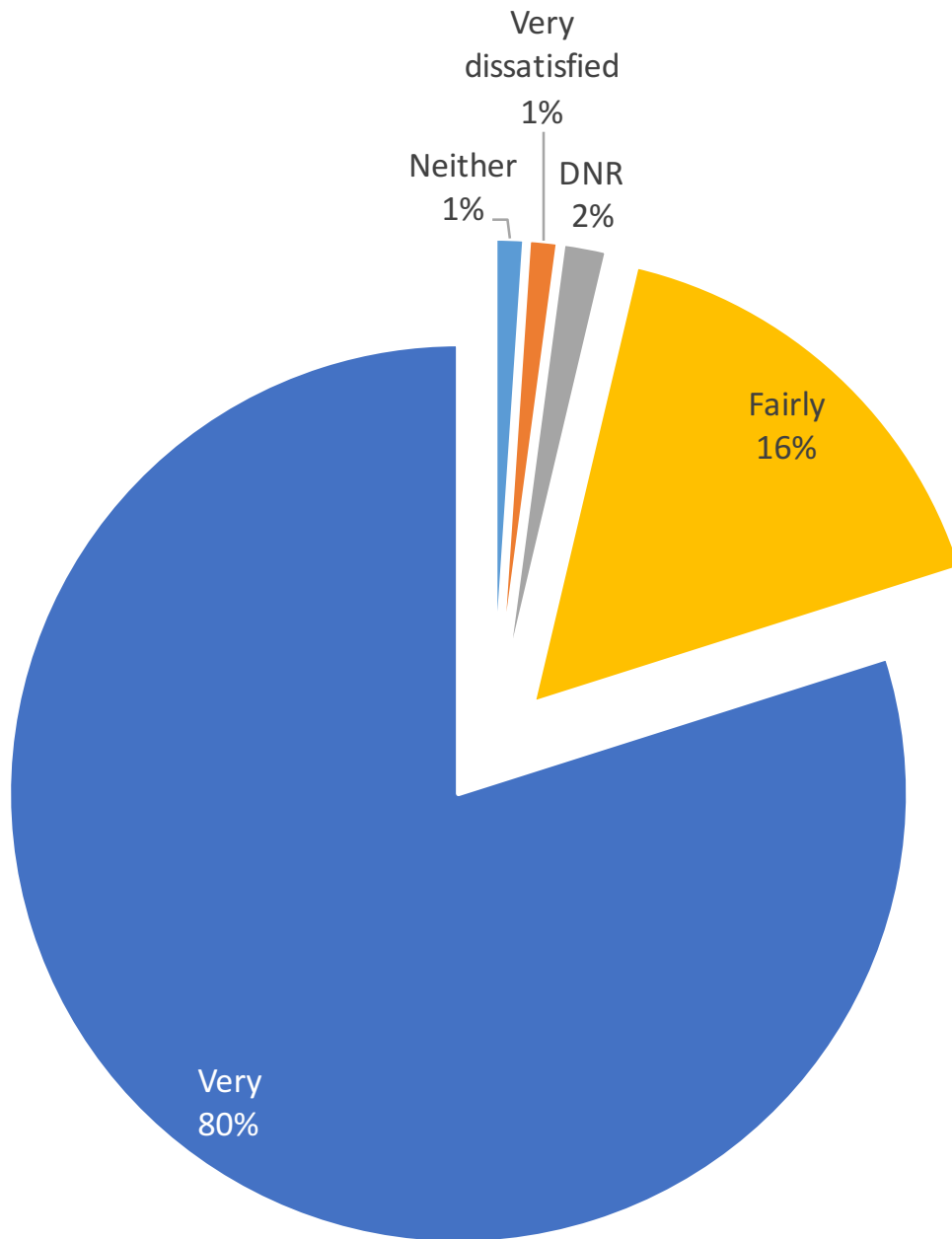
Age and Gender of Respondents



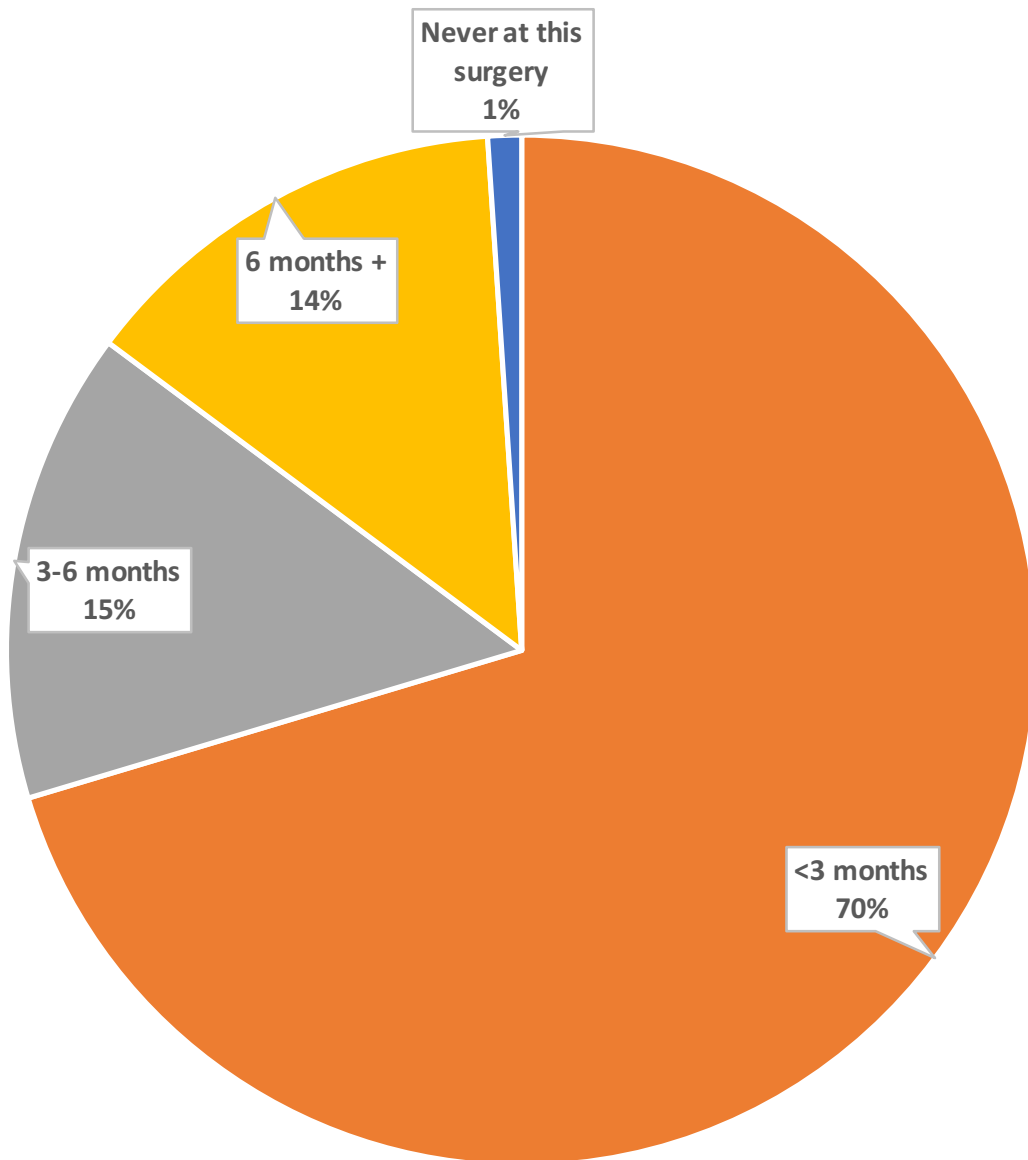
Would you recommend the Surgery to someone who has just moved to your local area?



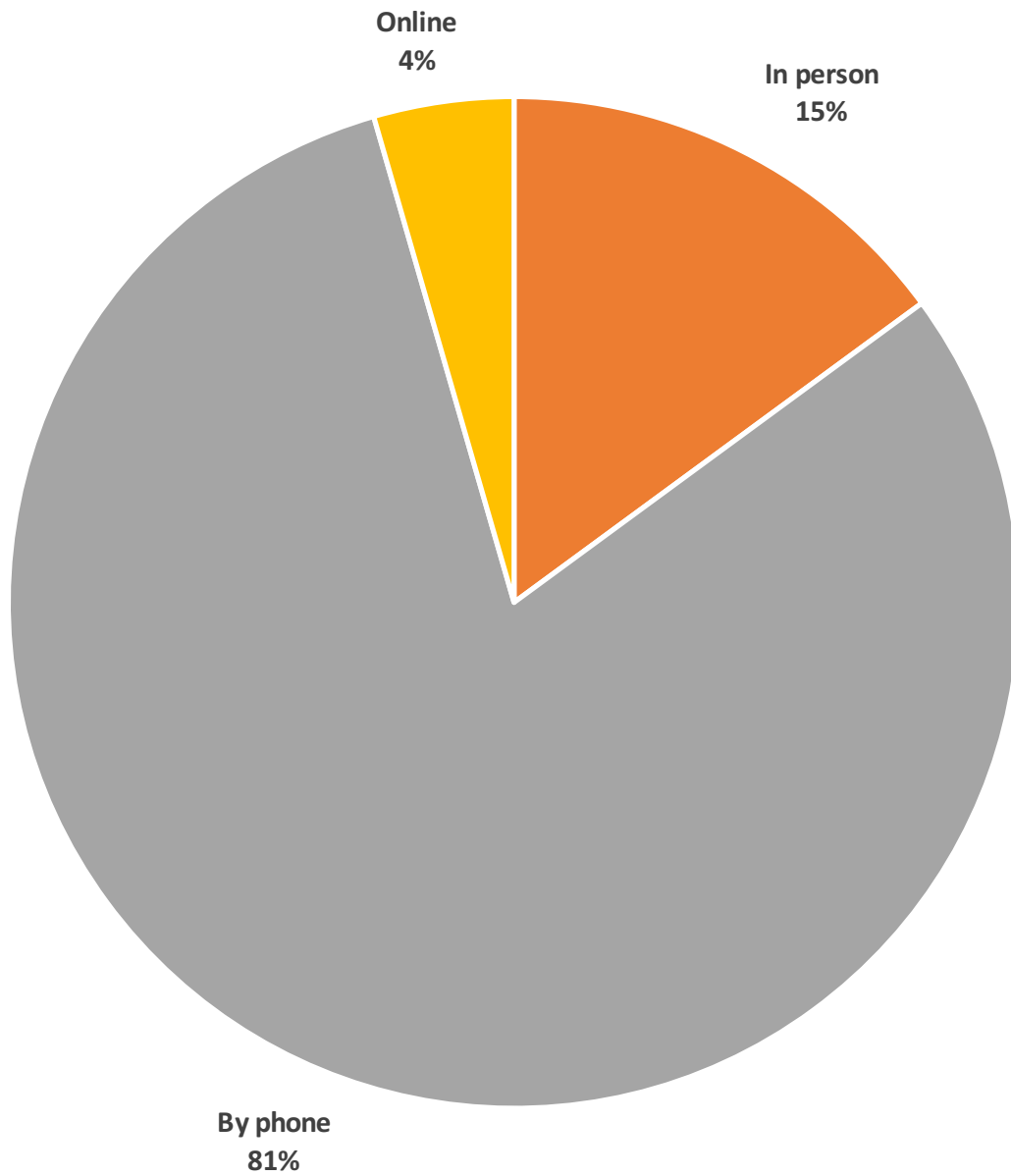
How satisfied are you with the service you get at the Surgery?



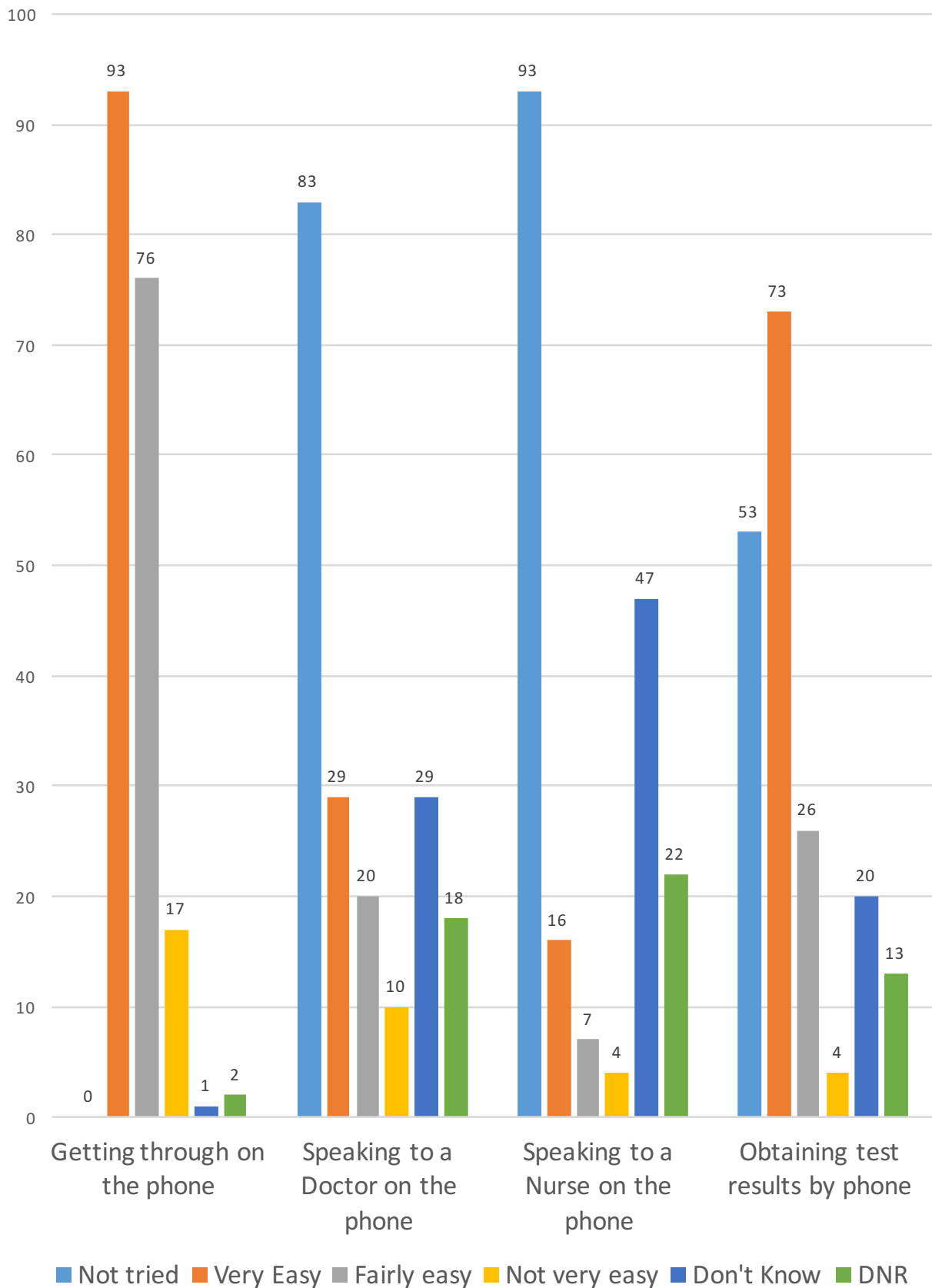
When did you last see a Doctor at the GP Surgery?



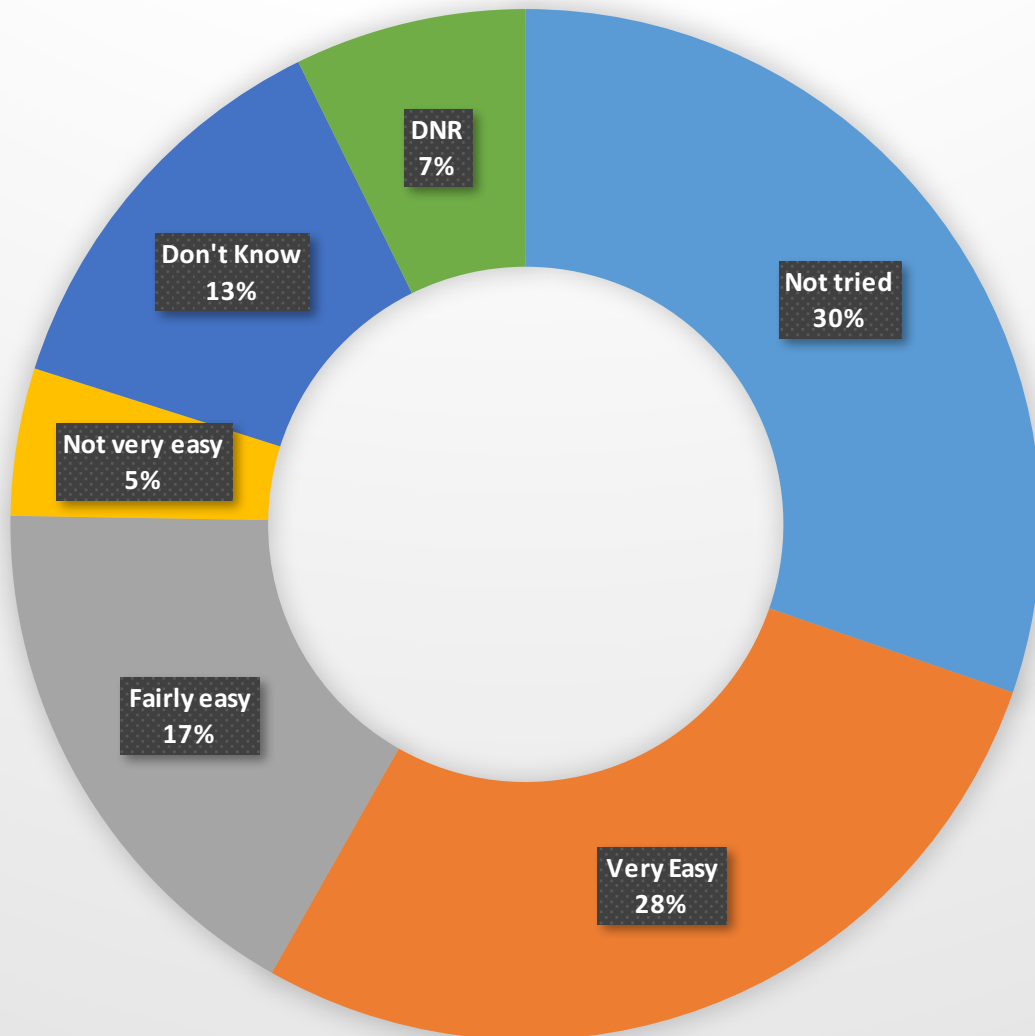
How do you normally book your appointments? (all that apply)



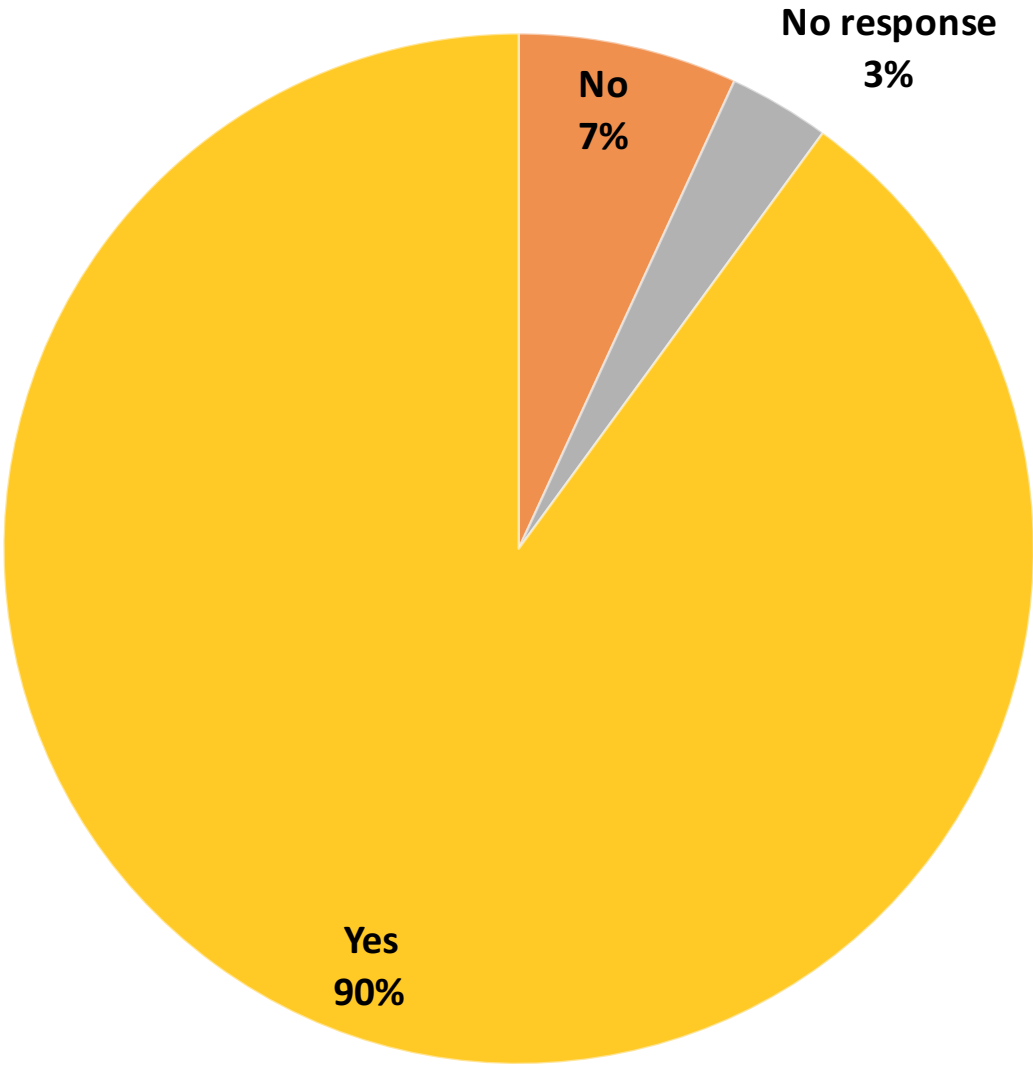
In the past 6 months how easy have you found the following?



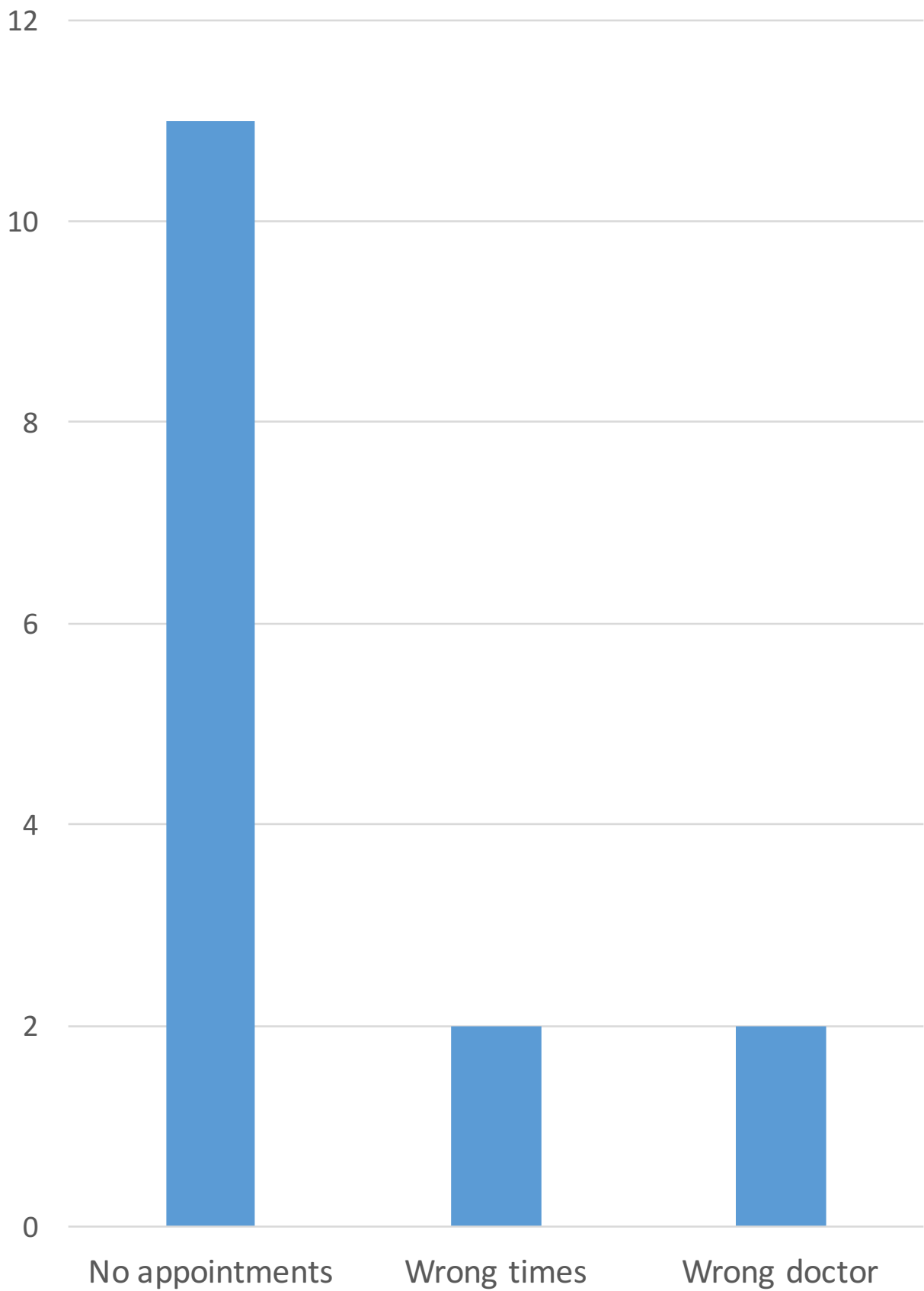
Overall phone performance



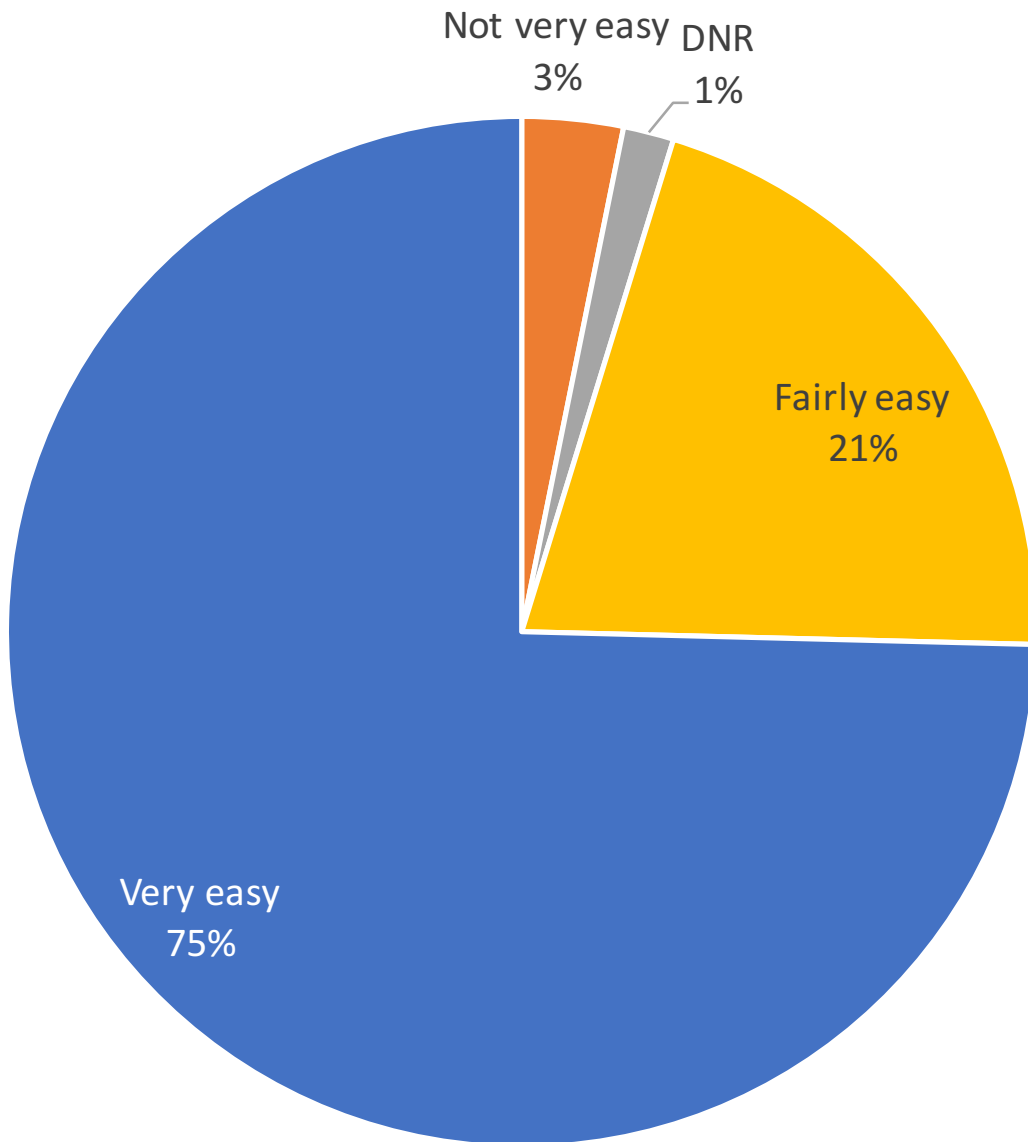
Were you able to see a doctor within the next two weekdays?



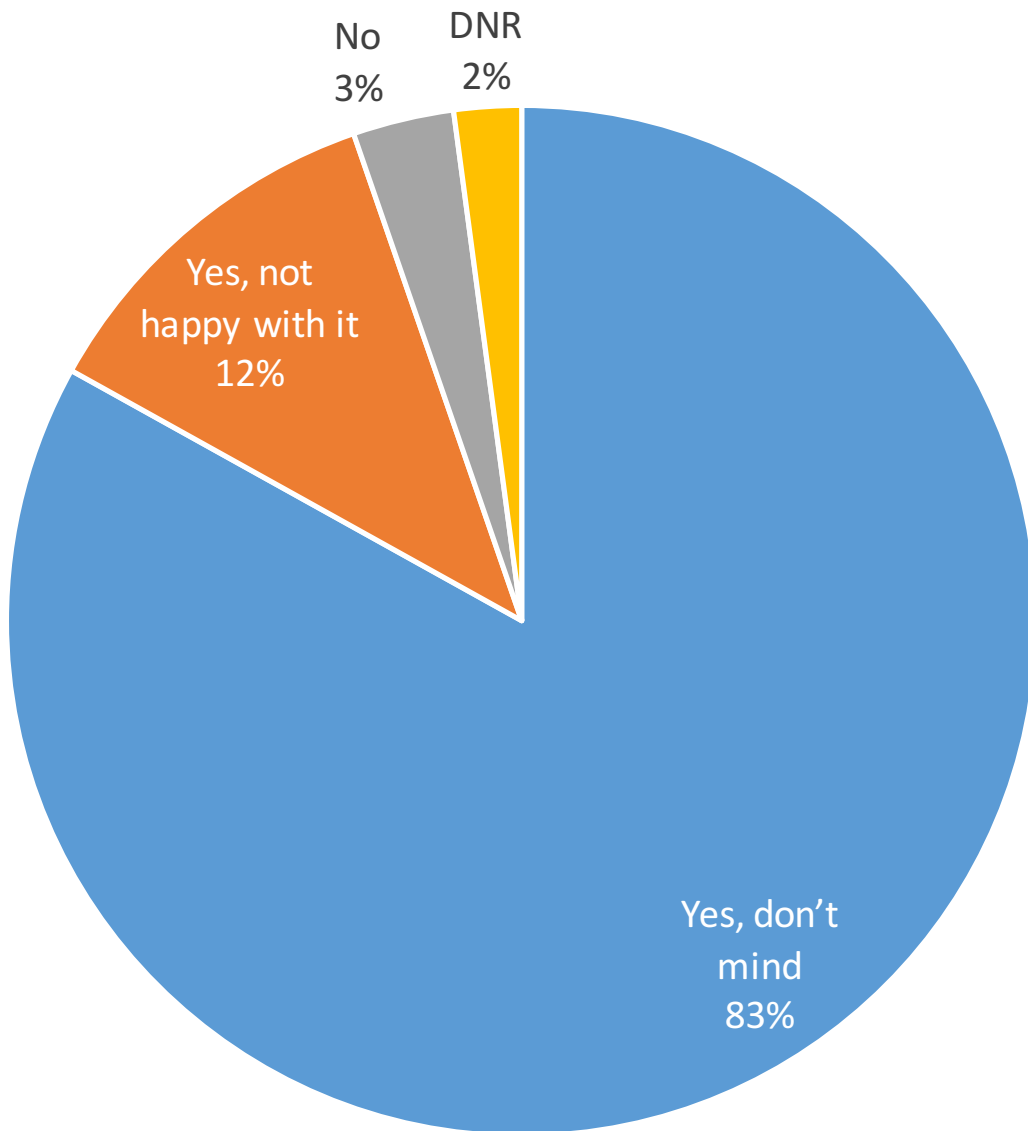
Why you were not able to be seen during the next 2 weekdays?



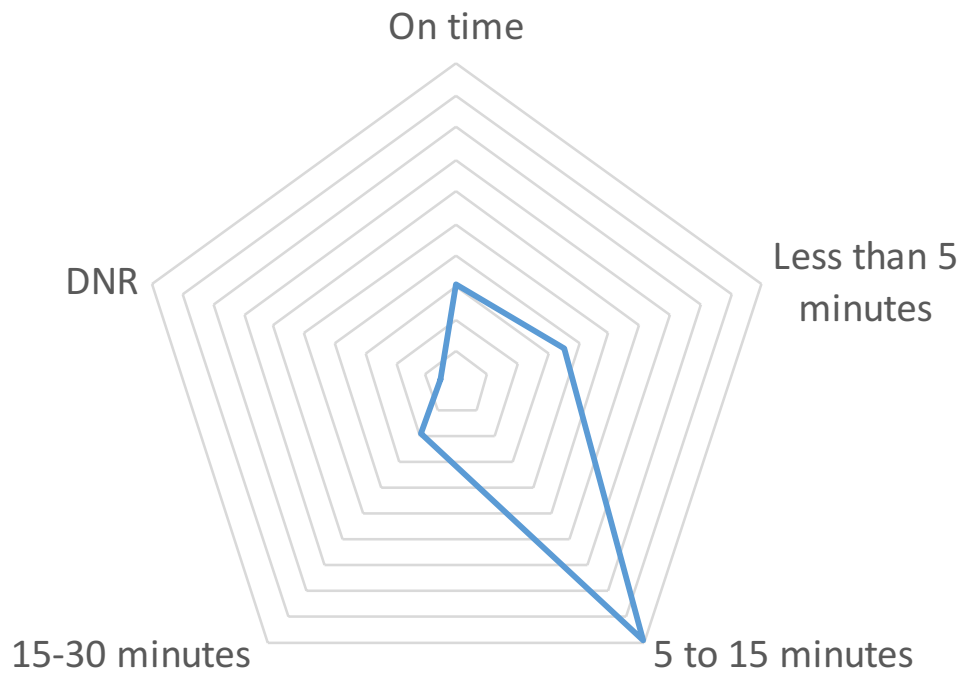
How easy do you find getting into the building at the surgery?



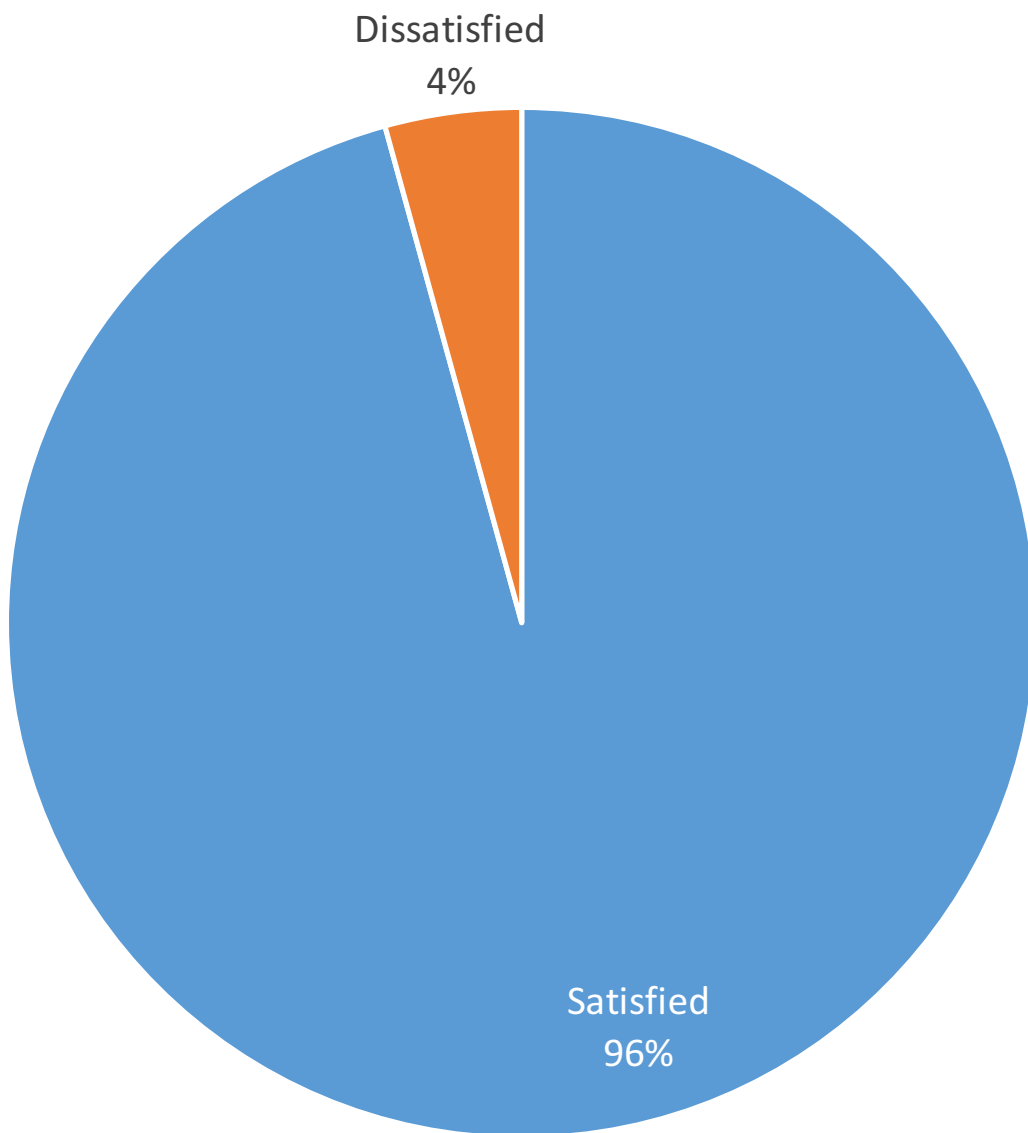
Can other patients overhear what you say to the Receptionist?



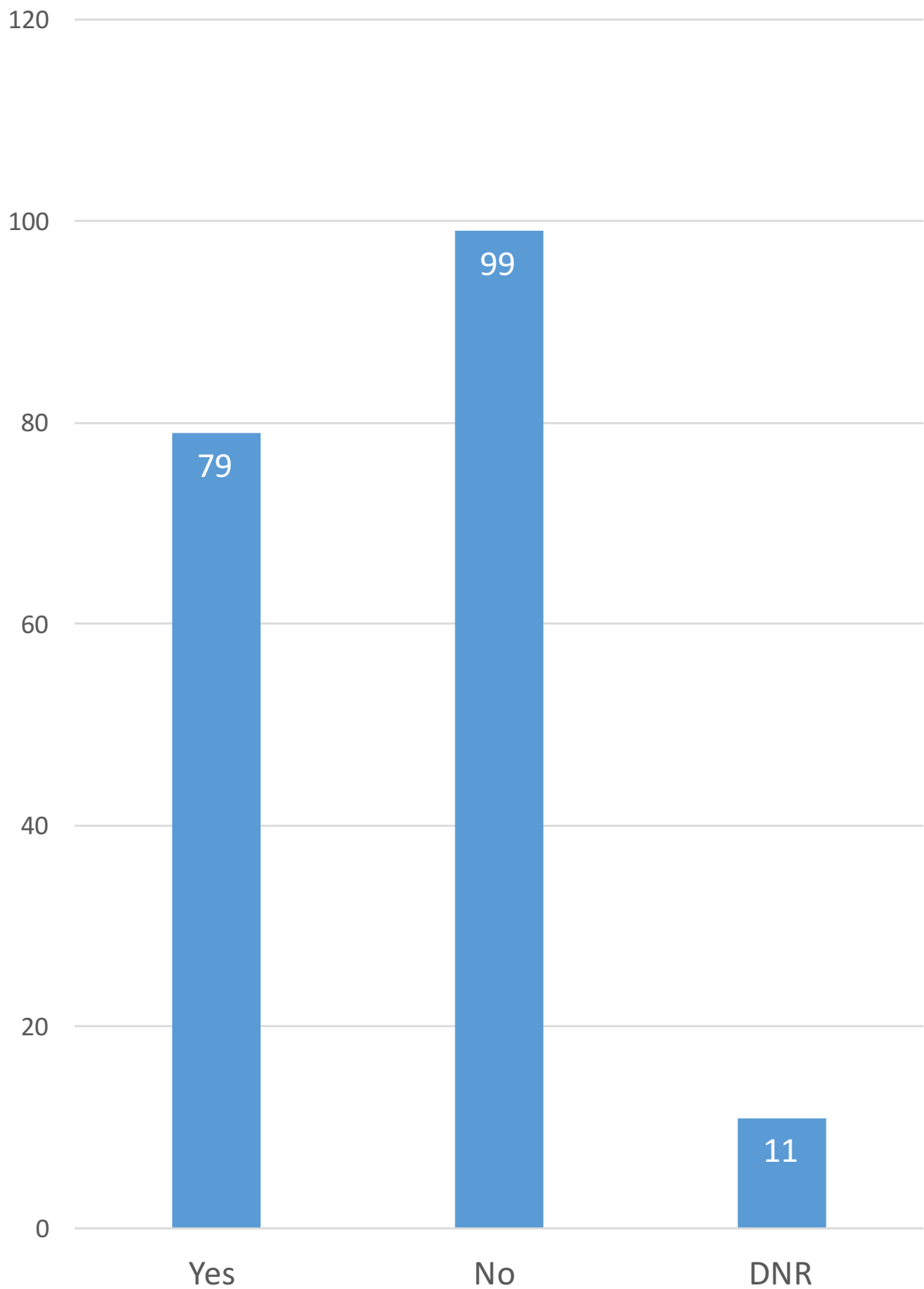
**How long after your appointment time,
do you normally wait to be seen?**



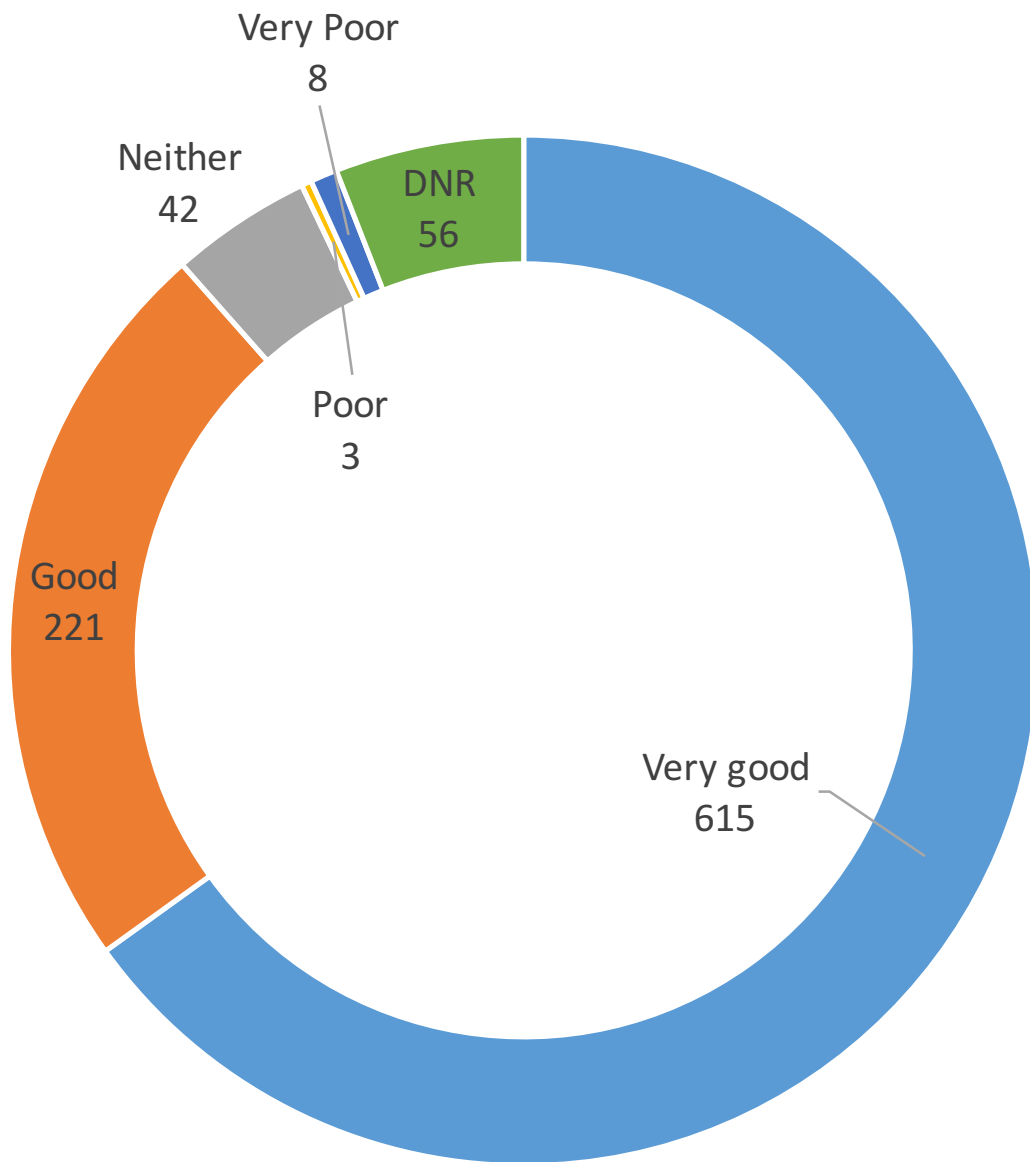
How satisfied are you with the opening hours at the surgery?



Would you like the surgery open at additional times?

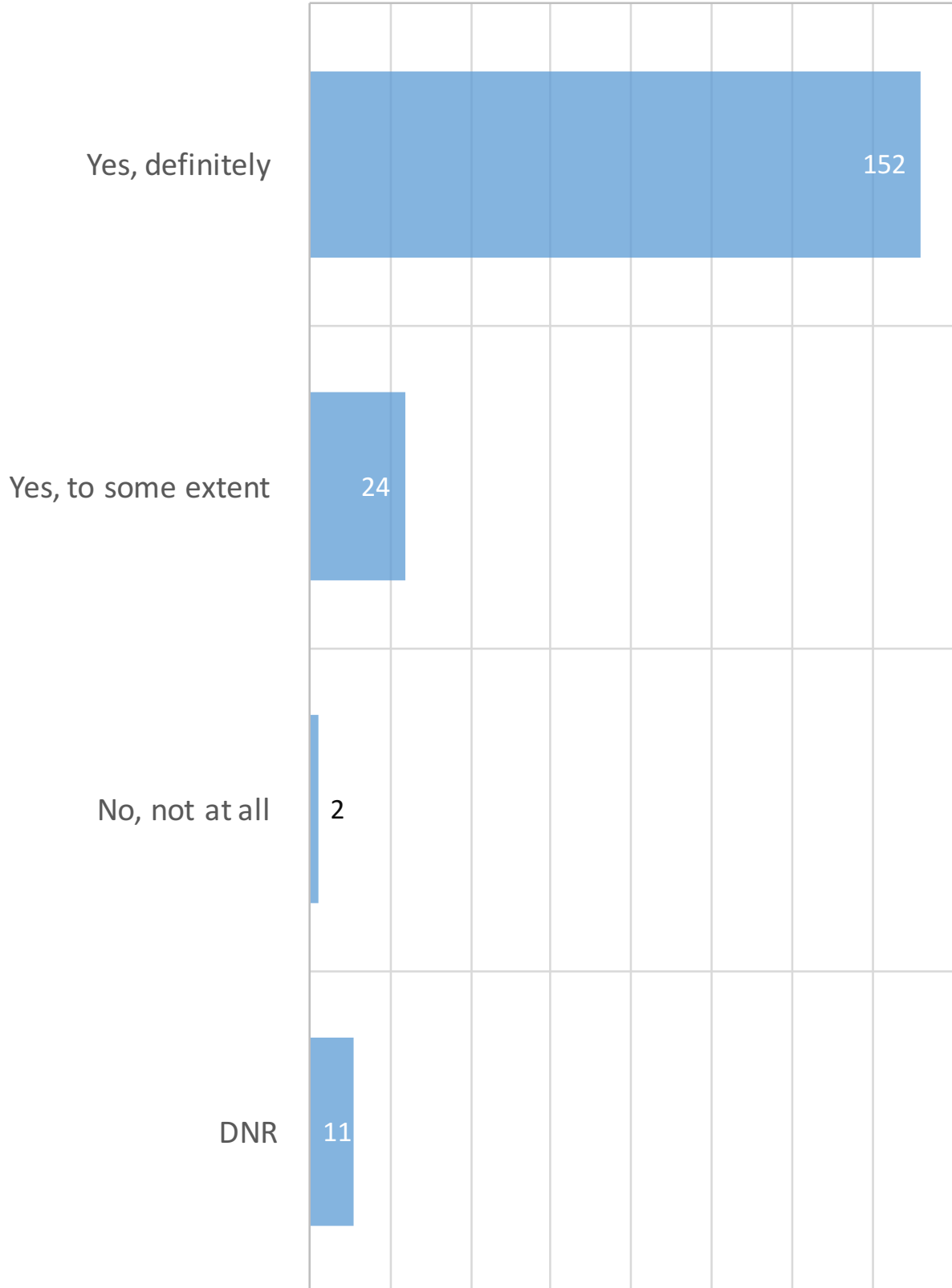


Overall Dr Score



Did you have confidence and trust in the doctor you saw?

0 20 40 60 80 100 120 140 160



Overall Nurse Score

