

Newland Practice Patient Survey

About Receptionists and Appointments

Q1 How helpful do you find the receptionists at your GP practice?

Very helpful	81.6%	Not at all helpful.....	0.0%
Fairly helpful	15.2%	Don't know.....	0.8%
Not very helpful	2.4%		

Q2 How easy is it to get through to someone at your GP practice on the phone?

Very easy	41.6%	Not at all easy.....	2.4%
Fairly easy	48.8%	Don't know.....	0.0%
Not very easy	7.2%	Haven't tried	0.0%

Q3 How easy is it to speak to a doctor or nurse on the phone at your GP practice?

Very easy	24.0%	Not at all easy.....	3.2%
Fairly easy	26.4%	Don't know.....	6.4%
Not very easy	8.0%	Haven't tried	29.6%

Q4 If you need to see a GP urgently, can you normally get seen on the same day?

Yes	53.6%	Don't know / never needed to	19.2%
No.....	25.6%		

Q5 How easy is it to book ahead in your practice?

Very easy	45.6%	Not at all easy.....	4.0%
Fairly easy	38.4%	Don't know.....	0.8%
Not very easy	8.8%	Haven't tried	1.6%

Q6 Which of the following methods would you prefer to use to book appointments at your practice? (please X all boxes that apply)

In person	22.1%	Online.....	8.4%
By phone	68.2%	Doesn't apply.....	0.0%

Q7 Home visits are for housebound patients. Have you had any issues or difficulties when you have tried to request or book a home visit?

Doesn't apply.....	60.0%	No.....	31.2%
Yes	5.6%		

Q8 When the surgery is closed, do you know how to obtain help and advice from the Out Of Hours services. An alternative to attending A&E at the hospital unless it is an emergency? i.e. local pharmacy for advice, attending the walk in centre in Wakefield or ringing NHS direct

Yes definitely	42.4%	No not at all	8.8%
Yes to some extent.....	45.6%	Does not apply	1.6%

Q9 The practice has a "patient participation group" which meets to discuss and improve services provided by the practice. Would you like to get involved?

Yes (see receptionist).	6.4%	Unsure don't know.....	25.6%
No.....	65.6%		
<i>if no, please state why</i>			
	21.6%		

About opening times

Q10 Is your GP practice currently open at times that are convenient to you?

Yes	88.8%
No	8.8%
Don't know	1.6%

Q11 Which of the following additional opening hours would make it easier for you to see or speak to someone?
Current opening times are 8am to 6.30pm

Before 8am	18.2%
At lunchtime	12.6%
After 6.30pm	17.6%
On a Saturday.....	26.4%
On a Sunday.....	3.8%
None of these	12.6%

Thinking of times when you want to see a particular doctor:

Q12 How quickly do you usually get seen?

Same day or next day	42.4%	I don't usually need to be seen quickly	4.8%
2-4 days	34.4%	Don't know, never tried	4.0%
5 days or more	6.4%		

Q13 How do you rate this?

Excellent	23.2%
Very good	28.0%
Good	22.4%
Fair	9.6%
Poor	5.6%
Very poor	0.8%
Does not apply	2.4%

Thinking of times when you are willing to see any doctor:

Q14 How quickly do you usually get seen?

Same day or next day	53.6%	I don't usually need to be seen quickly	6.4%
2-4 days	25.6%	Don't know, never tried	4.0%
5 days or more	1.6%		

Q15 How do you rate this?

Excellent	24.0%
Very good	34.4%
Good	17.6%
Fair	8.8%
Poor	4.8%
Very poor	0.8%
Does not apply	2.4%

Thinking of your most recent consultation with a doctor or nurse

Q16 How long did you wait for your consultation to start?

Less than 5 minutes	30.4%
5 – 10 minutes	48.8%
11 – 20 minutes	12.8%
21 – 30 minutes	0.0%
More than 30 minutes	0.0%
There was no set time for my consultation	2.4%

Q17 How do you rate this?

Excellent	26.4%
Very good	36.0%
Good	18.4%
Fair	8.8%
Poor	2.4%
Very poor	0.0%
Does not apply	0.8%

About seeing the doctor of your choice

Q18 Is there a particular GP you usually prefer to see or speak to?

Yes	66.4%	No	31.2%
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Q19 How often do you see or speak to the GP you prefer?

Always or almost always	44.8%	Never or almost never	4.0%
A lot of the time	25.6%	Not tried at this GP practice	7.2%
Some of the time	10.4%		

How good was the last GP you saw at each of the following?

Q20	About the GP						Does not apply
		Very good	Good	Fair	Poor	Very poor	
	Giving you enough time	60.8%	26.4%	4.0%	0.0%	0.0%	0.0%
	Listening to you	60.8%	29.6%	2.4%	0.8%	0.0%	0.0%
	Explaining tests and treatments	51.2%	30.4%	3.2%	0.8%	0.0%	1.6%
	Involving you in decisions about your care	45.6%	29.6%	5.6%	0.8%	0.0%	3.2%
	Treating you with care and concern	52.8%	30.4%	1.6%	0.8%	0.0%	0.0%

How good was the last nurse you saw at each of the following?

Q21	About the nurse						Does not apply
		Very good	Good	Fair	Poor	Very poor	
	Giving you enough time	73.6%	12.8%	0.0%	0.0%	0.0%	5.6%
	Listening to you	66.4%	17.6%	0.0%	0.0%	0.0%	5.6%
	Explaining tests and treatments	64.8%	14.4%	0.0%	0.0%	0.0%	6.4%
	Involving you in decisions about your care	62.4%	16.0%	0.8%	0.0%	0.0%	6.4%
	Treating you with care and concern	66.4%	13.6%	0.8%	0.0%	0.0%	5.6%
	Did you have confidence and trust in the person you saw	66.4%	13.6%	0.8%	0.0%	0.0%	5.6%

About care from your doctors and nurses

Thinking about the care you get from your doctors and nurses overall, how well does the practice help you to:

Q22	Understand your health problems?
	Very well90.4%
	Unsure 4.0%
	Not very well 0.8%
	Does not apply 0.8%

Q23	Cope with your health problems?
	Very well87.2%
	Unsure 6.4%
	Not very well 0.8%
	Does not apply 2.4%

Q24	Keep yourself healthy
	Very well80.0%
	Unsure11.2%
	Not very well 0.8%
	Does not apply 4.8%

Q25	Overall, how would you describe your experience of your GP surgery?
	Excellent38.4%
	Very good43.2%
	Good12.0%
	Fair 3.2%
	Poor 0.0%
	Very poor 0.0%

Q26 Would you recommend your GP surgery to someone who has just moved to your local area?

Yes, definitely	52.0%
Yes, probably	40.8%
No, probably not.....	2.4%
No, definitely not	0.8%
Don't know	1.6%
<i>If not please explain why</i>	1.6%

Q27 Have you had any problems with the requesting and issuing of your repeat medication?

Yes, definitely	7.2%	No, definitely not.....	60.8%
Yes, to some extent....	12.8%	Haven't tried / doesn't apply.....	16.0%

Q28 When you have had tests carried out at the practice, were you informed clearly of how to obtain your results?

Yes, definitely	62.4%	No, definitely not.....	2.4%
Yes, to some extent....	20.8%	Haven't tried / doesn't apply.....	8.8%

It will help us to understand your answers if you could tell us a little about yourself

Q29 Are you ?

Male	35.2%	Female	61.6%
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Q30 How old are you?

Under 16	0.0%	65 to 74	15.2%
16 to 44	36.8%	75 or over	9.6%
45 to 64	35.2%		

Q31 Do you have a long-standing health condition?

Yes.....	45.6%	Can't say / Don't know	4.0%
No.....	46.4%		

Q32 What is your ethnic group?

White	97.6%	Mixed.....	0.0%
Black or Black British..	0.0%	Chinese	0.0%
Asian or Asian British .	0.0%	Other ethnic group.....	0.0%

Q33 Which of the following best describes you?

Employed (full or part time,including self-employed)	45.6%
Unemployed / looking for work.....	5.6%
At school or in full time education	1.6%
Unable to work due to long term sickness / disability	6.4%
Looking after your home/family	8.8%
Retired from paid work.....	28.0%
Other.....	1.6%

Q34 Finally, please add any other comments you would like to make about your GP practice:

19.2%