

# St Georges Medical Practice 2016

## We Asked:

**"IMPROVING THE PRACTICE QUESTIONNAIRE 2016 INTRODUCTION** This questionnaire is designed for issue to patients to assess the service provided. You can help the Practice to improve its service. The doctors and staff welcome your feedback Please take a few minutes to answer the following questions:"

### 1. How easy or difficult did you find it to make your appointment for today?

*Single answer question or grid (answers per option add up to roughly 100%)*

Option:	TOTAL
	<b>(27)</b>
Very easy	10 37%
Easy	6 22%
Neither easy or difficult	5 18.5%
Difficult	5 18.5%
Very difficult	1 4%

Base: 27 out of 27 people answered this question

### 2. How satisfied are you with how you were treated by the medical and reception staff today?

*Single answer question or grid (answers per option add up to roughly 100%)*

Option:	TOTAL
	<b>(25)</b>
<b>Medical Staff</b>	
Very satisfied	20 80%
Fairly satisfied	4 16%
Neutral	1 4%
Fairly dissatisfied	0
Dissatisfied	0

Option:	TOTAL
	(25)
<b>Reception Staff</b>	
Very satisfied	19 86%
Fairly satisfied	2 9%
Neutral	1 5%
Fairly dissatisfied	0
Dissatisfied	0

Base: 25 for GP and 22 For reception out of 27 people answered this question

### 3. How did you feel about the length of time you had to wait to be seen for your appointment?

*Single answer question or grid (answers per option add up to roughly 100%)*

Option:	TOTAL
	(24)
Very satisfied	3 12.5%
Fairly satisfied	11 46%
Neutral	7 29%
Fairly dissatisfied	3 12.5%
Dissatisfied	0

Base: 24 out of 27 people answered this question

### 4. Are you aware that you are able to speak confidentially to the reception staff if you need to? E.g. in a designated private area?

*Single answer question or grid (answers per option add up to roughly 100%)*

Option:	TOTAL
	(27)
Yes	16 59%
No	11 41%

Base: 27 out of 27 people answered this question

**5a. Last time you saw a GP in surgery, how good were they at each of the following?**

*Single answer question or grid (answers per option add up to roughly 100%)*

Option:	TOTAL
	(18)
<b>Giving you enough time</b>	
Very Good	11 61%
Good	5 28%
Neither good nor poor	1 5.5%
Poor	1 5.5%
Very Poor	0
Does not apply	0
<b>Asking about your symptoms</b>	
Very Good	11 61%
Good	6 33%
Neither good nor poor	0
Poor	0
Very Poor	0
Does not apply	0
<b>Listening to you</b>	
Very Good	10 56%
Good	6 33%
Neither good nor poor	1 5.5%
Poor	1 5.5%
Very Poor	6%
Does not apply	0
<b>Explaining tests and treatments</b>	
Very Good	10 56%
Good	6 33%
Neither good nor poor	1

<b>Option:</b>	<b>TOTAL</b>
	<b>(18)</b>
	5.5%
<b>Poor</b>	0
<b>Very Poor</b>	1 5.5%
<b>Does not apply</b>	0
<b>Involving you in decisions about your care</b>	
<b>Very Good</b>	10 59%
<b>Good</b>	5 29%
<b>Neither good nor poor</b>	1 6%
<b>Poor</b>	1 6%
<b>Very Poor</b>	0
<b>Does not apply</b>	0
<b>Taking your problems seriously</b>	
<b>Very Good</b>	10 59%
<b>Good</b>	6 35%
<b>Neither good nor poor</b>	0
<b>Poor</b>	0
<b>Very Poor</b>	1 6%
<b>Does not apply</b>	0

Base: 18 out of 27 people answered this question but some patients did not answer every question

**5b. Last time you saw a Nurse at the surgery, how good were they at each of the following?**

*Single answer question or grid (answers per option add up to roughly 100%)*

Option:	TOTAL
	(9)
<b>Giving you enough time</b>	
Very Good	5 56%
Good	3 33%
Neither good nor poor	1 11%
Poor	0
Very Poor	0
Does not apply	0
<b>Asking about your symptoms</b>	
Very Good	5 62%
Good	2 25%
Neither good nor poor	1 13%
Poor	0
Very Poor	0
Does not apply	0
<b>Listening to you</b>	
Very Good	6 67%
Good	2 22%
Neither good nor poor	1 11%
Poor	0
Very Poor	0
Does not apply	0
<b>Explaining tests and treatments</b>	
Very Good	4 50%
Good	3 37.5%
Neither good nor poor	1 12.5%
Poor	0

Option:	TOTAL
	(9)
Very Poor	0
Does not apply	0
<b>Involving you in decisions about your care</b>	
Very Good	5 62.5%
Good	2 25%
Neither good nor poor	1 12.5%
Poor	0
Very Poor	0
Does not apply	0
<b>Taking your problems seriously</b>	
Very Good	6 67%
Good	2 22%
Neither good nor poor	1 11%
Poor	0
Very Poor	0
Does not apply	0

Base: 9 out of 27 people answered this question but some patients did not answer each question

**5c. Last time you saw any other member of the medical team at the surgery, how good were they at each of the following?**

*Single answer question or grid (answers per option add up to roughly 100%)*

Option:	TOTAL
	(0)
<b>Giving you enough time</b>	
Very Good	0
Good	0
Neither good nor poor	0
Poor	0
Very Poor	100%
Does not apply	0
<b>Asking about your symptoms</b>	

Option:	TOTAL
	(0)
Very Good	0
Good	0
Neither good nor poor	0
Poor	0
Very Poor	0
Does not apply	0
<b>Listening to you</b>	
Very Good	0
Good	0
Neither good nor poor	0
Poor	0
Very Poor	0
Does not apply	0
<b>Explaining tests and treatments</b>	
Very Good	0
Good	0
Neither good nor poor	0
Poor	0
Very Poor	0
Does not apply	0
<b>Involving you in decisions about your care</b>	
Very Good	0
Good	0
Neither good nor poor	0
Poor	0
Very Poor	0
Does not apply	0
<b>Taking your problems seriously</b>	
Very Good	0
Good	0
Neither good nor poor	0
Poor	0
Very Poor	0
Does not apply	0

Base: 0 out of 27 people answered this question

**If Any Other member of staff, which member was this?**

*Small free-text box*

Option:	TOTAL
	(0)
Comments:	None

Base: 2 out of 60 people answered this question

**6. Were you happy with the attitude of the staff member?**

*Single answer question or grid (answers per option add up to roughly 100%)*

Option:	TOTAL
	(27)
Yes	26 96%
No	1 4%

Base: 27 out of 27 people answered this question

**7. Were the practice staff helpful and understanding of the needs of the patient?**

*Single answer question or grid (answers per option add up to roughly 100%)*

Option:	TOTAL
	(25)
Yes	24 96%
No	1 4%

Base: 25 out of 27 people answered this question

**8. When you ask questions about your care or treatment, do you feel satisfied you are given information in a way that you can understand?**

*Single answer question or grid (answers per option add up to roughly 100%)*

Option:	TOTAL
	(27)
Very satisfied	17 63%
Fairly satisfied	8 30%
Neutral	2 7%



Option:	TOTAL
	(27)
Fairly dissatisfied	0
Dissatisfied	0

Base: 27 out of 27 people answered this question

**9. Have you been involved as much as you want to be in your care or treatment?**

*Single answer question or grid (answers per option add up to roughly 100%)*

Option:	TOTAL
	(26)
Yes	24 92%
No	2 8%

Base: 26 out of 27 people answered this question

**10. Do you feel that you are offered choices about your care when it is appropriate?**

*Single answer question or grid (answers per option add up to roughly 100%)*

Option:	TOTAL
	(25)
Yes	23 92%
No	2 8%

Base: 25 out of 27 people answered this question

**11. How satisfied are you that the practice gives you enough information about your care and treatment?**

*Single answer question or grid (answers per option add up to roughly 100%)*

Option:	TOTAL
	(27)
Very satisfied	14 52%
Fairly satisfied	10 37%
Neutral	1 4%
Fairly dissatisfied	2 7%

Option:	TOTAL
	(27)
Dissatisfied	2%

Base: 27 out of 27 people answered this question

**12. Do you know that you can have a carer or representative attend an appointment with you?**

*Single answer question or grid (answers per option add up to roughly 100%)*

Option:	TOTAL
	(27)
Yes	21 78%
No	6 22%

Base: 27 out of 27 people answered this question

**13. If you wanted to compliment the practice or make a suggestion, would you know what to do?**

*Single answer question or grid (answers per option add up to roughly 100%)*

Option:	TOTAL
	(26)
Yes	14 54%
No	12 46%

Base: 26 out of 27 people answered this question

**14. If you wanted to make a complaint to the practice, would you know what to do?**

Single answer question or grid (answers per option add up to roughly 100%)

Option:	TOTAL
	(27)
Yes	16 59%
No	11 41%

Base: 27 out of 27 people answered this question

**15. During your recent experience of our GP practice, do you feel that you were treated unfairly for any reason?**

Single answer question or grid (answers per option add up to roughly 100%)

Option:	TOTAL
	(27)
Yes	1 4%
No, I was not treated unfairly	26 96%

Base: 27 out of 27 people answered this question

**If yes, please tell us why by choosing from the options below:**

Single answer question or grid (answers per option add up to roughly 100%)

Option:	TOTAL
	(0)
Your age	0
A disability you have	0
Your gender	0
Your sexual orientation	0
Your ethnic background	0
Do not know	0

Base: 0 out of 27 people answered this question

**Another Reason:***Small free-text box*

Option:	TOTAL
	(0)
Comments:	

Base: 0 out of 27 people answered this question

**16. In your opinion, what do you feel the practice does well?***Large free-text box*

Option:	TOTAL
	(4)
Comments:	<p>Listens to you</p> <p>Always manages to fit me in for an appointment when needed</p> <p>Pleasant receptionists, clean and tidy surgery.</p> <p>Love the text version with my appointments on so I don't forget</p>

Base: 4 out of 27 people answered this question

**17. What improvements, if any, could be made to improve the care we give you?***Large free-text box*

Option:	TOTAL
	(5)
Comments:	<p>Appointments more readily available, less abruptive reception staff.</p> <p>More options for appointments</p> <p>Majority of reception staff excellent, one or two make you feel like you are a bother</p> <p>Shorter availability waiting times to see my own GP</p> <p>Better communication regarding results back from hospital</p>

Base: 5 out of 27 people answered this question

**18. In general, are you satisfied with the Quality of Service provided by our Practice?***Single answer question or grid (answers per option add up to roughly 100%)*

Option:	TOTAL
	<b>(27)</b>
Very satisfied	18 68%
Fairly satisfied	6 22%
Neutral	0
Fairly dissatisfied	2 7%
Dissatisfied	1 3%

Base: 27 out of 27 people answered this question

**19. Would you recommend your GP Practice to someone who has just moved to your local area?***Single answer question or grid (answers per option add up to roughly 100%)*

Option:	TOTAL
	<b>(26)</b>
Yes, would definitely recommend	21 81%
Might recommend	3 11%
Not sure	0
No, would probably not recommend	1 4%
Would definitely not recommend	1 4%
Do not know	0

Base: 26 out of 27 people answered this question

**20. Did you know that you can book an appointment at your GP practice online?***Single answer question or grid (answers per option add up to roughly 100%)*

Option:	TOTAL
	<b>(26)</b>
Yes	14 56%
No	12 44%

Base: 26 out of 27 people answered this question

### 21. Did you know that you could order prescriptions online?

Single answer question or grid (answers per option add up to roughly 100%)

Option:	TOTAL
	(25)
Yes	13 52%
No	12 48%

Base: 25 out of 27 people answered this question

### 22. Are you happy with the practice opening times?

Single answer question or grid (answers per option add up to roughly 100%)

Option:	TOTAL
	(27)
Yes	25 93%
No	2 7%

Base: 27 out of 27 people answered this question

### 23. Are you aware that your GP practice has the following:

Single answer question or grid (answers per option add up to roughly 100%)

Option:	TOTAL
	(25)
<b>A website</b>	
I am aware of	18 75%
I am not aware of	6 25%
<b>A patient notice board</b>	
I am aware of	16 67%
I am not aware of	8 33%
<b>A Patient Participation Group</b>	
I am aware of	12 48%

Option:	TOTAL
	(25)
I am not aware of	13 52%

Base: 25 out of 27 people answered this question but some patients did not answer every question

**Would you be interested in joining a Patient Participation Group or a Patient Forum? Being part of a Patient Participation Group or Patientâ€™s Forum would involve sharing your views with us on a more regular basis. This could be by attending a group, completing a survey or questionnaire or sending us your views by email.**

*Single answer question or grid (answers per option add up to roughly 100%)*

Option:	TOTAL
	(26)
Yes	5 19%
No	21 81%

Base: 26 out of 27 people answered this question

**If yes, please enter your email address here:**

*Small free-text box*

Option:	TOTAL
	(5)
Comments:	2 patients left their details even though 5 said they would like to join

Base: 5 out of 27 people answered this question