



## St George's Medical Practice

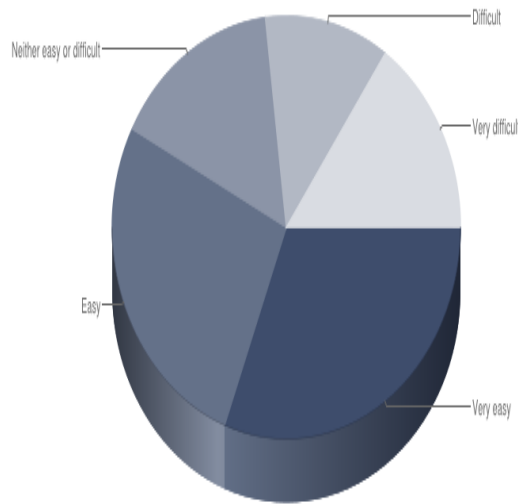
### Improving the Practice Questionnaire

#### We Asked:

"INTRODUCTION This questionnaire is designed for issue to patients to assess the service provided. Questionnaire You can help the Practice to improve its service. The doctors and staff welcome your feedback Please do not write your name on this survey (unless you wish to join the Patient Participation Group - Last Page) Please read and complete this survey while waiting for your appointment 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
	(26)
Very easy	8 31%
Easy	7 27%
Neither easy or difficult	4 15%
Difficult	3 12%
Very difficult	4 15%

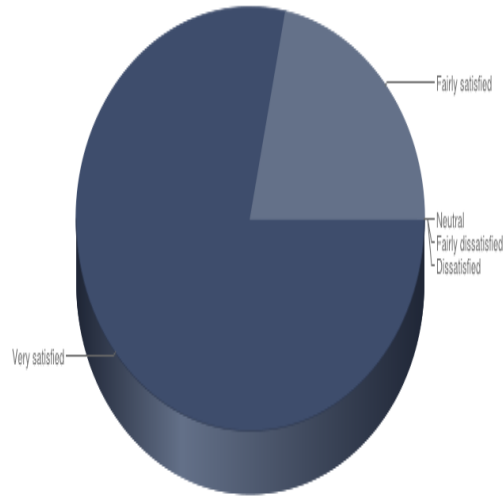
Base: 26 out of 26 people answered this question

**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%)*

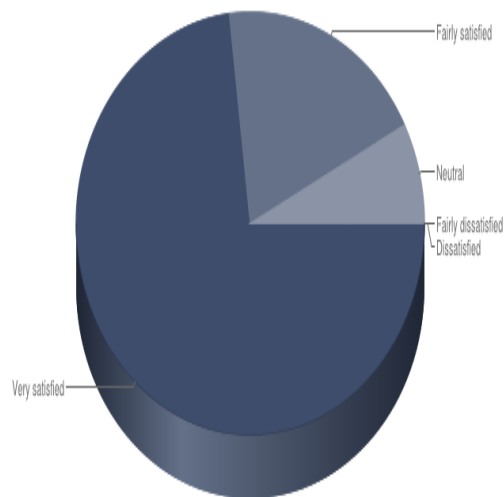
Option:	TOTAL
	<b>(26)</b>

**Medical Staff**



<b>Very satisfied</b>	18 69%
<b>Fairly satisfied</b>	5 19%
<b>Neutral</b>	0
<b>Fairly dissatisfied</b>	0
<b>Dissatisfied</b>	0

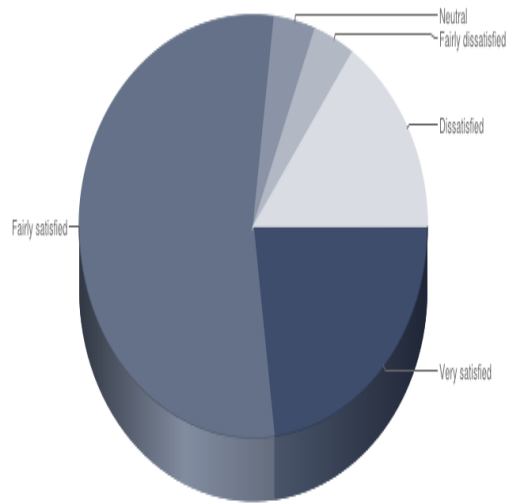
**Reception Staff**



<b>Very satisfied</b>	19 73%
<b>Fairly satisfied</b>	5 19%
<b>Neutral</b>	2 8%
<b>Fairly dissatisfied</b>	0
<b>Dissatisfied</b>	0

**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%)*

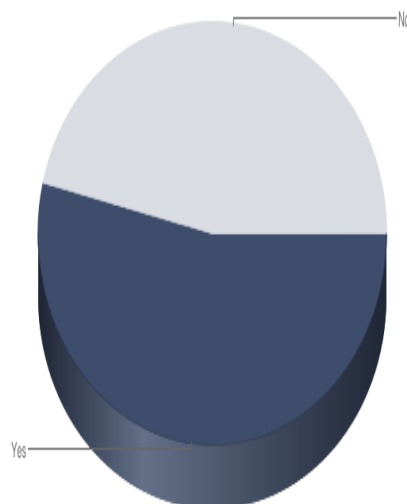


Option:	TOTAL
	(26)
Very satisfied	6 23%
Fairly satisfied	14 54%
Neutral	1 4%
Fairly dissatisfied	1 4%
Dissatisfied	4 15%

Base: 26 out of 26 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
	(26)
Yes	14

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

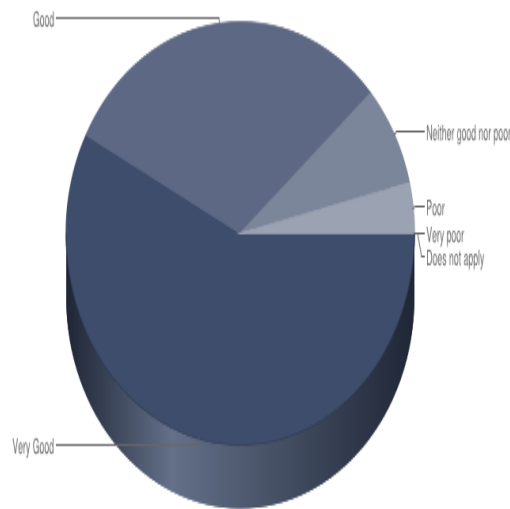
Base: 26 out of 26 people answered this question

**5. Last time you saw a medical member of staff at your GP 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
	(26)

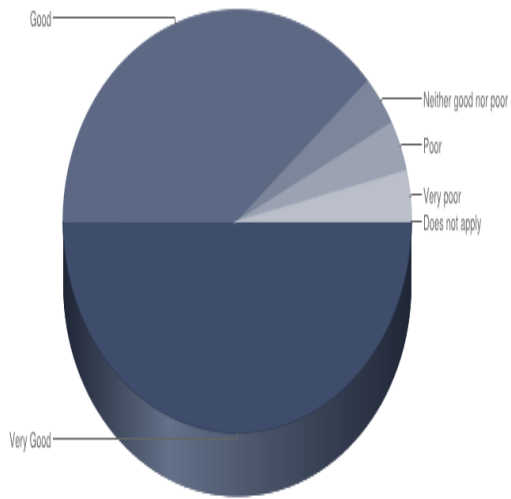
**Giving you enough time**



Very Good	15 58%
Good	8 31%
Neither good nor poor	2 8%
Poor	1 4%
Very poor	0
Does not apply	0

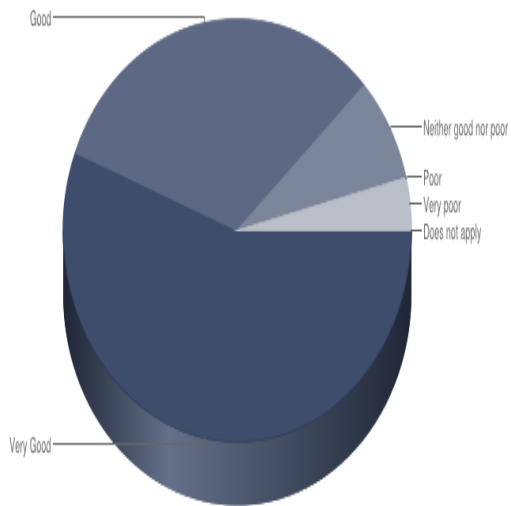
**Asking about your symptoms**

<b>Option:</b>	<b>TOTAL</b>
	<b>(26)</b>



<b>Very Good</b>	13 50%
<b>Good</b>	10 38%
<b>Neither good nor poor</b>	1 4%
<b>Poor</b>	1 4%
<b>Very poor</b>	1 4%
<b>Does not apply</b>	0

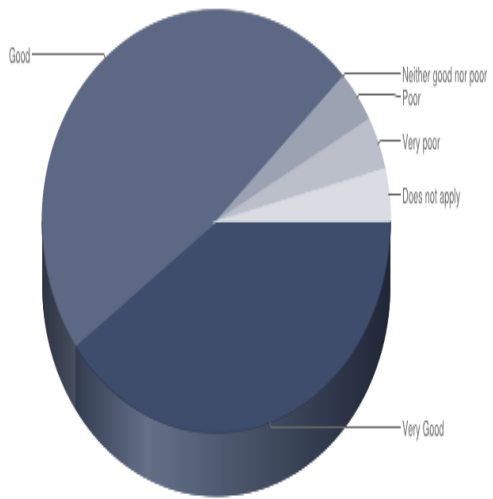
**Listening to you**



<b>Very Good</b>	14 54%
<b>Good</b>	8 31%
<b>Neither good nor poor</b>	2 8%
<b>Poor</b>	0
<b>Very poor</b>	1 4%
<b>Does not apply</b>	0

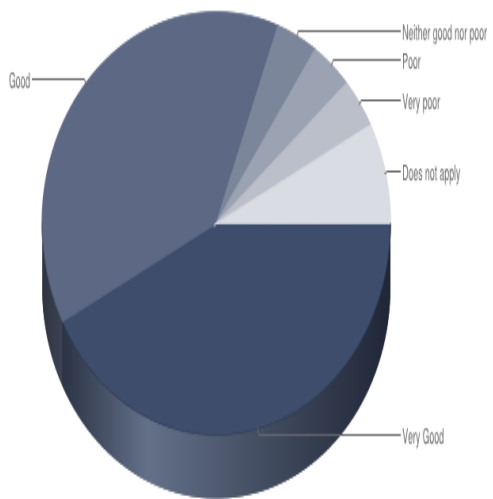
**Explaining tests and treatments**

<b>Option:</b>	<b>TOTAL</b>
	<b>(26)</b>



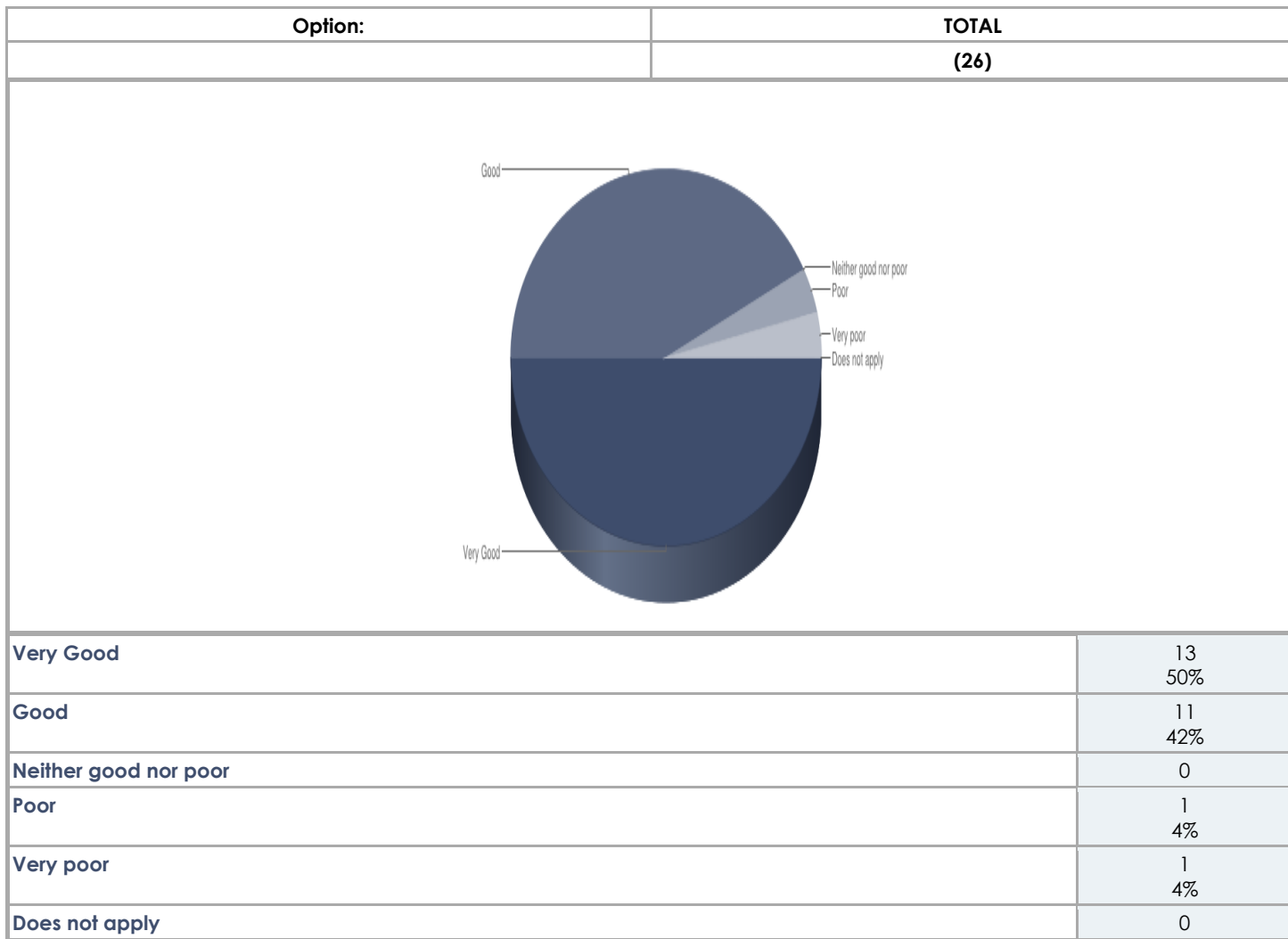
<b>Very Good</b>	10 38%
<b>Good</b>	12 46%
<b>Neither good nor poor</b>	0
<b>Poor</b>	1 4%
<b>Very poor</b>	1 4%
<b>Does not apply</b>	1 4%

**Involving you in decisions about your care**



<b>Very Good</b>	11 42%
<b>Good</b>	10 38%
<b>Neither good nor poor</b>	1 4%
<b>Poor</b>	1 4%
<b>Very poor</b>	1 4%
<b>Does not apply</b>	2 8%

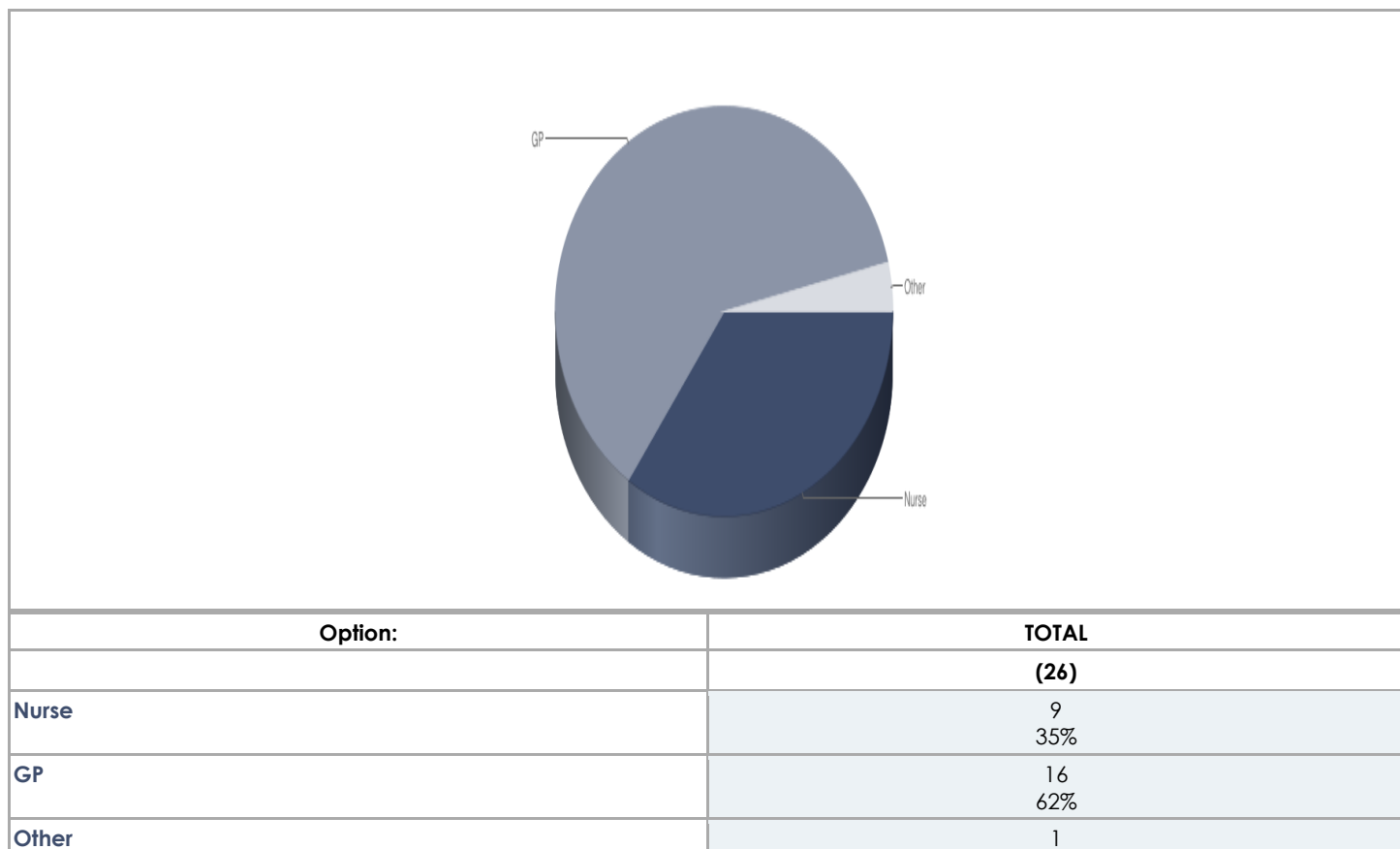
**Taking your problems seriously**



Base: 26 out of 26 people answered this question

### And which member of staff was this?

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



Option:	TOTAL
	(26)
	4%

Base: 26 out of 26 people answered this question

**If Other, please state:**

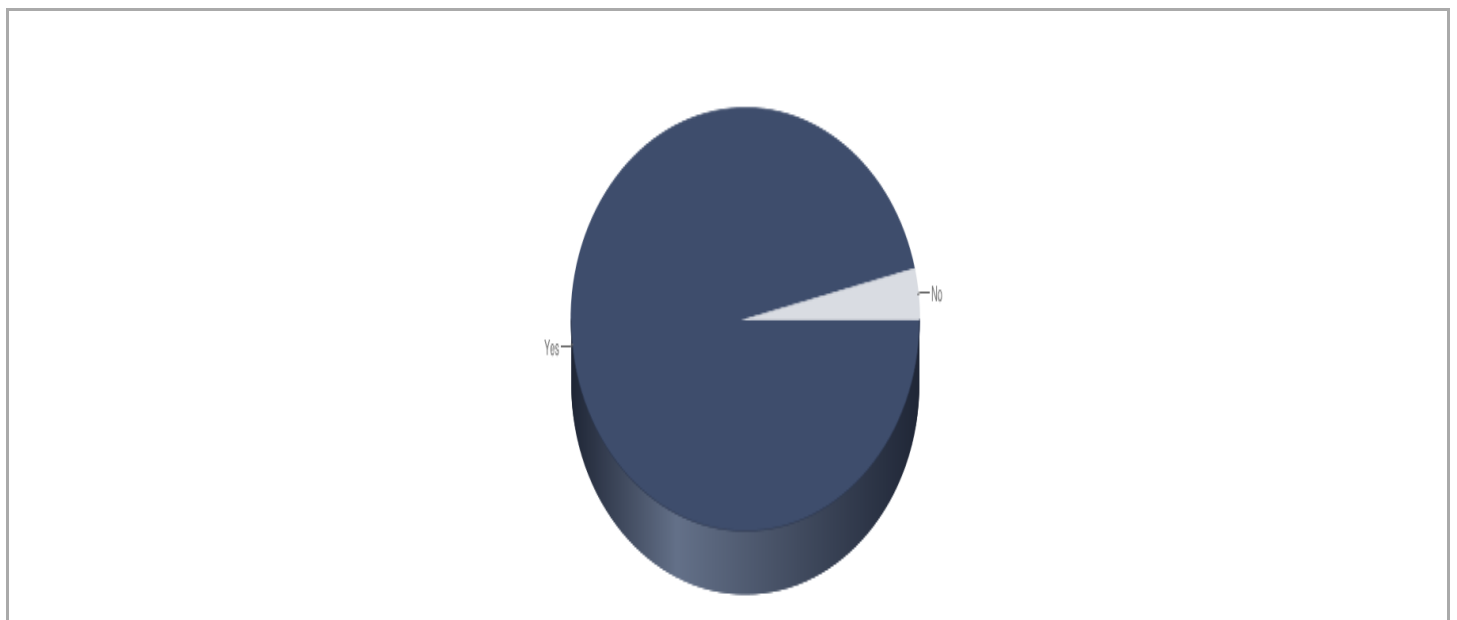
*Small free-text box*

Option:	TOTAL
	(3)
<b>Comments:</b>	Phlebotomist
	Receptionist
	Midwife

Base: 3 out of 26 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%)*



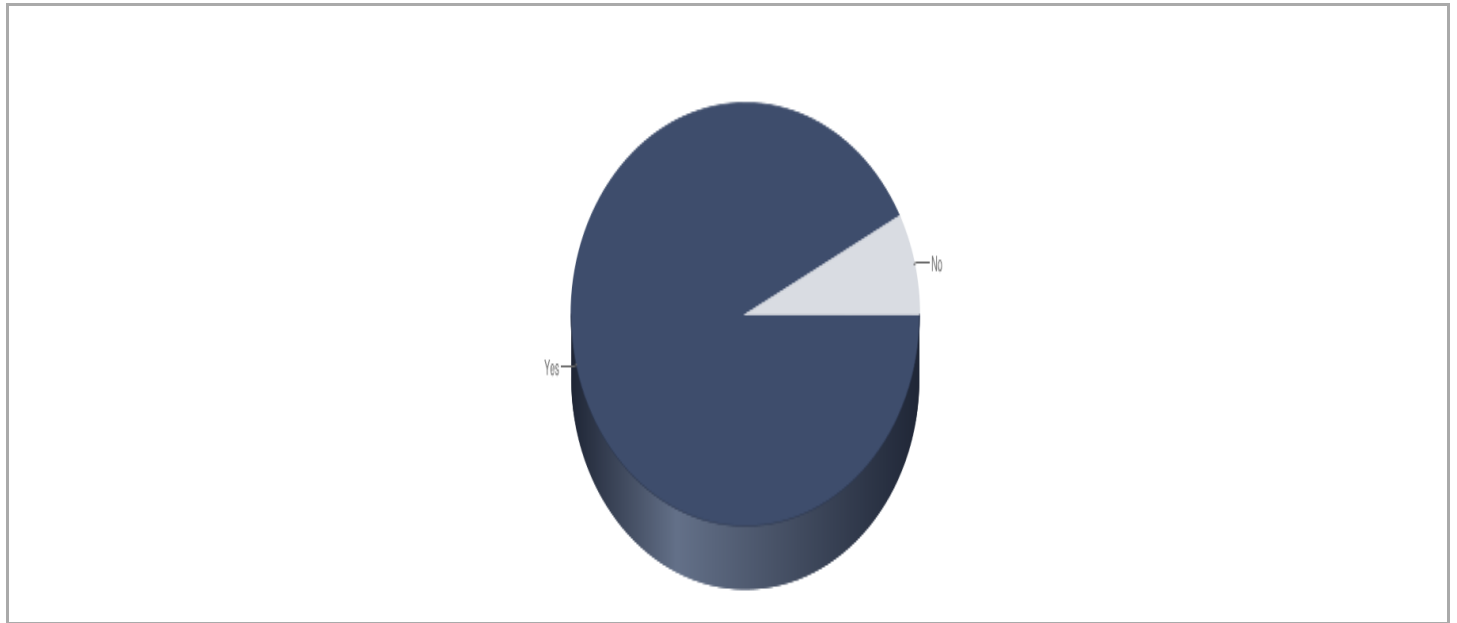


Option:	TOTAL
	<b>(26)</b>
Yes	25 96%
No	1 4%

Base: 26 out of 26 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%)*

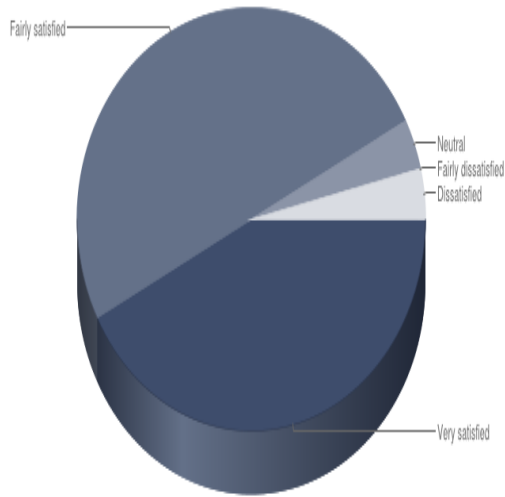


Option:	TOTAL
	<b>(26)</b>
Yes	24 92%
No	2 8%

Base: 26 out of 26 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%)*

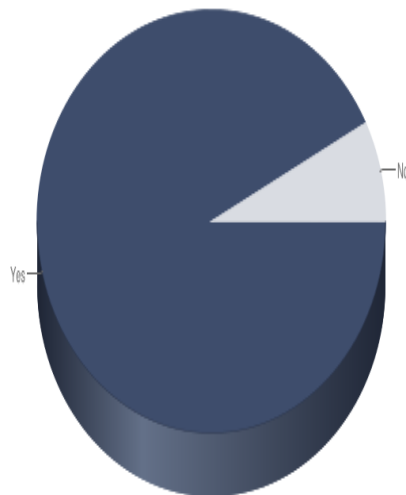


Option:	TOTAL
	<b>(26)</b>
Very satisfied	11 42%
Fairly satisfied	13 50%
Neutral	1 4%
Fairly dissatisfied	0
Dissatisfied	1 4%

Base: 26 out of 26 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%)*

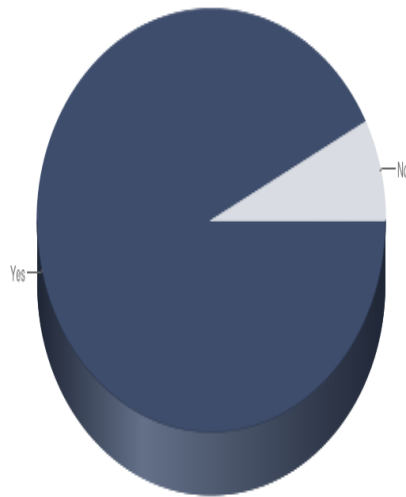


Option:	TOTAL
	<b>(26)</b>
Yes	24 92%
No	2 8%

Base: 26 out of 26 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%)*

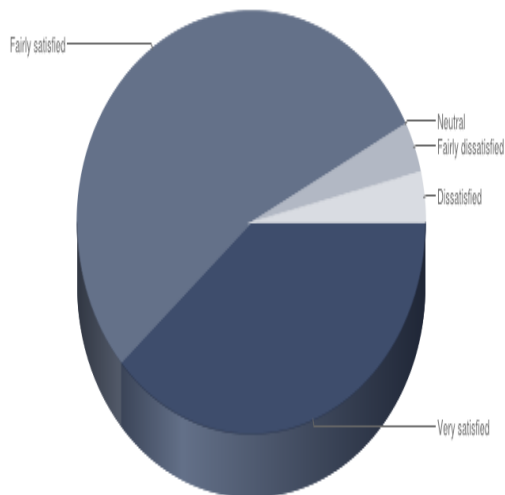


Option:	TOTAL
	<b>(26)</b>
Yes	24 92%
No	2 8%

Base: 26 out of 26 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%)*



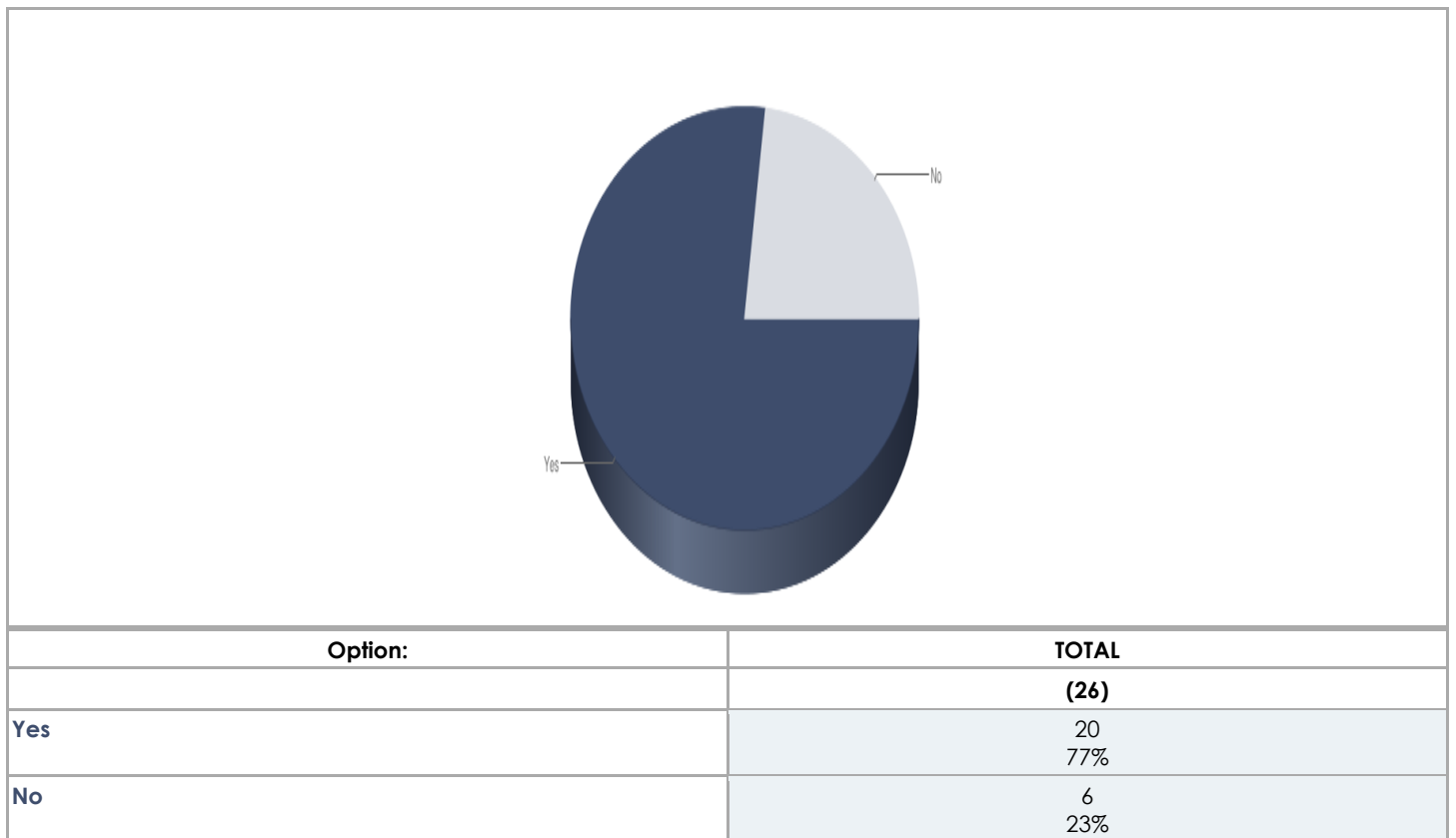
Option:	TOTAL
	<b>(26)</b>
Very satisfied	10 38%
Fairly satisfied	14

Option:	TOTAL
	(26)
	54%
Neutral	0
Fairly dissatisfied	1 4%
Dissatisfied	1 4%

Base: 26 out of 26 people answered this question

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

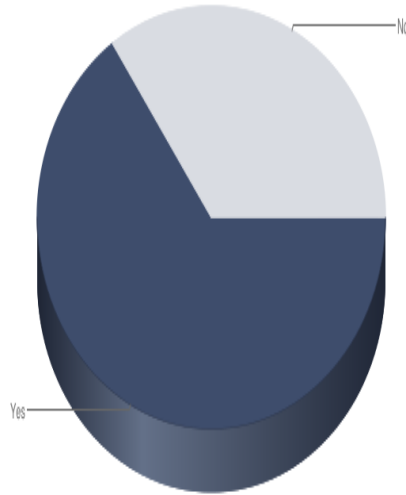
*Single answer question or grid (answers per option add up to roughly 100%)*



Base: 26 out of 26 people answered this question

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

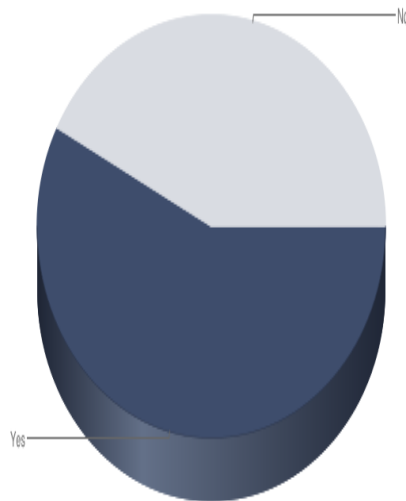
*Single answer question or grid (answers per option add up to roughly 100%)*



Option:	TOTAL
	<b>(26)</b>
Yes	17 65%
No	9 35%

Base: 26 out of 26 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%)*



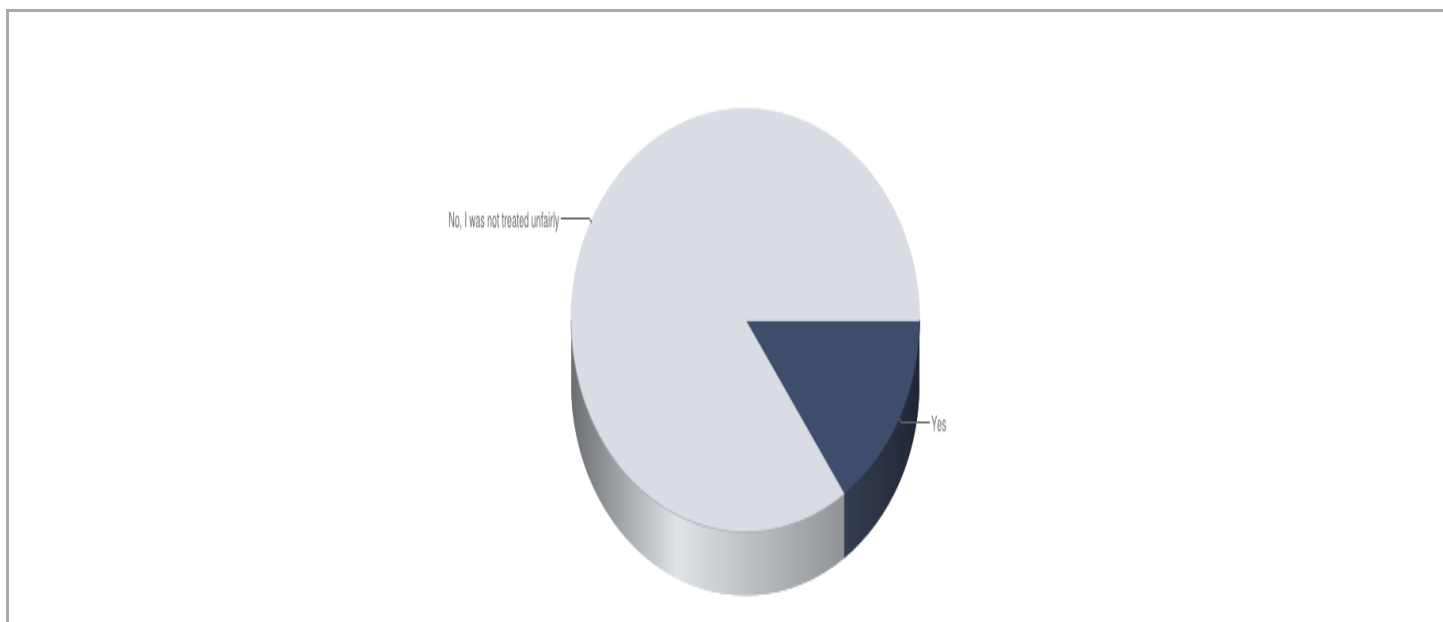
Option:	TOTAL
	<b>(26)</b>
Yes	15 58%
No	11

Option:	TOTAL
	(26)
	42%

Base: 26 out of 26 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%)*

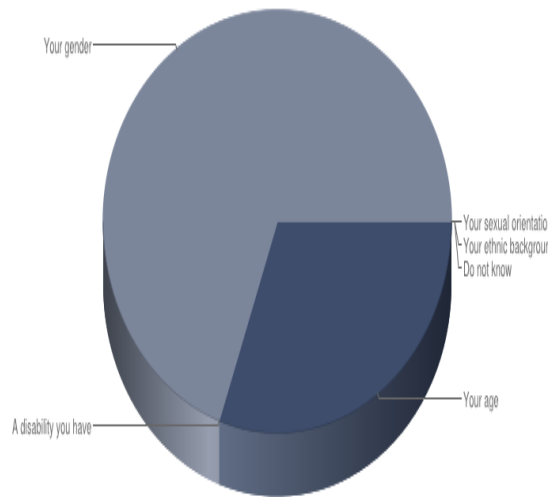


Option:	TOTAL
	(26)
Yes	4 15%
No, I was not treated unfairly	22 85%

Base: 26 out of 26 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
	(23)
Your age	7 30%
A disability you have	0
Your gender	16 70%
Your sexual orientation	0
Your ethnic background	0
Do not know	0

Base: 23 out of 26 people answered this question

**Another reason:**

*Small free-text box*

Option:	TOTAL
	(0)
Comments:	

Base: 0 out of 26 people answered this question

**16. In your opinion, what do you feel the practice does well?**

Option:	TOTAL
	(7)
Comments:	<p>Really satisfied with all treatment off all people in practice</p> <p>We have only been with the practice for a short time, but we have been very satisfied with the treatment and follow ups so far. Staff have been very helpful.</p> <p>Good GP's who listen</p> <p>One to one with doctor, seeing the same GP</p> <p>I don't visit the practice very much. The new health centre seems to be a very good centre, much nicer environment</p> <p>Provides a warm and friendly welcome. Offers medical care and assistance when necessary.</p> <p>Reception always helpful and polite. GP's very understanding, informative, friendly and helpful</p>

**17. What improvements, if any, could be made to improve the care we give you?**

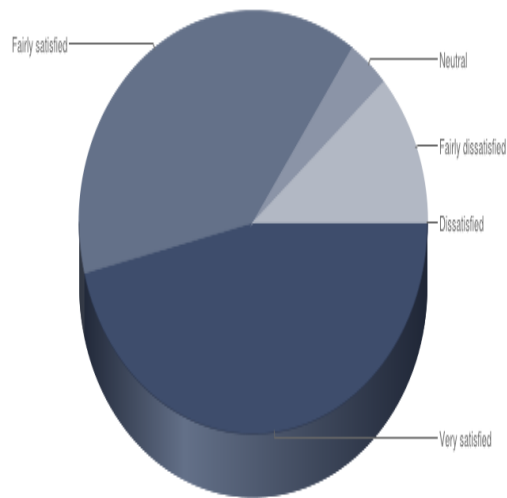
*Large free-text box*

Option:	TOTAL
	<b>(11)</b>
<p><b>Comments:</b></p>	<p>Compliments to the staff for coming to work in the snow 21/1/13</p> <p>None at the moment.</p> <p>The length of time to see a Gp, difficulty in making appointments sometimes 2 weeks to wait, this lets the practice down.</p> <p>See the GP when the appointment is due, (on time) and being able to tell the GP ALL your illnesses you have come in for.</p> <p>Quicker appointments</p> <p>Appointment system needs improving. Too difficult to ge and early appointment, i had to wait 10 days.</p> <p>To make appointments more available and not making you feel rushed and having to talk to reception staff about private things also is not fair.</p> <p>Nothing i can think of at this time.</p> <p>Having to explain medical issues to the reception staff before seeing or if a Doctor will see you, I think it is a bit long winded Especially if in an emergency. Several things when booking appointments to see the nurse, sent to the wrong surgery, - not good enough, i live and Mapplewell not Athersley</p> <p>Phones need mor staff, takes too long to get an answer.</p> <p>None</p>



**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%)*

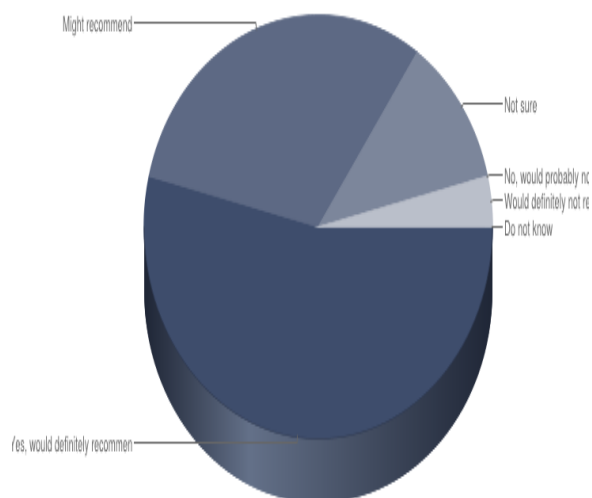


Option:	TOTAL
	<b>(26)</b>
Very satisfied	12 46%
Fairly satisfied	10 38%
Neutral	1 4%
Fairly dissatisfied	3 12%
Dissatisfied	0

Base: 26 out of 26 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%)*



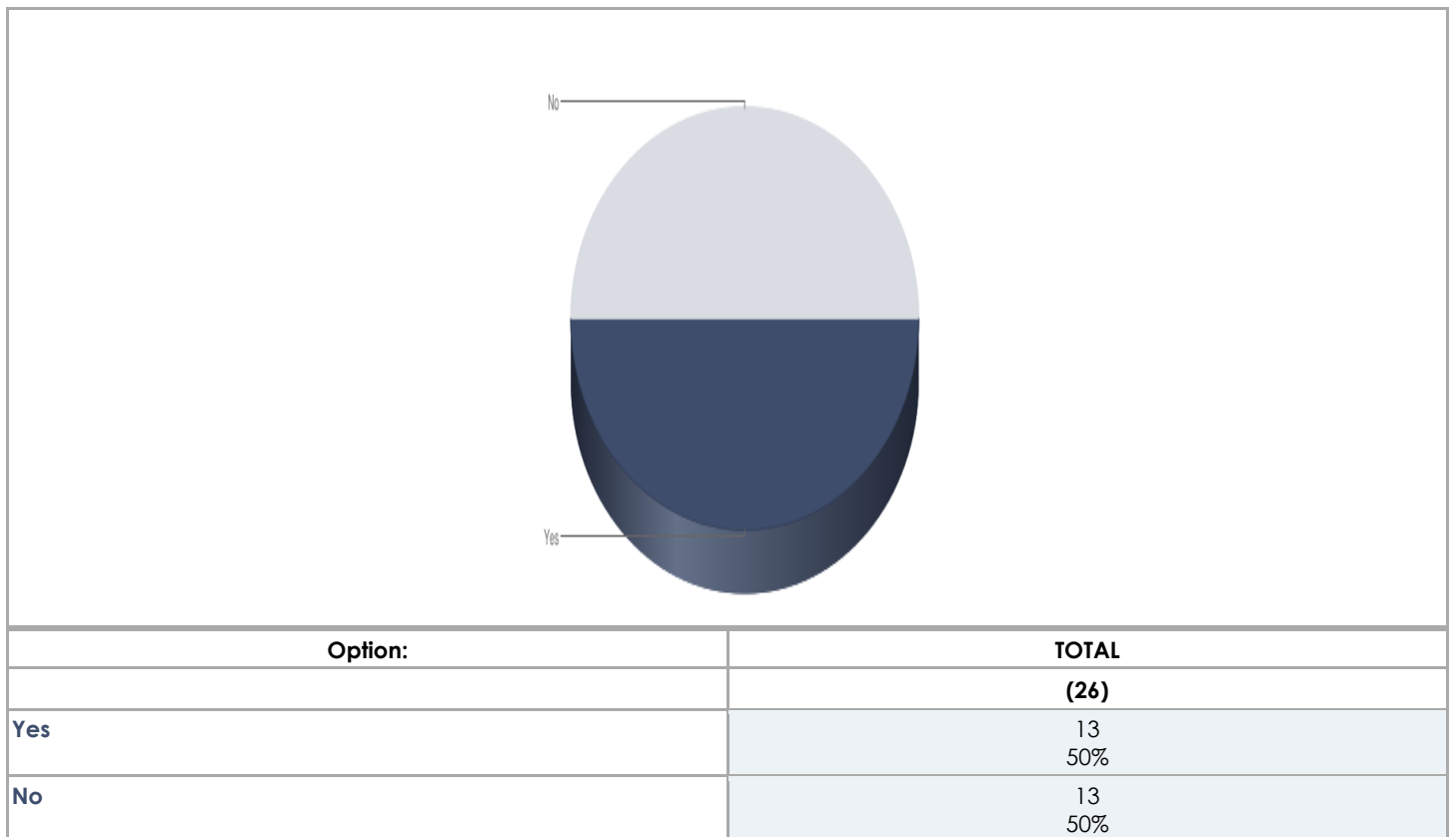
Option:	TOTAL
	<b>(26)</b>
Yes, would definitely recommend	14 54%

Option:	TOTAL
	<b>(26)</b>
Might recommend	8 31%
Not sure	3 12%
No, would probably not recommend	0
Would definitely not recommend	1 4%
Do not know	0

Base: 26 out of 26 people answered this question

## 20. Did you know that you can book an appointment at your GP practice online?

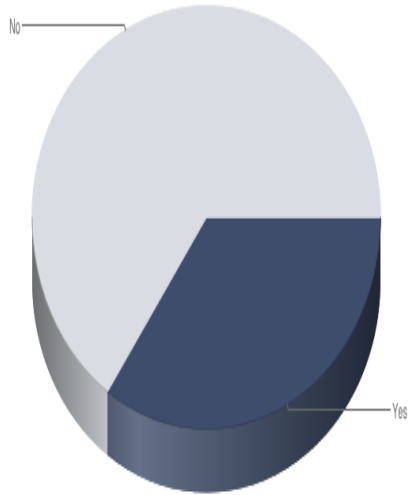
Single answer question or grid (answers per option add up to roughly 100%)



Base: 26 out of 26 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%)

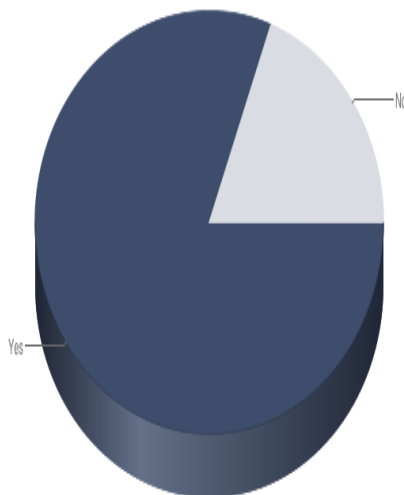


Option:	TOTAL
	<b>(26)</b>
Yes	9 35%
No	17 65%

Base: 26 out of 26 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%)*

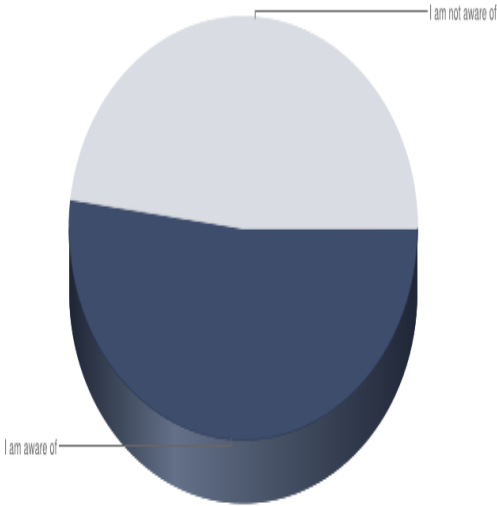
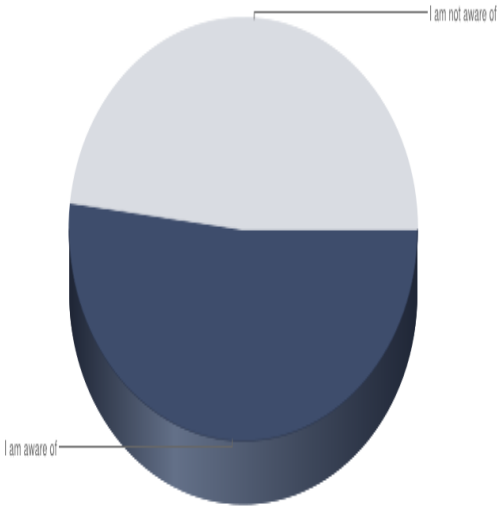


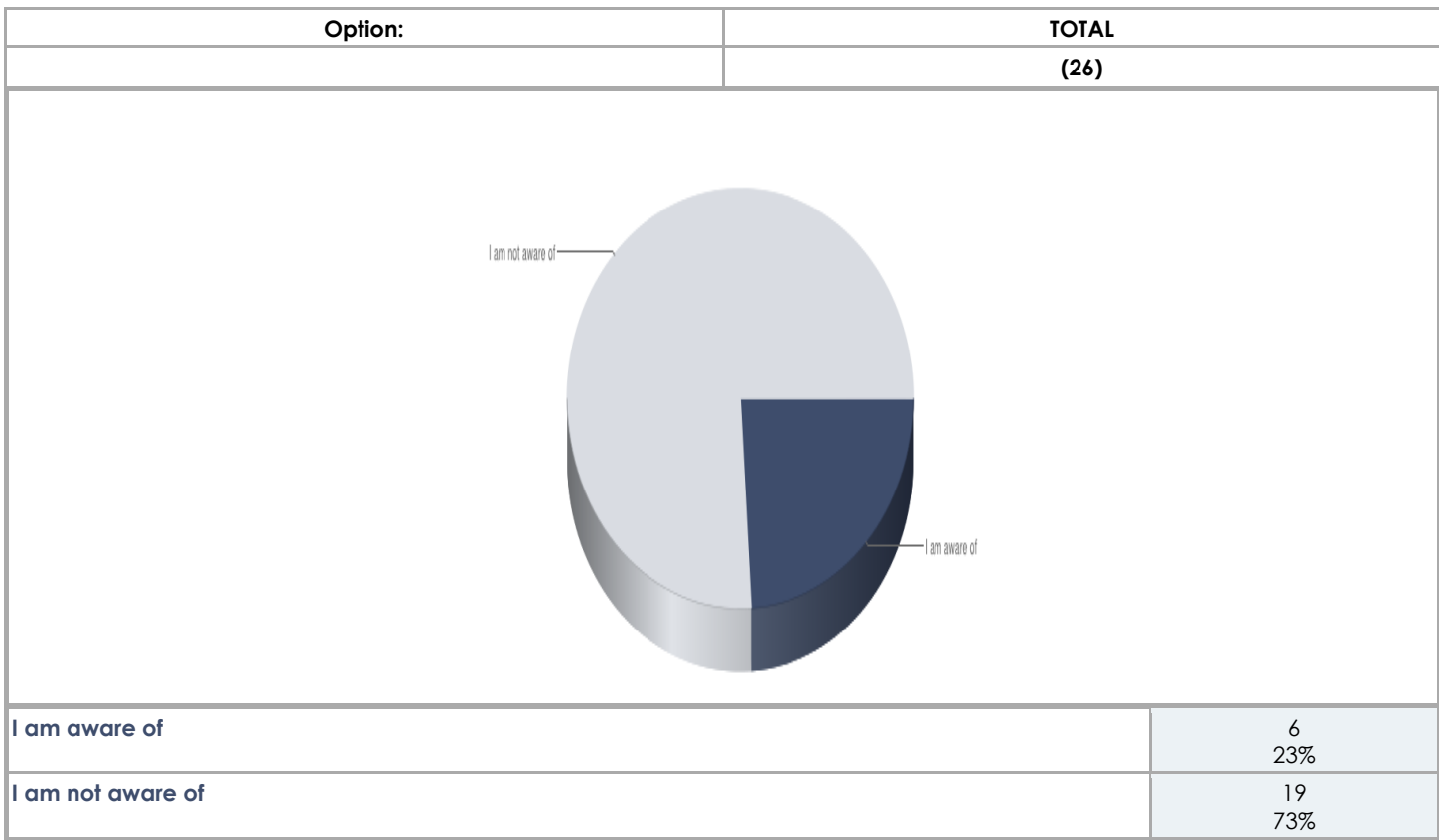
Option:	TOTAL
	<b>(26)</b>
Yes	21 81%
No	5 19%

Base: 26 out of 26 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%)*

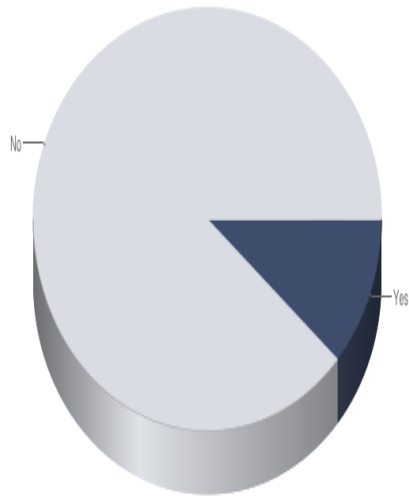
Option:	TOTAL
	<b>(26)</b>
<b>A website</b>	
	
I am aware of	12 46%
I am not aware of	11 42%
<b>A patient notice board</b>	
	
I am aware of	13 50%
I am not aware of	12 46%
<b>A Patient Participation Group</b>	



Base: 26 out of 26 people answered this question

**Would you be interested in joining a Patient Participation Group or a Patient Forum? Being part of a Patient Participation Group or Patient'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
	<b>(26)</b>
Yes	3 12%
No	23 88%

Base: 26 out of 26 people answered this question