

High Street Surgery

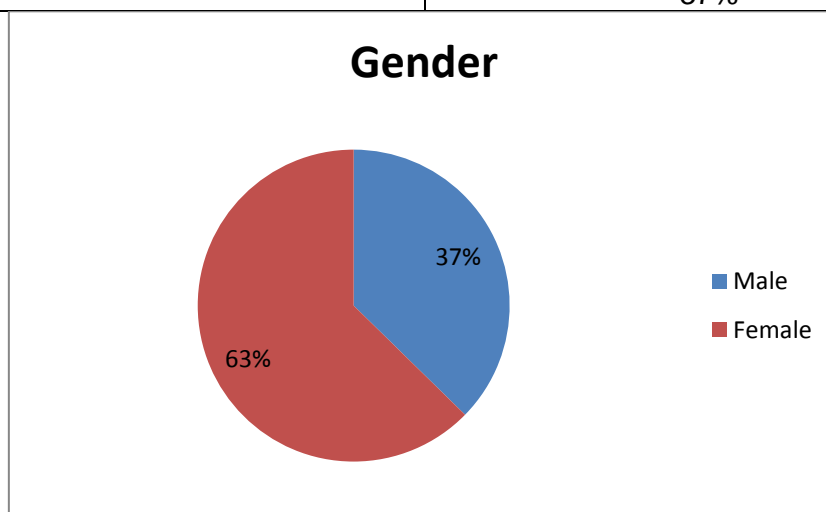
219 High Street
 Hornchurch
 Essex
 RM11 3XT
 Tel: 0170 844 7747
 Fax: 0170 845 1408

PERCENTAGE OF PATIENT REFERENCE GROUP RESPONSE

Sample size: 150 patients

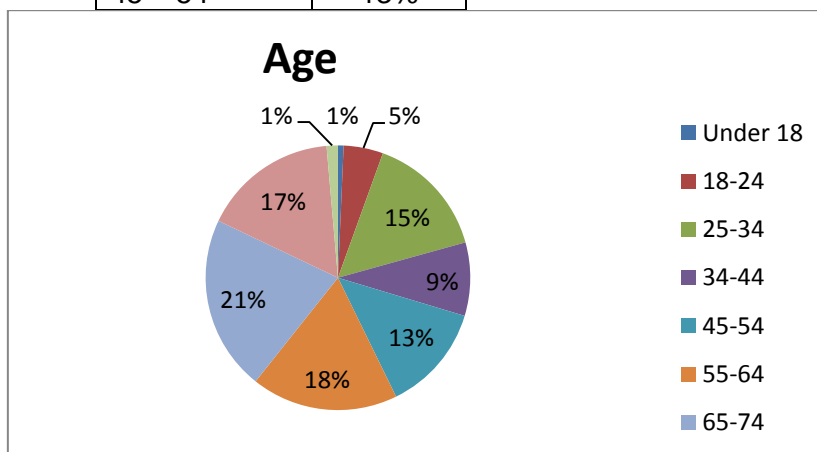
Are you male or female?

MALE	63%
FEMALE	37%



How old are you?

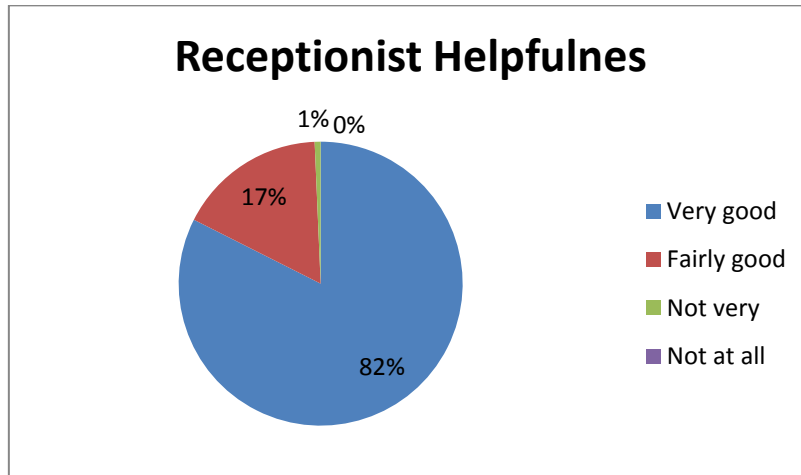
Under 18	1%	55 - 64	18%
18 - 24	5%	65 - 74	21%
25 - 34	15%	75 - 84	17%
35 - 44	9%	85 and over	1%
45 - 54	13%		



1. Reception and getting through Phone

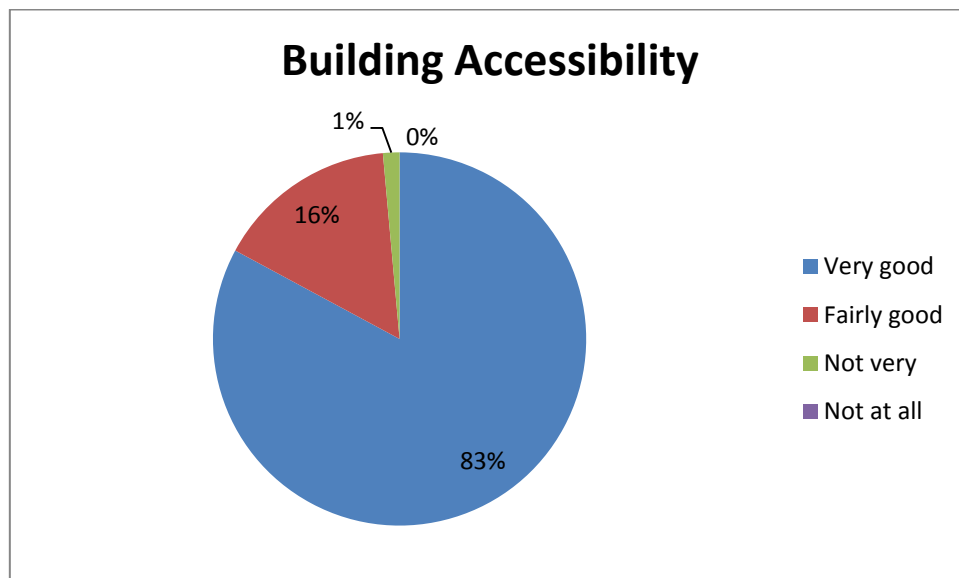
- How helpful do you find the receptionists at the Surgery?

VERY GOOD	82
FAIRLY GOOD	17
NOT VERY GOOD	1
NOT AT ALL EASY	0



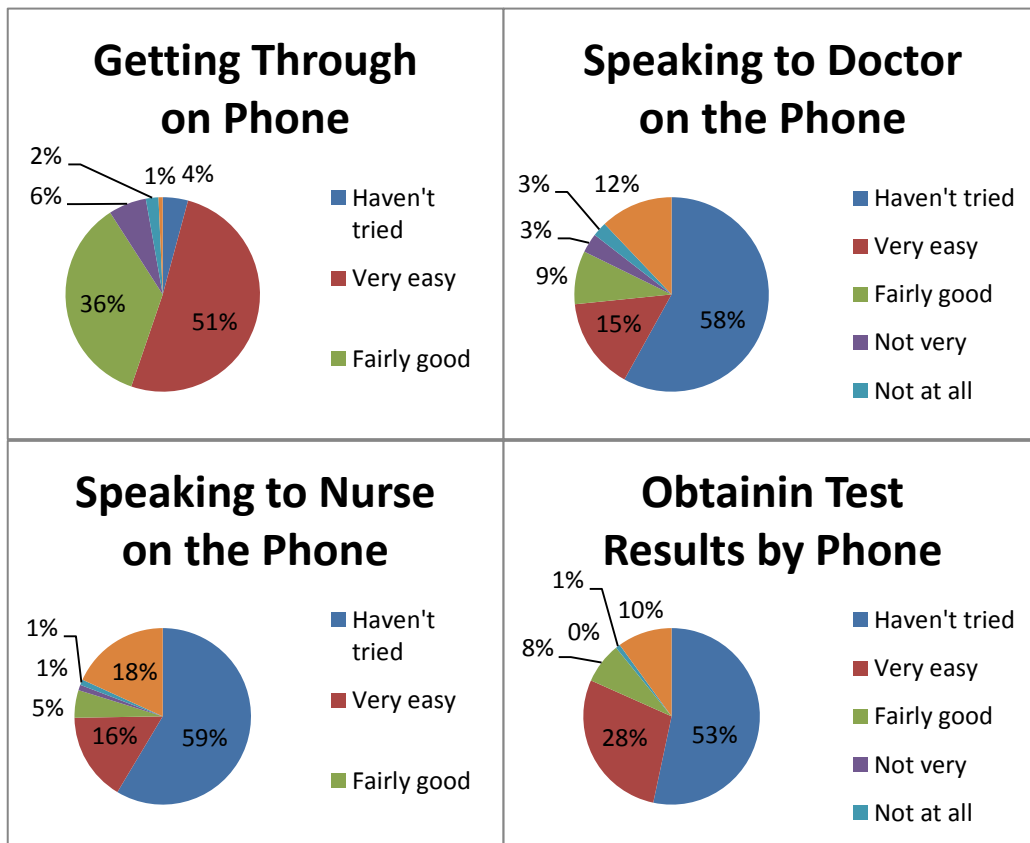
- How easy do you find getting into the building at the surgery?

VERY EASY	83
FAIRLY EASY	16
NOT VERY EASY	1
NOT AT ALL EASY	0



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

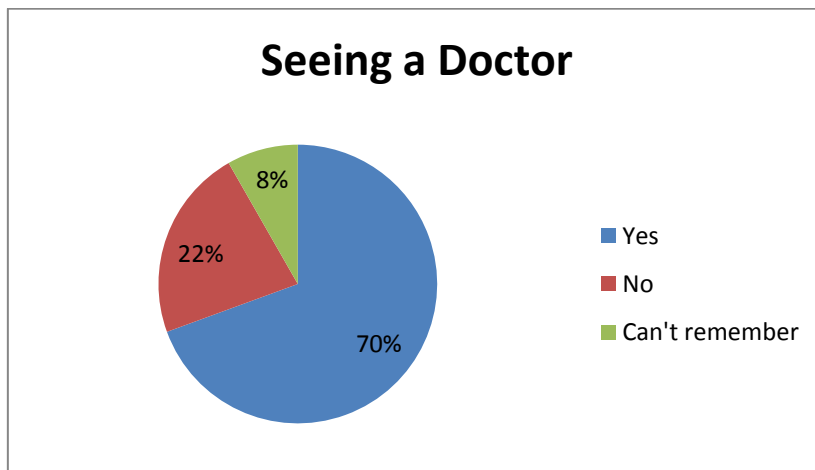
	HAVEN'T TRIED	VERY EASY	FAIRLY EASY	NOT VERY EASY	NOT AT ALL EASY	DON'T KNOW
GETTING THROUGH ON THE PHONE	4%	51%	36%	6%	2%	1%
SPEAKING TO A DOCTOR ON THE PHONE	58%	15%	9%	3%	3%	12%
SPEAKING TO A NURSE ON THE PHONE	59%	16%	5%	1%	1%	18%
OBTAINING TEST RESULTS BY PHONE	53%	28%	8%	0%	1%	10%



2. Seeing a Doctor

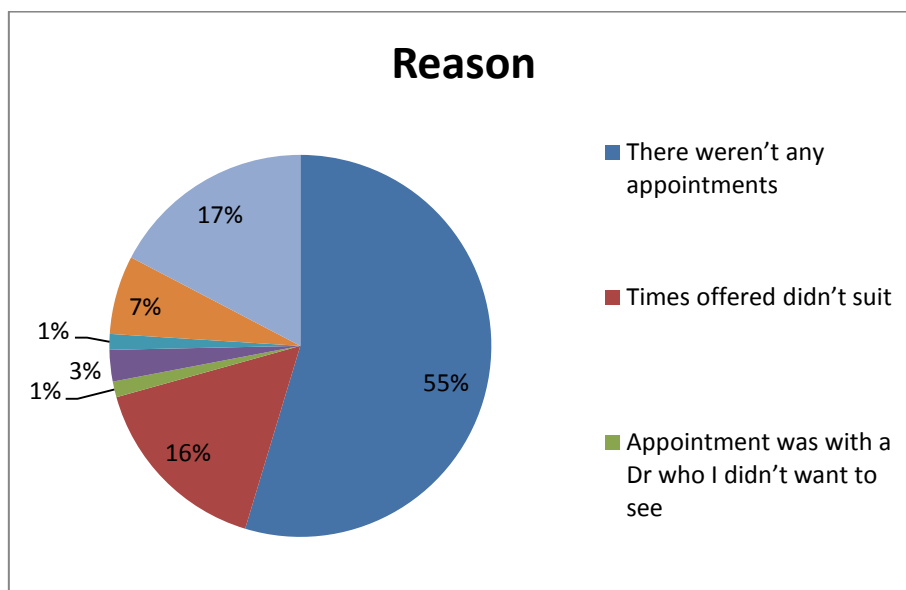
- Thinking about the last time you tried to see a doctor fairly quickly - were you able to see a doctor on the same day or in the next two weekdays that the GP or Health Centre was open?

YES	70%
NO	22%
CAN'T REMEMBER	8%



- If you weren't able to be seen during the next 2 weekdays that the GP or Health Centre was open, why was that?

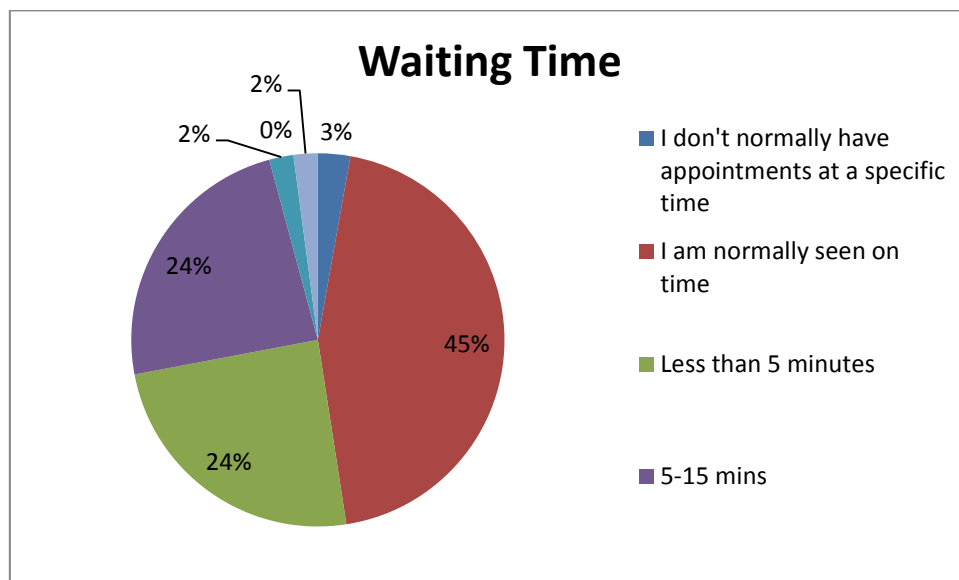
There weren't any appointments	5%
Times offered didn't suit	16%
Appointment was with a Dr who I didn't want to see	1%
A nurse was free but I wanted to see a Dr	3%
Was offered an appointment at a difference branch of my surgery	1%
Another reason	7%
Can't remember	17%



3. Arriving for your appointment

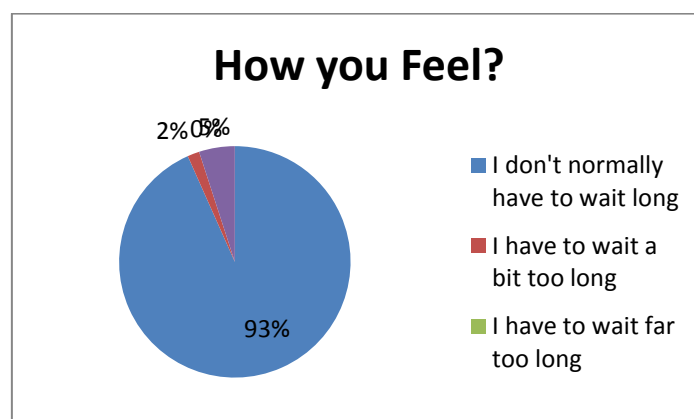
- How long after your appointment time do you normally wait to be seen?

I don't normally have appointments at a specific time	3%
I am normally seen on time	45%
Less than 5 minutes	24%
5 to 15 minutes	24%
15-30 minutes	2%
More than 30 minutes	0
Can't remember	2%



- How do you feel about how long you normally have to wait?

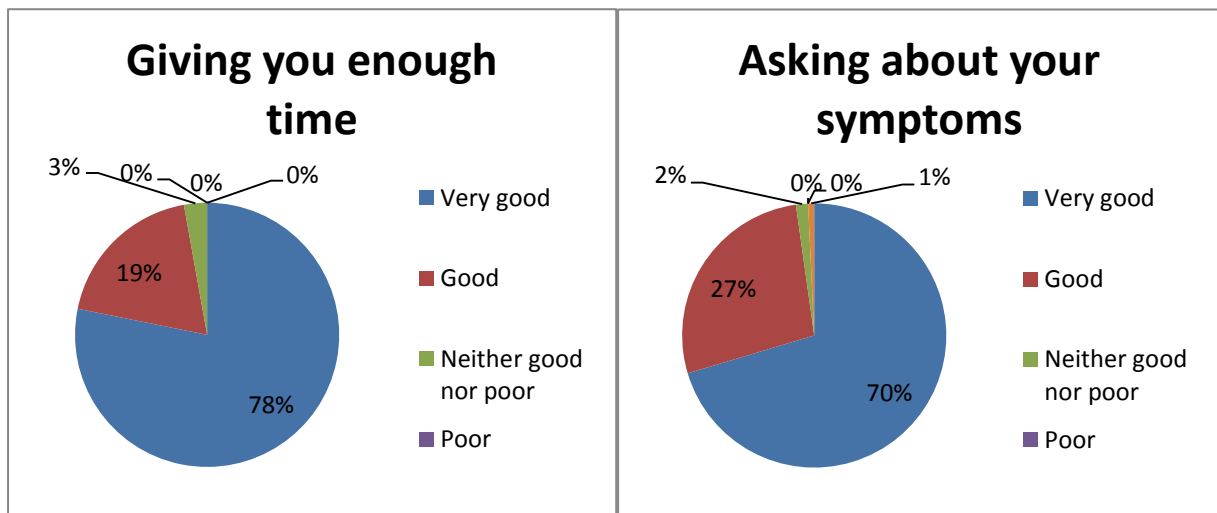
I don't normally have to wait long	93%
I have to wait a bit too long	2%
I have to wait far too long	0%
No opinion / doesn't apply	2%



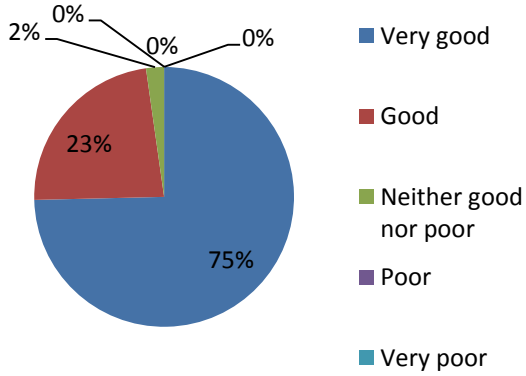
4. Seeing a Doctor at the GP Surgery or Health Centre

- The last time you saw a Dr at the surgery how good was the Dr at each of the following?

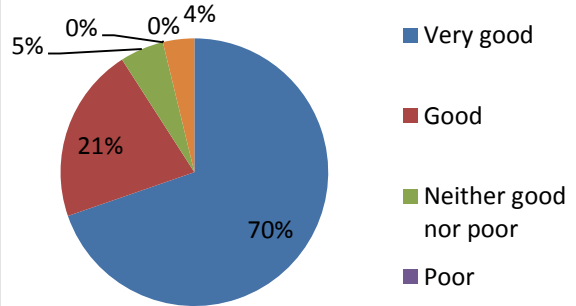
	Very good	Good	Neither good nor poor	Poor	Very poor	Doesn't apply
Giving you enough time	78%	19%	3%	0%	0%	0%
Asking about your symptoms	70%	27%	2%	0%	0%	1%
Listening	75%	23%	2%	0%	0%	0%
Explaining tests and treatments	70%	21%	5%	0%	0%	4%
Involving you in decisions about your care	70%	23%	3%	0%	0%	4%
Treating you with care and concern	72%	27%	1%	0%	0%	0%
Taking your problems seriously	77%	21%	2%	0%	0%	0%



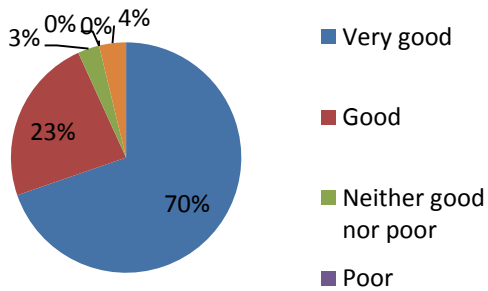
Listening



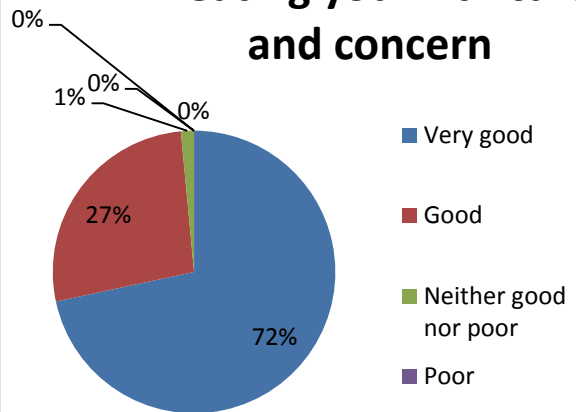
Explaining tests and treatments



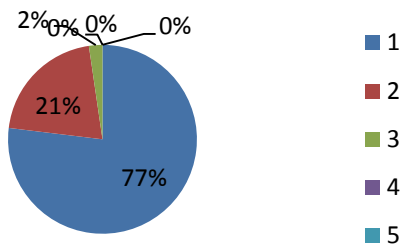
Involving you in decisions about your care



Treating you with care and concern



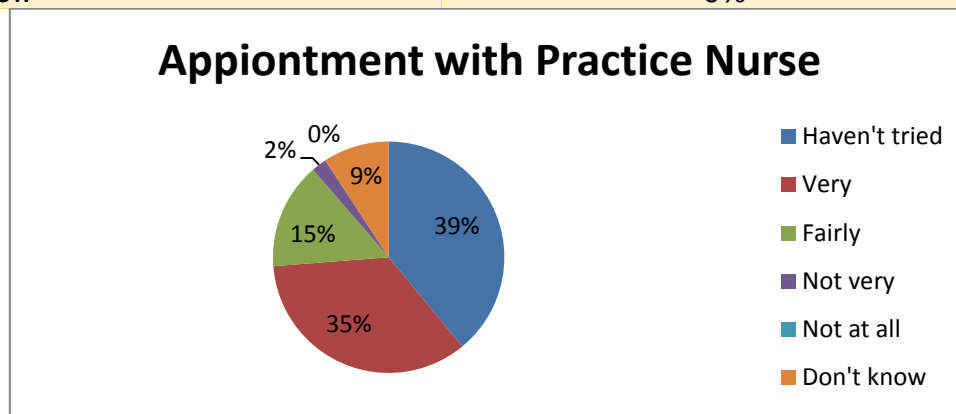
Taking your problems seriously



5. Seeing a Practice Nurse at the GP Surgery or Health Centre

- How easy is it for you get an appointment with a Practice Nurse at the surgery?

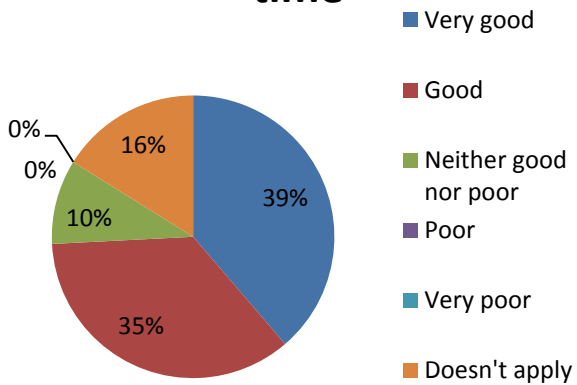
Haven't tried	39%
Very	35%
Fairly	15%
Not very	2%
Not at all	0%
Don't know	9%



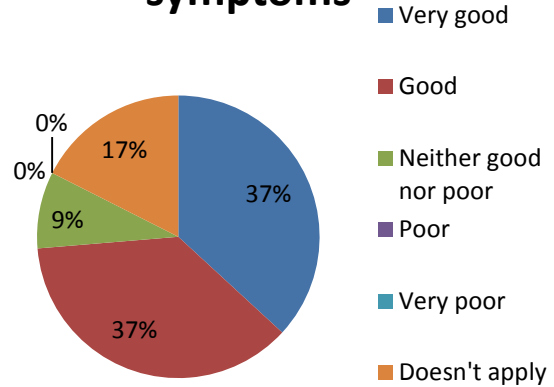
- Last time you saw a Practice Nurse at the Surgery, how good did you find the Practice Nurse at each of the following?

	Very good	Good	Neither good nor poor	Poor	Very poor	Doesn't apply
Giving you enough time	39%	35%	10%	0%	0%	16%
Asking about your symptoms	37%	37%	9%	0%	0%	17%
Listening	39%	34%	9%	0%	0%	18%
Explaining tests and treatments	38%	40%	6%	0%	0%	16%
Involving you in decisions about your care	38%	35%	7%	0%	0%	20%
Treating you with care and concern	40%	42%	7%	0%	0%	11%
Taking your problems seriously	42%	37%	5%	0%	0%	16%

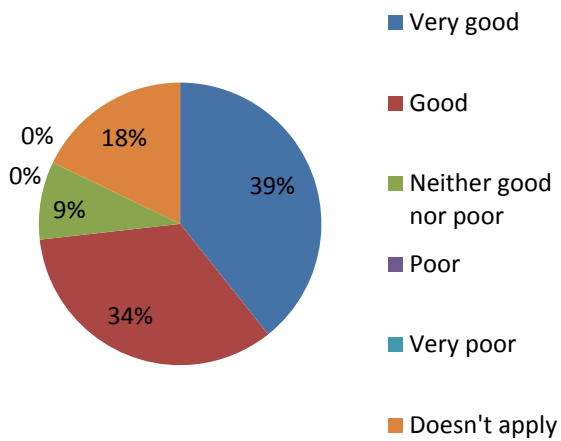
Giving you enough time



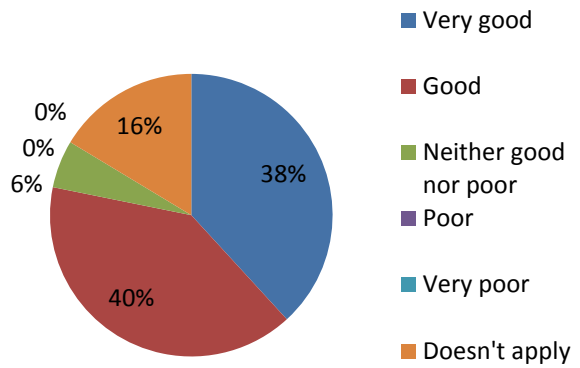
Asking about your symptoms



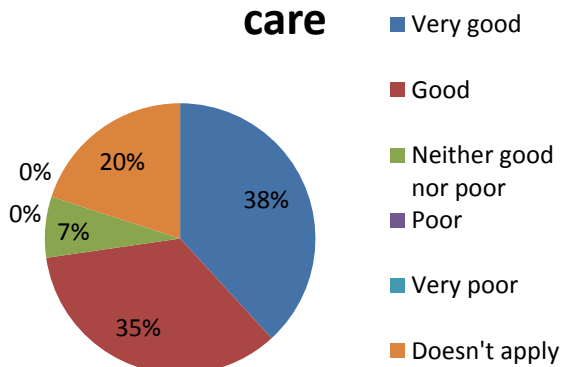
Listening



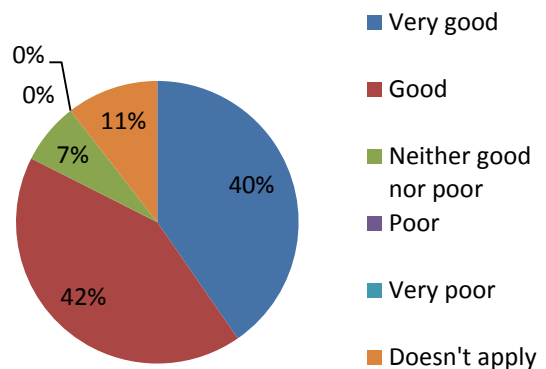
Explaining tests and treatments

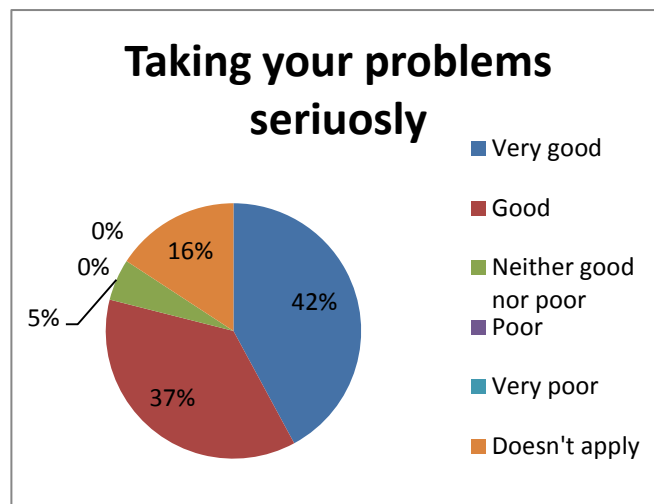


Involving you in decisions about your care



Treating you with care and concern

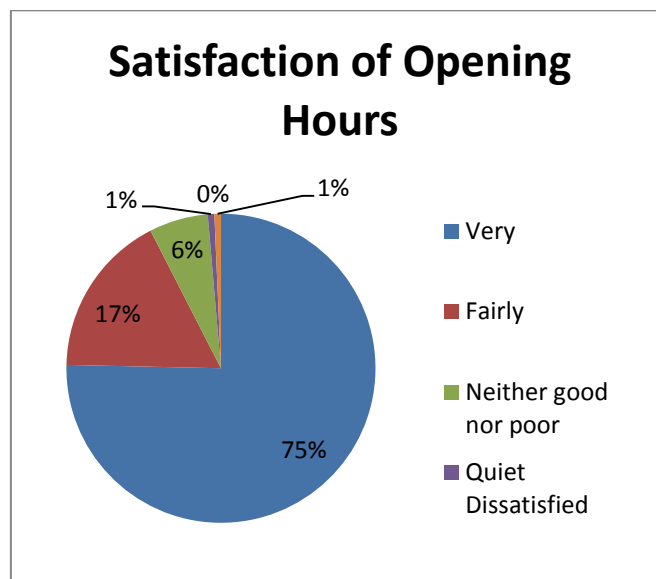




4. Opening Hours

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

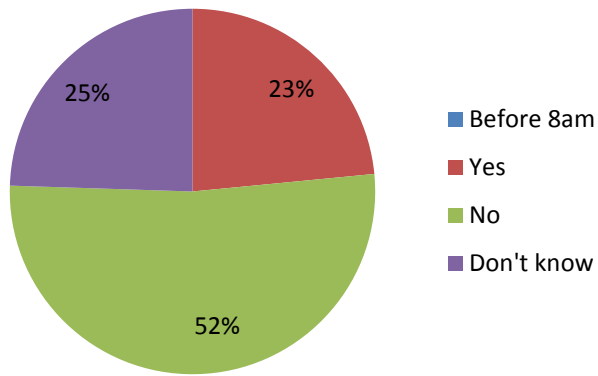
Very	75%
Fairly	17%
Neither Good nor Poor	6%
Quiet Dissatisfied	1%
Very Dissatisfied	0%
Don't Know Opening Hours	0%



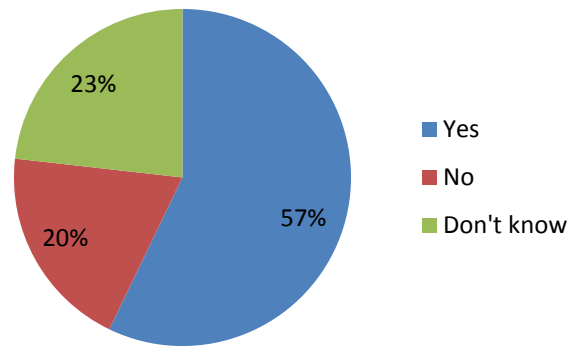
- Would you like the surgery open at additional times?

	Yes	No	Don't know
Before 8 am?	23%	52%	25%
After 6.30 pm?	58%	25%	17%
On Saturdays?	57%	16%	22%
On Sundays?	42%	34%	24%

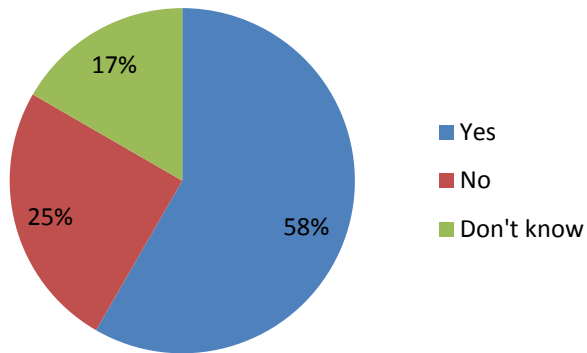
Before 8am



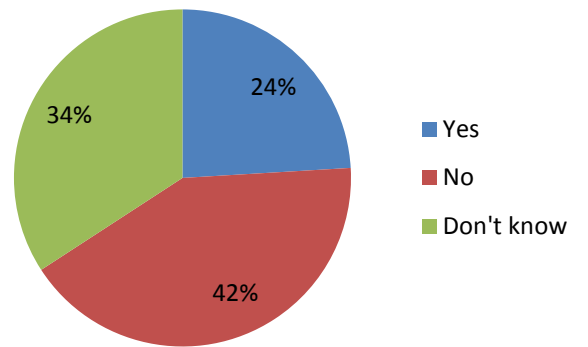
On Saturdays



After 6.30pm



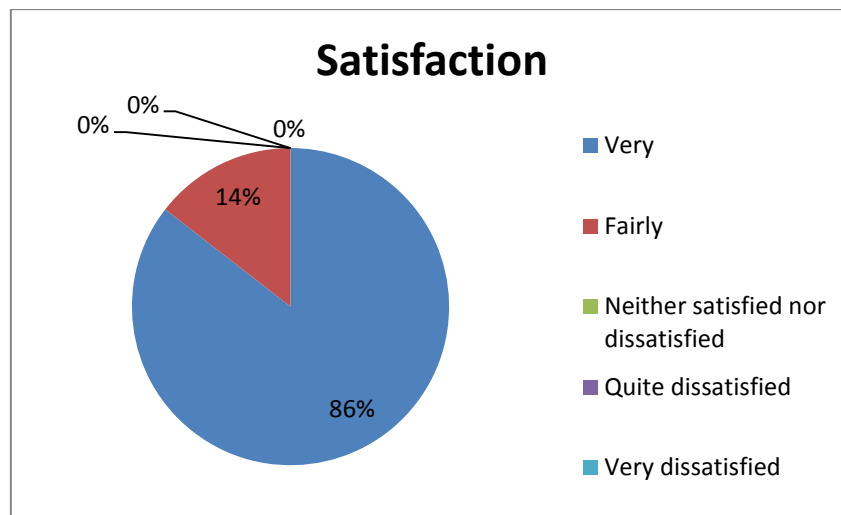
On Sundays



7. Your Overall Satisfaction

- In general, how satisfied are you with the care you get at the Surgery?

Very	86%
Fairly	14%
Neither satisfied nor dissatisfied	0%
Quite dissatisfied	0%
Very dissatisfied	0%



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

Yes	88%
Might	8%
Not sure	3%
Probably not	0%
Definitely not	0%
Don't know	1%

