

High Street Surgery

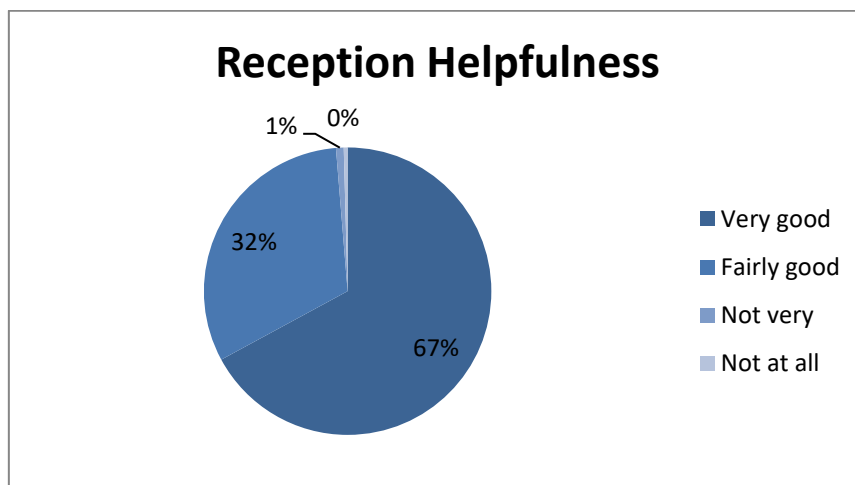
PERCENTAGE OF PATIENT REFERENCE GROUP RESPONSE for 2018/19

Sample size: 237 patients

1. Reception and getting through Phone

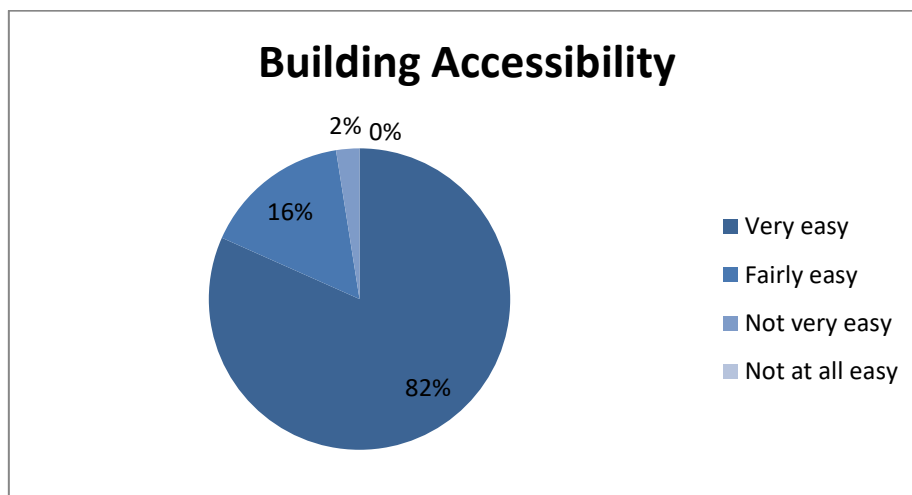
- How helpful do you find the receptionists at the Surgery?

	2017/18	2018/19
VERY GOOD	75%	66%
FAIRLY GOOD	23%	33%
NOT VERY GOOD	2%	1%
NOT AT ALL EASY	0%	0%



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

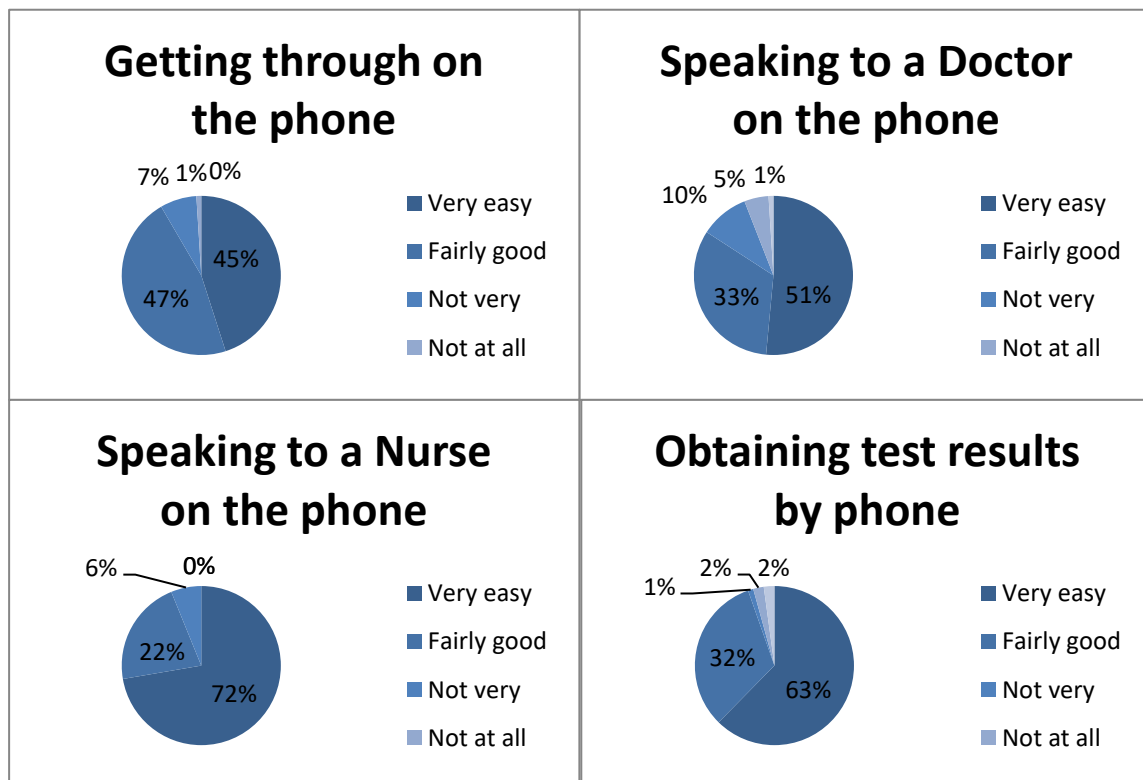
	2017/18	2018/19
VERY EASY	82%	82%
FAIRLY EASY	16%	15%
NOT VERY EASY	2%	3%
NOT AT ALL EASY	0%	0%



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

VERY EASY FAIRLY EASY NOT VERY EASY NOT AT ALL EASY DON'T KNOW

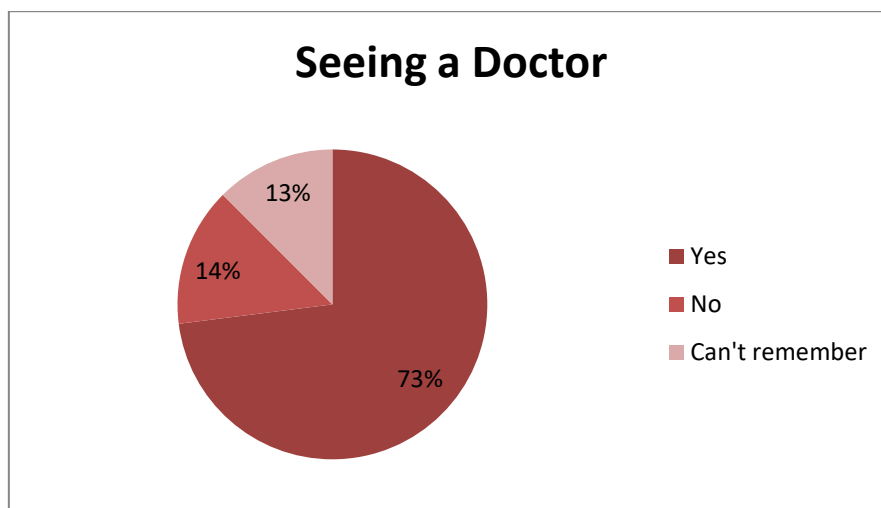
	17/18	18/19	17/18	18/19	17/18	18/19	17/18	18/19	17/18	18/19
GETTING THROUGH ON THE PHONE	43%	45%	44%	47%	12%	7%	1%	1%	0%	0%
SPEAKING TO A DOCTOR ON THE PHONE	48%	51%	16%	33%	8%	10%	5%	5%	23%	1%
SPEAKING TO A NURSE ON THE PHONE	59%	72%	26%	22%	12%	6%	3%	0%	0%	0%
OBTAINING TEST RESULTS BY PHONE	58%	63%	26%	33%	4%	1%	0%	2%	12%	2%



2. Seeing a Doctor

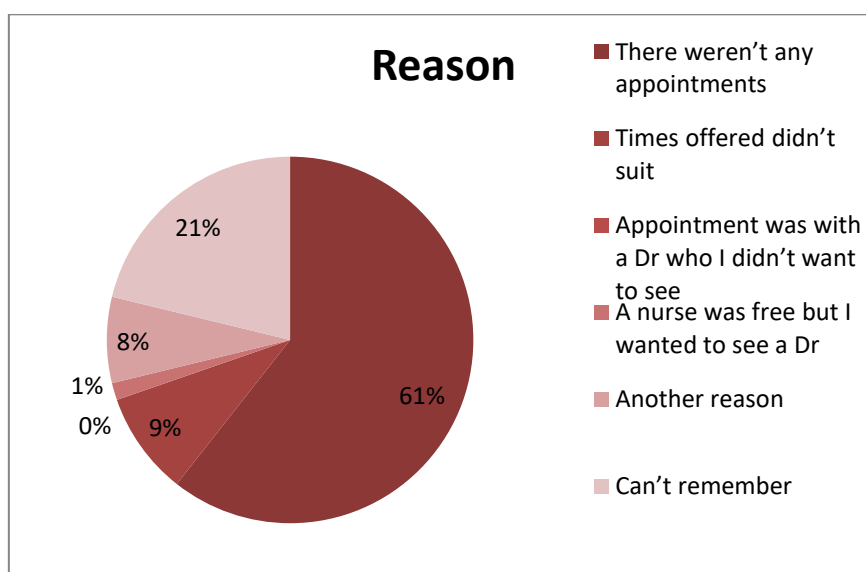
- Thinking about the last time you tried to see a doctor fairly quickly - were you able to see a doctor on the same day or in the next two weekdays that the GP or Health Centre was open?

	2017/18	2018/19
YES	63%	73%
NO	29%	14%
CAN'T REMEMBER	8%	13%



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

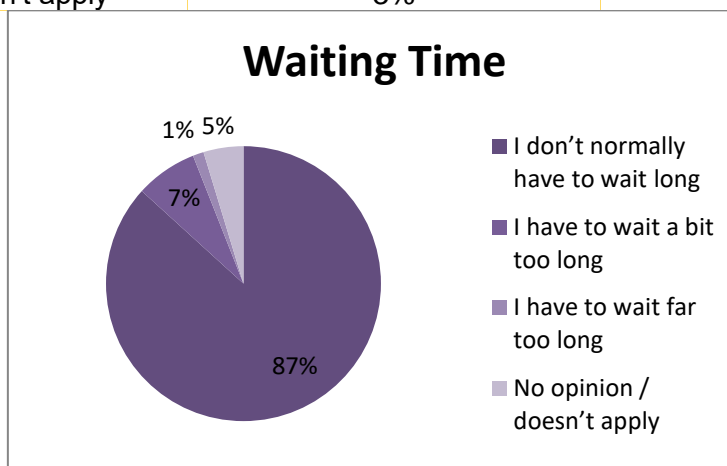
	2017/18	2018/19
There weren't any appointments	76%	61%
Times offered didn't suit	7%	9%
A nurse was free but I wanted to see a Dr	0%	1%
Another reason	2%	8%
Can't remember	15%	21%



3. Arriving for your appointment

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

	2017/18	2018/19
I am normally seen on time	81%	87%
I have to wait a bit too long	14%	7%
I have to wait far too long	2%	1%
No opinion / doesn't apply	3%	5%

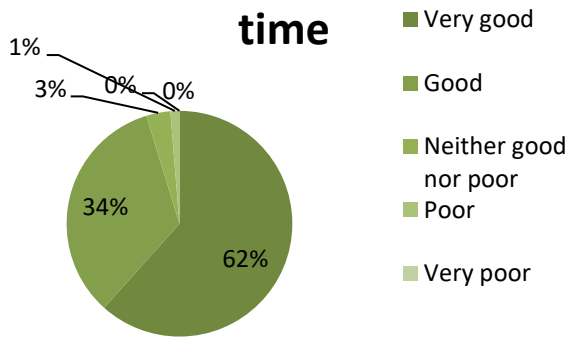


4. Seeing a Doctor at the GP Surgery or Health Centre

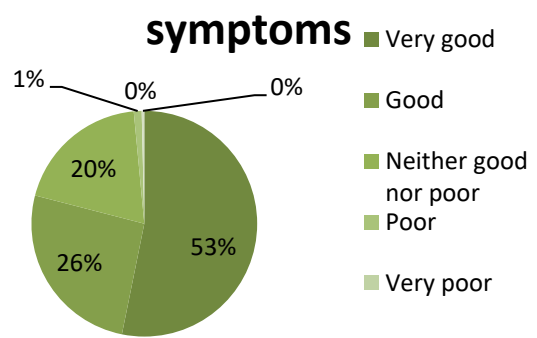
- The last time you saw a Dr at the surgery how good was the Dr at each of the following?

	Very good		Good		Neither good nor poor		Poor		Very poor	
	17/18	18/19	17/18	18/19	17/18	18/19	17/18	18/19	17/18	18/19
Giving you enough time	64%	62%	26%	34%	7%	3%	3%	1%	0%	0%
Asking about your symptoms	64%	53%	30%	26%	3%	20%	1%	0%	0%	0%
Listening	66%	64%	30%	31%	4%	3%	0%	2%	0%	0%
Explaining tests and treatments	62%	61%	25%	33%	5%	3%	0%	0%	0%	2%
Involving you in decisions about your care	65%	65%	25%	29%	10%	5%	0%	1%	0%	0%
Treating you with care and concern	65%	67%	30%	30%	4%	3%	0%	3%	0%	0%
Taking your problems seriously	55%	65%	25%	30%	4%	4%	0%	1%	0%	0%

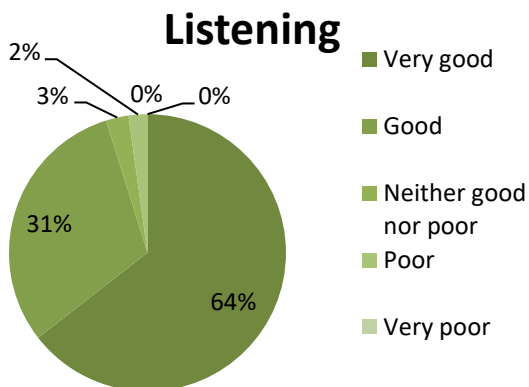
Giving you enough time



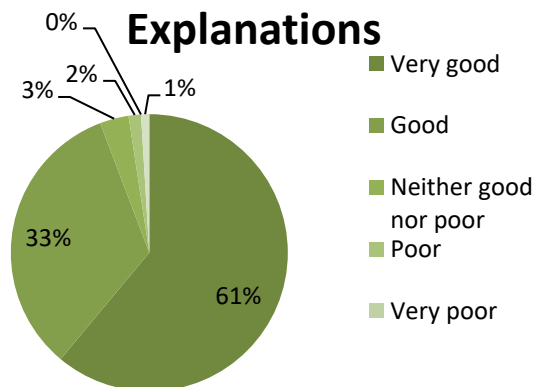
Asking about your symptoms



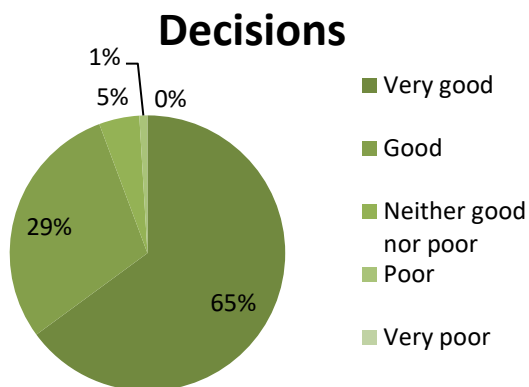
Listening



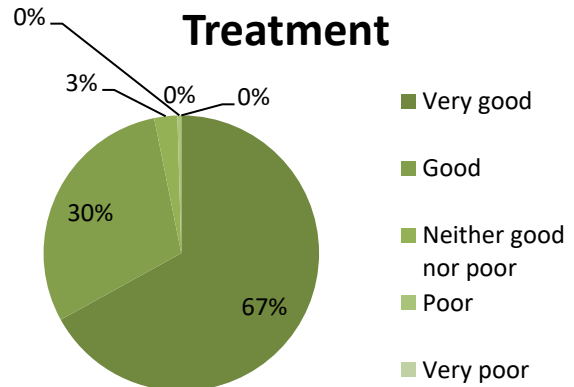
Explanations



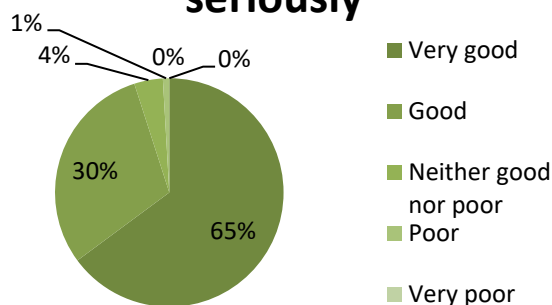
Decisions



Treatment



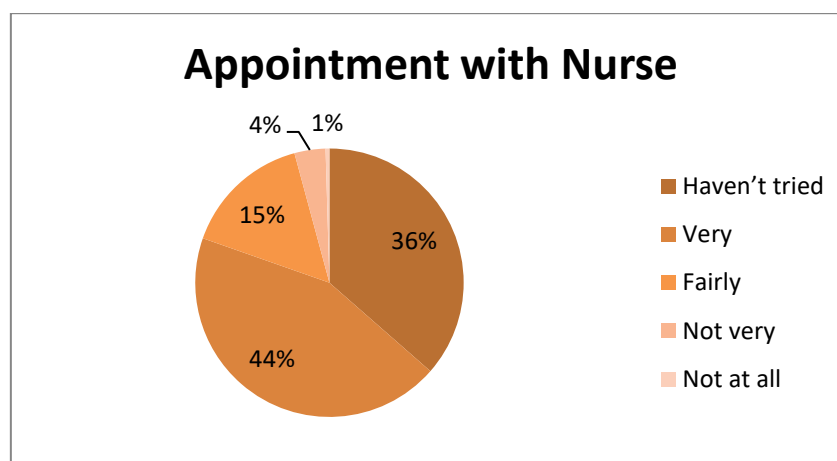
Taking your problems seriously



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?

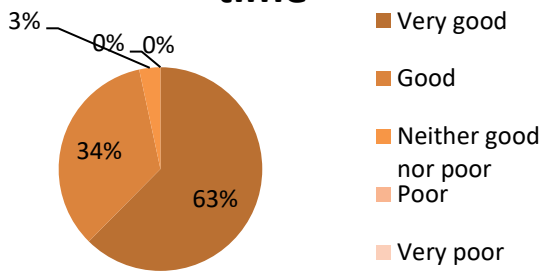
	17/18	18/19
Haven't tried	47%	36%
Very	36%	44%
Fairly	14%	15%
Not very	2%	4%
Not at all	2%	4%
Don't know	8%	1%



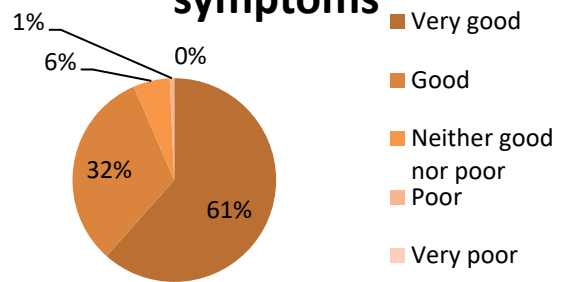
- Last time you saw a Practice Nurse at the Surgery, how good did you find the Practice Nurse at each of the following?

	Very good		Good		Neither good nor poor		Poor		Very poor	
	17/18	18/19	17/18	18/19	17/18	18/19	17/18	18/19	17/18	18/19
Giving you enough time	67%	63%	30%	34%	3%	3%	0%	0%	0%	0%
Asking about your symptoms	64%	61%	31%	32%	5%	6%	0%	0%	0%	0%
Listening	61%	58%	34%	37%	5%	5%	0%	0%	0%	0%
Explaining tests and treatments	66%	62%	29%	32%	5%	6%	0%	0%	0%	0%
Involving you in decisions about your care	64%	61%	31%	32%	5%	7%	0%	0%	0%	0%
Treating you with care and concern	66%	61%	29%	32%	3%	7%	0%	0%	2%	0%
Taking your problems seriously	66%	51%	29%	41%	5%	7%	0%	0%	0%	0%

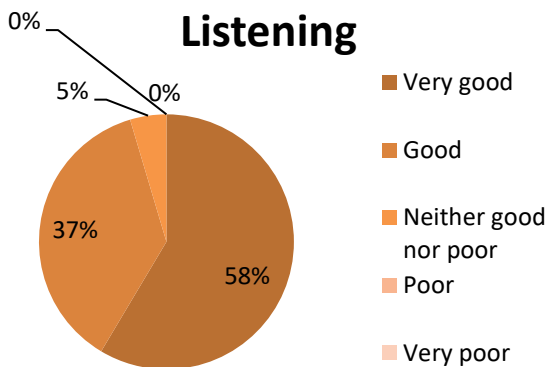
Giving you enough time



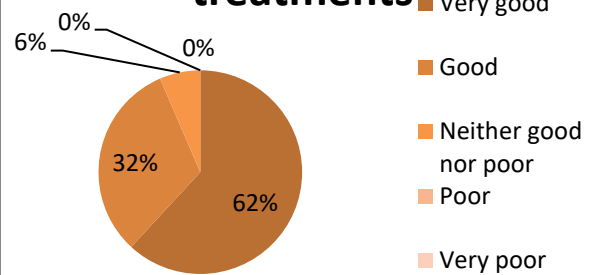
Asking about your symptoms



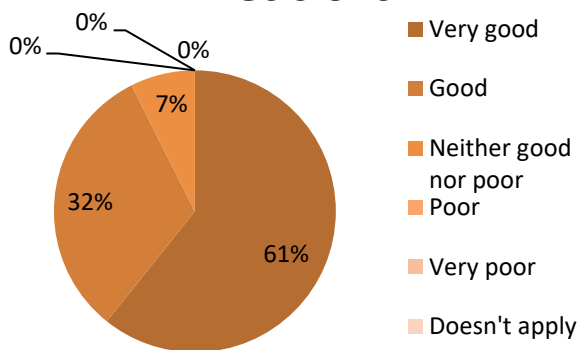
Listening



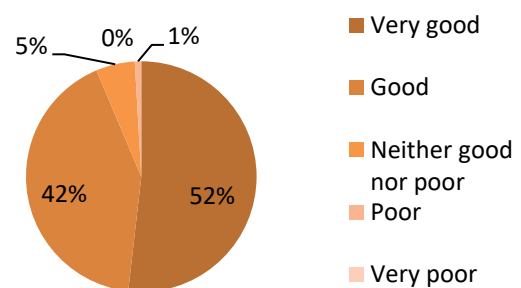
Explaining tests and treatments



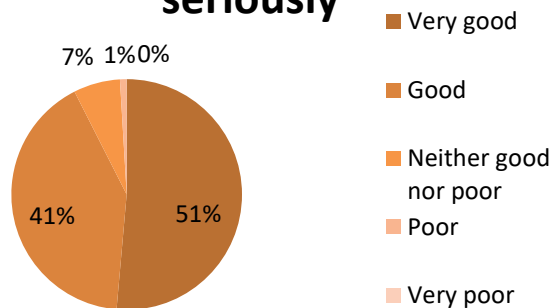
Decisions



Treating you with care and concern



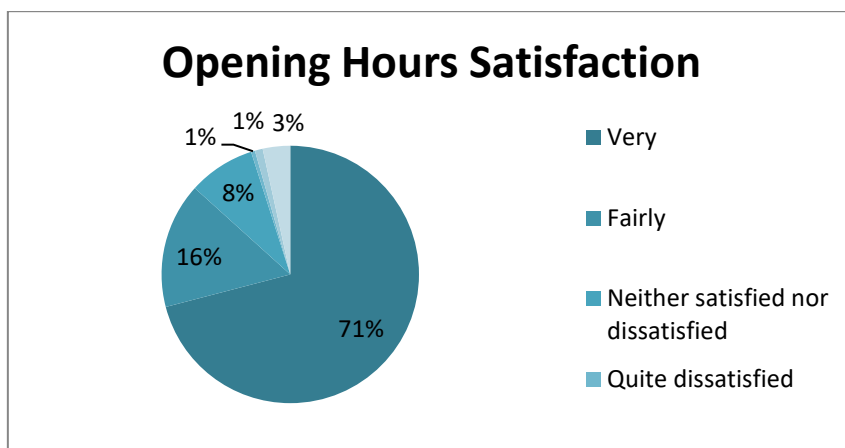
Taking your problems seriously



6. Opening Hours

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

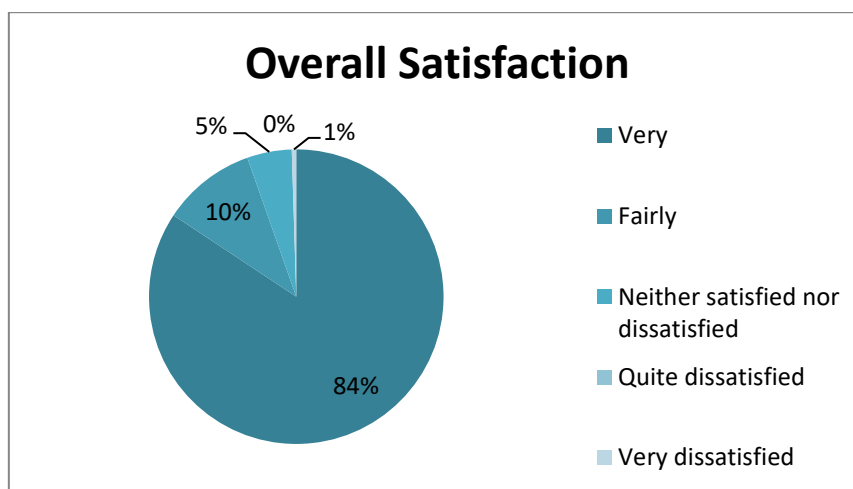
	2017/18	2018/19
Very	67%	71%
Fairly	21%	16%
Neither Good nor Poor	10%	8%
Quiet Dissatisfied	1%	1%
Very Dissatisfied	0%	1%
Don't Know Opening Hours	1%	3%



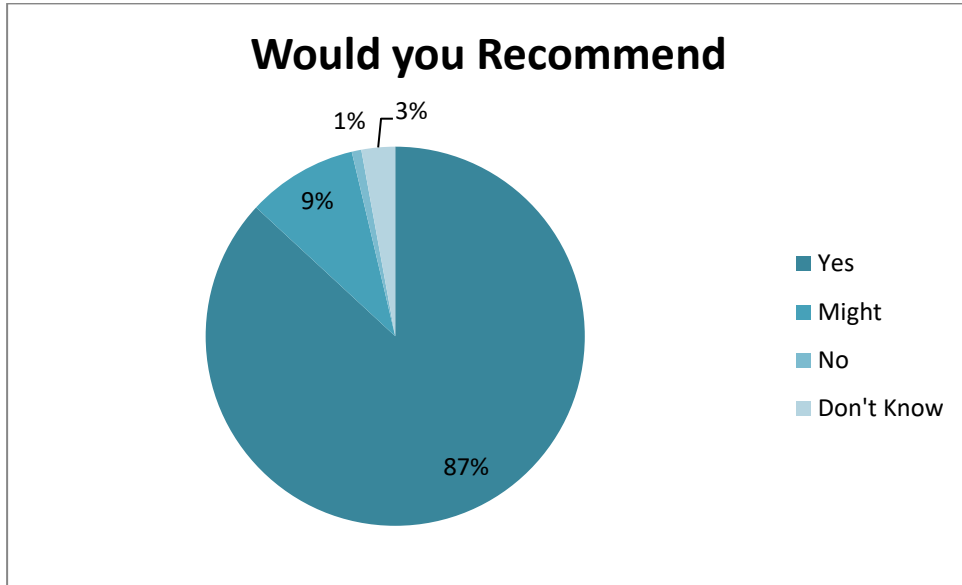
7. Your Overall Satisfaction

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

	2017/18	2018/19
Very	75%	84%
Fairly	23%	10%
Neither satisfied nor dissatisfied	2%	5%
Quite dissatisfied	0%	0%
Very dissatisfied	0%	1%



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



	2017/18	2018/19
Yes	87%	87%
Might	9%	9%
No	2%	1%
Don't Know	2%	3%

