

GREENWOOD SURGERY – PATIENT SURVEY 2013 - RESULTS

1 = Requires Improvement 2 = Satisfactory 3 = Good 4 = Very Good 5 = Excellent

The number of forms completed is: 137

The numbers in each box are the number of answers received

		①	②	③	④	⑤
Q1	Please describe your overall satisfaction with the surgery opening hours. (8am to 6.30pm all weekdays except Tue when we're open until 8.30pm. We don't close at lunchtime.)	0	1	3	20	113

		①	②	③	④	⑤
Q2	Please describe your overall satisfaction booking an appointment with the Doctor or Nurse.	0	1	7	30	96

		YES	NO
Q3	Are you aware of what a Nurse Practitioner can do ?	104	33

		YES	NO
Q4	And do you feel you need more information on Nurse Practitioners ?	37	100

		YES	NO
Q5	Do you feel there is a need to change the routine booked appointments (bearing in mind we also have an unbooked (no appointment necessary) surgery every weekday)?	7	130

		①	②	③	④	⑤
Q6	Are you happy with reception issues ?	1	2	6	27	96

		YES	NO
Q7	Have you encountered any problems when booking appointments ?	10	127

Q8	What is your feeling about the overall care you have received from the surgery, how good were they at the following ?	①	②	③	④	⑤
	Giving you enough time ?	0	1	3	23	109
	Asking about the symptoms ?	1	1	3	22	106
	Listening to you ?	1	0	5	21	108
	Explaining tests and treatments ?	0	3	4	29	99
	Involving you in decisions about your care ?	0	2	3	23	107
Treating you with care and concern ?	0	1	0	21	114	

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Q9	How do you rate your last appointment with:	①	②	③	④	⑤
	Doctor	0	1	2	16	102
	Nurse Practitioner	1	1	7	21	96
	Practice Nurse	1	2	2	15	93
	Health Care Assistant	0	1	0	14	72

		1 to 2	3 to 5	6 to 10	11 to 15	More than 15
Q10	How many times do visit the surgery in a year ?	10	43	48	14	21

Q11	Please indicate your age range.							
	Under 16	17 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 to 75	Over 75
	1	9	20	12	25	36	22	12

		Male	Female
Q12	Please indicate which box applies to you.	60	77

Q13	Please state your Ethnicity (We've been told to include this question by the DoH):	White British	White European	Black British	Black Caribbean	Black African	Asian British
		131	3	0	0	0	1
		Indian	Pakistani	Bangladeshi	Chinese	Mixed	Other
		0	0	0	0	0	1

		YES	NO
Q14	Before you took this survey, did you know the practice had a Patient Group ?	79	58

		YES	NO
Q15	Do you use the NHS Choices website ?	23	114

		YES	NO
Q16	Do you use the Greenwood Surgery website ?	45	92

		①	②	③	④	⑤
Q17	What is your overall opinion of the surgery ?	1	0	2	18	114