

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 percentages 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.)	0.0%	0.7%	2.2%	14.6%	82.5%

		①	②	③	④	⑤
Q2	Please describe your overall satisfaction booking an appointment with the Doctor or Nurse.	0.0%	0.7%	5.2%	22.4%	71.6%

		YES	NO
Q3	Are you aware of what a Nurse Practitioner can do ?	75.9%	24.1%

		YES	NO
Q4	And do you feel you need more information on Nurse Practitioners ?	27.0%	73.0%

		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)?	5.1%	94.9%

		①	②	③	④	⑤
Q6	Are you happy with reception issues ?	1%	2%	5%	20%	73%

		YES	NO
Q7	Have you encountered any problems when booking appointments ?	7.3%	92.7%

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 ?	0.0%	0.7%	2.2%	16.9%	80.1%
	Asking about the symptoms ?	0.8%	0.8%	2.3%	16.5%	79.7%
	Listening to you ?	0.7%	0.0%	3.6%	15.3%	80.0%
	Explaining tests and treatments ?	0.0%	2.2%	3.0%	21.5%	73.3%
	Involving you in decisions about your care ?	0.0%	1.5%	2.2%	17.0%	79.3%
Treating you with care and concern ?	0.0%	0.7%	0.0%	15.4%	83.8%	

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Q9	How do you rate your last appointment with:	①	②	③	④	⑤
	Doctor	0%	1%	2%	13%	84%
	Nurse Practitioner	1%	1%	6%	17%	76%
	Practice Nurse	1%	2%	2%	13%	82%
	Health Care Assistant	0%	1%	0%	16%	83%

		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 ?	7.4%	31.6%	35.3%	10.3%	15.4%

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
	0.7%	6.6%	14.6%	8.8%	18.2%	26.3%	16.1%	8.8%

		Male	Female
Q12	Please indicate which box applies to you.	43.8%	56.2%

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
		96.3%	2.2%	0.0%	0.0%	0.0%	0.7%
		Indian	Pakistani	Bangladeshi	Chinese	Mixed	Other
		0.0%	0.0%	0.0%	0.0%	0.0%	0.7%

		YES	NO
Q14	Before you took this survey, did you know the practice had a Patient Group ?	58%	42%

		YES	NO
Q15	Do you use the NHS Choices website ?	16.8%	83.2%

		YES	NO
Q16	Do you use the Greenwood Surgery website ?	32.8%	67.2%

		①	②	③	④	⑤
Q17	What is your overall opinion of the surgery ?	0.7%	0.0%	1.5%	13.3%	84.4%