

NORTHGATE SURGERY PATIENT QUESTIONNAIRE 2012-2013

Dear Patient

We would be grateful if you would complete this survey about our Practice. The Doctors here want to provide the highest standard of care, and feedback from this survey will enable them to identify any areas that may need improvement. Your opinions are therefore very valuable.

Please answer all the questions that apply to you. There are no right or wrong answers and your Doctor will not be able to identify any individual responses: this information will be kept confidential. Please put a tick in the box of the answer you choose.

Thank you

Q1. When did you last see a Doctor here at the surgery? Please tick

In the past 3 months	240
Between 3 and 6 months ago	60
More than 6 months ago	29
I have never been seen here	4

Q2. Thinking of times when you have phoned the Practice how do you rate the following?

a) ability to get through to the practice on the phone

Poor	38
Fair	82
Good	121
Very good	68
Excellent	22
Don't know never tried	2

b) ability to speak to a Doctor on the phone for medical advice

Poor	16
Fair	33
Good	60
Very Good	32
Excellent	20
Don't know never tried	166

Q3. During the past 6 months if you wanted to see a Doctor urgently?

a) were you able to see a Doctor on the same day

Yes	220
No	65

b) were you able to see a Doctor in the next 2 days that the surgery was open

Yes	227
No	57

Q4. If you were unable to be seen during the next 2 days that the surgery was open why was that?

Please tick

No appointments were available	20
Times offered were not suitable	18
Appointment was with a Dr who I did not want to see	21
The Nurse Practitioner was free but I wanted to see a Doctor	8

Q5. In the past 6 months have you tried to book an appointment with a Doctor more than 2 weekdays in advance?

Yes	156
No	165

Q6. Last time you tried to book an appointment with a Doctor more than 2 weekdays in advance were you able to get an appointment ?

Yes	180
No	81

Q7. How often do you see the Doctor of your choice?

Always or most of the time	131
A lot of the time	61
Some of the time	97
Never or almost never	15

Q8. How helpful do you find the receptionists at the surgery?

Very	251
Fairly	62
Not very	5
Not at all	0

Q9. When attending an appointment how long after the appointment time do you normally have to wait before you are seen?

I am normally seen on time	45
I am waiting for less than 5 minutes	69
I am waiting for 5 to 15 minutes	175
I am waiting for 15 to 30 minutes	27
I am waiting for more than 30 minutes	4

Q10. How satisfied are you with the opening hours?

Very	196
Fairly	92
Neither satisfied or dissatisfied	25
Quite dissatisfied	6

Q11. As far as you know is the surgery open?

	Yes	No	Sometimes	Don't know
Before 8.00am	70	121	31	85
After 6.30pm	56	80	36	93
On Saturdays	10	173	6	62
On Sundays	0	197	0	61

Q12. How good was the Doctor at each of the following the last time you saw them at the surgery?

(Please put a tick in one box for **each** row)

Please name the Doctor that you saw Dr.....

	Very good	Good	Neither good nor poor	Poor	Very poor	Does not apply
Giving you enough time	160	58	11		1	2
Asking about your symptoms	147	65	7	1	2	3
Listening	151	56	14		3	2
Explaining tests and treatments	137	51	18	1	2	8
Involving you in decisions about your care	119	62	19		3	7
Treating you with care and concern	142	66	8		2	2
Taking your problems seriously	142	62	10		3	1

Q13. Did you have confidence and trust in the Doctor that you saw?

Yes, definitely	240
Yes to some extent	40
No, not at all	5
Do not know, cannot say	2

Q14. After seeing the Doctor how do you feel?

	Much more than before	A little more than before	The same or less than before	Does not apply
Able to understand your problem or illness	152	57	39	20
Able to cope with your problem or illness	103	65	41	22
Able to keep yourself healthy	99	46	41	33

Q15. When seeing a Practice Nurse at the surgery how easy is it to get an appointment?

Very easy	130
Fairly easy	135
Not very easy	7
Not at all easy	2
I have not tried	25

Q16. How good was the Practice Nurse at each of the following the last time you saw them at the surgery?

(Please put a tick in one box for **each** row)

	Very good	Good	Neither good nor bad	Poor	Very poor	Does not apply
Giving you enough time	166	80	5	1	2	9
Asking about your symptoms	134	78	9	2	1	19
Listening	153	71	7	3	1	14
Explaining tests and treatments	132	67	19	2	1	19
Involving you in decisions about your care	122	68	16	0	2	28

Treating you with care and concern	136	75	7	2	1	16
Taking your problems seriously	132	14	9	1	2	20

Q17. In general, how satisfied are you with the care you get at the surgery?

Very	224
Fairly	81
Neither satisfied or dissatisfied	5
Quite dissatisfied	4

Q18. Are you

Male	129
Female	198

Q19. Which age group do you belong to?

Under 18	6	55 - 64 years	51
18 – 24 years	25	65 – 74 years	66
25 – 34 years	41	75 – 84 years	45
35 – 44 years	35	85 years and over	6
45 – 54 years	41		

Q20. Do you have any of the following conditions? Please include all problems.

(Please tick **all** the boxes that apply to you)

Deafness or severe hearing impairment	35
Blindness or severe visual impairment	5
A condition that substantially limits one or more basic physical activities, such as walking, climbing stairs, lifting or carrying	74
A learning difficulty	5
A long-standing psychological or emotional condition	22
Other, including any long standing illness	78

Q21. Do you have carer responsibilities for anyone in your household with long-standing health problems?

Yes	35
No	255

Q22. We are interested in any other comments you may have. Please write them here.

Is there anything particularly good about your health care?

Is there anything that could be improved?

Any other comments?

Thank you for taking time to complete this questionnaire. The results will be made available and displayed on the notice board in the waiting area.