

NORTHGATE SURGERY PATIENT QUESTIONNAIRE 2014-2015

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	70
Between 3 and 6 months ago	19
More than 6 months ago	17
I have never been seen here	1

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	13
Fair	29
Good	34
Very good	15
Excellent	12
Don't know never tried	3

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

Poor	6
Fair	15
Good	23
Very Good	13
Excellent	7
Don't know never tried	42

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	55
No	32

b)

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

Yes	40
No	27

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	38
Times offered were not suitable	3
Appointment was with a Dr who I did not want to see	5
The Nurse Practitioner was free but I wanted to see a Doctor	1
Any other reason please specify	

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

Yes	45
No	56

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	49
No	33

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

Always or most of the time	41
A lot of the time	10
Some of the time	26
Never or almost never	23

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

Very	90
Fairly	15
Not very	1
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	13
I am waiting for less than 5 minutes	27
I am waiting for 5 to 15 minutes	53
I am waiting for 15 to 30 minutes	11
I am waiting for more than 30 minutes	2

Q10. How satisfied are you with the opening hours?

Very	60
Fairly	36
Neither satisfied or dissatisfied	5
Dissatisfied	2
If you are dissatisfied what opening hours are most convenient to suit your needs? Weekends Sunday Mornings	

Q11. As far as you know is the surgery open? Yes No Sometimes Don't know

Before 8.00am	23	28	13	31
After 6.30pm	20	23	16	24
On Saturdays	5	57	5	22
On Sundays	1	67	0	19

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)

	Very good	Good	Neither good nor poor	Poor	Very poor	Does not apply
Giving you enough time	64	30	1	0	0	0
Asking about your symptoms	63	30	3	1	0	0
Listening	66	25	5	1	0	0
Explaining tests and treatments	60	22	7	0	0	0
Involving you in decisions about your care	56	27	6	0	0	2
Treating you with care and concern	67	24	2	2	0	0
Taking your problems seriously	65	24	6	0	0	0
Any other comments about your consultation with the Doctor						

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

Yes, definitely	87
Yes to some extent	10
No, not at all	0
Do not know, cannot say	0

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	40	28	11	7
Able to cope with your problem or illness	30	32	13	8
Able to keep yourself healthy	27	27	15	7

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

Very easy	32
Fairly easy	50
Not very easy	6
Not at all easy	0
I have not tried	13

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	54	30	2	0	0	3
Asking about your symptoms	49	31	0	0	0	3
Listening	49	28	2	0	0	3
Explaining tests and treatments	46	22	2	0	0	4
Involving you in decisions about your care	43	20	3	0	0	4
Treating you with care and concern	51	24	1	0	0	2
Taking your problems seriously	47	21	2	0	0	3
Any other comments about your meeting with the Nurse						

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

Very	73
Fairly	29
Neither satisfied or dissatisfied	3
Dissatisfied	3
If you are dissatisfied how can the surgery improve to meet your needs	

Q18. Are you

Male	40
Female	66

Q19. Which age group do you belong to?

Under 18	1	55 - 64 years	8
18 – 24 years	3	65 – 74 years	24
25 – 34 years	9	75 – 84 years	23
35 – 44 years	16	85 years and over	6
45 – 54 years	15		

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	13
Blindness or severe visual impairment	3
A condition that substantially limits one or more basic physical activities, such as walking, climbing stairs, lifting or carrying	25
A learning difficulty	2
A long-standing psychological or emotional condition	5
Other, including any long standing illness	22

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

Yes	15
No	77

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

Is there anything particularly good about your health care?

Always treated with respect
All staff are very helpful and polite
All patients are taken seriously
Staff are very welcoming and professional
Great online service

Is there anything that could be improved?

Hard to get an appointment
Ability to have an INR blood test at the surgery
Some doctors are slightly condescending
Don't like the new appointment booking system
Need a special number for long term illnesses
Clamp down on the number of missed appointments
Inappropriate for receptionists to ask about your condition
Only allowed to see the doctor about one condition at a time
More full-time lady doctors
Display screen is hard to read from the nurses waiting area
Car parking is very difficult

Any other comments?

Been with the surgery for years and would never change!

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.