

**Patient Feedback Survey Shotfield Medical Practice**

TOTAL SURVEY RESPONSES: 112  
 FIRST RESPONSE: 31 Jan 2012 20:00  
 LAST RESPONSE: 12 Mar 2012 10:22

Statistics

Sources

ALPHABETICAL SOURCES: 1

SOURCE TAG RESPONSES

h85115  100% (112)







You and the practice

In the past 12 months how easy have you found the following?

SURVEY ORDER NETT RESPONSES: 112



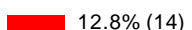



Getting through on the phone

RESPONSES: 112

Haven't tried  6.2% (7)  
 Very Easy  51.8% (58)  
 Fairly easy  33.9% (38)  
 Not very easy  5.4% (6)  
 Not at all easy  2.7% (3)  
 Don't know  0% (0)



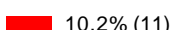


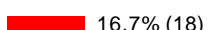
Speaking to a doctor on the phone

RESPONSES: 109

Haven't tried  60.6% (66)  
 Very Easy  5.5% (6)  
 Fairly easy  12.8% (14)  
 Not very easy  5.5% (6)  
 Not at all easy  0.9% (1)  
 Don't know  14.7% (16)






Speaking to a nurse on the phone

RESPONSES: 108

Haven't tried  63% (68)  
 Very Easy  8.3% (9)  
 Fairly easy  10.2% (11)  
 Not very easy  1.9% (2)  
 Not at all easy  0% (0)  
 Don't know  16.7% (18)

Obtaining test results by phone

RESPONSES: 107

Haven't tried  41.1% (44)  
 Very Easy  30.8% (33)  
 Fairly easy  8.4% (9)  
 Not very easy  3.7% (4)  
 Not at all easy  1.9% (2)

Don't know  14% (15)

## Seeing a doctor or nurse

### When did you last see a doctor at the practice?

[SURVEY ORDER](#) [NETT RESPONSES: 112](#)



### Have you seen a practice nurse at the practice in the last 12 months?

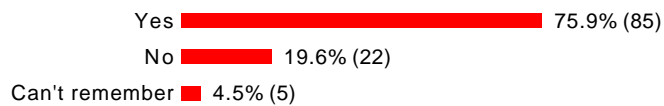
[SURVEY ORDER](#) [NETT RESPONSES: 112](#)



## Seeing a doctor quickly

### In the past 12 months have you tried to see a doctor quickly? *That is, on the same day or in the next two weekdays that the practice was open*

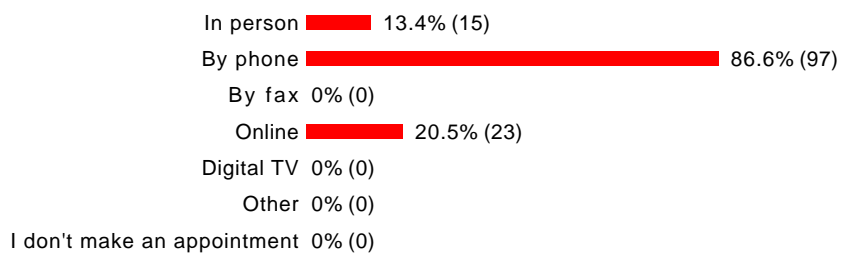
[SURVEY ORDER](#) [NETT RESPONSES: 112](#)



## Seeing a doctor

### How do you normally book your appointments to see a doctor or nurse at the practice? *Please tick all that apply*

[SURVEY ORDER](#) [NETT RESPONSES: 112](#)

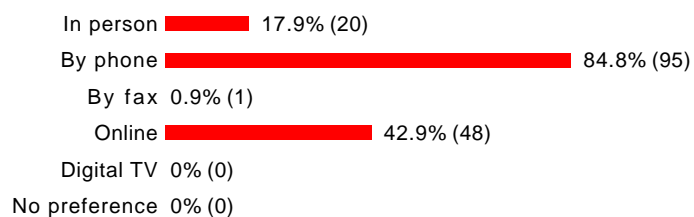


## Making appointments

**PAGE SHOWN WHEN ANSWER TO QUESTION** How do you normally book your appointments to see a doctor or nurse at the practice? *Please tick all that apply* **IS ANY OF** In person, By phone, By fax, Online, Digital TV, Other

### Which of the following methods would you prefer to use to book an appointment at the practice? *Please tick all that apply*

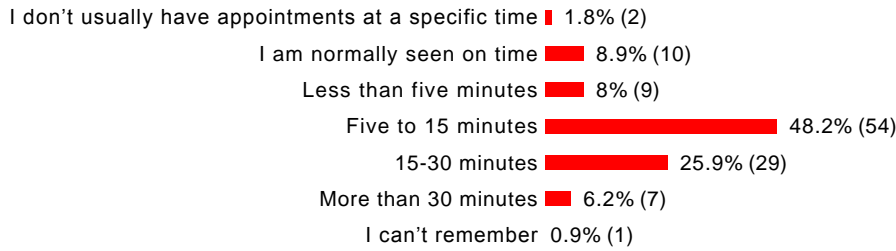
[SURVEY ORDER](#) [NETT RESPONSES: 112](#)



## Attending an appointment

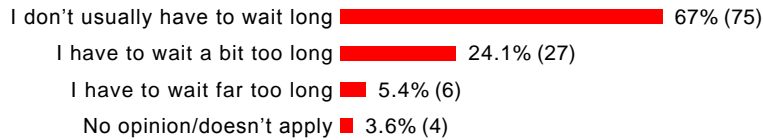
**How long after your appointment time do you normally wait to be seen?**

**SURVEY ORDER NETT RESPONSES: 112**



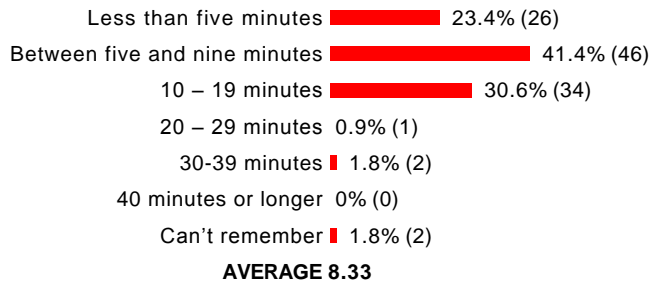
**How do you feel about how long you normally have to wait?**

**SURVEY ORDER NETT RESPONSES: 112**



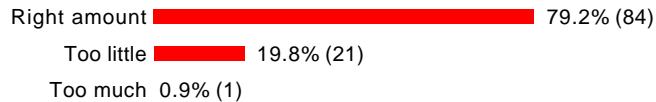
**When you last visited the practice, how much time did you spend with the doctor?**

**SURVEY ORDER NETT RESPONSES: 111**



**In your opinion was this the right amount of time?**

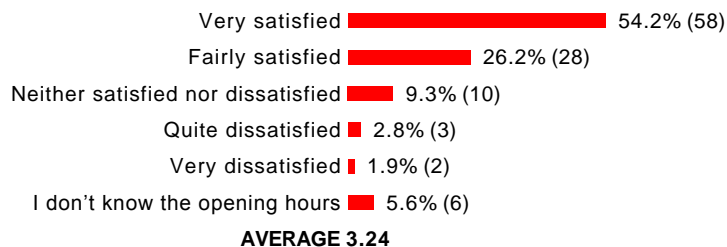
**SURVEY ORDER NETT RESPONSES: 106**



**The practice opening hours**

**How satisfied are you with the opening hours at the practice?**

**SURVEY ORDER NETT RESPONSES: 107**



**As far as you know, is the practice open... Please select one option for each row**

**SURVEY ORDER NETT RESPONSES: 112**

**Before 8.30am**

**RESPONSES: 111**







Sometimes  13.5% (15)  
Don't know  15.3% (17)

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**At lunchtime**





RESPONSES: 107

Yes  55.1% (59)  
No  20.6% (22)  
Sometimes  1.9% (2)  
Don't know  22.4% (24)

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**After 6pm**





RESPONSES: 108

Yes  52.8% (57)  
No  9.3% (10)  
Sometimes  18.5% (20)  
Don't know  19.4% (21)

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**On Saturdays**





RESPONSES: 110

Yes  11.8% (13)  
No  61.8% (68)  
Sometimes  4.5% (5)  
Don't know  21.8% (24)

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**On Sundays**

RESPONSES: 107

Yes  0.9% (1)  
No  78.5% (84)  
Sometimes  0.9% (1)  
Don't know  19.6% (21)

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**Would you like the practice to open at other times?**

SURVEY ORDER NETT RESPONSES: 98

Yes  58.2% (57)  
No  41.8% (41)

**Clinical care**

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**The last time you saw a doctor or nurse at the practice, how good were they at each of the following? Please choose one option for each row**

SURVEY ORDER NETT RESPONSES: 112

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**Giving you enough time**





RESPONSES: 111

Very good  51.4% (57)  
Good  33.3% (37)  
Neither good nor poor  11.7% (13)  
Poor  1.8% (2)  
Very poor  1.8% (2)  
Doesn't apply  0% (0)  
**AVERAGE 3.42**

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**Asking about your symptoms**

RESPONSES: 110






Very good  51.8% (57)  
Good  35.5% (39)  
Neither good nor poor  10% (11)  
Poor  1.8% (2)  
**AVERAGE 3.55**

Very poor 0.9% (1)  
Doesn't apply 0% (0)  
**AVERAGE 3.55**

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**Listening**







RESPONSES: 110

Very good  55.5% (61)  
Good  36.4% (40)  
Neither good nor poor  3.6% (4)  
Poor  1.8% (2)  
Very poor  2.7% (3)  
Doesn't apply 0% (0)  
**AVERAGE 3.67**

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**Explaining tests and treatments**







RESPONSES: 105

Very good  48.6% (51)  
Good  32.4% (34)  
Neither good nor poor  8.6% (9)  
Poor  1% (1)  
Very poor  1.9% (2)  
Doesn't apply  7.6% (8)  
**AVERAGE 3.55**

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**Involving you in decisions about your care**






RESPONSES: 103

Very good  44.7% (46)  
Good  35.9% (37)  
Neither good nor poor  9.7% (10)  
Poor  1% (1)  
Very poor  1.9% (2)  
Doesn't apply  6.8% (7)  
**AVERAGE 3.42**

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**Treating you with care and concern**






RESPONSES: 104

Very good  51% (53)  
Good  37.5% (39)  
Neither good nor poor  7.7% (8)  
Poor  1% (1)  
Very poor  2.9% (3)  
Doesn't apply 0% (0)  
**AVERAGE 3.5**

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**Taking your problems seriously**

RESPONSES: 103

Very good  49.5% (51)  
Good  35.9% (37)  
Neither good nor poor  9.7% (10)  
Poor  1% (1)  
Very poor  2.9% (3)  
Doesn't apply 1% (1)  
**AVERAGE 3.41**

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**Did you have confidence and trust in the doctor or nurse you saw?**

**SURVEY ORDER NETT** RESPONSES: 110

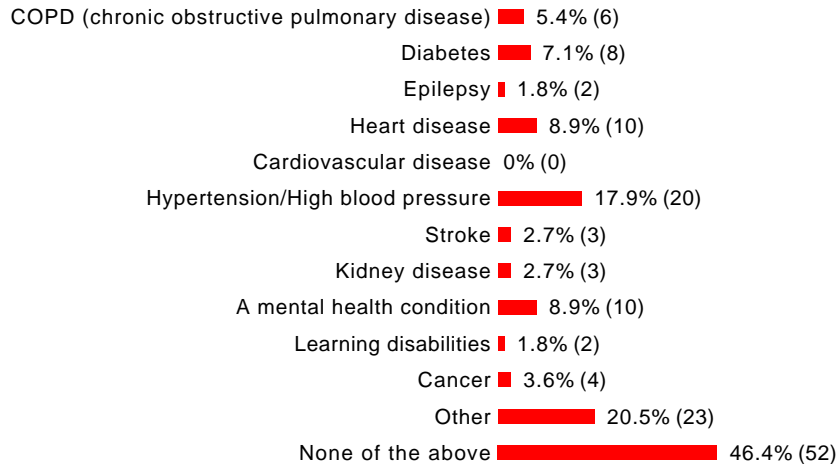
Yes, definitely  77.3% (85)  
Yes, to some extent  20% (22)

No, not at all 0.9% (1)  
Don't know/can't say 1.8% (2)

## About your health

Have you been diagnosed with any of the following conditions? *Please tick all that apply*

[SURVEY ORDER](#) [NETT RESPONSES: 112](#)



## Getting help with long-standing health issues

Do you have any long-standing condition, disability or infirmity? *Please include anything that has troubled you over a period of time or that is likely to affect you over a period*

[SURVEY ORDER](#) [NETT RESPONSES: 112](#)



Have you had discussions in the past 12 months with a doctor or nurse about how best to deal with any long-standing health issues?

[SURVEY ORDER](#) [NETT RESPONSES: 51](#)

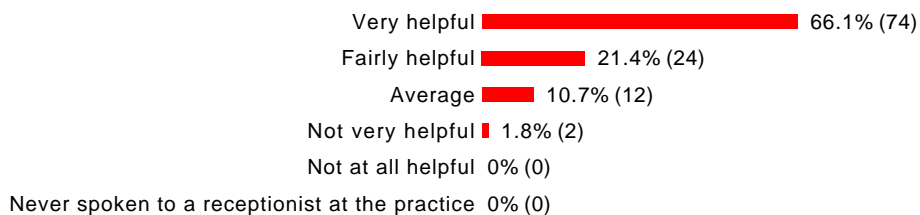
**QUESTION SHOWN WHEN ANSWER TO QUESTION** Do you have any long-standing condition, disability or infirmity? *Please include anything that has troubled you over a period of time or that is likely to affect you over a period* **IS ANY OF Yes**



## Reception facilities at the practice

How helpful do you find the receptionists at the practice?




[SURVEY ORDER](#) [NETT RESPONSES: 112](#)



## Getting to the practice

How do you normally travel to the practice?



[SURVEY ORDER](#) [NETT RESPONSES: 112](#)

On foot (walking)  33.9% (38)  
 Public transport  10.7% (12)  
 Car/motorbike  53.6% (60)  
 Bicycle 0.9% (1)  
 Other 0.9% (1)  
 Never visit the practice 0% (0)

## Getting more information

**Do you get enough information about the practice and the services we offer?**

**SURVEY ORDER NETT RESPONSES: 108**

Yes  71.3% (77)  
 No  28.7% (31)






**Are you aware of our practice leaflet?**

**SURVEY ORDER NETT RESPONSES: 109**

Yes  46.8% (51)  
 No  53.2% (58)






**How would you rate the information we give you about other services that we refer you to?**

**SURVEY ORDER NETT RESPONSES: 109**

Very good  15.6% (17)  
 Good  38.5% (42)  
 About average  18.3% (20)  
 Poor  9.2% (10)  
 Very poor 0.9% (1)  
 Don't know  17.4% (19)  
**AVERAGE 1.96**




**How would you rate the information we give you about community support groups and other local services?**

**SURVEY ORDER NETT RESPONSES: 109**

Very good  11.9% (13)  
 Good  28.4% (31)  
 About average  27.5% (30)  
 Poor  10.1% (11)  
 Very poor 0% (0)  
 Don't know  22% (24)  
**AVERAGE 1.47**

**How would you most like to receive information about the practice?**



**SURVEY ORDER NETT RESPONSES: 109**

By post  36.7% (40)  
 By email  43.1% (47)  
 By posters and leaflets in the practice  16.5% (18)  
 By text message  4.6% (5)  
 No preference  19.3% (21)

## About you

**Are you male or female**

**SURVEY ORDER NETT RESPONSES: 110**

Male  29.1% (32)  
 Female  66.4% (73)

Other 0% (0)  
Prefer not to say ■ 4.5% (5)

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### How old are you?

SURVEY ORDER NETT RESPONSES: 111

Under 18 0.9% (1)  
18 - 24 ■ 2.7% (3)  
25 - 34 ■ 14.4% (16)  
35 - 44 ■ 11.7% (13)  
45 - 54 ■ 21.6% (24)  
55 - 64 ■ 18.9% (21)  
65 - 74 ■ 14.4% (16)  
75 - 84 ■ 11.7% (13)  
85 and over 0.9% (1)  
Prefer not to say ■ 2.7% (3)

**AVERAGE 53.11**

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### Which of these best describes your employment status?

SURVEY ORDER NETT RESPONSES: 112

*If more than one of these applies to you, please tick the main one*

Full-time paid work (30 hrs or more a week) ■ 27.7% (31)  
Part-time paid work (under 30 hrs a week) ■ 19.6% (22)  
Full-time education (school, college, university) 0.9% (1)  
Unemployed ■ 5.4% (6)  
Permanently sick or disabled ■ 2.7% (3)  
Fully retired from work ■ 26.8% (30)  
Looking after the home ■ 12.5% (14)  
Other ■ 4.5% (5)