

Preliminary summary of responses to SMP patient survey 2016

Question	Summary
Q1. When did you last see a health care professional at the Surgery-	Over $\frac{2}{3}$ of respondents had visited the surgery in the last 3 months
Q2. In the past 6 months how easy have you found any of the following- [Getting through to reception on the phone to make or cancel an appointment]	About $\frac{2}{3}$ of patients had found it easy or very easy to get through to reception on the phone
Q2. In the past 6 months how easy have you found any of the following- [Making an appointment online]	About half hadn't tried to make an appointment online but nearly a quarter had done so and found it easy or very easy (35% of under 45s haven't tried to book online and 55% of over 45s)
Q2. In the past 6 months how easy have you found any of the following- [Speaking to an appropriate health care professional on the phone]	Nearly half had found it easy or very easy to speak to a healthcare professional or obtain results on the phone and about $\frac{1}{3}$ hadn't tried
Q2. In the past 6 months how easy have you found any of the following- [Obtaining test results or raising queries by phone]	Combined with previous question
Q3a. When you last contacted the surgery was it for-	$\frac{2}{3}$ of patients surveyed had most recently required a routine appointment as against just over a quarter who needed an urgent appointment
Q3b. Was your contact successful-	96% of patients reported being successful in their most recent contact with the surgery
Q4. If you have to wait later than your appointment time, how do you feel about having to wait-	Nearly $\frac{3}{4}$ of patients either didn't wait at all or only had a short wait when they attended for an appointment
Q5. How satisfied are you with the opening hours at the surgery-	83% of patients were very or fairly satisfied with the current opening hours
Q6. Do you know that you can get an appointment [Before 8am weekdays]	But nearly $\frac{2}{3}$ of patients surveyed didn't know they could get an appointment before 8am on a weekday with well over half not realising appointments were available after 5.30 on a weekday
Q6. Do you know that you can get an appointment [After 6.30pm weekdays]	Combined with previous question
Q7. If you would you like the surgery to offer appointments at different times as an alternative to what we already provide would you rather they were [At lunchtime]	Over $\frac{3}{4}$ felt that Saturday opening would be welcome
Q7. If you would you like the surgery to offer appointments at different times as an alternative to what we already provide would you rather they were [On a Saturday]	See above
Q7. If you would you like the surgery to offer appointments at different times as an alternative to what we already provide would you rather they were [On a Sunday]	See above
Q7. If you would you like the surgery to offer appointments at different times as an alternative to what we already provide would you rather they were [Does not apply]	See above
Q8. The last time you saw a GP or the Physicians Associate (PA) at the surgery how good were they at each of the following - [Giving you enough time]	The figures reporting very good or good levels of satisfaction with GP or Physician Associate time, enquiring about symptoms, listening, explaining tests and treatment, involving patients in decisions, treating patients with care and concern and taking problems seriously were consistently in the 75 to 85% range

Q8. The last time you saw a GP or the Physicians Associate (PA) at the surgery how good were they at each of the following - [Asking about your symptoms]	See above
Q8. The last time you saw a GP or the Physicians Associate (PA) at the surgery how good were they at each of the following - [Listening]	See above
Q8. The last time you saw a GP or the Physicians Associate (PA) at the surgery how good were they at each of the following - [Explaining tests and treatments]	See above
Q8. The last time you saw a GP or the Physicians Associate (PA) at the surgery how good were they at each of the following - [Involving you in decisions about your care]	See above
Q8. The last time you saw a GP or the Physicians Associate (PA) at the surgery how good were they at each of the following - [Treating you with care and concern]	See above
Q8. The last time you saw a GP or the Physicians Associate (PA) at the surgery how good were they at each of the following - [Taking your problems seriously]	See above
Q9. Last time you saw a Practice Nurse or Health Care Assistant (HCA) at the Surgery, how good did you find them at each of the following- [Giving you enough time]	The same criteria for Practice Nurse and Health Care Assistants were consistently reported as very good or good by between 65 and 72% of respondents
Q9. Last time you saw a Practice Nurse or Health Care Assistant (HCA) at the Surgery, how good did you find them at each of the following- [Asking about your symptoms]	See above
Q9. Last time you saw a Practice Nurse or Health Care Assistant (HCA) at the Surgery, how good did you find them at each of the following- [Listening]	See above
Q9. Last time you saw a Practice Nurse or Health Care Assistant (HCA) at the Surgery, how good did you find them at each of the following- [Explaining tests and treatments]	See above
Q9. Last time you saw a Practice Nurse or Health Care Assistant (HCA) at the Surgery, how good did you find them at each of the following- [Involving you in decisions about your care]	See above
Q9. Last time you saw a Practice Nurse or Health Care Assistant (HCA) at the Surgery, how good did you find them at each of the following- [Treating you with care and concern]	See above
Q9. Last time you saw a Practice Nurse or Health Care Assistant (HCA) at the Surgery, how good did you find them at each of the following- [Taking your problems seriously]	See above
Q10. Did you have confidence and trust in the healthcare professional that you saw-	Overall about 75% of patients either definitely had trust in the healthcare professional they saw with a further 20% approximately having trust to some extent.
Q11. Are you already aware of the ways in which we provide information [Patient information leaflet]	60% of patients were aware of the practice leaflet; over 50% were aware of the website; and over 70% were aware of the screens in the waiting areas. Over 45% were aware of the text service.
Q11. Are you already aware of the ways in which we provide information [Practice website]	See above

Q11. Are you already aware of the ways in which we provide information [Information and calling screens in waiting areas]	See above
Q11. Are you already aware of the ways in which we provide information [Information dispensers and posters]	See above
Q11. Are you already aware of the ways in which we provide information [By text]	See above
Q12. Do you feel the surgery provides you with adequate information-	About 95% felt that the surgery provided adequate information to patients.
Q13. Is there any other information you would like the surgery to provide-	See below
Q14. In general, how satisfied are you with the care you get at the Surgery-	93% of respondents answered "yes" they are satisfied with the care they receive. (97% of men and 91% of women are very or fairly satisfied by the service they receive)
Q15. Would you recommend the Surgery to someone who has just moved to your local area-	And 85% would recommend the surgery to someone recently moved to the area.
Q16. Please make any additional comments about the practice, the services that we offer, services that you would like us to offer or any other comments in the box below .	See below
Some questions about you The following questions will help us to see how experiences vary between different groups of the population. We will keep your answers completely confidential and completion of this section is entirely optional. 	N/A
Q17. Are you male or female-	About 10% declined to reveal their gender, age or ethnicity. The remainder were 56% female and 34% male ie very approximately 2:1
Q18. How old are you-	There was a good spread of ages from under 18 to 85 and over
Q19. What is your ethnic group-	The ethnic mix was about 70% white British but again broadly spread across the remaining categories.
Comments (Q 13 and 16) Respondents were invited to make requests and comments	Of those who elected to respond: 27 offered unsolicited praise 15 commented on the difficulty of using web services or suggested improvements 19 had concerns about the process for making appointments and time allocated 20 made other constructive criticism eg concerns about reception, suggestions for clinics and repeat prescriptions