[<< Back to results](file:///C%3A%5CUsers%5CDr%20Broadbent%5CAppData%5CLocal%5CMicrosoft%5CWindows%5CTemporary%20Internet%20Files%5CContent.IE5%5CNMPRF00K%5Cdefault.asp%3Fi%3D68816)

# Results Summary

**1. Personal Information**

| **1. Please provide your gender:** |
| --- |
|  | **Response Percent** | **Response Total** |
| 1 | Male |

|  |
| --- |
|   |

 | 43.48% | 20 |
| 2 | Female |

|  |
| --- |
|   |

 | 56.52% | 26 |
|   | answered | 46 |
| skipped | 0 |

| **2. Was this questionnaire completed via on line access?** |
| --- |
|  | **Response Percent** | **Response Total** |
| 1 | Yes via my on line access |

|  |
| --- |
|   |

 | 100.00% | 46 |
| 2 | No via a paper copy I filled in |    | 0.00% | 0 |
|   | answered | 46 |
| skipped | 0 |

| **3. What age group do you fall into?** |
| --- |
|  | **Response Percent** | **Response Total** |
| 1 | 17-24 |    | 0.00% | 0 |
| 2 | 25-34 |

|  |
| --- |
|   |

 | 4.35% | 2 |
| 3 | 35-44 |

|  |
| --- |
|   |

 | 8.70% | 4 |
| 4 | 45-54 |

|  |
| --- |
|   |

 | 10.87% | 5 |
| 5 | 55-64 |

|  |
| --- |
|   |

 | 34.78% | 16 |
| 6 | 65-74 |

|  |
| --- |
|   |

 | 26.09% | 12 |
| 7 | 75-84 |

|  |
| --- |
|   |

 | 13.04% | 6 |
| 8 | 85 and above |

|  |
| --- |
|   |

 | 2.17% | 1 |
|   | answered | 46 |
| skipped | 0 |

| **4. What ethnicity would you classify yourself as?** |
| --- |
|  | **Response Percent** | **Response Total** |
| 1 | White British |

|  |
| --- |
|   |

 | 100.00% | 46 |
| 2 | White Irish |    | 0.00% | 0 |
| 3 | Mixed - White and Black Caribbean |    | 0.00% | 0 |
| 4 | Mixed - White and Black African |    | 0.00% | 0 |
| 5 | Mixed - White and Asian |    | 0.00% | 0 |
| 6 | Asian or Asian British |    | 0.00% | 0 |
| 7 | Indian or Pakistani or Bangladeshi |    | 0.00% | 0 |
| 8 | Black or Black British |    | 0.00% | 0 |
| 9 | Polish or Eastern European |    | 0.00% | 0 |
| 10 | Caribbean |    | 0.00% | 0 |
| 11 | African |    | 0.00% | 0 |
| 12 | Chinese |    | 0.00% | 0 |
| 13 | Other ehthnic group |    | 0.00% | 0 |
|   | answered | 46 |
| skipped | 0 |

**2. Patient Information**

| **5. How would you describe the quality of your health?** |
| --- |
|  | **Response Percent** | **Response Total** |
| 1 | Excellent |

|  |
| --- |
|   |

 | 8.89% | 4 |
| 2 | Good |

|  |
| --- |
|   |

 | 46.67% | 21 |
| 3 | Adequate / Satisfactory |

|  |
| --- |
|   |

 | 15.56% | 7 |
| 4 | Some issues |

|  |
| --- |
|   |

 | 26.67% | 12 |
| 5 | Poor |

|  |
| --- |
|   |

 | 2.22% | 1 |
|   | answered | 45 |
| skipped | 1 |

| **6. How often have you visited us in the past year?** |
| --- |
|  | **Response Percent** | **Response Total** |
| 1 | Once / This is my first visit |

|  |
| --- |
|   |

 | 4.35% | 2 |
| 2 | 2-5 visits |

|  |
| --- |
|   |

 | 50.00% | 23 |
| 3 | 6-10 visits |

|  |
| --- |
|   |

 | 32.61% | 15 |
| 4 | More than 10 visits |

|  |
| --- |
|   |

 | 13.04% | 6 |
|   | answered | 46 |
| skipped | 0 |

| **7. If you did visit us who was it to see? Please select the people you have seen.** |
| --- |
|  | **Response Percent** | **Response Total** |
| 1 | Doctor |

|  |
| --- |
|   |

 | 100.00% | 46 |
| 2 | Practice Nurse |

|  |
| --- |
|   |

 | 86.96% | 40 |
| 3 | Health Care Assistant e.g. Daphne / Pat |

|  |
| --- |
|   |

 | 13.04% | 6 |
| 4 | Midwife |    | 0.00% | 0 |
| 5 | Physiotherapist |

|  |
| --- |
|   |

 | 4.35% | 2 |
| 6 | Counsellor e.g. Barbara |

|  |
| --- |
|   |

 | 6.52% | 3 |
| 7 | CBT / Psychology e.g. Poppy Knox |    | 0.00% | 0 |
| 8 | Retinal Screening |

|  |
| --- |
|   |

 | 10.87% | 5 |
| 9 | Drugs / Alcohol Team |    | 0.00% | 0 |
| 10 | Podiatry |    | 0.00% | 0 |
| 11 | Other |    | 0.00% | 0 |
|   | answered | 46 |
| skipped | 0 |

**3. Scheduling Your Appointment**

| **8. How did you schedule your appointment?** |
| --- |
|  | **Response Percent** | **Response Total** |
| 1 | Came into the surgery |

|  |
| --- |
|   |

 | 31.82% | 14 |
| 2 | Via telephone |

|  |
| --- |
|   |

 | 65.91% | 29 |
| 3 | Other |

|  |
| --- |
|   |

 | 2.27% | 1 |
|   | answered | 44 |
| skipped | 2 |

| **9. If you have multiple problems you want to discuss with your doctor / nurse do you tell reception staff when you are booking your appointment?** |
| --- |
|  | **Response Percent** | **Response Total** |
| 1 | Yes |

|  |
| --- |
|   |

 | 35.56% | 16 |
| 2 | No |

|  |
| --- |
|   |

 | 64.44% | 29 |
|   | answered | 45 |
| skipped | 1 |

| **10. Please comment on your experience when booking your appointment.** |
| --- |
|  | **Easy** | **Could be better** | **Difficult** | **Response Total** |
| How easy was it to schedule your appointment over the phone? | 80.6%(29) | 19.4%(7) | 0.0%(0) | 36 |
| How easy was it to schedule your appointment through our surgery? | 91.7%(33) | 5.6%(2) | 2.8%(1) | 36 |
|  | answered | 46 |
| skipped | 0 |
| **Answers for:** Please add comments if you experienced difficulty in arranging your appointment | *10 answers* |
|

|  |  |  |
| --- | --- | --- |
| **1** | 01/03/13 3:48PM | Bedale Golf Club have just started on line tee reservation. Could the surgery do the same. |
| **2** | 01/03/13 5:20PM | do not make appointment - attend open surgery |
| **3** | 01/03/13 6:16PM | length of time |
| **4** | 02/03/13 5:07PM | On one occasion on which I tried the phones were not put through from OOH till after 8:15am so my window of opportunity to ring in the morning before leaving the house was lost.Sometimes the phone is persistently engaged with no apparent queuing system. |
| **5** | 04/03/13 10:48AM | Phone lines seem always busy and, on occasions, one receptionist seems under pressure! |
| **6** | 05/03/13 11:14AM | Sometimes no appointments available within the near future |
| **7** | 10/03/13 4:32PM | I mainly come to open surgery as I can't get an appointment for 3 weeks. This was the case when I had to cancel an appointment because of a family funeral. This would have meant a wait of 6 weeks which was far from satisfactory. I also feel that if the doctor asks to see me then I should be given an appointment , not made to wait in open surgery for 2 hours, which has happened. |
| **8** | 12/03/13 9:56PM | It is helpful to be able to get an approximate time for one's appointment, to avoid sitting in an infectious and crowded waiting area. |
| **9** | 19/03/13 10:42AM | When staff are busy and under pressure they can be abrupt |
| **10** | 19/03/13 3:01PM | There was no urgency in needing the appointment |

 |

Matrix Charts

| **10.1. How easy was it to schedule your appointment over the phone?** | **Percent** | **Total** |
| --- | --- | --- |
| 1 | Easy |

|  |
| --- |
|   |

 | 80.56% | 29 |
| 2 | Could be better |

|  |
| --- |
|   |

 | 19.44% | 7 |
| 3 | Difficult |   | 0.00% | 0 |
|  | answered | 46 |

| **10.2. How easy was it to schedule your appointment through our surgery?** | **Percent** | **Total** |
| --- | --- | --- |
| 1 | Easy |

|  |
| --- |
|   |

 | 91.67% | 33 |
| 2 | Could be better |

|  |
| --- |
|   |

 | 5.56% | 2 |
| 3 | Difficult |

|  |
| --- |
|   |

 | 2.78% | 1 |
|  | answered | 46 |

**4. Online Access**

| **11. Would you like the option of being able to book appointments online via our website?** |
| --- |
|  | **Response Percent** | **Response Total** |
| 1 | Yes |

|  |
| --- |
|   |

 | 84.78% | 39 |
| 2 | No |

|  |
| --- |
|   |

 | 15.22% | 7 |
|   | answered | 46 |
| skipped | 0 |

| **12. Which services would you like to be able to book via this method?** |
| --- |
|  | **Response Percent** | **Response Total** |
| 1 | Open Surgery |

|  |
| --- |
|   |

 | 48.72% | 19 |
| 2 | Booked Surgery |

|  |
| --- |
|   |

 | 92.31% | 36 |
| 3 | Practice Nurse |

|  |
| --- |
|   |

 | 92.31% | 36 |
| 4 | Other |

|  |
| --- |
|   |

 | 2.56% | 1 |
|   | answered | 39 |
| skipped | 7 |

| **13. Would you like the option of being able to ask for repeat prescriptions online via our website?** |
| --- |
|  | **Response Percent** | **Response Total** |
| 1 | Yes |

|  |
| --- |
|   |

 | 84.78% | 39 |
| 2 | No |

|  |
| --- |
|   |

 | 15.22% | 7 |
|   | answered | 46 |
| skipped | 0 |

| **14. Do you worry that if you opt for online access that your personal data may not be secure?** |
| --- |
|  | **Response Percent** | **Response Total** |
| 1 | Yes |

|  |
| --- |
|   |

 | 13.04% | 6 |
| 2 | No |

|  |
| --- |
|   |

 | 67.39% | 31 |
| 3 | Not sure |

|  |
| --- |
|   |

 | 19.57% | 9 |
|   | answered | 46 |
| skipped | 0 |

**5. Telephone access and use**

| **15. Would you like to have the ability of a booked surgery telephone appointment?What this means is the Doctor would telephone you at your allotted appointment time instead of you coming into the GP Surgery.** |
| --- |
|  | **Response Percent** | **Response Total** |
| 1 | Yes |

|  |
| --- |
|   |

 | 60.87% | 28 |
| 2 | No |

|  |
| --- |
|   |

 | 17.39% | 8 |
| 3 | Not sure |

|  |
| --- |
|   |

 | 21.74% | 10 |
|   | answered | 46 |
| skipped | 0 |

| **16. GP's are frequently asked to call patients after surgery has finished or attend for home visits. Triaging is therefore used (the practice of determining which patients are seen / spoken to first based who has the GREATEST clinical need).For telephone / home visits to be effective and SAFE clinical details (the reason why you need to speak to the doctor) are required.As a result we would prefer it if our patients' could leave a message to determine the nature of their problem.Please select the answers that apply.** |
| --- |
|  | **Response Percent** | **Response Total** |
| 1 | Yes I would be happy to leave clinical details |

|  |
| --- |
|   |

 | 78.26% | 36 |
| 2 | No I would be unhappy |    | 0.00% | 0 |
| 3 | I would only leave clinical details with a doctor or a nurse |

|  |
| --- |
|   |

 | 28.26% | 13 |
| 4 | I will not leave clinical details with reception staff |

|  |
| --- |
|   |

 | 17.39% | 8 |
| 5 | I would leave details but would be unhappy |

|  |
| --- |
|   |

 | 4.35% | 2 |
| 6 | The above details regarding triage will now change how I use the telephone services |    | 0.00% | 0 |
|   | answered | 46 |
| skipped | 0 |

**6. Waiting times to see your GP**

| **17. Did you find that you had to wait longer than expected to make an appointment?** |
| --- |
|  | **Response Percent** | **Response Total** |
| 1 | Yes |

|  |
| --- |
|   |

 | 42.22% | 19 |
| 2 | No |

|  |
| --- |
|   |

 | 57.78% | 26 |
|   | answered | 45 |
| skipped | 1 |

| **18. Booked surgeriesWas your GP or Nurse late in seeing you?Select all that apply.Incorrect answers can be undone by double clicking the selected button.** |
| --- |
|  | **GP** | **Nurse** | **Response Total** |
| On time | 23.5%(4) | 76.5%(13) | 17 |
| Within 5 minutes of appointment time | 42.3%(11) | 57.7%(15) | 26 |
| Within 5-10 minutes of appointment time | 71.4%(15) | 28.6%(6) | 21 |
| Within 10-20 minutes of appointment time | 92.3%(12) | 7.7%(1) | 13 |
| Within 20-30 minutes of appointment time | 100.0%(2) | 0.0%(0) | 2 |
| more than 30minutes late | 50.0%(1) | 50.0%(1) | 2 |
|  | answered | 45 |
| skipped | 1 |

Matrix Charts

| **18.1. On time** | **Percent** | **Total** |
| --- | --- | --- |
| 1 | GP |

|  |
| --- |
|   |

 | 23.53% | 4 |
| 2 | Nurse |

|  |
| --- |
|   |

 | 76.47% | 13 |
|  | answered | 45 |

| **18.2. Within 5 minutes of appointment time** | **Percent** | **Total** |
| --- | --- | --- |
| 1 | GP |

|  |
| --- |
|   |

 | 42.31% | 11 |
| 2 | Nurse |

|  |
| --- |
|   |

 | 57.69% | 15 |
|  | answered | 45 |

| **18.3. Within 5-10 minutes of appointment time** | **Percent** | **Total** |
| --- | --- | --- |
| 1 | GP |

|  |
| --- |
|   |

 | 71.43% | 15 |
| 2 | Nurse |

|  |
| --- |
|   |

 | 28.57% | 6 |
|  | answered | 45 |

| **18.4. Within 10-20 minutes of appointment time** | **Percent** | **Total** |
| --- | --- | --- |
| 1 | GP |

|  |
| --- |
|   |

 | 92.31% | 12 |
| 2 | Nurse |

|  |
| --- |
|   |

 | 7.69% | 1 |
|  | answered | 45 |

| **18.5. Within 20-30 minutes of appointment time** | **Percent** | **Total** |
| --- | --- | --- |
| 1 | GP |

|  |
| --- |
|   |

 | 100.00% | 2 |
| 2 | Nurse |   | 0.00% | 0 |
|  | answered | 45 |

| **18.6. more than 30minutes late** | **Percent** | **Total** |
| --- | --- | --- |
| 1 | GP |

|  |
| --- |
|   |

 | 50.00% | 1 |
| 2 | Nurse |

|  |
| --- |
|   |

 | 50.00% | 1 |
|  | answered | 45 |

| **19. If the healthcare professional is late how does this make you feel?Select all that apply.** |
| --- |
|  | **Response Percent** | **Response Total** |
| 1 | Neutral |

|  |
| --- |
|   |

 | 26.67% | 12 |
| 2 | You expect it |

|  |
| --- |
|   |

 | 53.33% | 24 |
| 3 | You expect it but it annoys you |

|  |
| --- |
|   |

 | 17.78% | 8 |
| 4 | I would like to stop it happening |

|  |
| --- |
|   |

 | 33.33% | 15 |
| 5 | I am unhappy |

|  |
| --- |
|   |

 | 2.22% | 1 |
| 6 | I am unhappy and tell the person |    | 0.00% | 0 |
|   | answered | 45 |
| skipped | 1 |

| **20. Multiple problems in single appointments.GP's have 10 minutes, per person, in which to complete all clinical activity which includes consultation, examination and documentation. Multiple problems presented to GP's therefore leads to lateness in clinics.Many surgeries advise that ideally patients' limit 1 problem to 1 consultation.Please select the options that you agree with.** |
| --- |
|  | **Response Percent** | **Response Total** |
| 1 | I can understand why GP's would suggest this |

|  |
| --- |
|   |

 | 71.74% | 33 |
| 2 | Very appropriate |

|  |
| --- |
|   |

 | 15.22% | 7 |
| 3 | Appropriate  |

|  |
| --- |
|   |

 | 13.04% | 6 |
| 4 | Neutral opinion |

|  |
| --- |
|   |

 | 10.87% | 5 |
| 5 | Not appropriate |

|  |
| --- |
|   |

 | 26.09% | 12 |
|   | answered | 46 |
| skipped | 0 |

**7. Newsletter**

| **21. Have you seen the newsletter that was produced by the Patients' Group?Please select all that apply.** |
| --- |
|  | **Response Percent** | **Response Total** |
| 1 | I have seen the Newsletter |

|  |
| --- |
|   |

 | 65.22% | 30 |
| 2 | I have not seen it |

|  |
| --- |
|   |

 | 28.26% | 13 |
| 3 | I have read it |

|  |
| --- |
|   |

 | 30.43% | 14 |
| 4 | I found it informative |

|  |
| --- |
|   |

 | 34.78% | 16 |
| 5 | I did not find it informative |    | 0.00% | 0 |
|   | answered | 46 |
| skipped | 0 |

| **22. How often would you like to see a news letter?** |
| --- |
|  | **Response Percent** | **Response Total** |
| 1 | Once a year |

|  |
| --- |
|   |

 | 15.22% | 7 |
| 2 | Twice a year |

|  |
| --- |
|   |

 | 54.35% | 25 |
| 3 | Quarterly |

|  |
| --- |
|   |

 | 30.43% | 14 |
|   | answered | 46 |
| skipped | 0 |