

Patient Survey % Results 2013/14 OHC

In past 6 months how have you found the following?

Q1. Speaking to a doctor on the telephone?

Very Good 6% Good 9% Satisfactory 28% Poor 12% V Poor 4% N/A 44%

Q2. Speaking to a nurse on the telephone?

Very Good 4% Good 14% Satisfactory 33% Poor 4% V Poor 0% N/A 46%

Q3. Obtaining test results by telephone?

Very Good 5% Good 15% Satisfactory 41% Poor 6% V Poor 2% N/A 34%

Q4. Getting through to Reception/Clinic co-ordinators by telephone?

Very Good 5% Good 13% Satisfactory 40% Poor 23% V Poor 14% N/A 4%

On last visit to Practice how good was GP at each of the following?

Q5. Treating you with care and concern

Very Good 52% Good 40% Satisfactory 8% Poor 4%

Q6. Giving you enough time?

Very Good 44% Good 42% Satisfactory 9% Poor 2% V Poor 1%

Q7. Asking you about your symptoms and how you are feeling?

Very Good 44% Good 30% Satisfactory 20% Poor 3%

Q8. Involving you in decisions about your care?

Very Good 43% Good 42% Satisfactory 14% Poor 2% N/A 3%

Q9. In last 12 months have you seen a member of the nursing team?

Yes: 61% No: 37%

Q10. If yes did the nursing team member involve you in decisions about your care?

Yes: 39% No: 20%

Q11. How satisfied are you with the opening hours at the surgery?

Very satisfied 20% Fairly Satisfied 47%

Neither satisfied nor dissatisfied 6% Quite Dissatisfied 21%

Q12. How do you find the waiting room facilities in terms of its current layout and size?

Very Good 5% Good 29% Satisfactory 41% Poor 28% V Poor 5%

Q13. Which of the following do you use to find information about the Practice?

Practice Website 61% Telephone 37% Newsletter 0% Noticeboard 8%

Q14. Are you aware you can book an appointment online and order a repeat px?

Yes: 87% No: 15%

Q15. Would you recommend the practice to someone new to the local area?

Yes: 73% No: 17% Maybe: 5%