

PPG & Survey Results Report

Survey Results

Patient Experience Survey

Number of Responses: **127**

Introduction

Instead of using our normal annual survey, for the first time we have designed a survey based on feedback from our Patient Reference Group, whose members felt that we should focus on three key priority areas

1. Making an Appointment
2. Facilities & Opening Times
3. Clinical Care

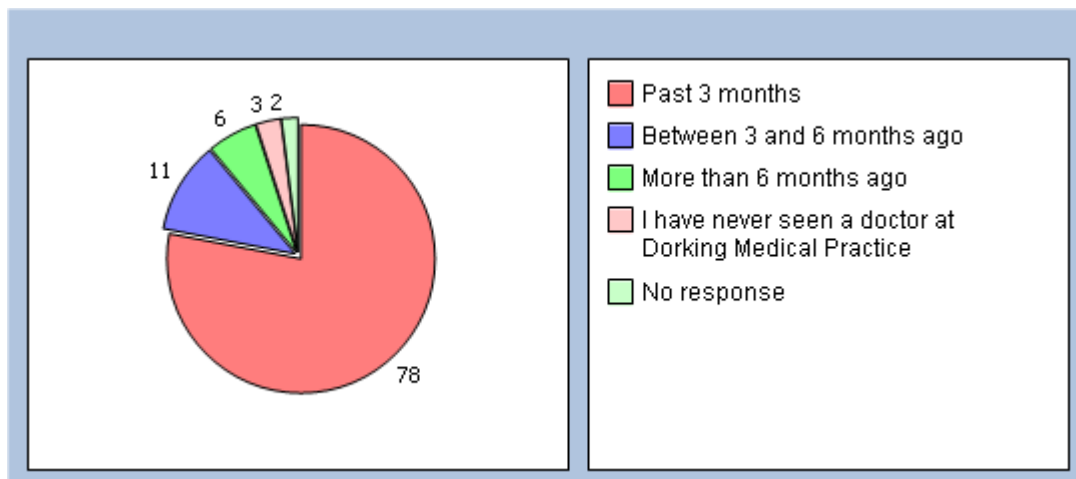
I would be very grateful indeed if you would complete this survey based on your experience at Dorking Medical Practice. The doctors, nurses and administration team all want to provide the highest standard of service and care. Feedback from this survey will help them to identify areas that may need improvement. Your opinions are so 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 your individual answers.

Finally please add any comments or suggestions in the box near the end of the survey - this is often where the most valuable ideas and improvements come from! Thank you for your assistance.

Q1 When did you last see a doctor at Dorking Medical Practice?

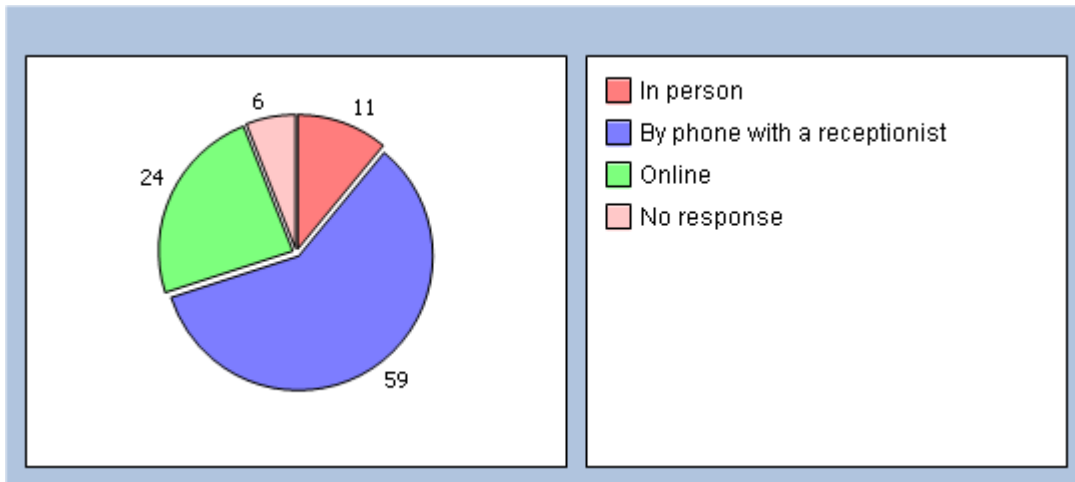
Past 3 months 78%
Between 3 and 6 months ago 11%
More than 6 months ago 6%
I have never seen a doctor at Dorking Medical Practice 3%



Q2 How do you prefer to book your appointment at the practice?

In person 11%
By phone with a receptionist 59%
Online 24%

Doesn't apply 0%

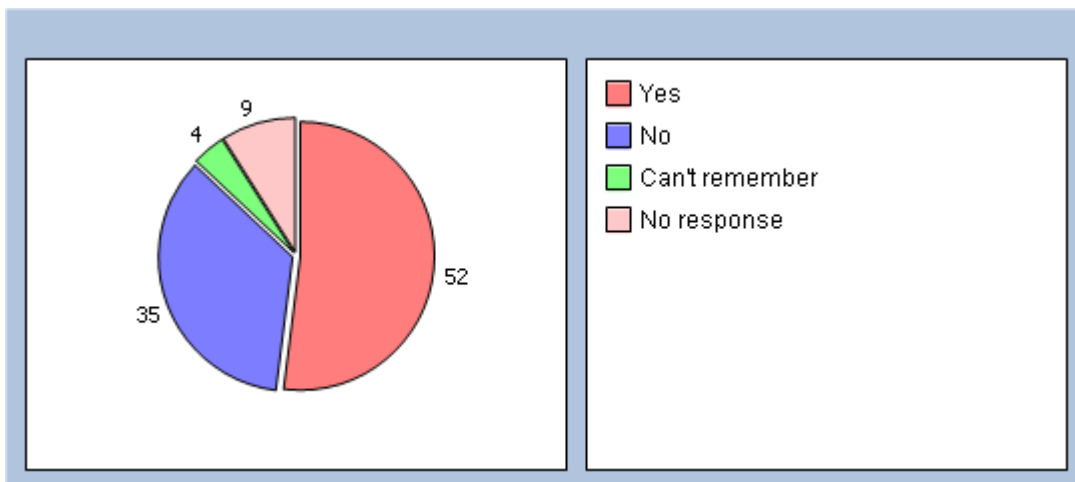


SECTION 1 - MAKING AN APPOINTMENT

SEEING A GP URGENTLY

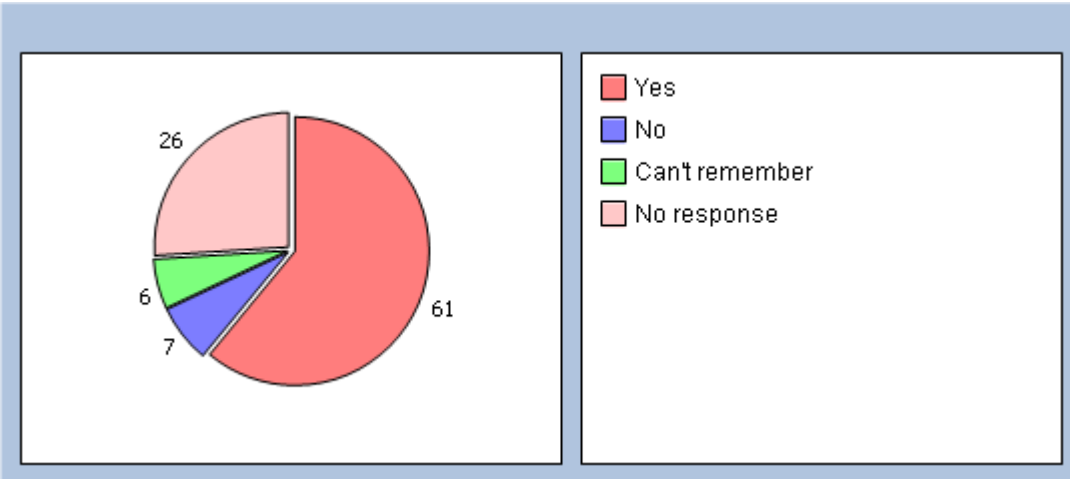
Q3 In the past 6 months have you tried to see a GP urgently? By urgently we mean on the same day or in the next 2 weekdays that Dorking Medical Practice was open? If no, please go to Question 8.

Yes 52%
No 35%
Can't remember 4%



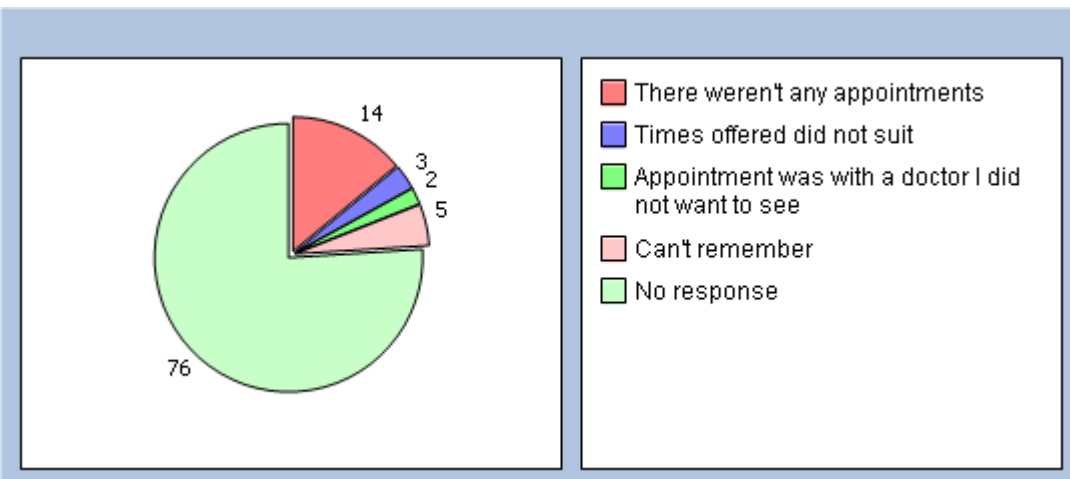
Q4 Thinking about the last time you tried to see a doctor urgently, were you able to see a doctor on the same day or in the next 2 weekdays that Dorking Medical Practice was open?

Yes 61%
No 7%
Can't remember 6%



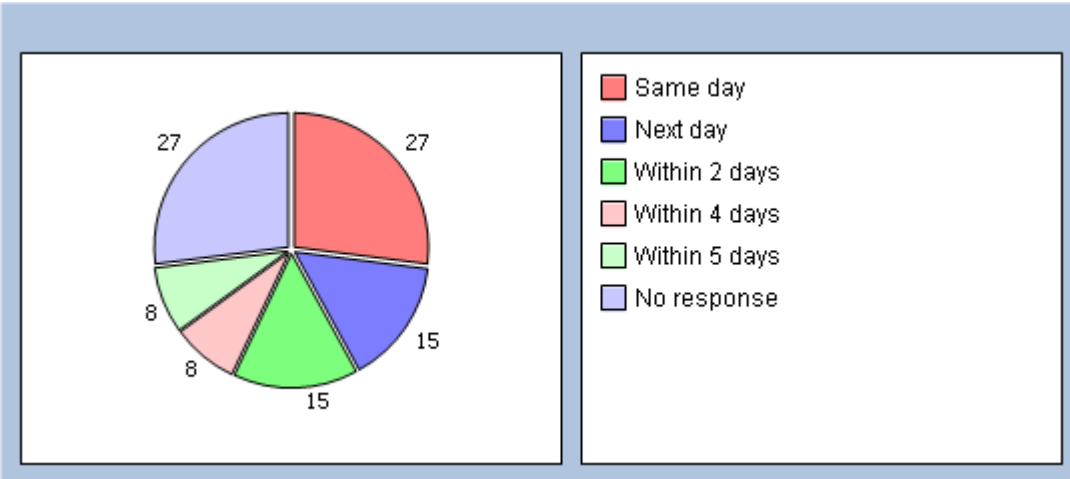
Q5 If you were not able to be seen during the next two weekdays that Dorking Medical Practice was open, why was that?

There weren't any appointments 14%
 Times offered did not suit 3%
 Appointment was with a doctor I did not want to see 2%
 Another reason 0%
 Can't remember 5%



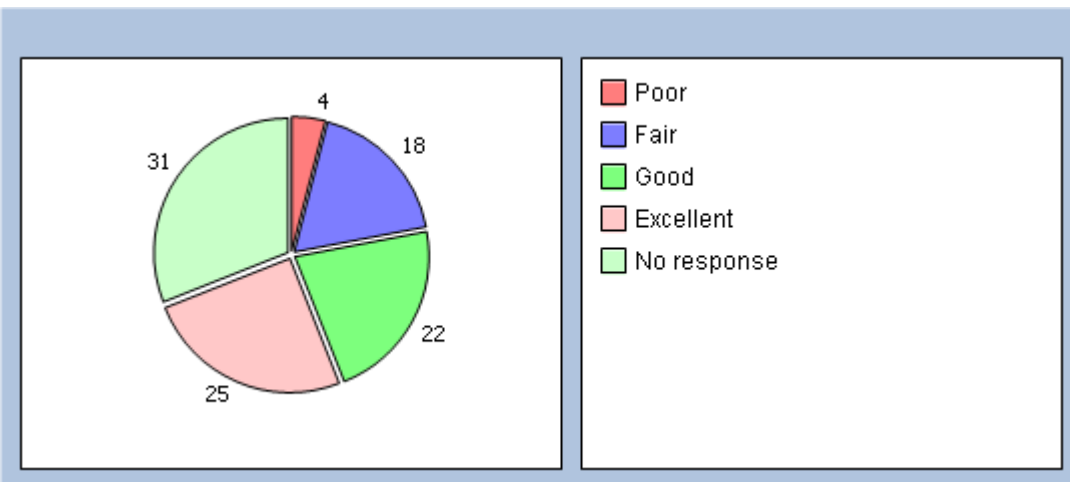
Q6 Thinking of times when you are willing to see any doctor how quickly are you usually seen

Same day 27%
 Next day 15%
 Within 2 days 15%
 Within 4 days 8%
 Within 5 days 8%



Q7 How do you rate this?

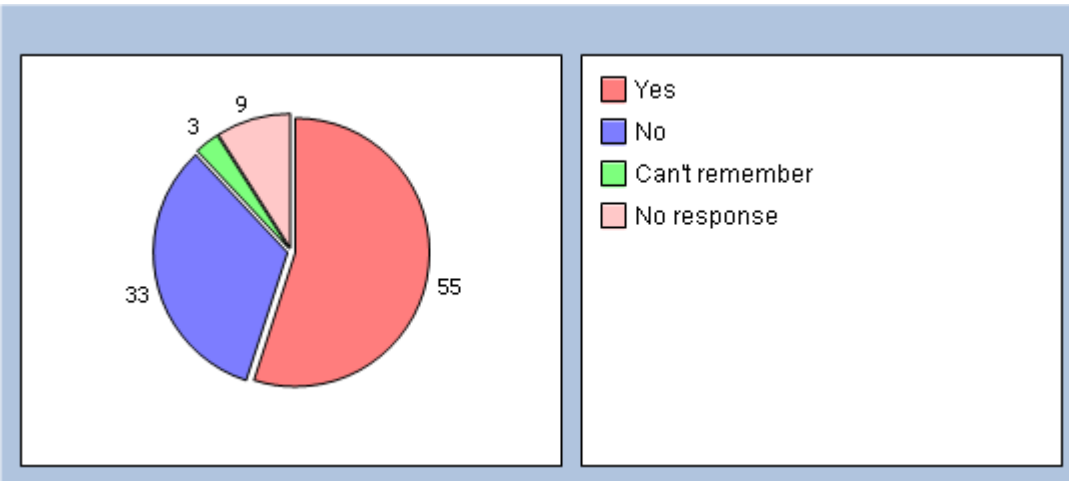
Poor 4%
 Fair 18%
 Good 22%
 Excellent 25%
 Does not apply 0%



BOOKING AHEAD

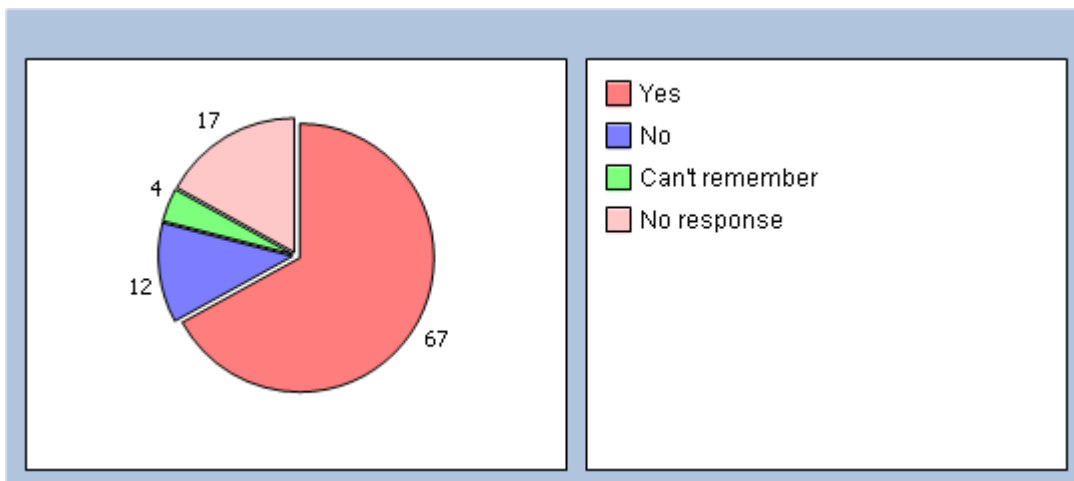
Q8 At Dorking Medical Practice you can book an appointment up to four weeks ahead. In the past six months have you tried to book ahead for an appointment with a GP? (By booking ahead we mean booking an appointment more than three weekdays in advance)

Yes 55%
 No 33%
 Can't remember 3%



Q9 Last time you tried, were you able to get an appointment with a GP more than three weekdays ahead?

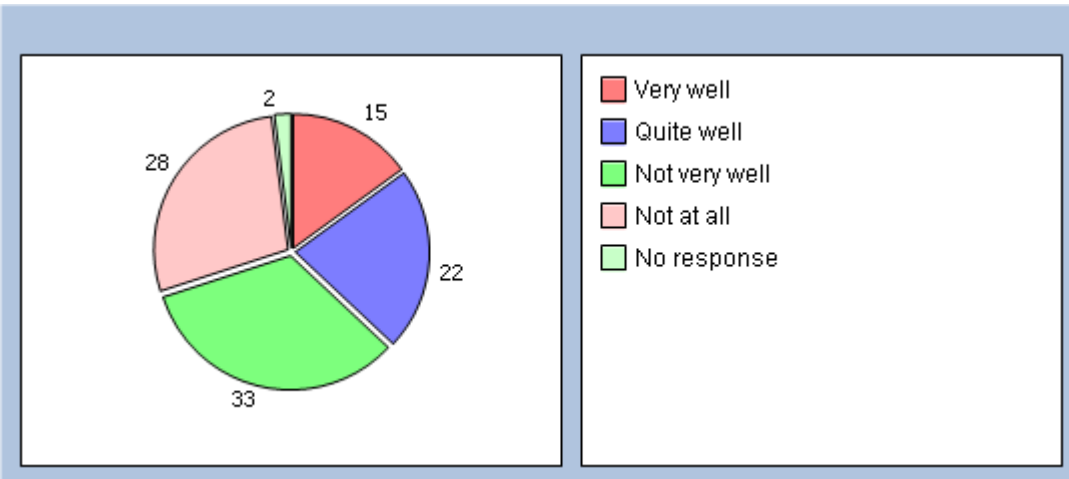
Yes 67%
 No 12%
 Can't remember 4%



GP OF CHOICE

Q10 How well do you know what days of the week your GP is available?

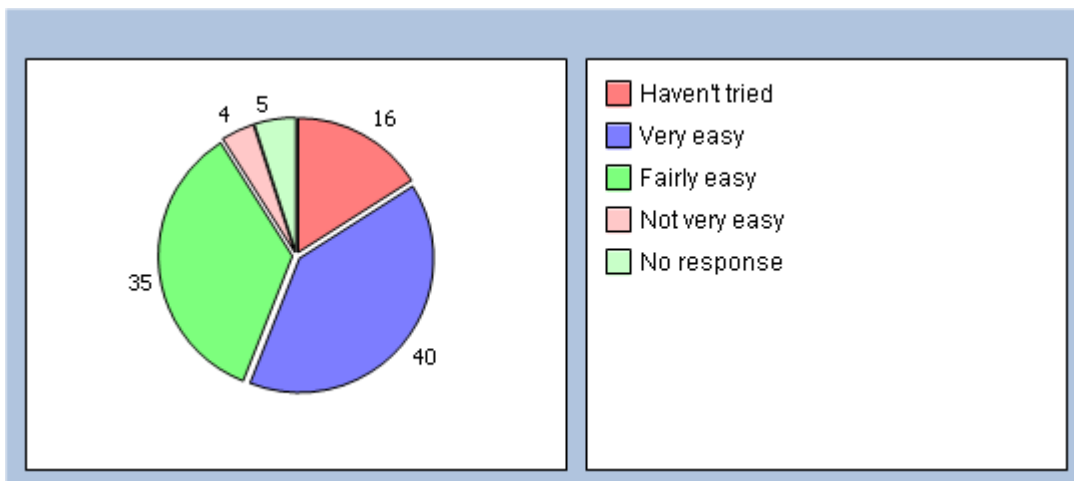
Very well 15%
 Quite well 22%
 Not very well 33%
 Not at all 28%



NURSING APPOINTMENTS

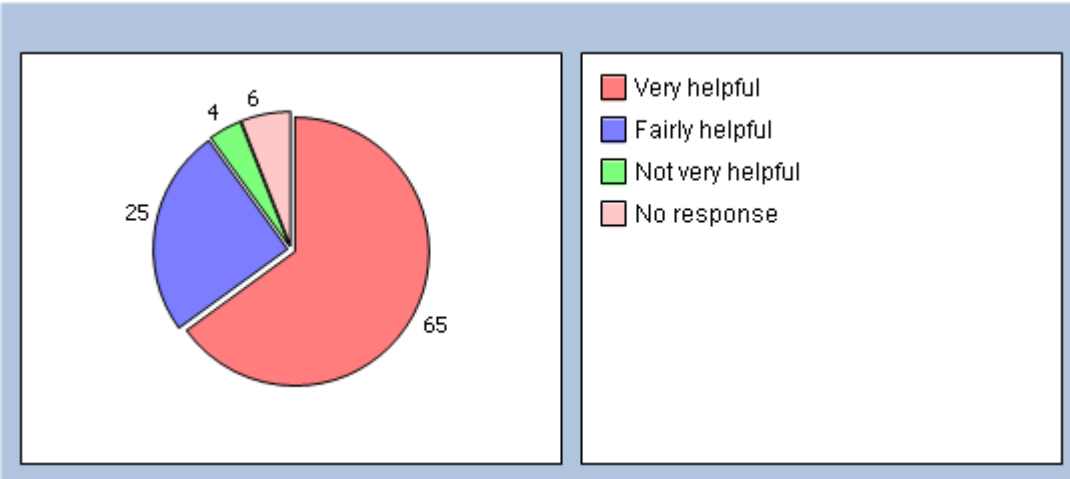
11 How easy do you find it to make an appointment with a Practice Nurse at Dorking Medical Practice?

Haven't tried 16%
 Very easy 40%
 Fairly easy 35%
 Not very easy 4%
 Not at all 0%



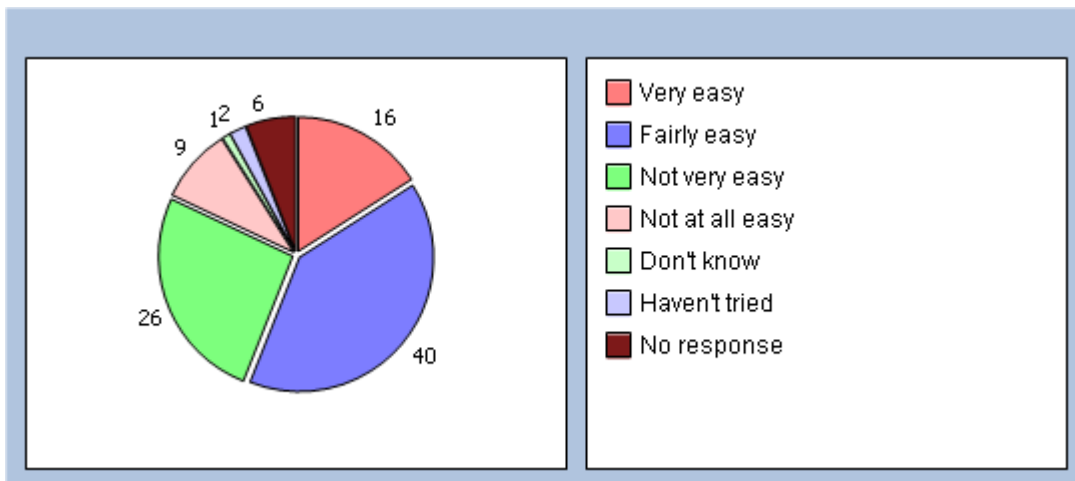
Q12 How helpful do you find the receptionists at Dorking Medical Practice?

Very helpful 65%
 Fairly helpful 25%
 Not very helpful 4%
 Not at all helpful 0%
 Don't know 0%



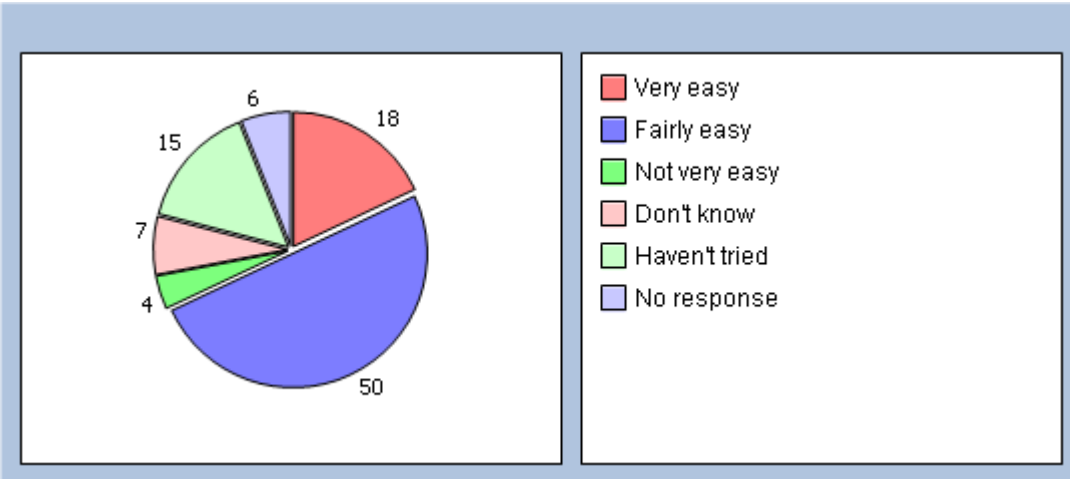
Q13 How easy do you find it to get through to someone on the phone in the morning?

Very easy 16%
 Fairly easy 40%
 Not very easy 26%
 Not at all easy 9%
 Don't know 1%
 Haven't tried 2%



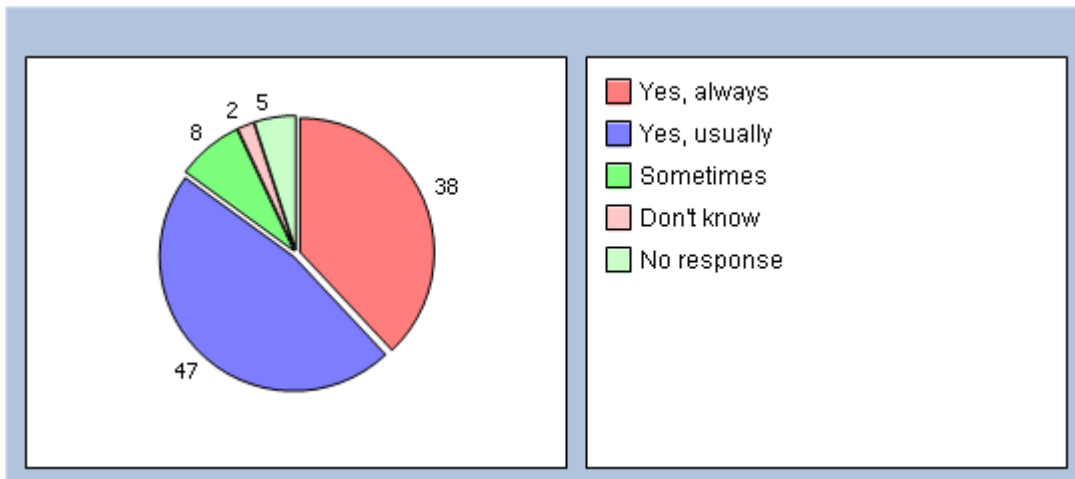
Q14 How easy do you find it to get through to someone on the phone in the afternoon/evening?

Very easy 18%
 Fairly easy 50%
 Not very easy 4%
 Not at all easy 0%
 Don't know 7%
 Haven't tried 15%



Q15 In your experience are the receptionists knowledgeable and able to deal with your telephone queries?

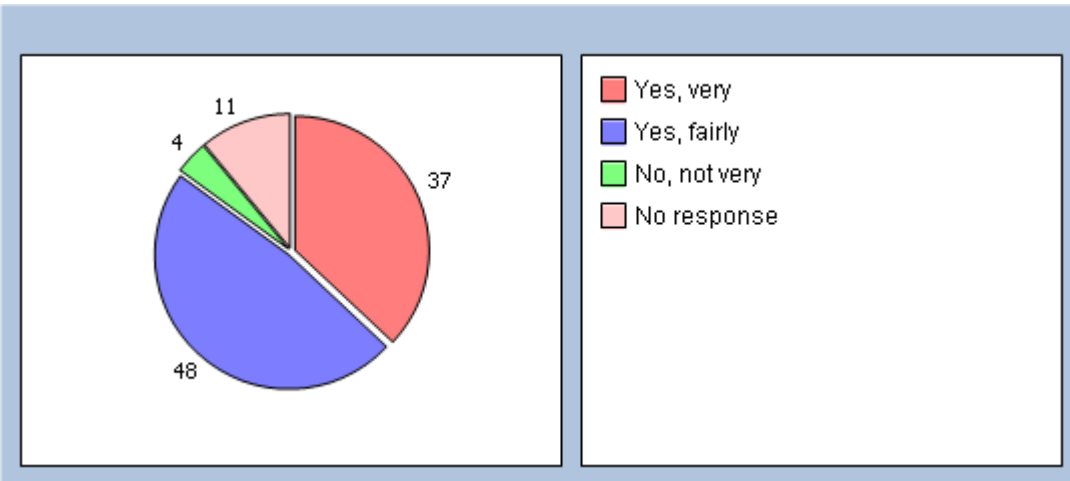
Yes, always 38%
 Yes, usually 47%
 Sometimes 8%
 Not very often 0%
 Never 0%
 Don't know 2%



SECTION 2 - FACILITIES AND OPENING TIMES

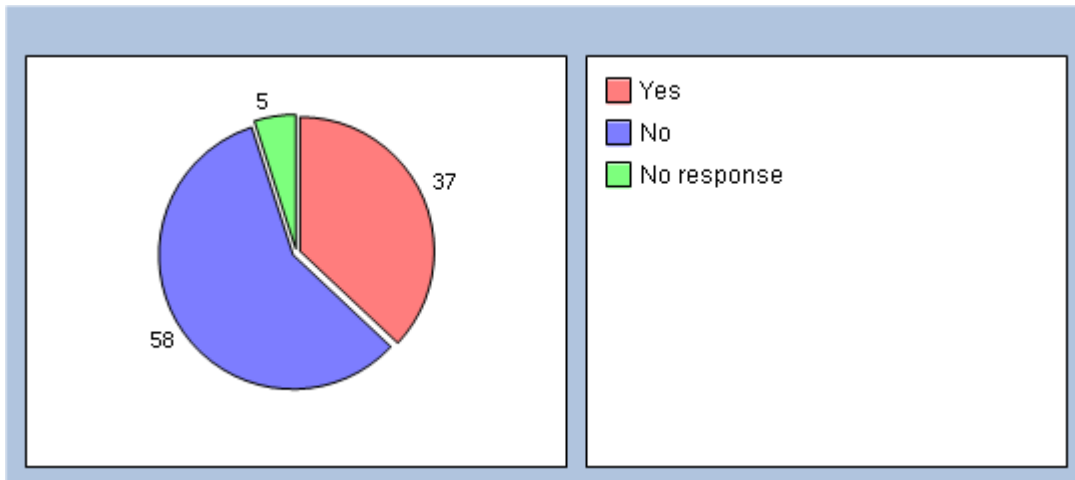
Q16 Do you find the information in the waiting room and on the website useful?

Yes, very 37%
 Yes, fairly 48%
 No, not very 4%
 No, not at all 0%



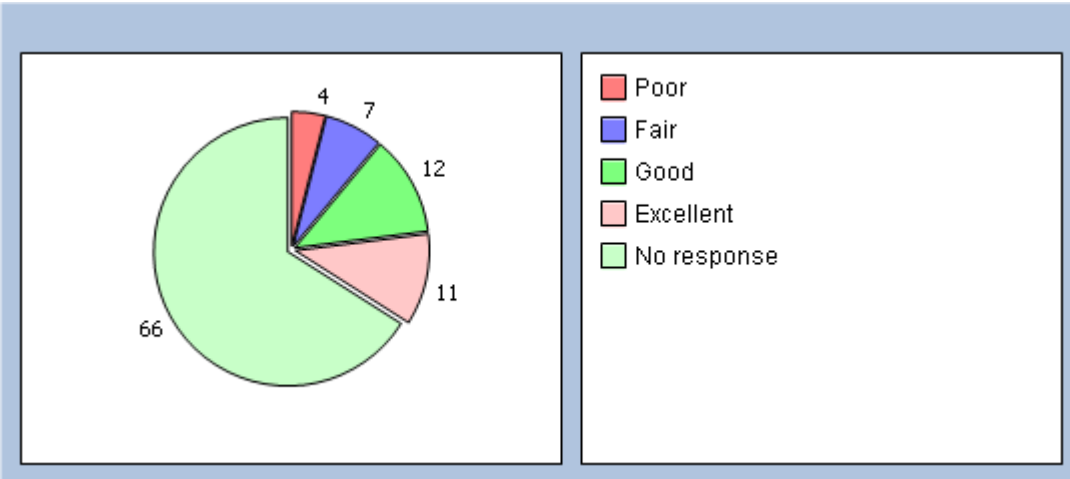
Q17 Do you use the surgery website for booking your appointments?

Yes 37%
No 58%



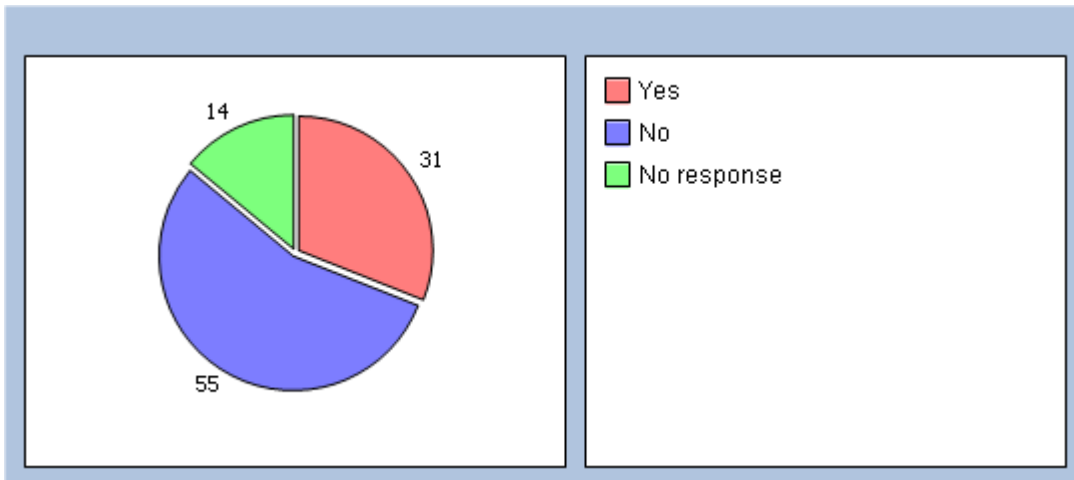
Q18 If yes, how do you rate this

Poor 4%
Fair 7%
Good 12%
Excellent 11%



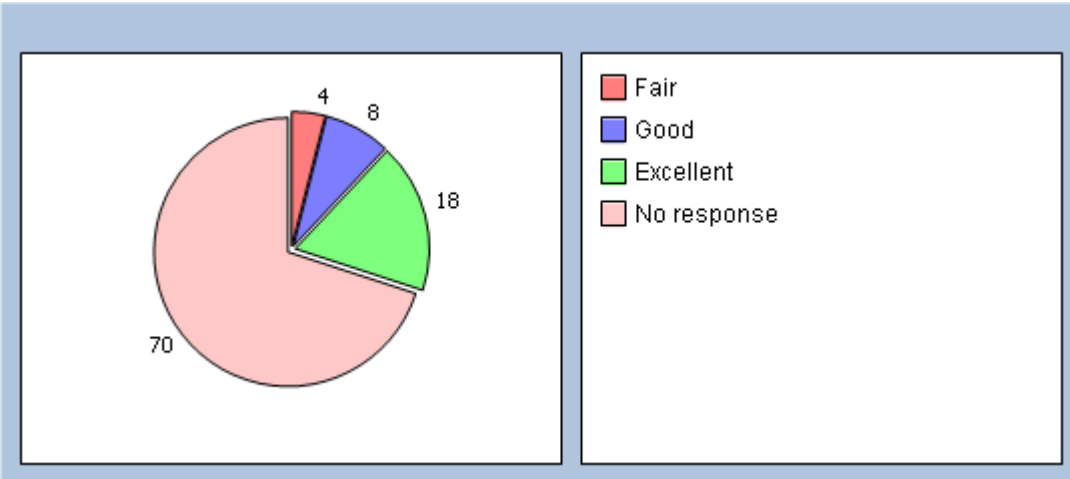
Q19 Do you use the Surgery website for ordering repeat prescriptions?

Yes 31%
No 55%



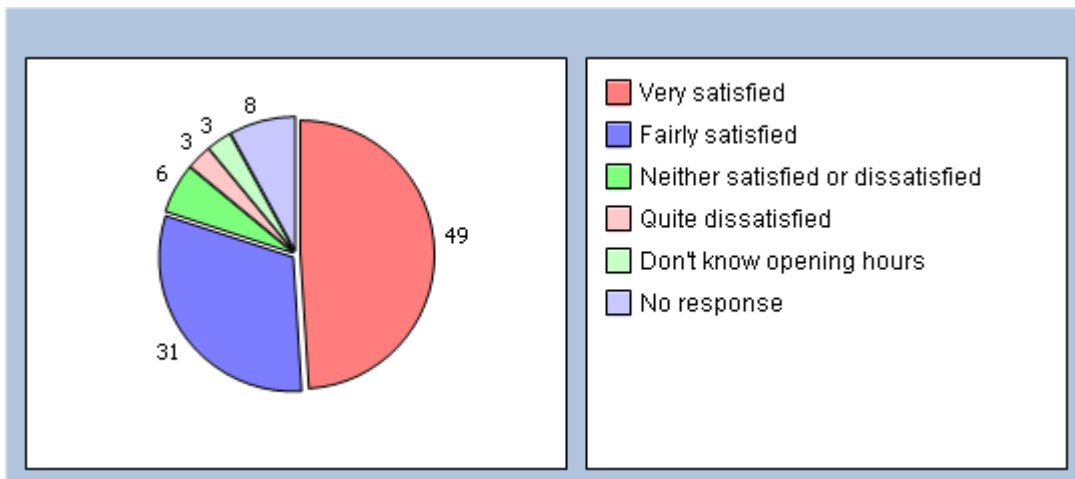
Q20 If yes, how do you rate this?

Poor 0%
Fair 4%
Good 8%
Excellent 18%



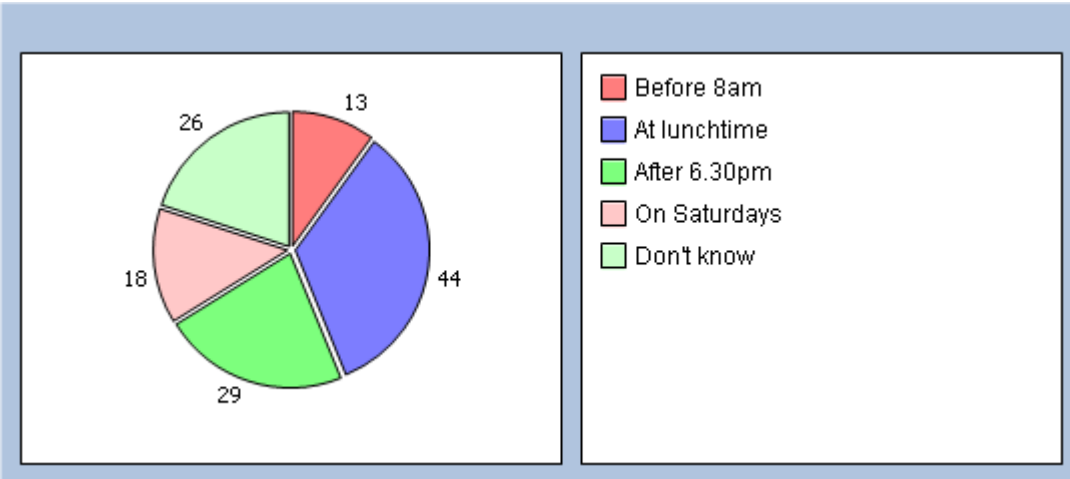
Q21 How satisfied are you with the opening hours at the surgery?

Very satisfied 49%
 Fairly satisfied 31%
 Neither satisfied or dissatisfied 6%
 Quite dissatisfied 3%
 Very dissatisfied 0%
 Don't know opening hours 3%
 No response 8%



Q22 As far as you know is the surgery open ... (please tick all that apply)

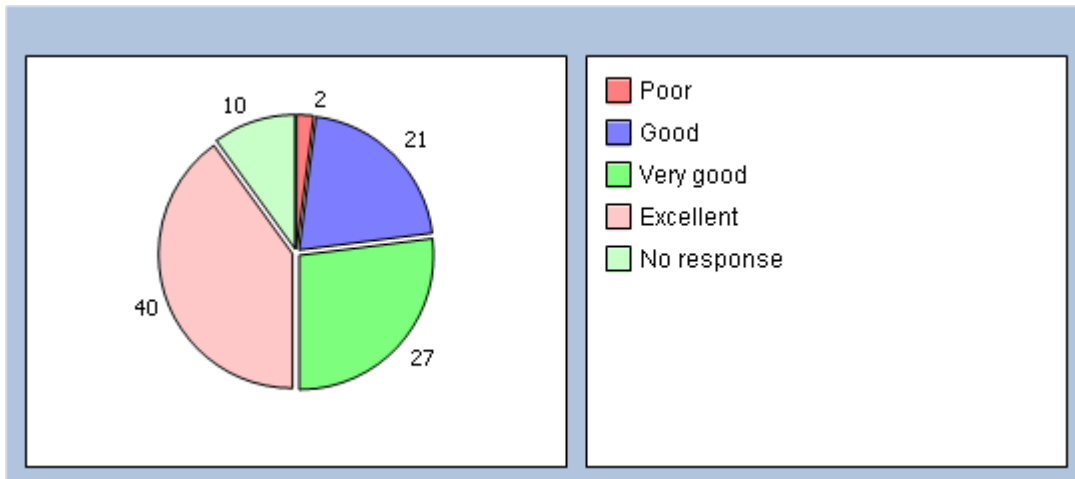
Before 8am 13%
 At lunchtime 44%
 After 6.30pm 29%
 On Saturdays 18%
 On Sundays 0%
 Don't know 26%



SECTION 3 - CLINICAL CARE

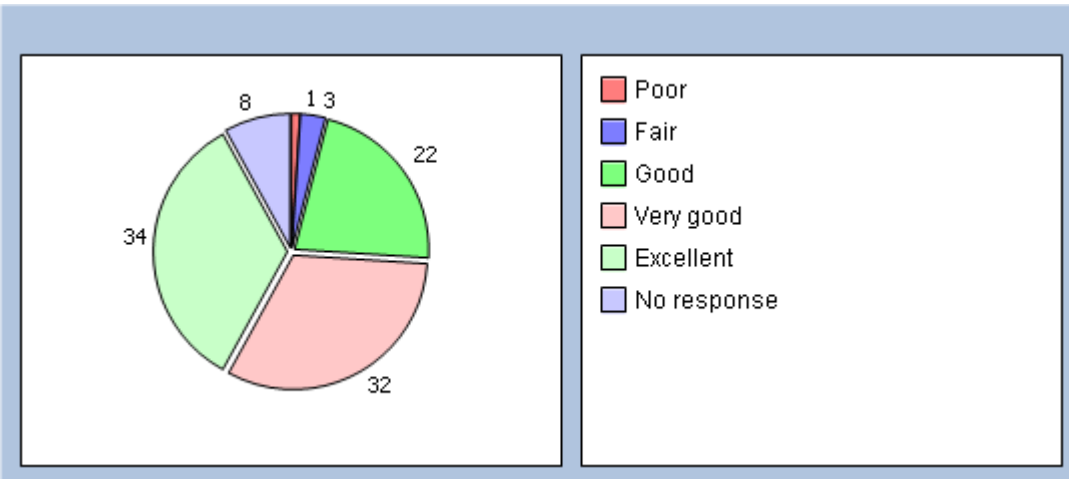
Q23 On my last visit, I would rate the doctor's / nurse's ability to really listen to me as

Poor 2%
 Fair 0%
 Good 21%
 Very good 27%
 Excellent 40%



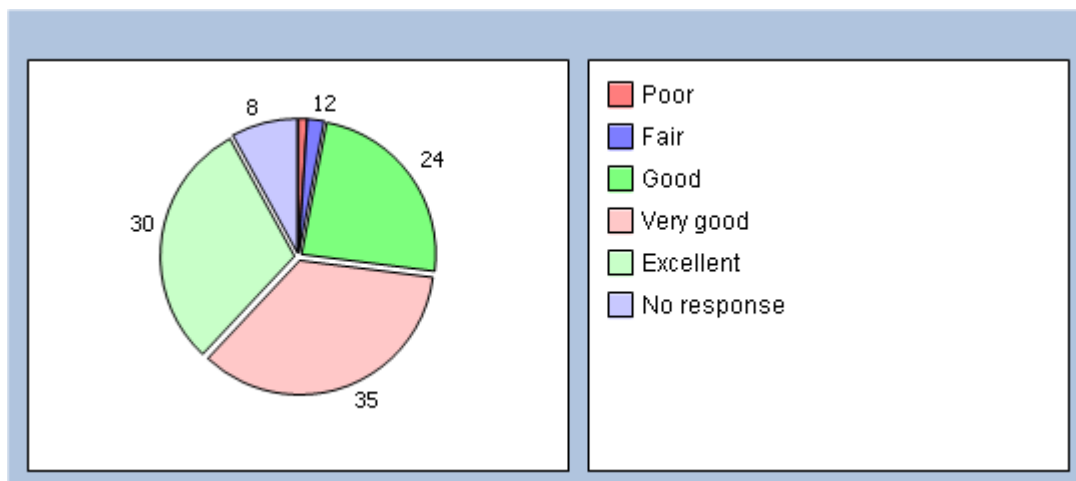
Q24 The doctor's / nurse's explanation of things to me were

Poor 1%
 Fair 3%
 Good 22%
 Very good 32%
 Excellent 34%



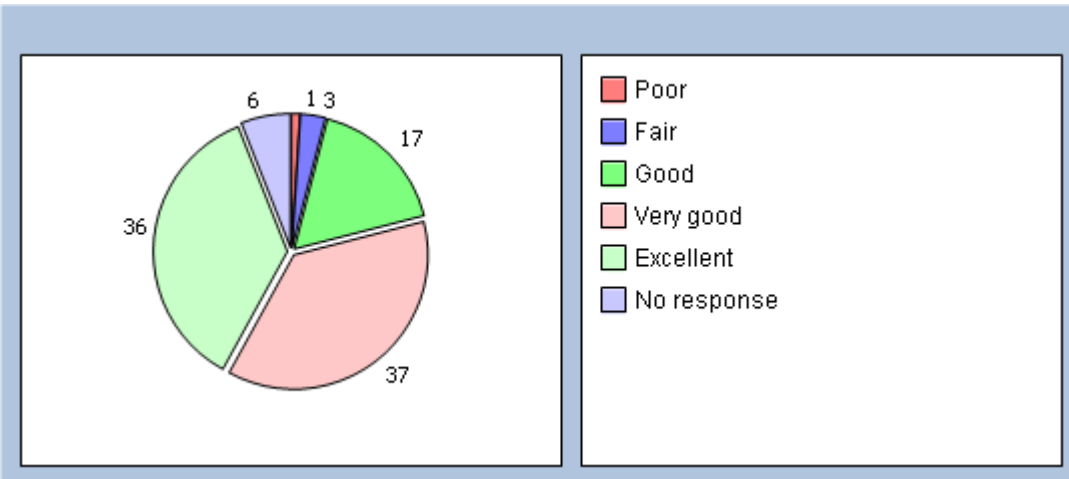
Q25 The extent to which I felt reassured by this doctor/nurse was

Poor 1%
 Fair 2%
 Good 24%
 Very good 35%
 Excellent 30%



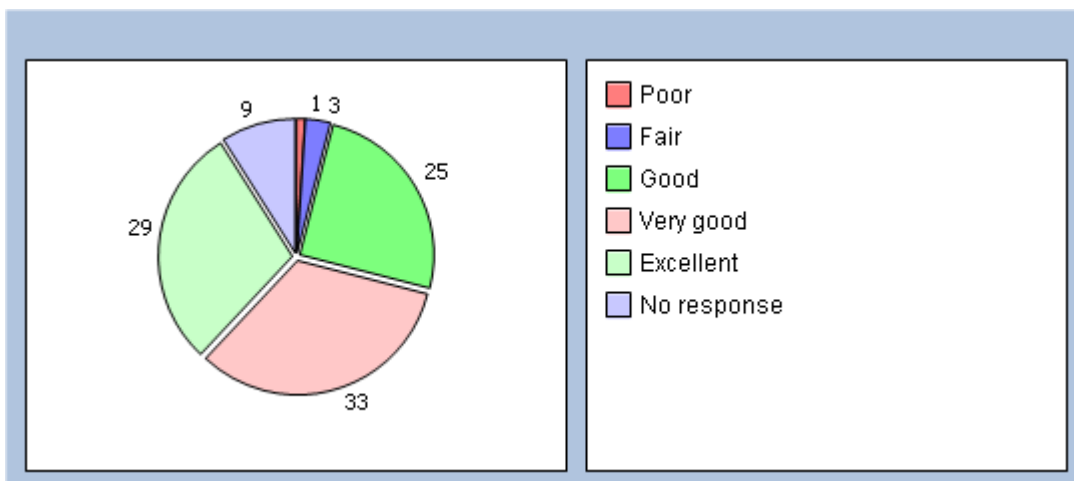
Q26 My confidence in this doctor/nurse's ability is

Poor 1%
 Fair 3%
 Good 17%
 Very good 37%
 Excellent 36%



Q27 The opportunity the doctor/nurse gave me to express my concerns or fears was

Poor 1%
 Fair 3%
 Good 25%
 Very good 33%
 Excellent 29%

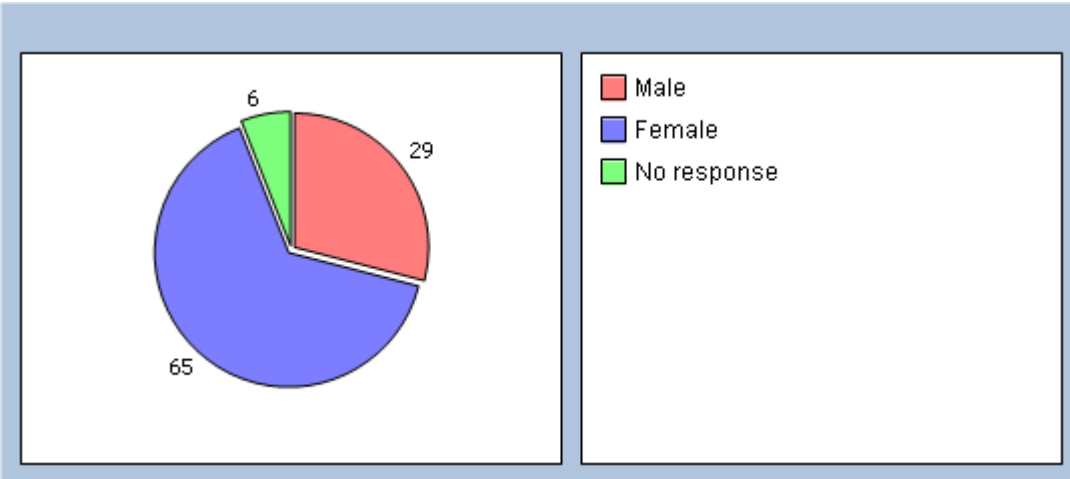


Please add any comments, suggestions or ideas in the box below. Thank you

Finally, to help us analyse your answers please tell us a few things about yourself.

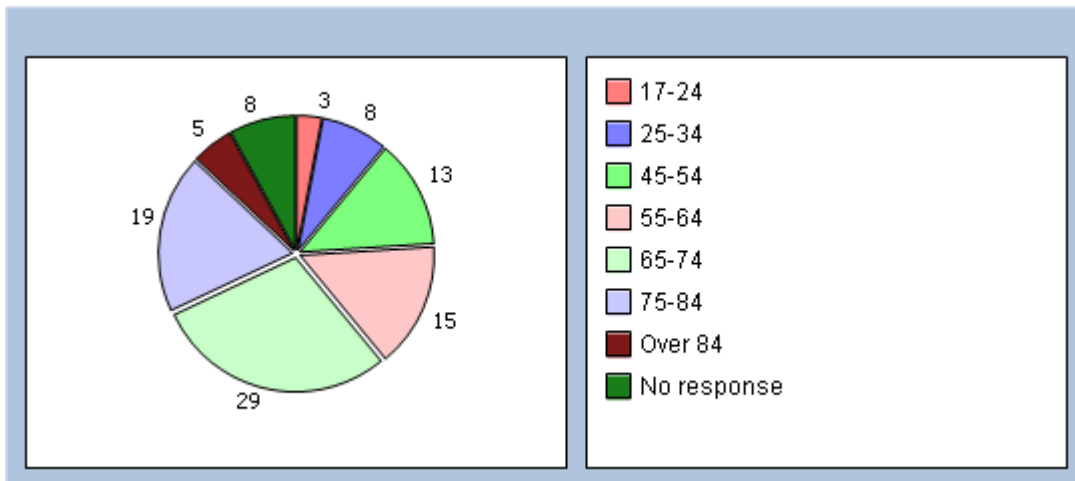
Are you male or female?

Male 29%
 Female 65%



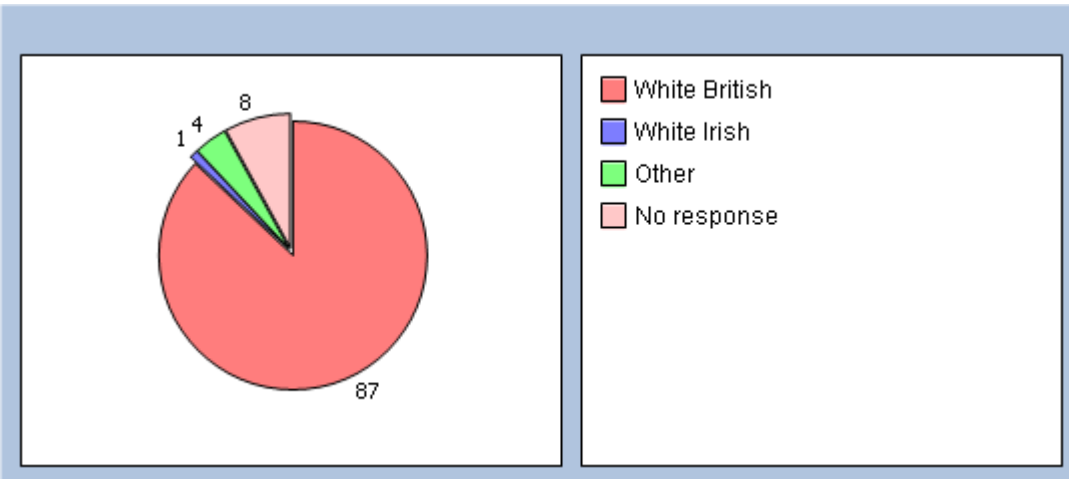
What age are you?

Under 16 0%
 17-24 3%
 25-34 8%
 45-54 13%
 55-64 15%
 65-74 29%
 75-84 19%
 Over 84 5%



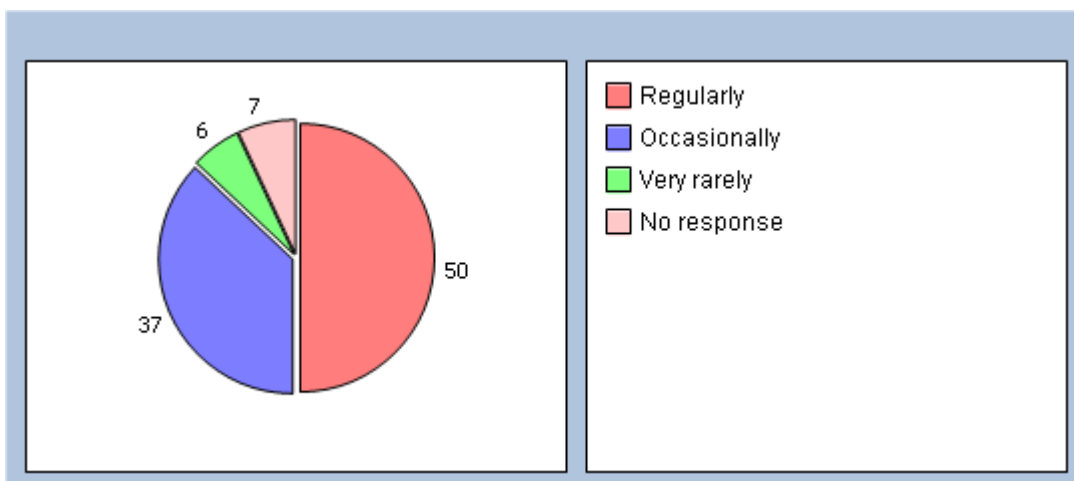
What is the ethnic background with which you most identify?

White British 87%
 White Irish 1%
 Mixed White & Black Caribbean 0%
 Mixed White & Black African 0%
 Mixed White & Black Asian 0%
 Indian 0%
 Pakistani 0%
 Bangladeshi 0%
 Black Caribbean 0%
 Black African 0%
 Chinese 0%
 Other 4%



How would you describe how often you come to the Dorking Medical Practice?

Regularly 50%
 Occasionally 37%
 Very rarely 6%



Many thanks indeed for taking the time to complete this survey. We will be collecting and analysing the results and working with members of the Dorking Medical Practice Patient Reference Group to decide what action we can take and how we can improve.

The results of the survey and a report on what we plan to do next will be published on our website, in newsletter, and on the noticeboards in our waiting room in due course.

Regards,

Louise Watkins, Practice Manager