

PPG & Survey Results Report

Survey Results

Patient Survey Jan 2013

Number of Responses: **165**

Introduction

We asked the members of our Patient Group what topics we should raise in this year's patient survey. We received very few replies but will be including the topics they raised, namely the repeat prescribing service, plus the following:

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

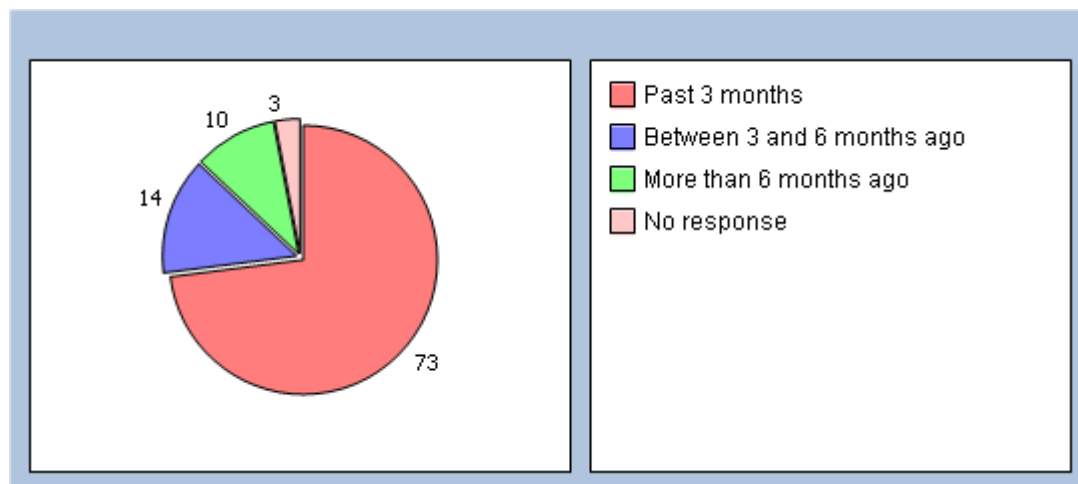
We would be very grateful if you would complete this survey based on your experience at Dorking Medical Practice. The doctors, nurses and administration team all want to provide the highest standard of service and care. Feedback from this survey will help them to identify areas that may need improvement.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

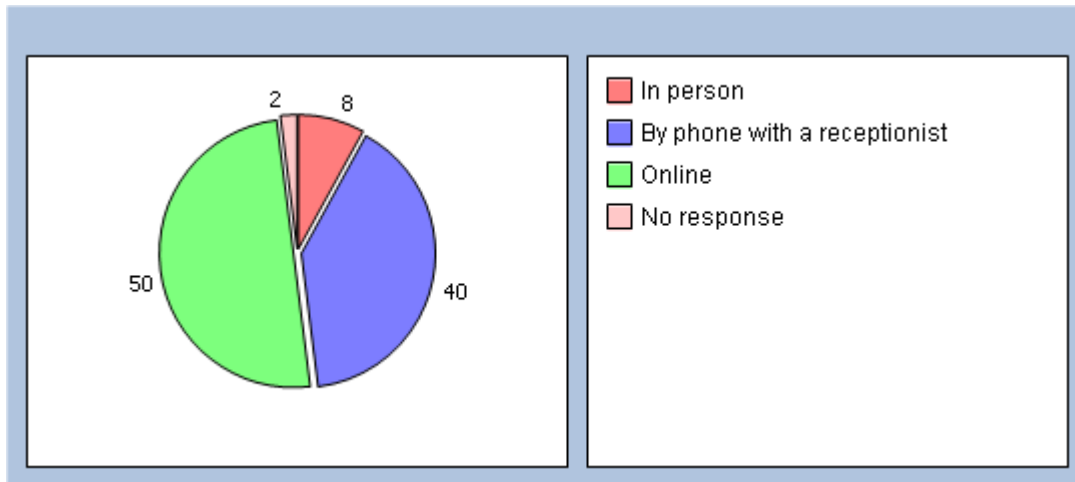
Past 3 months 73%
Between 3 and 6 months ago 14%
More than 6 months ago 10%
I have never seen a doctor at Dorking Medical Practice 0%
No response 3%



SECTION 1 - MAKING AN APPOINTMENT

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

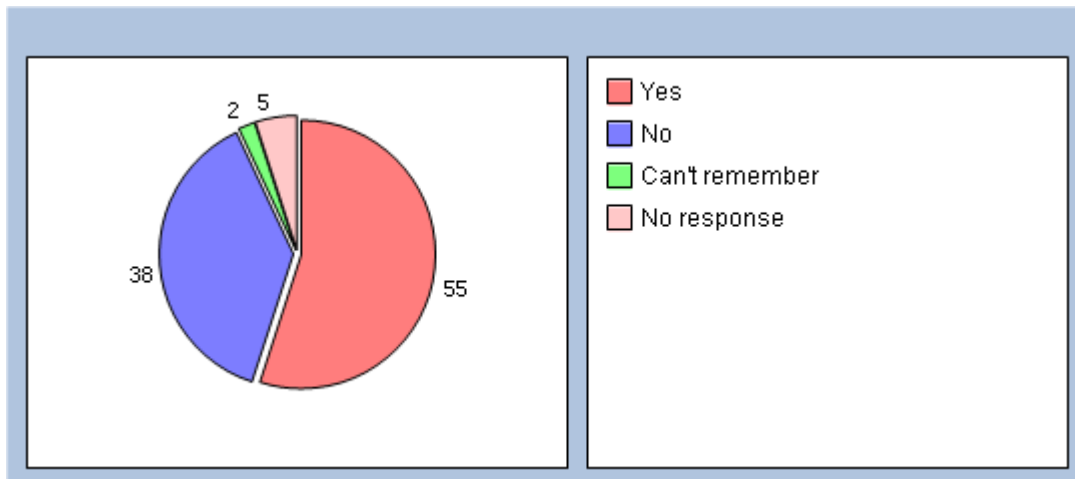
In person 8%
By phone with a receptionist 40%
Online 50%
Doesn't apply 0%
No response 2%



SEEING A GP URGENTLY

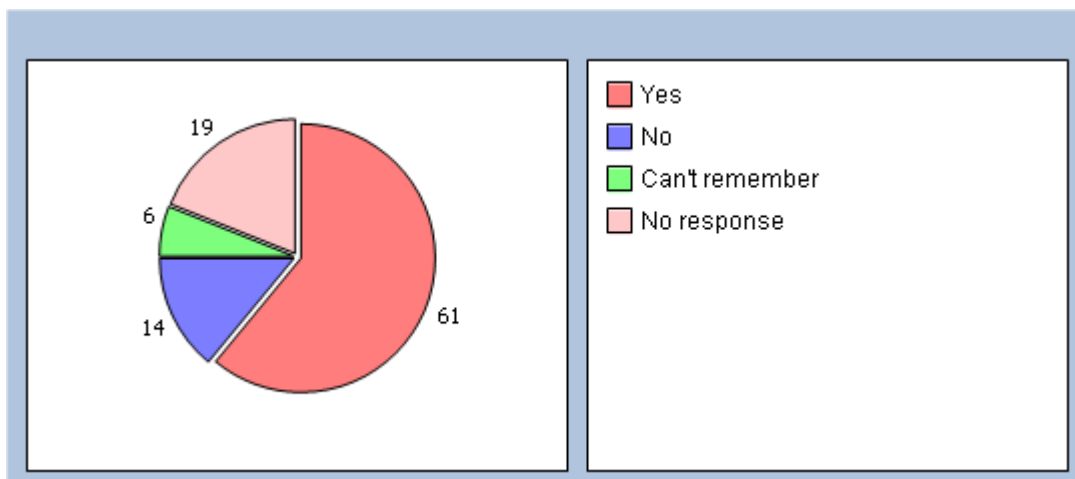
Q3 In the past 6 months have you tried to see a GP urgently? By urgently we mean on the same day or in the next 2 weekdays that Dorking Medical Practice was open? If no, please go to Question 8.

Yes 55%
 No 38%
 Can't remember 2%
 No response 5%



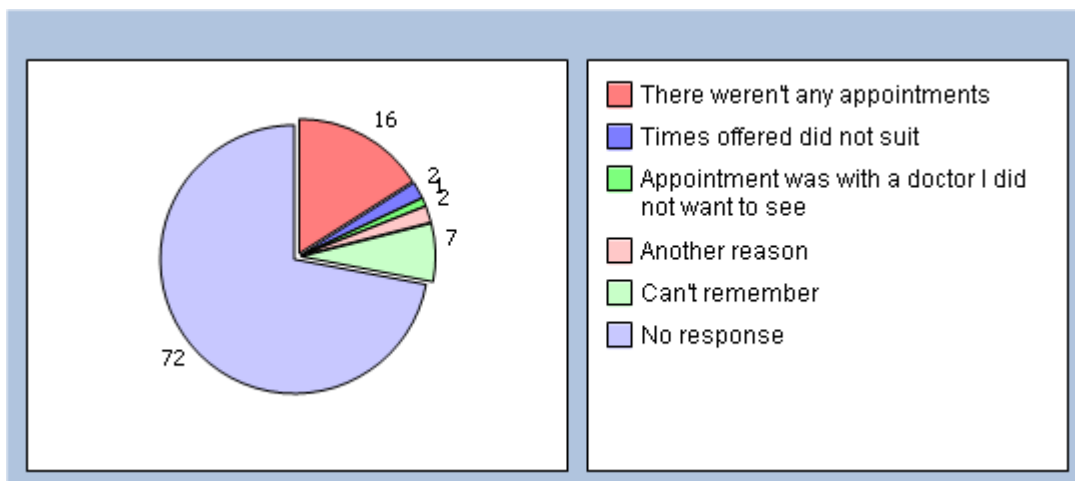
Q4 Thinking about the last time you tried to see a doctor urgently, were you able to see a doctor on the same day or in the next 2 weekdays that Dorking Medical Practice was open?

Yes 61%
 No 14%
 Can't remember 6%
 No response 19%



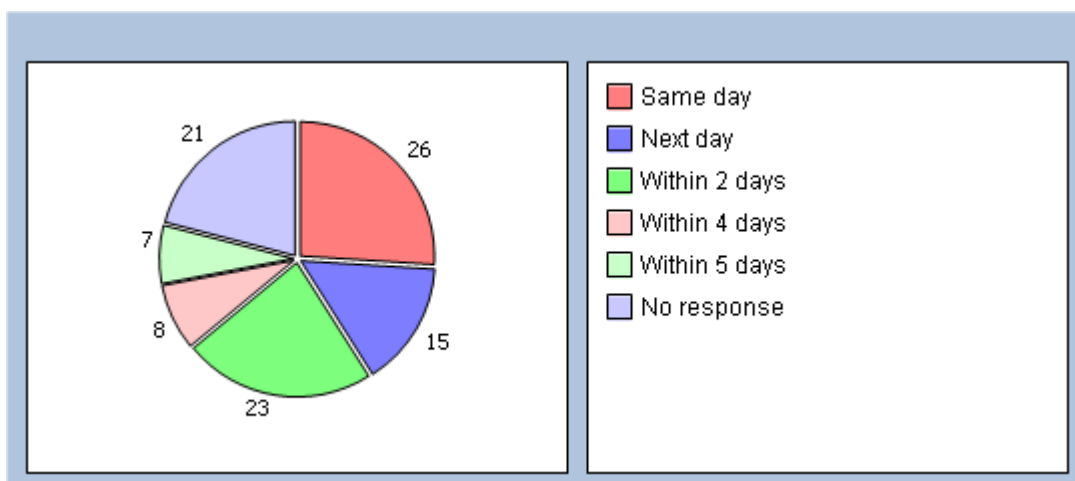
Q5 If you were not able to be seen during the next two weekdays that Dorking Medical Practice was open, why was that?

There weren't any appointments 16%
 Times offered did not suit 2%
 Appointment was with a doctor I did not want to see 1%
 Another reason 2%
 Can't remember 7%
 No response 72%



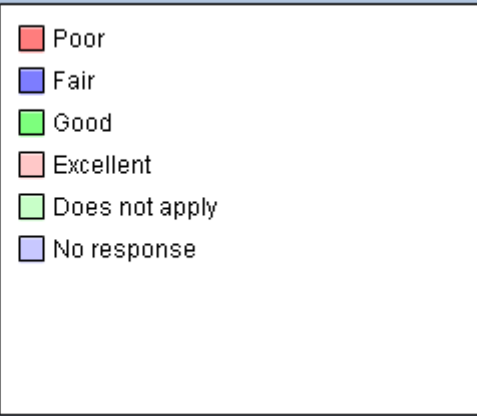
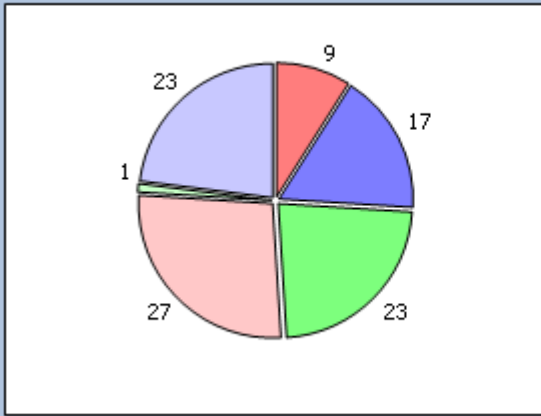
Q6 Thinking of times when you are willing to see any doctor how quickly are you usually seen

Same day 26%
 Next day 15%
 Within 2 days 23%
 Within 4 days 8%
 Within 5 days 7%
 No response 21%



Q7 How do you rate this?

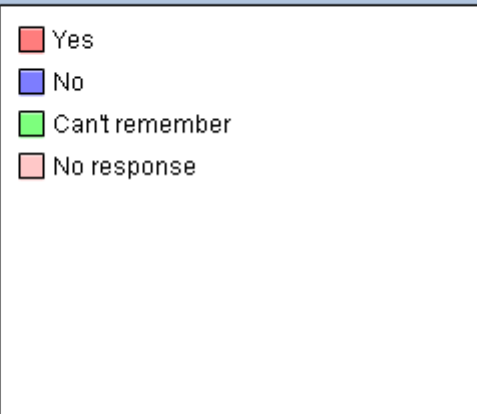
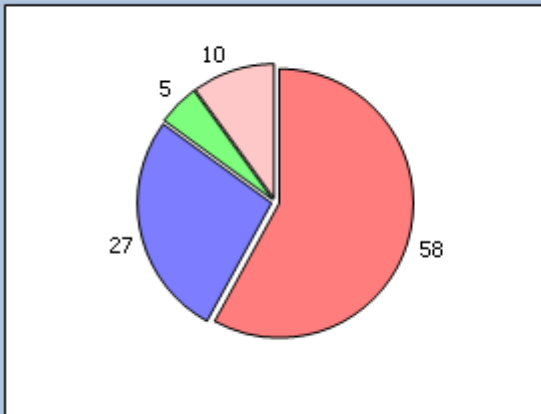
Poor 9%
 Fair 17%
 Good 23%
 Excellent 27%
 Does not apply 1%
 No response 23%



BOOKING AHEAD

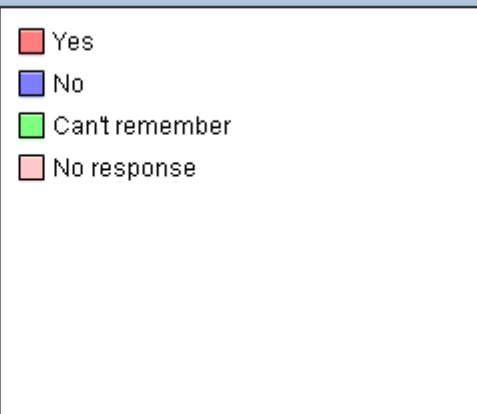
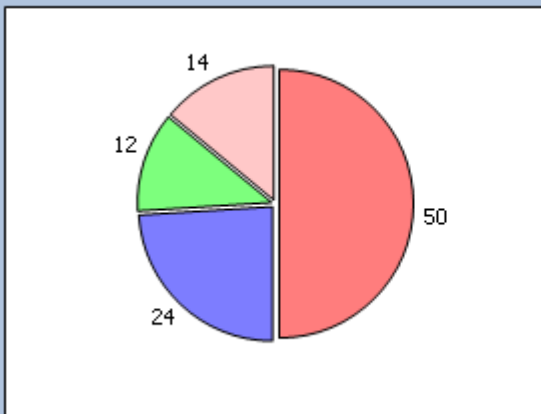
Q8 At Dorking Medical Practice you can book an appointment up to four weeks ahead. In the past six months have you tried to book ahead for an appointment with a GP? (By booking ahead we mean booking an appointment more than three weekdays in advance)

Yes 58%
 No 27%
 Can't remember 5%
 No response 10%



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

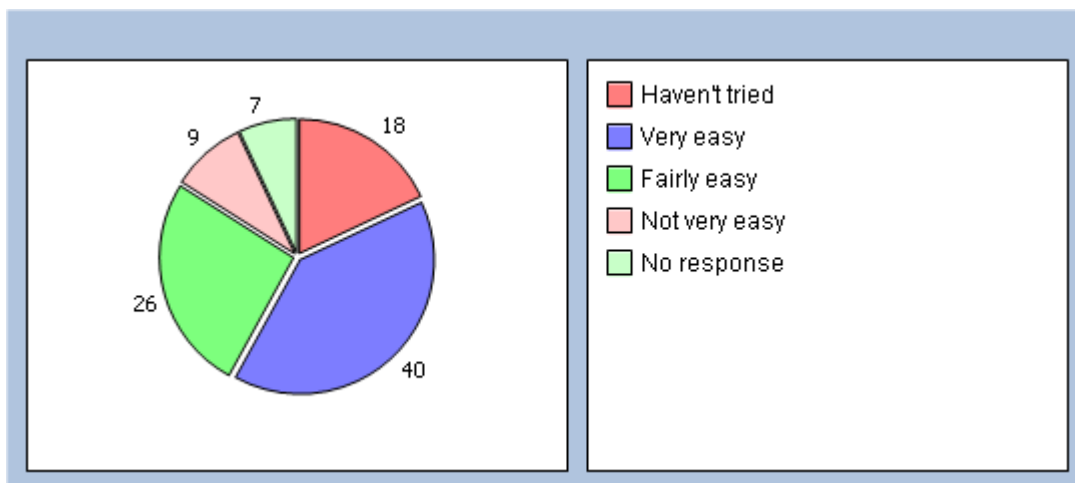
Yes 50%
 No 24%
 Can't remember 12%
 No response 14%



NURSING APPOINTMENTS

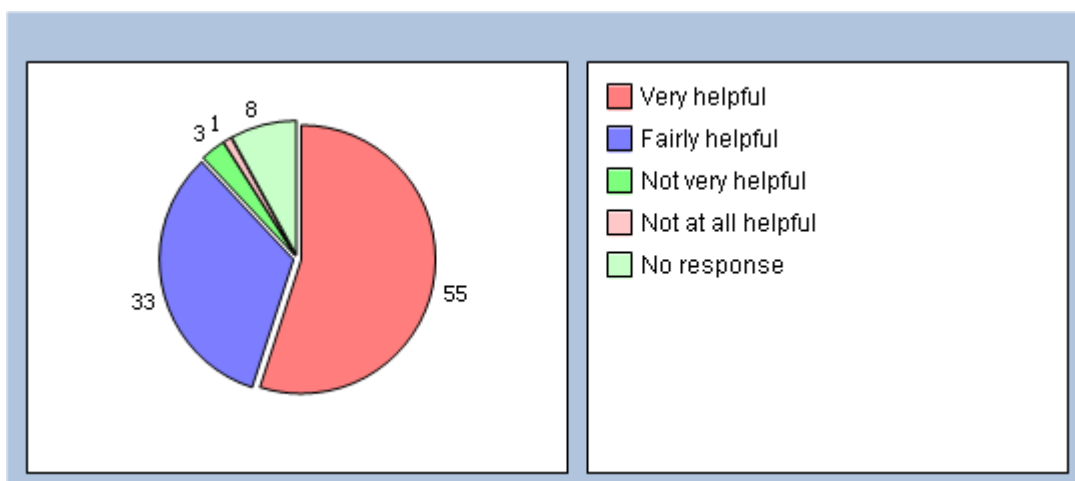
Q10 How easy do you find it to make an appointment with a Practice Nurse at Dorking Medical Practice?

Haven't tried 18%
 Very easy 40%
 Fairly easy 26%
 Not very easy 9%
 Not at all 0%
 No response 7%



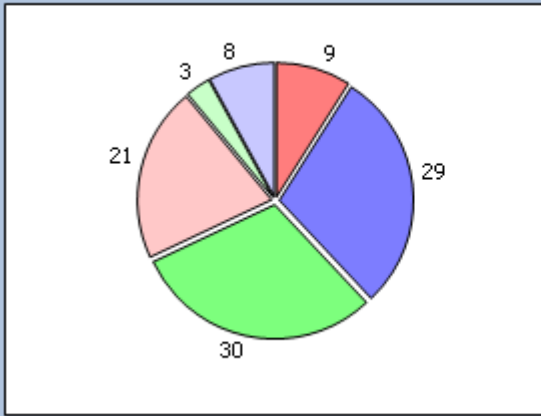
Q11 How helpful do you find the receptionists at Dorking Medical Practice?

Very helpful 55%
 Fairly helpful 33%
 Not very helpful 3%
 Not at all helpful 1%
 Don't know 0%
 No response 8%



Q12 How easy do you find it to get through to someone on the phone in the morning?

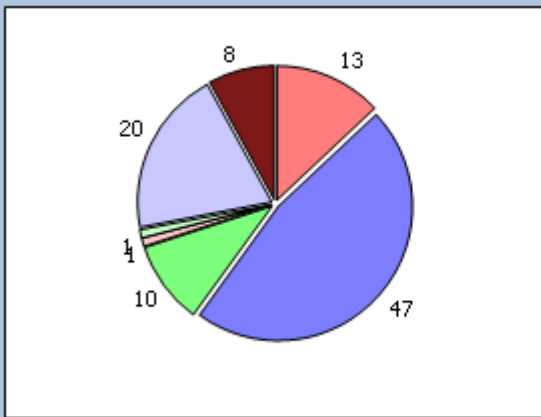
Very easy 9%
 Fairly easy 29%
 Not very easy 30%
 Not at all easy 21%
 Don't know 0%
 Haven't tried 3%
 No response 8%



- Very easy
- Fairly easy
- Not very easy
- Not at all easy
- Haven't tried
- No response

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

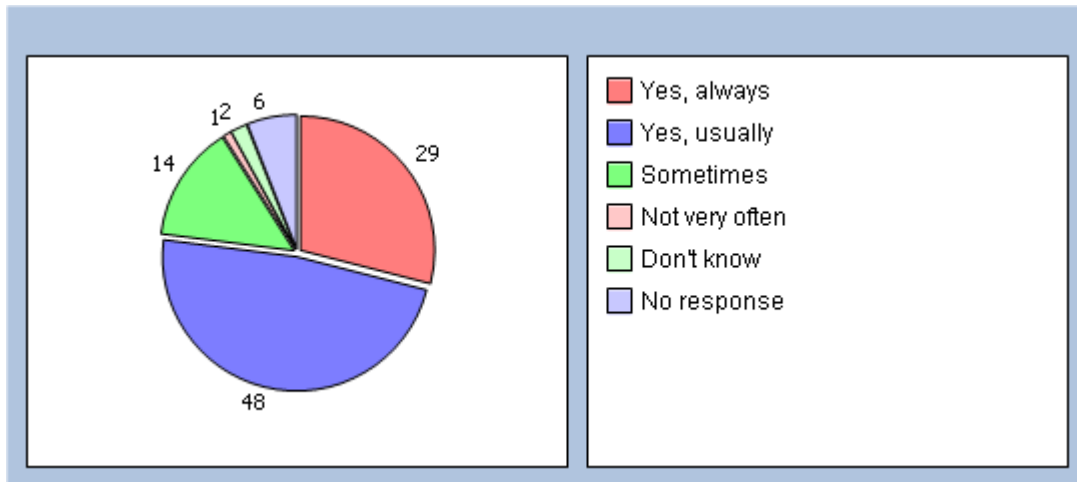
Very easy 13%
 Fairly easy 47%
 Not very easy 10%
 Not at all easy 1%
 Don't know 1%
 Haven't tried 20%
 No response 8%



- Very easy
- Fairly easy
- Not very easy
- Not at all easy
- Don't know
- Haven't tried
- No response

Q14 In your experience are the receptionists knowledgeable and able to deal with your telephone queries?

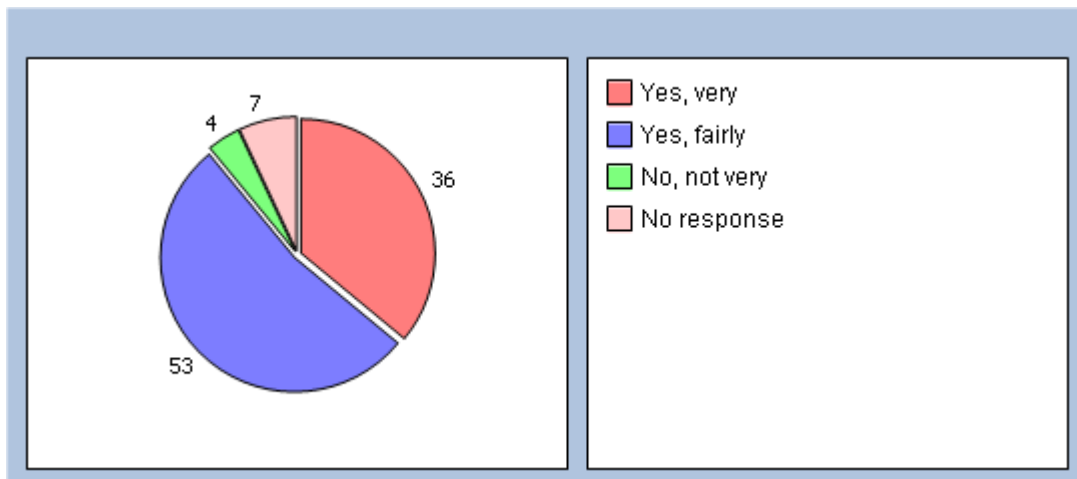
Yes, always 29%
 Yes, usually 48%
 Sometimes 14%
 Not very often 1%
 Never 0%
 Don't know 2%
 No response 6%



SECTION 2 - FACILITIES AND OPENING TIMES

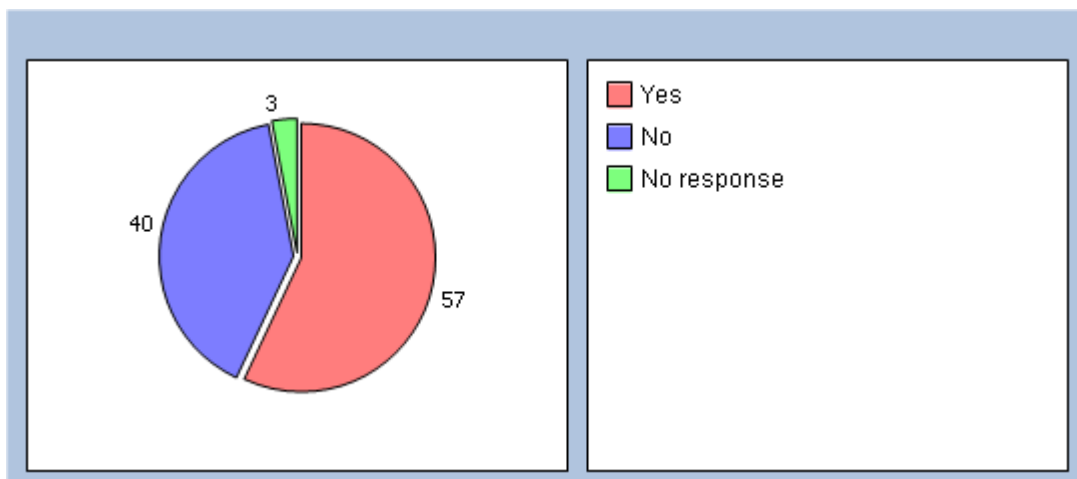
Q15 Do you find the information in the waiting room and on the website useful? (If not, please explain what you would like)

Yes, very 36%
 Yes, fairly 53%
 No, not very 4%
 No, not at all 0%
 No response 7%



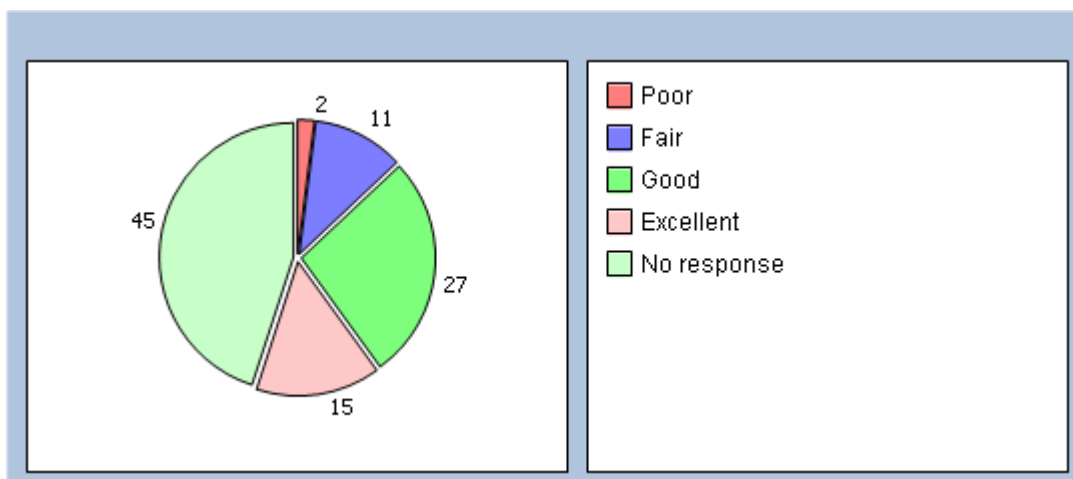
Q16 Do you use the surgery website for booking your appointments?

Yes 57%
 No 40%
 No response 3%



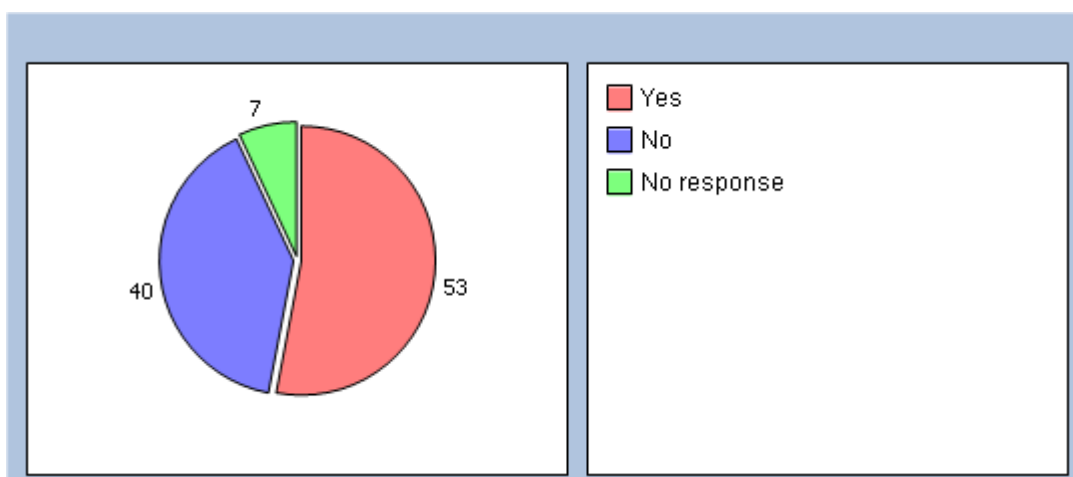
Q17 If yes, how do you rate this (if poor, please explain what would you like instead)

Poor 2%
 Fair 11%
 Good 27%
 Excellent 15%
 No response 45%



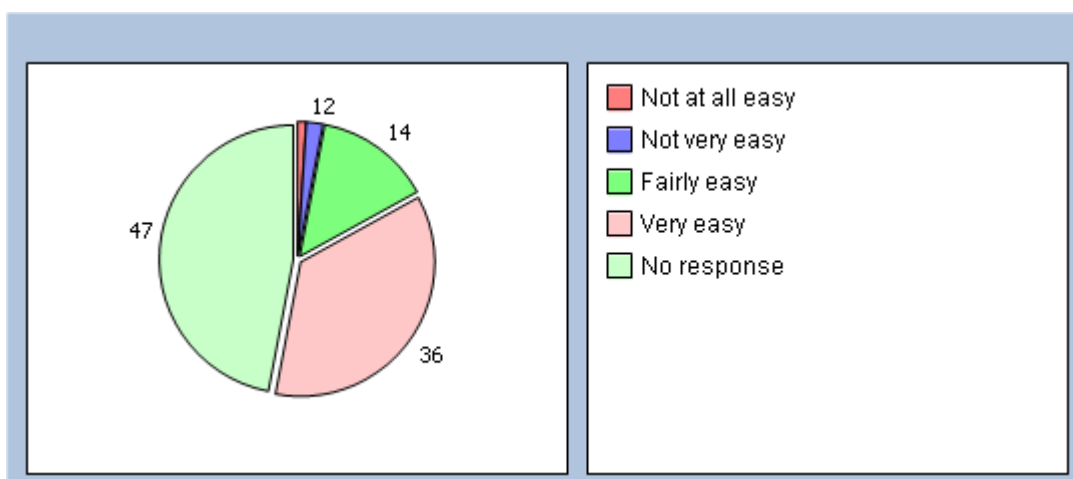
Q18 Do you use the Surgery website for ordering repeat prescriptions?

Yes 53%
 No 40%
 No response 7%



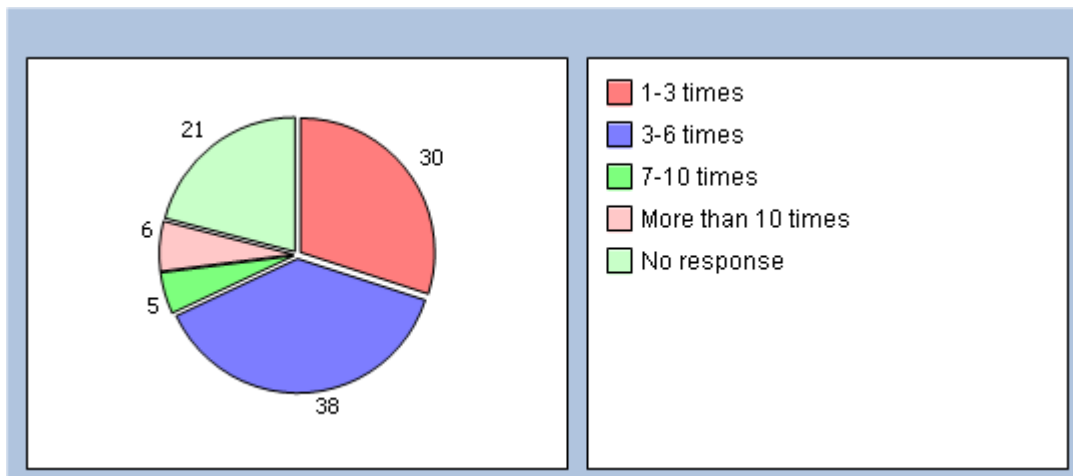
Q19 If yes, how easy do you find it to use? (if not easy, please explain what would make it easier)

Not at all easy 1%
 Not very easy 2%
 Fairly easy 14%
 Very easy 36%
 No response 47%



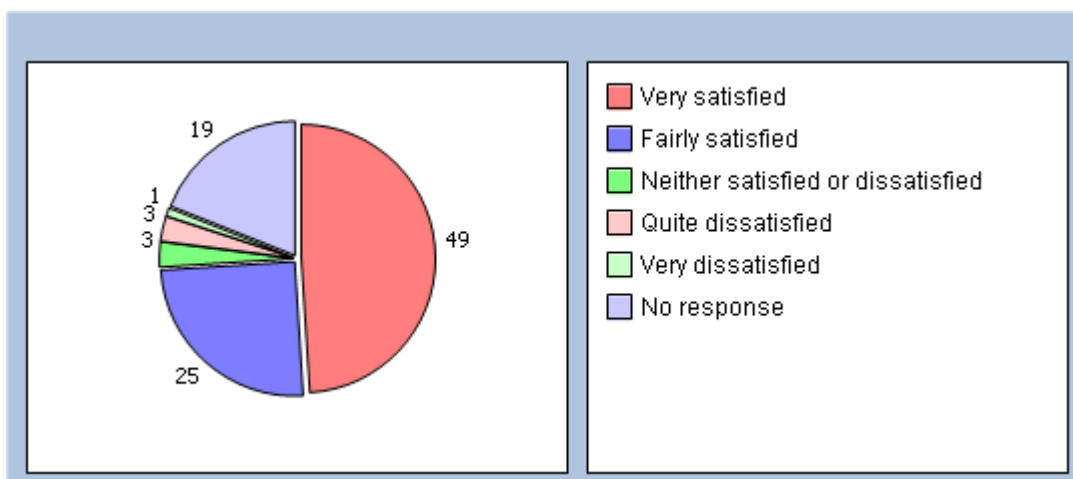
Q20 How often have you requested repeat prescriptions in the last six months?

1-3 times 30%
 3-6 times 38%
 7-10 times 5%
 More than 10 times 6%
 No response 21%



Q21 How satisfied are you with the repeat prescribing service? (If dissatisfied, please explain what would make it better for you)

Very satisfied 49%
 Fairly satisfied 25%
 Neither satisfied or dissatisfied 3%
 Quite dissatisfied 3%
 Very dissatisfied 1%
 No response 19%

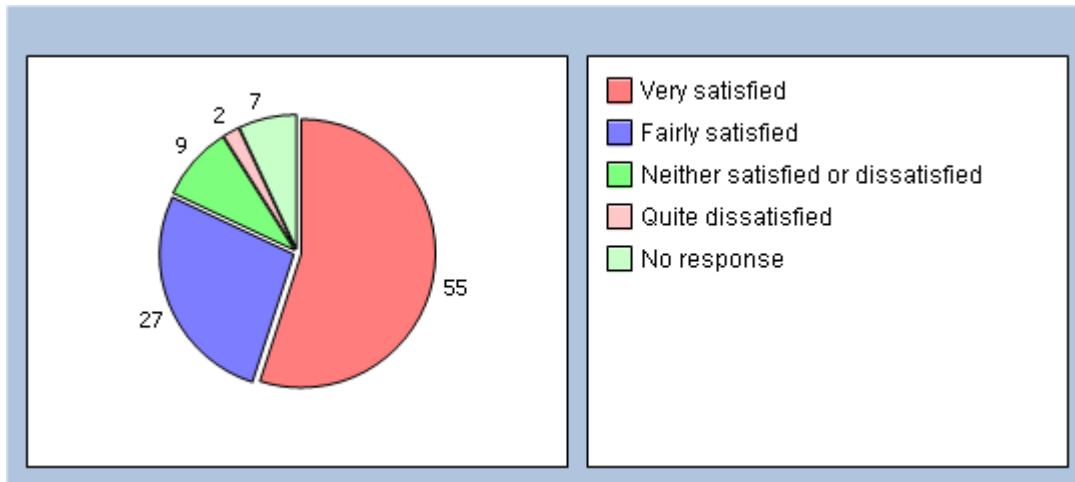


Q22 How satisfied are you with the opening hours at the surgery? (If dissatisfied, when would you prefer the surgery to be open)

New House: 08.00-20.30 on Mon, Tue & Wed, 08.00-18.30 on Thu/Fri.

Hillside: 08.30-18.00 on Mon/Thu, 08.30-17.00 on Tues/Wed and 08.30-13.00 on Fri.

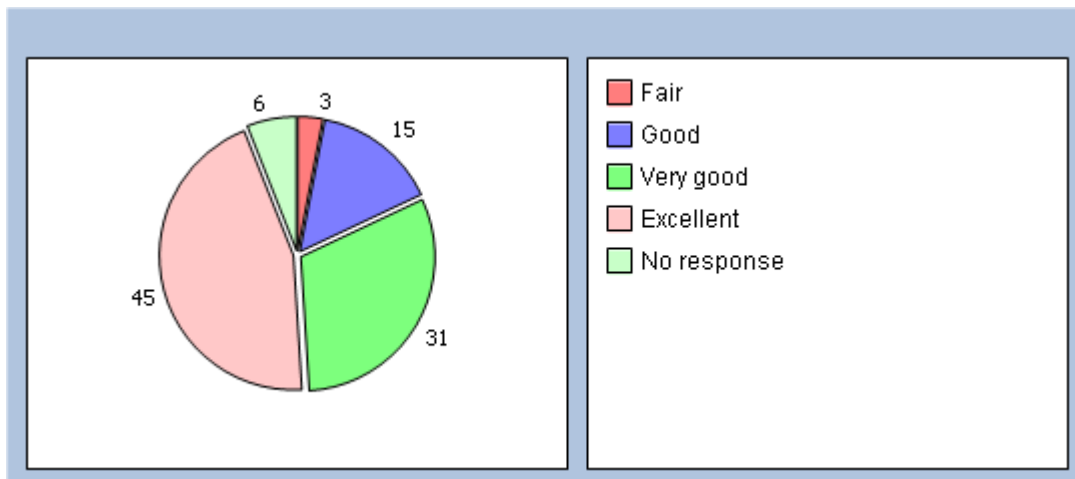
Very satisfied 55%
 Fairly satisfied 27%
 Neither satisfied or dissatisfied 9%
 Quite dissatisfied 2%
 Very dissatisfied 0%
 No response 7%



SECTION 3 - CLINICAL CARE

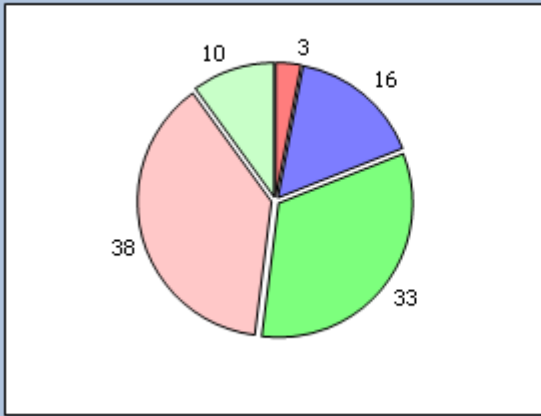
Q23 On my last visit, I would rate the doctor's / nurse's ability to really listen to me as

Poor 0%
 Fair 3%
 Good 15%
 Very good 31%
 Excellent 45%
 No response 6%



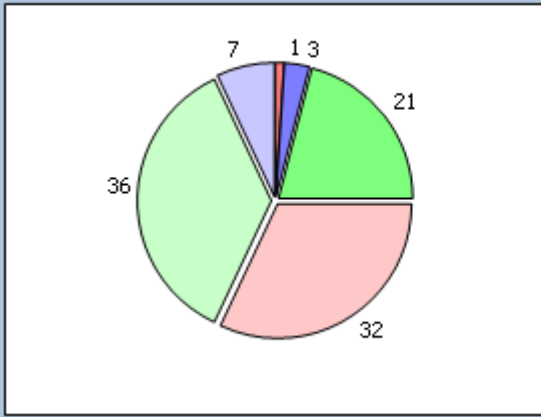
Q24 The doctor's / nurse's explanation of things to me were

Poor 0%
 Fair 3%
 Good 16%
 Very good 33%
 Excellent 38%
 No response 10%



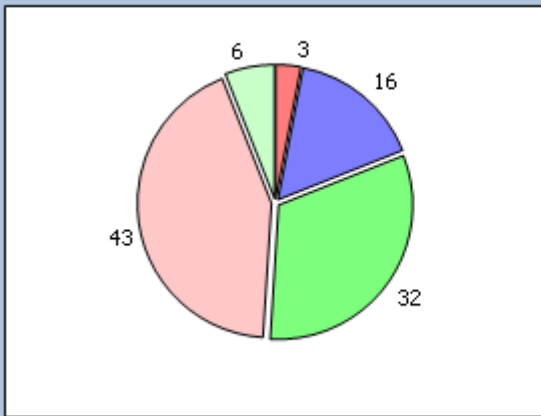
Q25 The extent to which I felt reassured by this doctor/nurse was

Poor 1%
 Fair 3%
 Good 21%
 Very good 32%
 Excellent 36%
 No response 7%



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

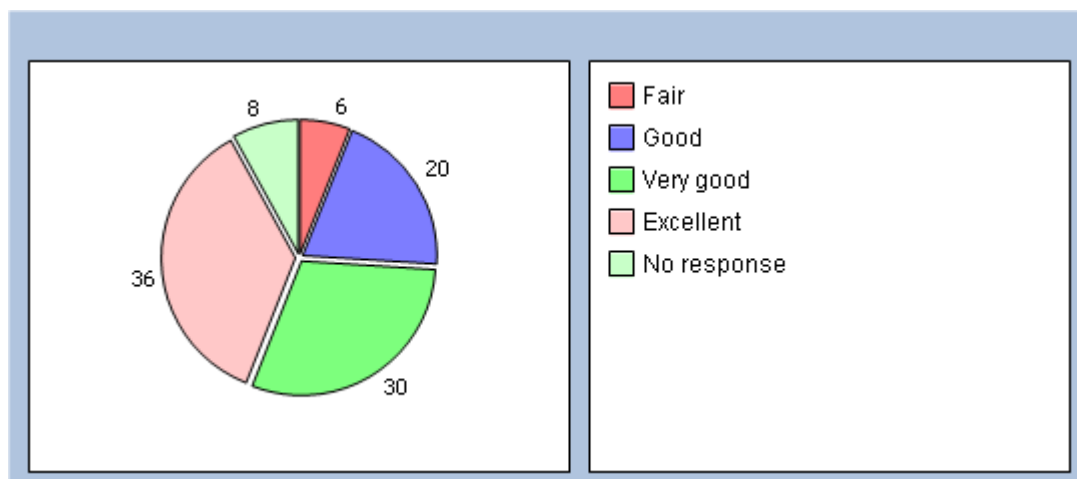
Poor 0%
 Fair 3%
 Good 16%
 Very good 32%
 Excellent 43%
 No response 6%



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

Poor 0%

Fair 6%
Good 20%
Very good 30%
Excellent 36%
No response 8%

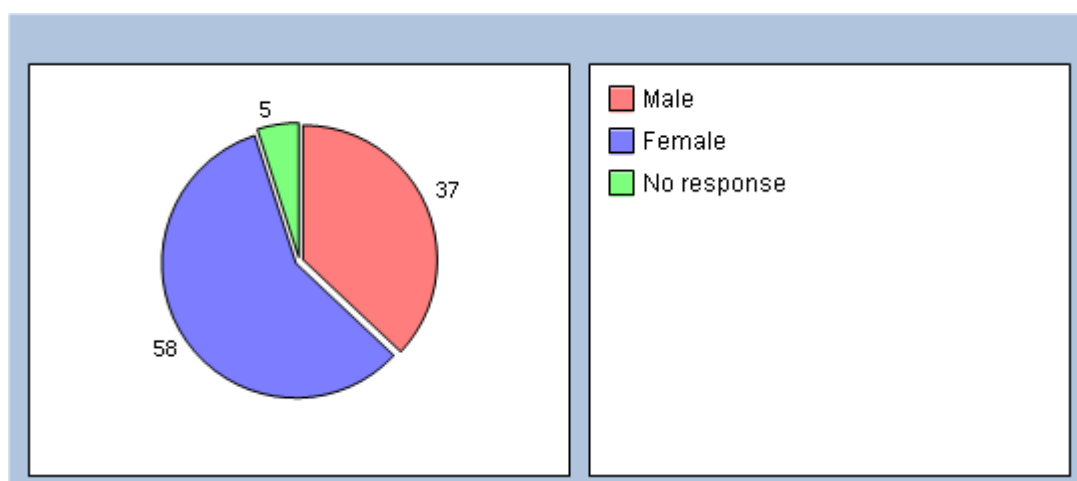


Please add any comments, suggestions or ideas in the box below. Thank you

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

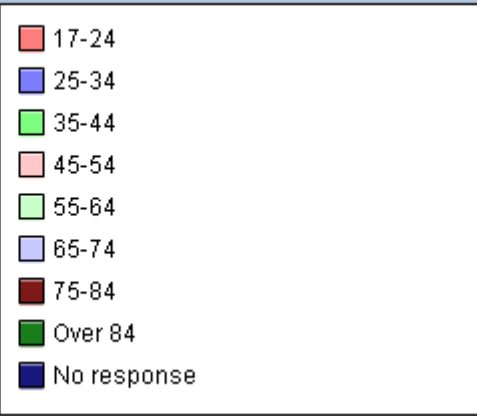
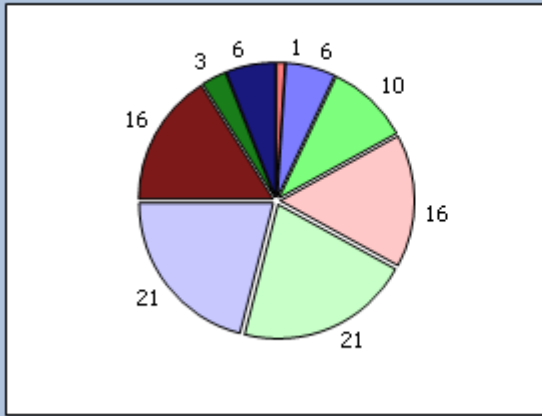
Are you male or female?

Male 37%
Female 58%
No response 5%



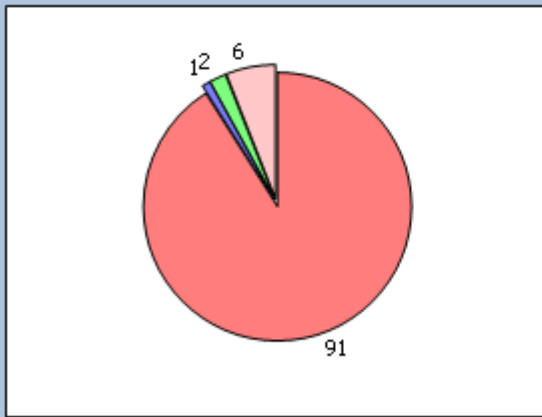
What age are you?

Under 16 0%
17-24 1%
25-34 6%
35-44 10%
45-54 16%
55-64 21%
65-74 21%
75-84 16%
Over 84 3%
No response 6%



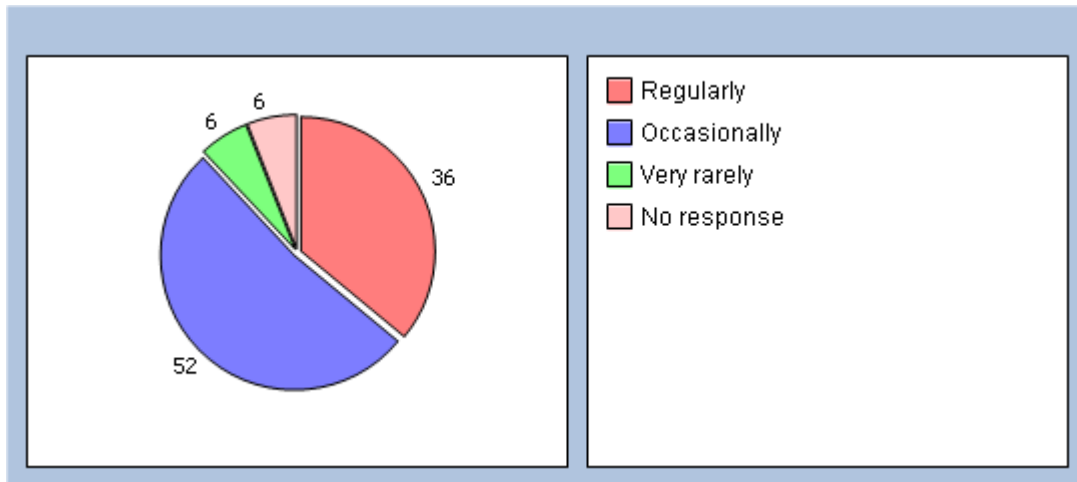
What is the ethnic background with which you most identify?

- White British 91%
- 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 2%
- No response 6%



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

- Regularly 36%
- Occasionally 52%
- Very rarely 6%
- No response 6%



Many thanks 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 the newsletter, and on the noticeboards in our waiting room in due course.

Regards,

Louise Watkins, Practice Manager

04.02.13