

PATIENT SURVEY RESULTS MARCH 2015

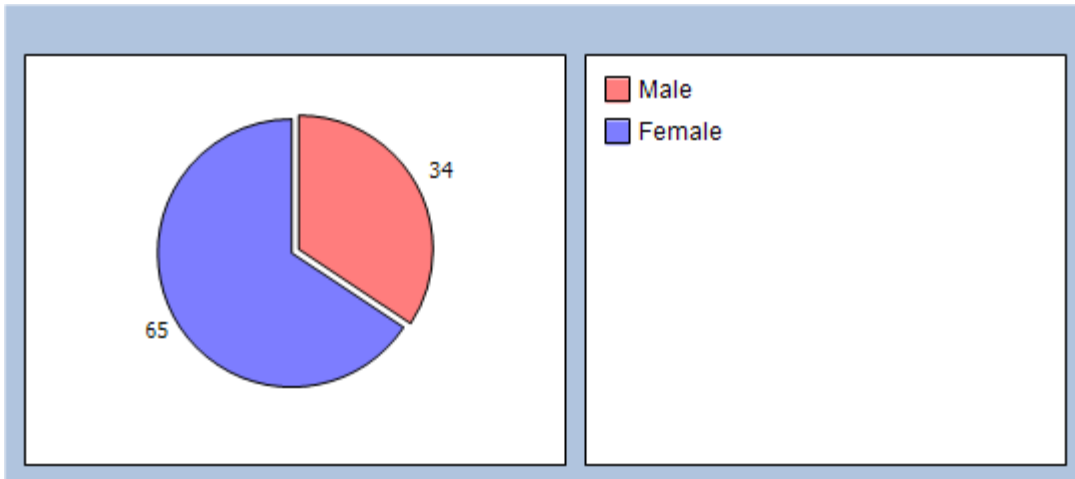
325 Surveys were completed

About you

We would like some information about you. This will help us to monitor equality and diversity and will make sure we reach a wider range of people for their opinions.

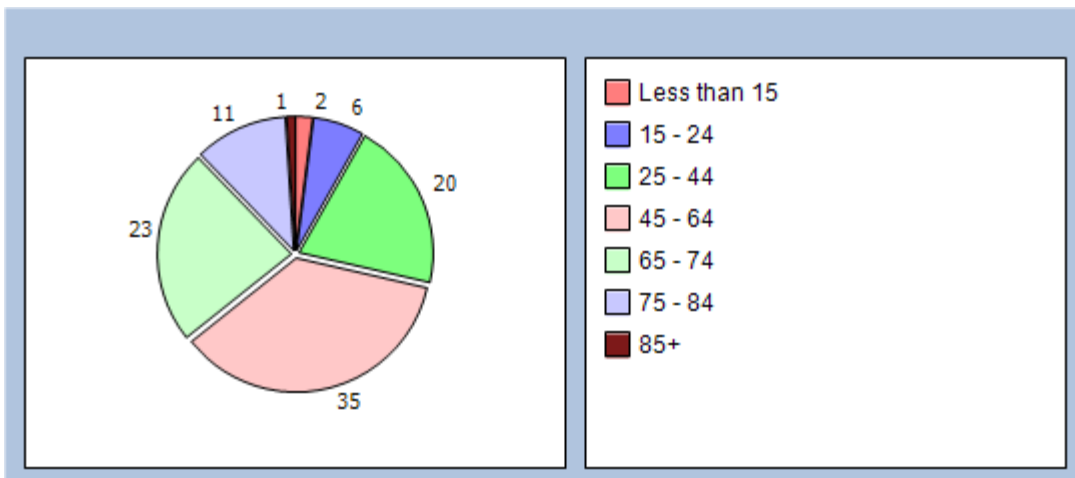
1: Gender

Male **34%**
Female **65%**
Prefer not to say **0%**



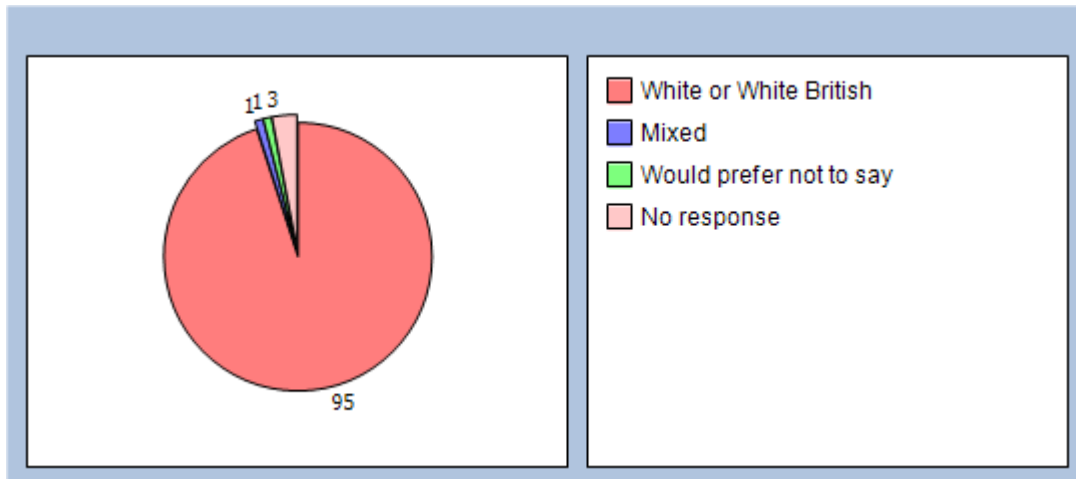
2: Age

Less than 15 **2%**
15 - 24 **6%**
25 - 44 **20%**
45 - 64 **35%**
65 - 74 **23%**
75 - 84 **11%**
85+ **1%**



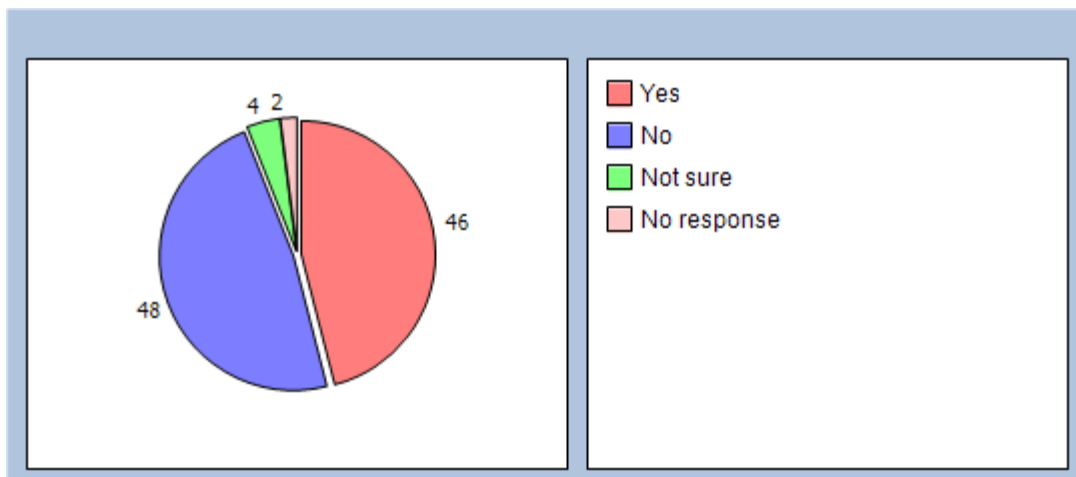
3: Which ethnic group best describes you

White or White British **95%**
Black or Black British **0%**
Mixed **1%**
Chinese **0%**
Asian or Asian British **0%**
Other ethnic group **0%**
Would prefer not to say **1%**
No response **3%**



4: Do you have any long-standing illness, disability or infirmity that has troubled you or could trouble you over a period of time?

Yes **46%**
No **48%**
Not sure **4%**
No response **2%**



Appointments and getting through on the phone

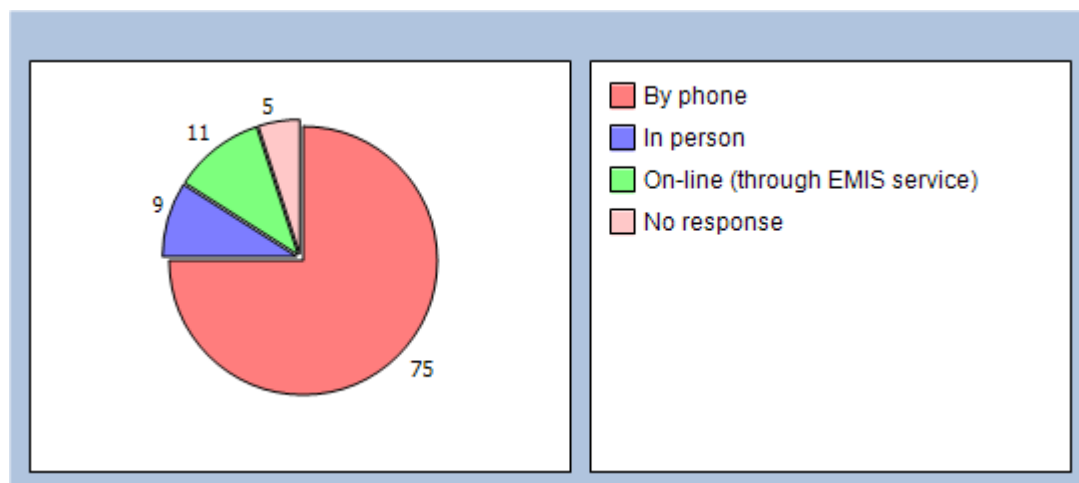
5: What is the best or easiest way for you to make an appointment?

By phone **75%**

In person **9%**

On-line (through EMIS service) **11%**

No response **5%**



Please comment...

6: Getting an appointment with a doctor or nurse when I need one is...?

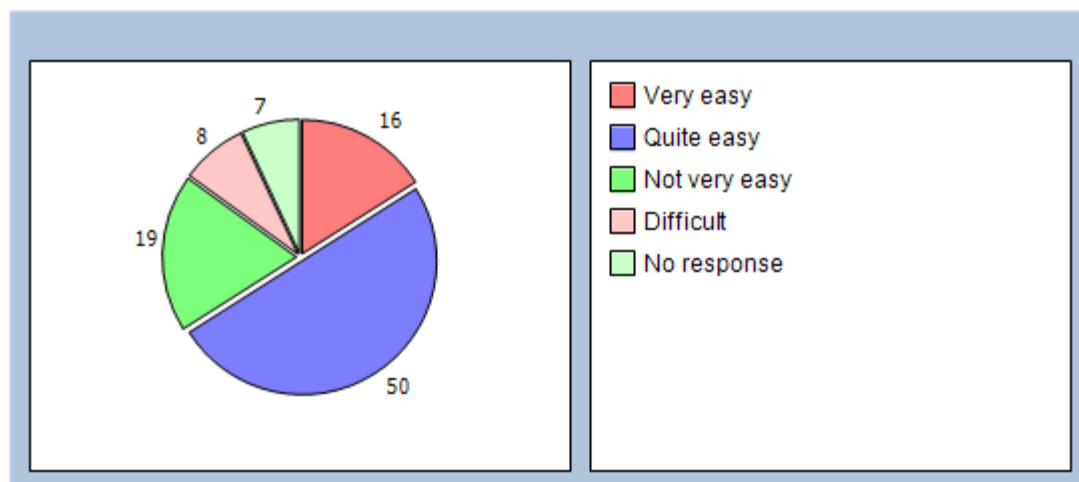
Very easy **16%**

Quite easy **50%**

Not very easy **19%**

Difficult **8%**

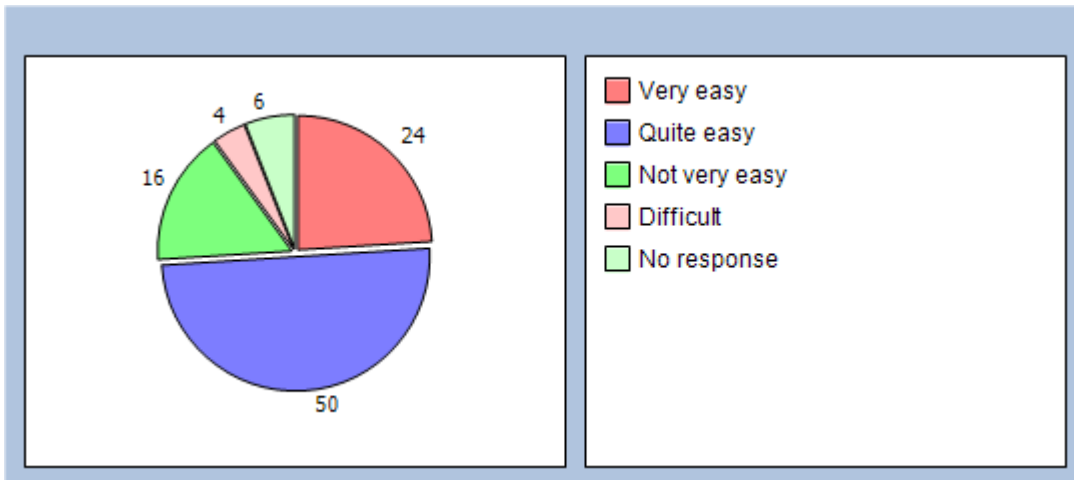
No response **7%**



Please comment...

7: When contacting the practice for an appointment via the telephone is this...?

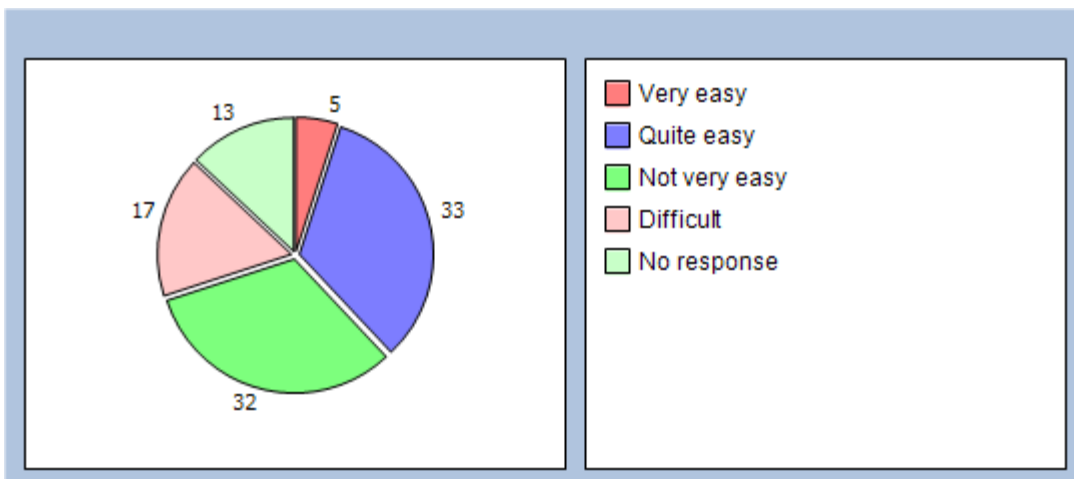
Very easy **24%**
Quite easy **50%**
Not very easy **16%**
Difficult **4%**
No response **6%**



Please comment...

8: The opportunity to see a doctor of my choice is...?

Very easy **5%**
Quite easy **33%**
Not very easy **32%**
Difficult **17%**
No response **13%**



Please comment...

Access

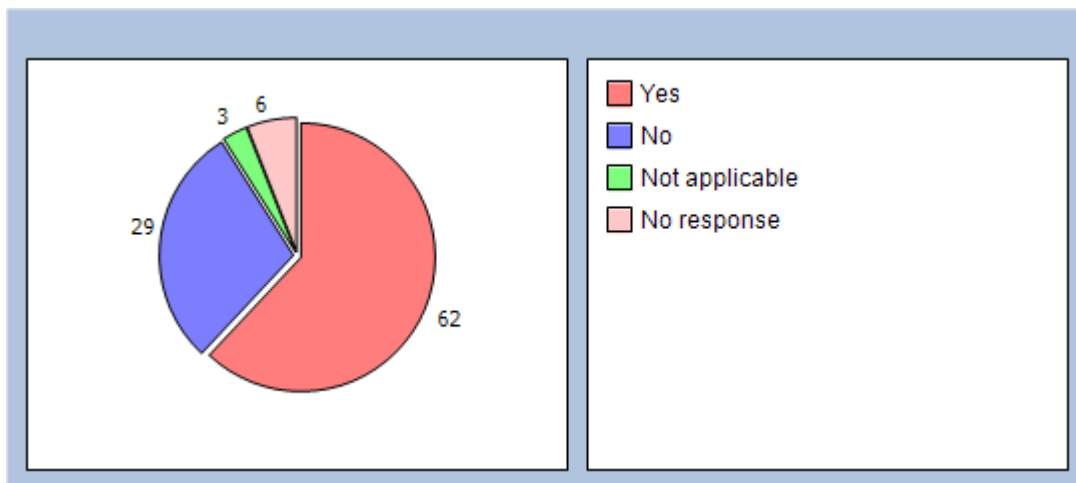
9: Is there enough parking?

Yes **62%**

No **29%**

Not applicable **3%**

No response **6%**



Please comment...

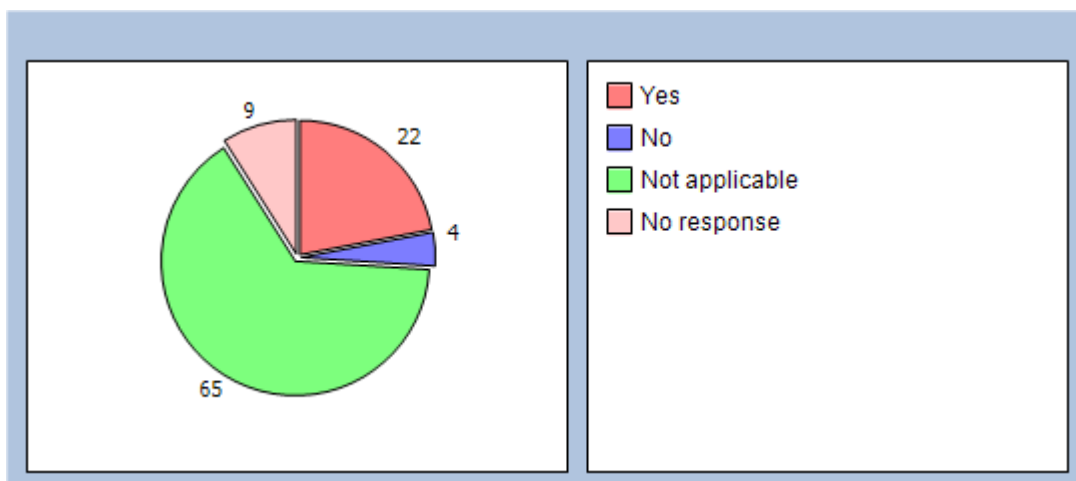
10: If you have a disability is the access to the practice suitable for your needs? If no, please advise.

Yes **22%**

No **4%**

Not applicable **65%**

No response **9%**

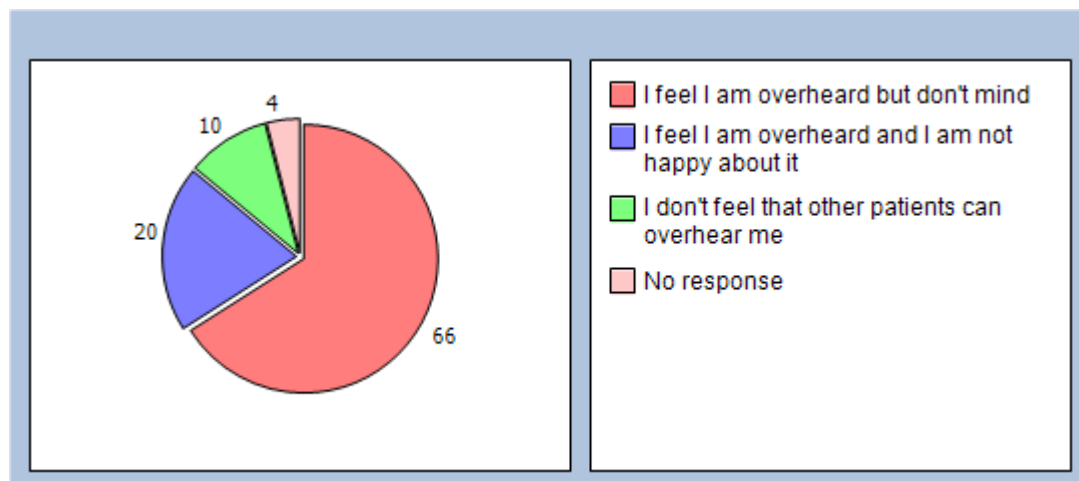


Please comment...

Reception and front of house

11: Responding to previous surveys, we have now put up the barrier at reception. Do you feel you are given enough privacy when discussing personal information at the reception desk?

I feel I am overheard but don't mind **66%**
I feel I am overheard and I am not happy about it **20%**
I don't feel that other patients can overhear me **10%**
No response **4%**

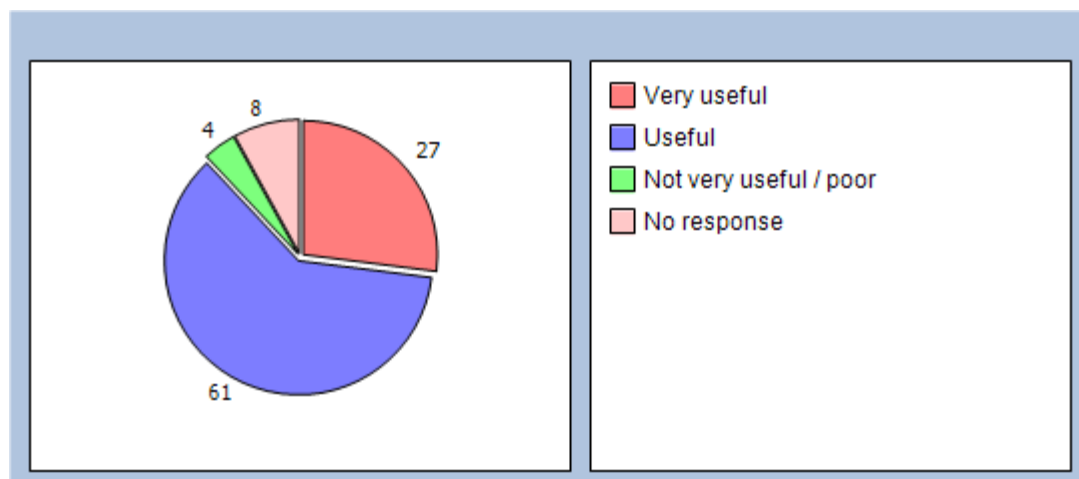


Please comment...

Communicating with you

12: How useful do you find information provided by the practice

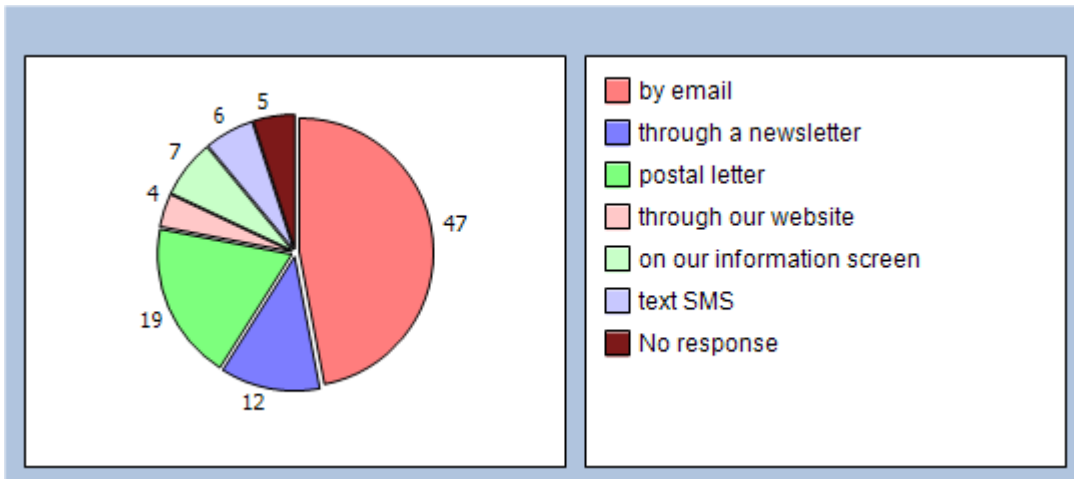
Very useful **27%**
Useful **61%**
Not very useful / poor **4%**
No response **8%**



Please comment...

13: What would be the best way of telling you about changes within the practice? For example changes in appointment system, new services

by email **47%**
through a newsletter **12%**
postal letter **19%**
through our website **4%**
on our information screen **7%**
text SMS **6%**
No response **5%**



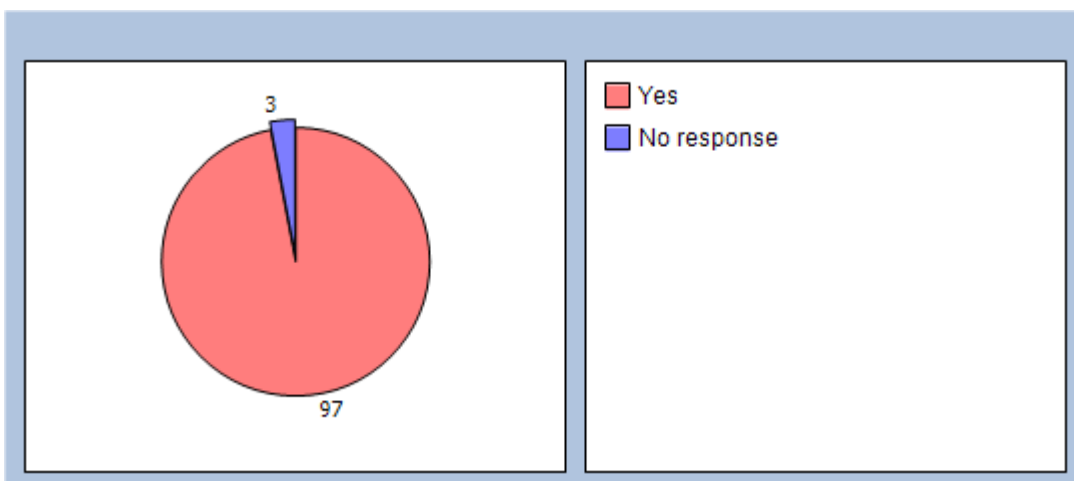
Please comment...

If you wish to receive communication via e-mail please give us your e-mail address

Seeing the doctor or nurse

14: Responding to previous surveys we have changed the way patients are called into their appointment. When the doctor or nurse calls you into your appointment via the screen is it clear?

Yes **97%**
No **0%**
No response **3%**

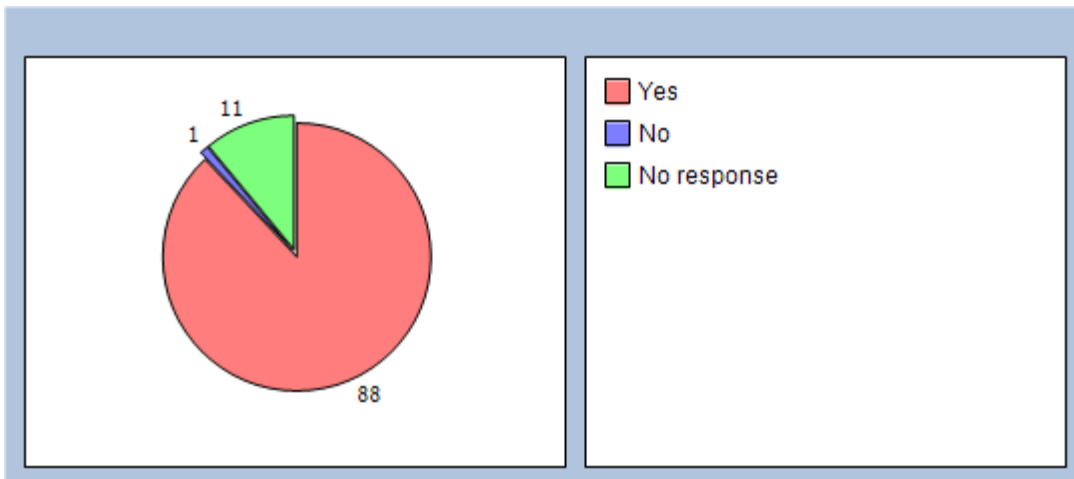


15: If no, what do you feel would be the best way to be called into your appointment?

We would be grateful if you could complete the following section after you have visited the doctor or nurse today.

16: When you see a doctor or nurse, generally do you feel as if you get good service from them?

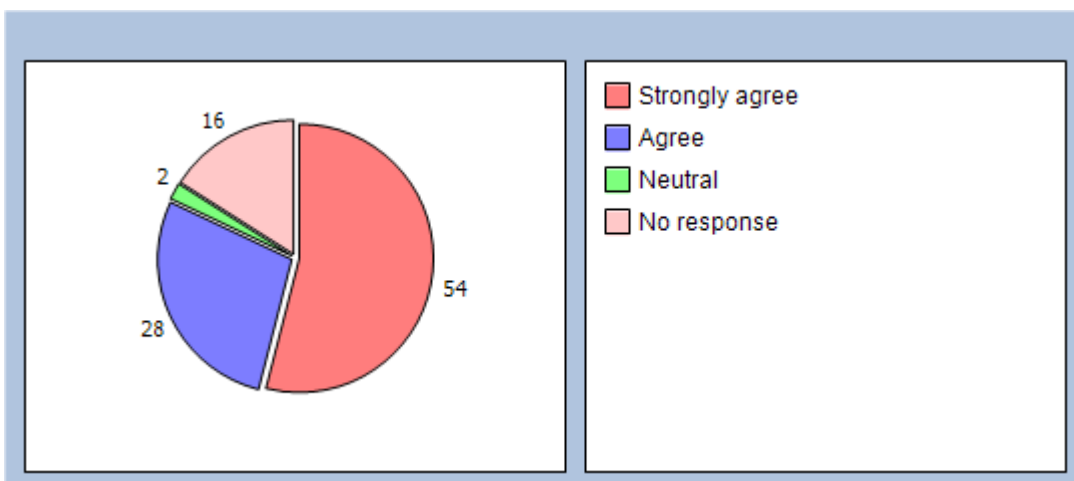
Yes **88%**
No **1%**
Don't know **0%**
No response **11%**



Please comment...

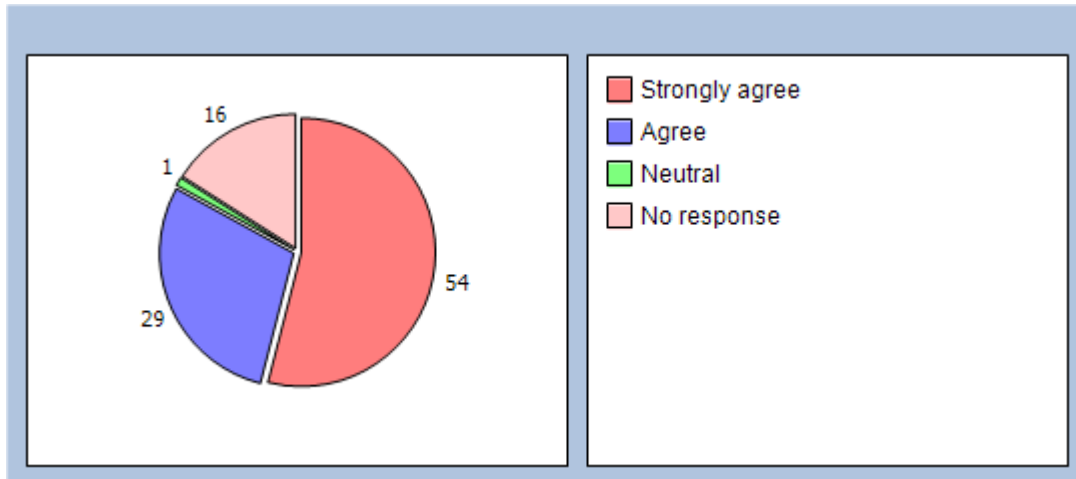
17: The doctor / nurse put me at ease

Strongly agree **54%**
Agree **28%**
Neutral **2%**
Disagree **0%**
Strongly disagree **0%**
No response **16%**



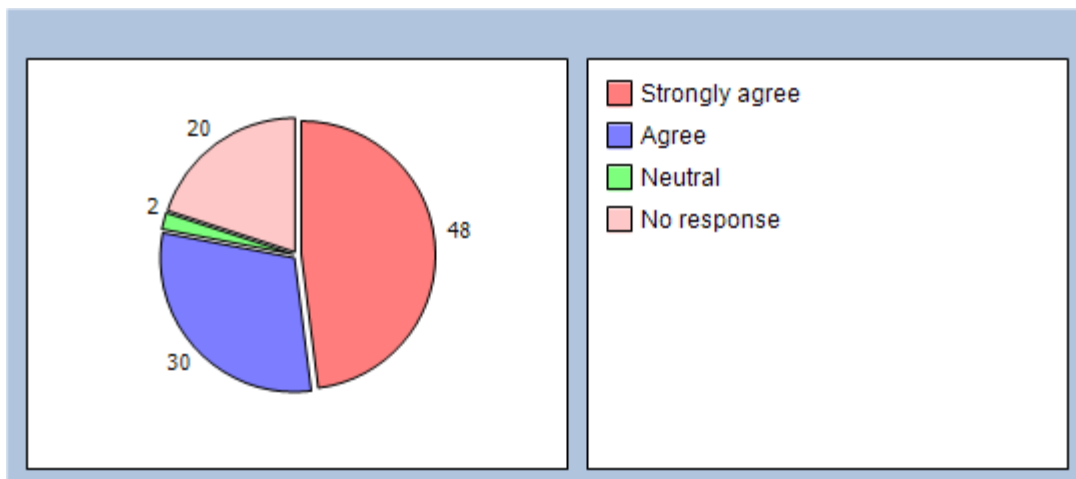
18: The doctor / nurse gave me every chance to talk about my problem

Strongly agree **54%**
Agree **29%**
Neutral **1%**
Disagree **0%**
Strongly disagree **0%**
No response **16%**



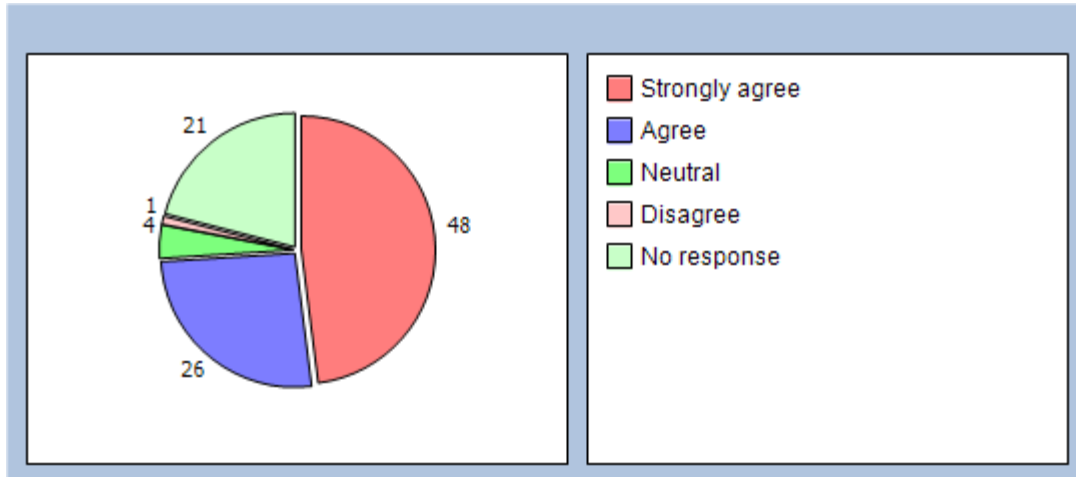
19: I was examined properly

Strongly agree **48%**
Agree **30%**
Neutral **2%**
Disagree **0%**
Strongly disagree **0%**
No response **20%**



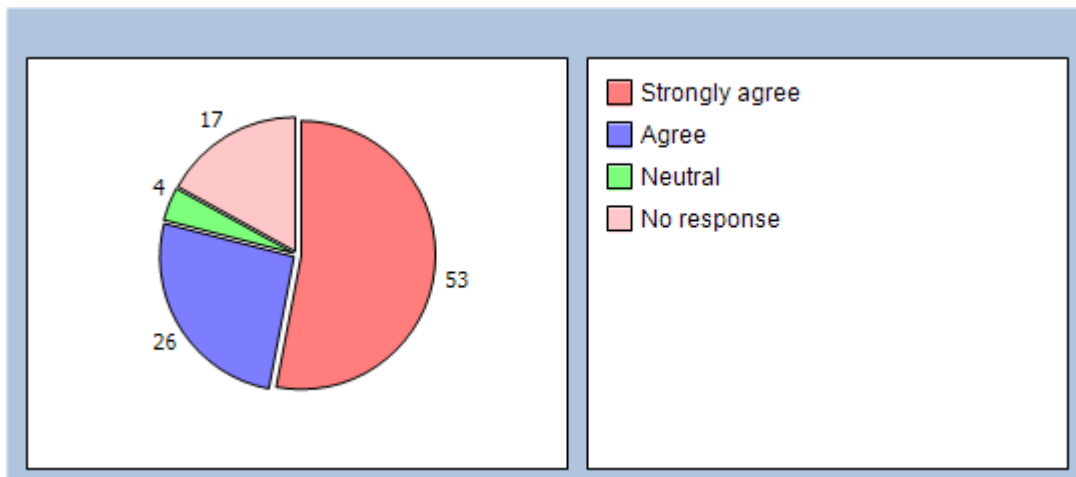
20: The doctor / nurse was careful to check everything when examining me

Strongly agree **48%**
Agree **26%**
Neutral **4%**
Disagree **1%**
Strongly disagree **0%**
No response **21%**



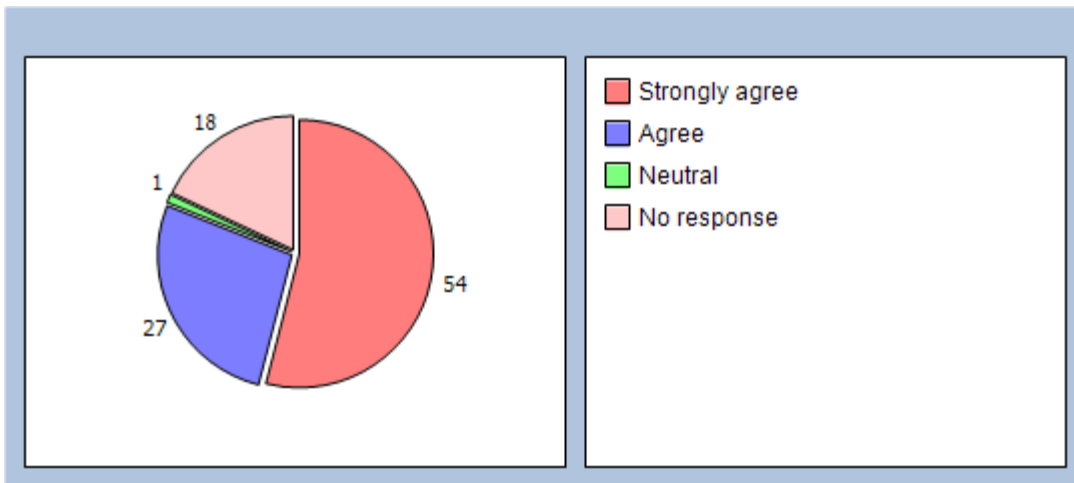
21: The doctor / nurse was very understanding

Strongly agree **53%**
Agree **26%**
Neutral **4%**
Disagree **0%**
Strongly disagree **0%**
No response **17%**



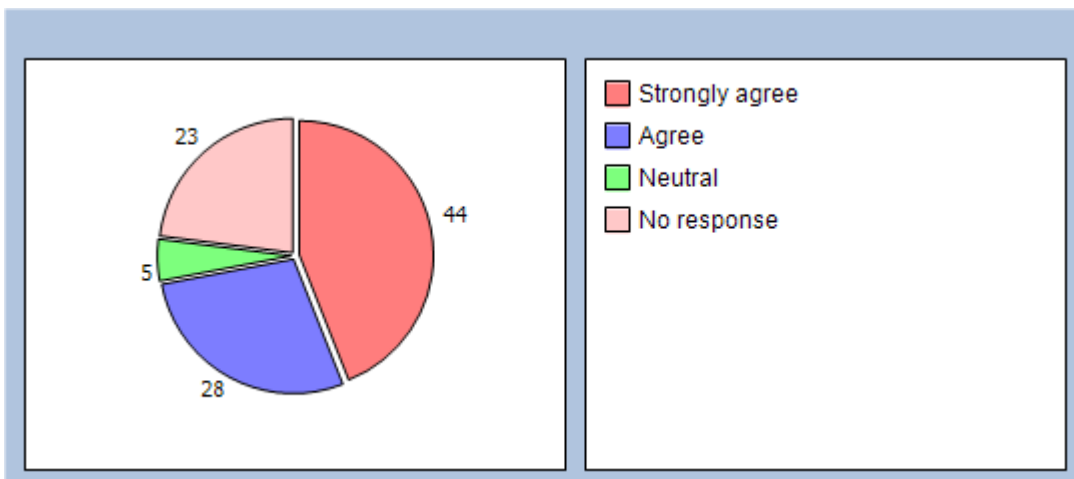
22: The doctor / nurse showed a genuine interest in my problems

Strongly agree **54%**
Agree **27%**
Neutral **1%**
Disagree **0%**
Strongly disagree **0%**
No response **18%**



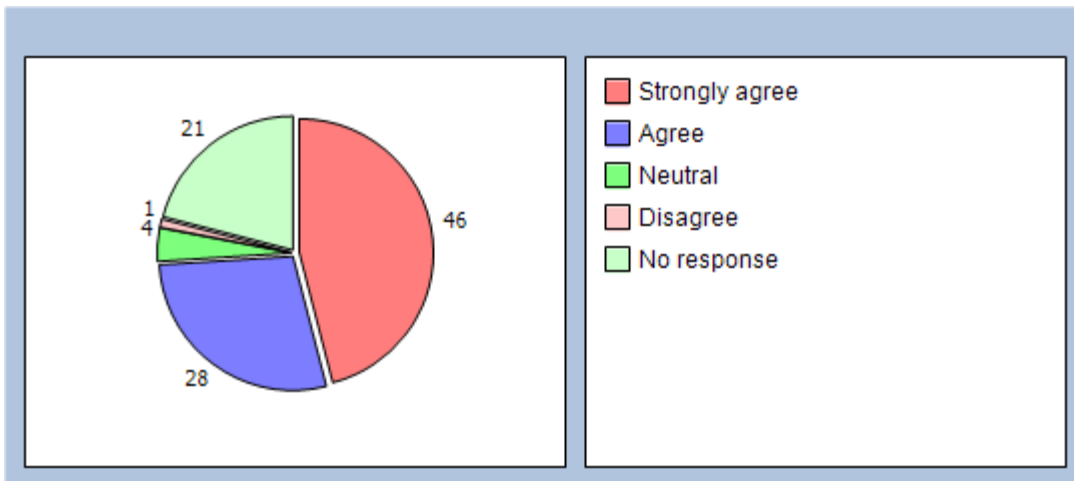
23: The doctor / nurse did enough tests to find out what was wrong

Strongly agree **44%**
Agree **28%**
Neutral **5%**
Disagree **0%**
Strongly disagree **0%**
No response **23%**



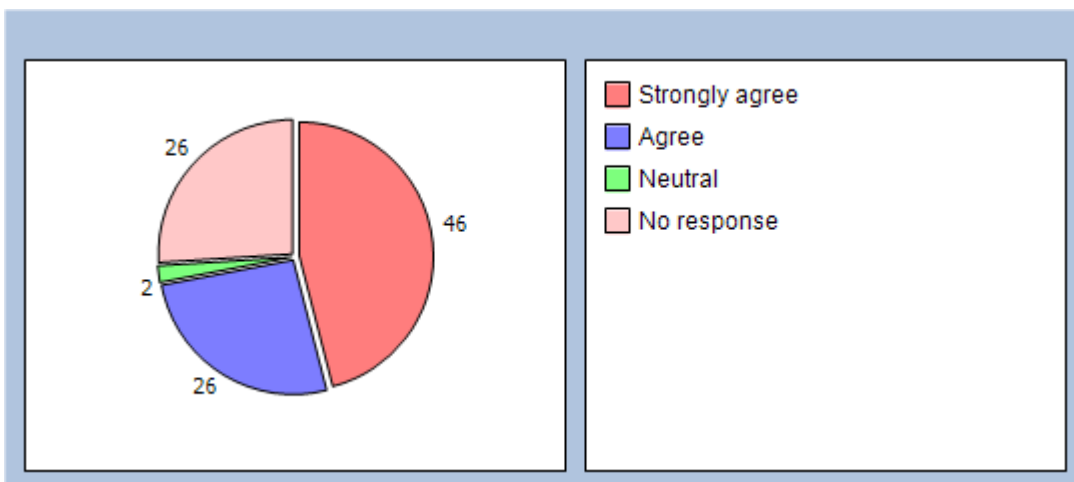
24: The doctor / nurse did everything needed to arrive at a diagnosis

Strongly agree **46%**
Agree **28%**
Neutral **4%**
Disagree **1%**
Strongly disagree **0%**
No response **21%**



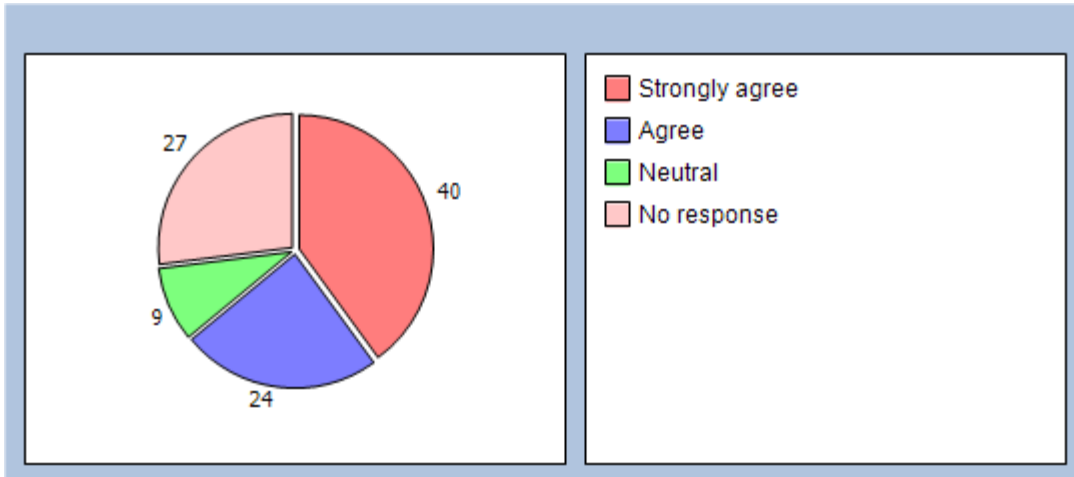
25: The doctor / nurse clearly explained what was wrong before giving any treatment

Strongly agree **46%**
Agree **26%**
Neutral **2%**
Disagree **0%**
Strongly disagree **0%**
No response **26%**



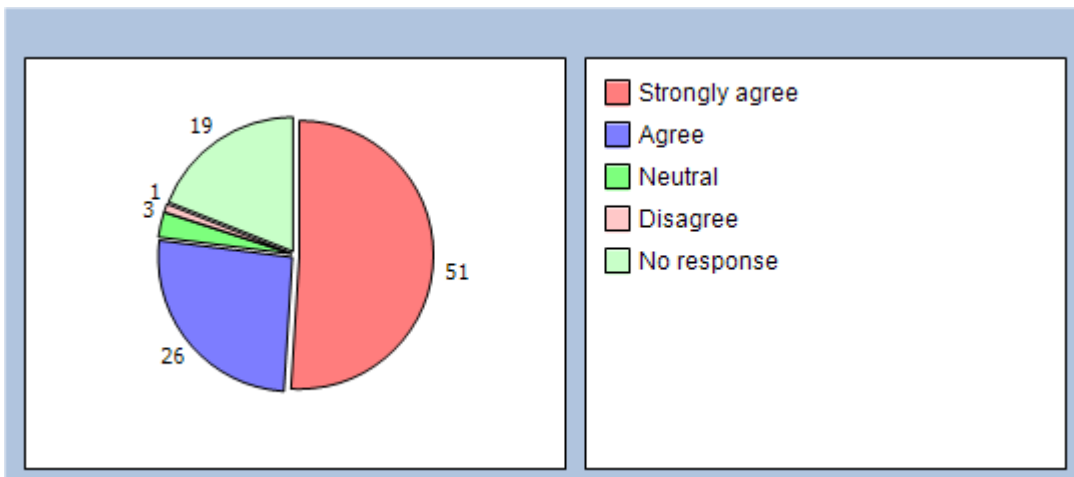
26: The doctor / nurse fully explained how the illness will affect my future health

Strongly agree **40%**
Agree **24%**
Neutral **9%**
Disagree **0%**
Strongly disagree **0%**
No response **27%**



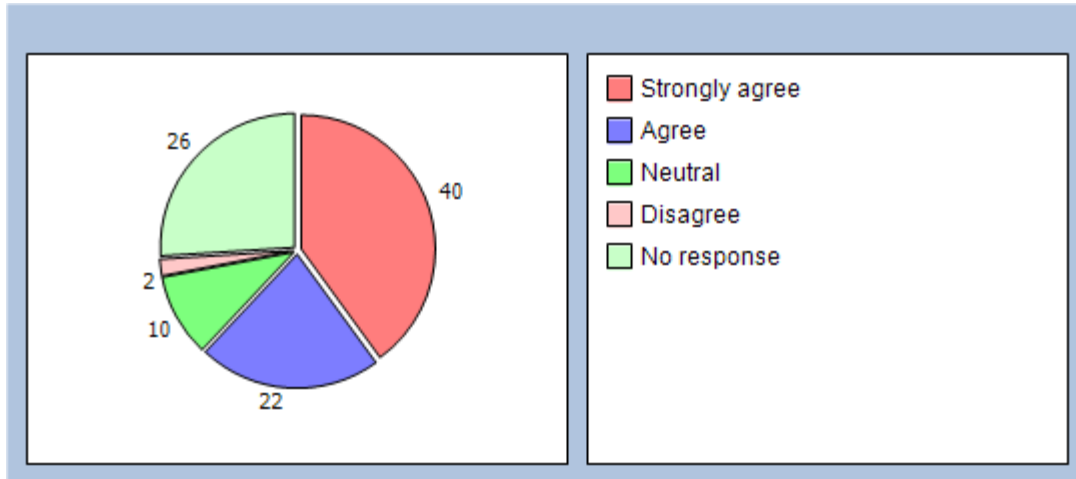
27: I did not feel rushed with the doctor

Strongly agree **51%**
Agree **26%**
Neutral **3%**
Disagree **1%**
Strongly disagree **0%**
No response **19%**



28: The doctor / nurse asked about how the illness affected my everyday life

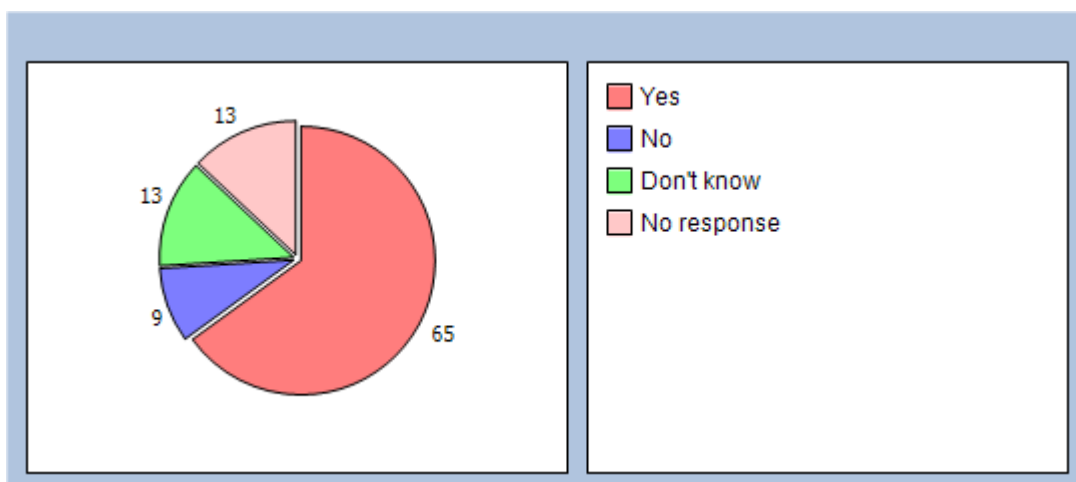
Strongly agree **40%**
Agree **22%**
Neutral **10%**
Disagree **2%**
Strongly disagree **0%**
No response **26%**



Services at Shawbirch Medical Centre

29: Do you feel that you are given enough information about the range of services available to you at Shawbirch Medical Centre? (These are listed in Q30)

Yes **65%**
No **9%**
Don't know **13%**
No response **13%**



Please comment...

30: What services are you aware of at Shawbirch Medical Centre (even if you haven't used these services before)

Please choose all that apply

Blood Clinic **58%**
Chlamydia Screening **21%**
Chronic Disease Clinic e.g. Diabetes **34%**
Counselling **28%**
Flu Vaccinations **77%**
Health Checks **53%**
Health Visitors **32%**
Midwife – Ante-Natal, Post Natal **37%**
Minor Ailment Clinic **68%**
Minor Surgery **40%**
Stop Smoking Service **49%**
Travel Clinic **28%**
Women's Health – Contraception, Gynae, Menopause, Breast problems **39%**

31: What services would you like to see available at Shawbirch Medical Centre?

Please choose all that apply

Children's Gait Clinic (children with problems with their feet) **9%**
Chiropody **34%**
Eye Clinic **34%**
Hearing Clinic **33%**
Physiotherapy **40%**
Health Visitor Clinic for the Elderly **21%**
Teenage Drop In Clinic **20%**
Well Man Clinic **36%**
Any Other **4%**