

# Shawbirch Medical Centre Patient Survey Results 2014

## About you

### 1. Gender

34% Male                      66% Female

### 2. Age

2% Less than 15	25% 25-44	10% 75-84
7% 15-24	33% 45-64	2% 85+
	21% 65-74	

### 3. Which ethnic group best describes you

96% White or White British              1% Black or Black British              1% Would prefer not to say

% Mixed                      % Chinese

2% Asian or Asian British              1% Other ethnic group

### 4. Do you have any long-standing illness, disability or infirmity? (by long standing we mean anything that has troubled you over a period of time or that is likely to affect you over a period of time)

44% Yes                      49% No                      1% Not completed

## Appointments and getting through on the phone

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

74% By phone	15% In person	19% On-line (through EMIS service)	3% Not completed
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### 6. Getting an appointment with a doctor or nurse when I need one is....?

14% Very easy	45% Quiet easy	24% Not very easy
12% Difficult	4% Not completed	

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

19% Very easy      44% Quiet easy      25% Not very easy  
7% Difficult      5% Not completed

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

4% Very easy      27% Quiet easy      31% Not very easy  
28% Difficult      10% Not completed

## Access

**9. Is there enough parking?**

64% Yes      25% No      6% Not applicable      6% Not completed

**10. If you have a disability is the access to the practice suitable for your needs?**

23% Yes      7% No      62% Not applicable      8% Not completed

## Reception and front of house staff

**11. Do you feel you were given enough privacy when discussing personal information at the reception desk?**

66% I felt I was overheard but didn't mind      17% I felt I was overheard and I am not happy about it      12% I didn't feel that other patients could overhear me      6% Not completed

**12. How useful do you find the information provided by the practice?**

25% Very useful      63% Useful      4% Not very useful/poor      8% Not completed

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

42% By email	16% Newsletter	26% Postal letter	
12% Website	14% Info screen	16% Text SMS	4% Not completed

## Seeing the doctor or nurse and communicating with you

**14. When the doctor calls you into your appointment (over the tannoy) is it clear?**

90% Yes	4% No	0% Not Always	
			6% Not completed

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

85% Yes	1% No	14% Don't know/ not completed
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## Services at Shawbirch Medical Centre

**17. Do you feel that you are given enough information about the range of services available to you at Shawbirch Medical Centre?**

63% Yes	9% No	28% Don't know/ not completed
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	<b>Strongly Agree</b>	<b>Agree</b>	<b>Neutral</b>	<b>Disagree</b>	<b>Strongly Disagree</b>	<b>Not compld</b>
The doctor / nurse put me at ease	51%	30%	3%	0%	0%	16%
The doctor / nurse gave me every chance to talk about my problem	52%	30%	4%	1%	0%	13%
I was examined properly	47%	31%	3%	0%	0%	18%
The doctor / nurse was careful to check everything when examining me	47%	30%	4%	1%	0%	19%
The doctor / nurse was very understanding	50%	29%	3%	0%	0%	17%
The doctor / nurse showed a genuine interest in my problems	49%	28%	5%	0%	0%	17%
The doctor / nurse did enough tests to find out what was wrong	43%	28%	8%	1%	0%	20%
The doctor / nurse did everything needed to arrive at a diagnosis	42%	29%	7%	1%	0%	21%
The doctor / nurse clearly explained what was wrong before giving any treatment	43%	29%	6%	1%	0%	22%
The doctor / nurse fully explained how the illness will affect my future health	37%	24%	13%	1%	1%	24%
I did not feel rushed with the doctor	49%	25%	5%	2%	1%	18%
The doctor / nurse asked about how the illness affected my everyday life	38%	23%	13%	3%	1%	23%