

JACKSDALE MEDICAL CENTRE/UNDERWOOD SURGERY

2016 GPAQ PATIENT SURVEY RESULTS

Question 1

In the past 12 months how many times have you seen a doctor from your practice?

Number of visits	Number of responses
None	
Once or twice	
Three or four	
Five or six	
Seven or more	

Question 2

How do you rate the way you are treated by **receptionists** at your practice?

Satisfaction level	Responses
Very poor	
Poor	
Fair	
Good	
Very good	
Excellent	

Question 3 a

How do you rate the hours that your practice is open for appointments?

Satisfaction level	Responses
Very poor	
Poor	
Fair	
Good	
Very good	
Excellent	

Question 3b

What additional hours would you like the practice to be open

	Responses
Early am	
Lunchtimes	
Evenings	
Weekends	
None, I am satisfied	

Question 4a

How quickly do you usually get to see the **doctor of your choice**?

	Responses
Same day	
Next working day	
Within 2 working days	
Within 3 working days	
Within 4 working days	
5 or more working days	
Does not apply	

Question 4b

How do you rate this?

	Responses
Very Poor	
Poor	
Fair	
Good	
Very Good	
Excellent	
Does not apply	

Question 5a

If you are willing to see any doctor how quickly are you usually seen?

	Responses
Same day	
Next working day	
Within 2 working days	
Within 3 working days	
Within 4 working days	
5 or more working days	
Does not apply	

Question 5b

How do you rate this?

	Responses
Very Poor	
Poor	
Fair	
Good	
Very Good	
Excellent	
Does not apply	

Question 6

If you need to see a GP **urgently** can you normally be seen on the same day

	Responses
Yes	
No	
Never needed to	

Question 7a

How long do you usually have to wait at the practice for your consultation?

	Responses
5 minutes or less	
6-10 minutes	
11-20 minutes	
21-30 minutes	
More than 30 minutes	

Question 7b

How do you rate this?

	Responses
Very Poor	
Poor	
Fair	
Good	
Very Good	
Excellent	
Does not apply	

Question 8a

Ability to get through to the practice on the telephone?

	Responses
Very Poor	
Poor	
Fair	
Good	
Very Good	
Excellent	
Does not apply	

Question 8b

Ability to speak to a doctor on the telephone if you have a question or need advice?

	Responses
Very Poor	
Poor	
Fair	
Good	
Very Good	
Excellent	
Does not apply	

Question 9a

In general, how often do you see your **usual** doctor?

	Responses
Always	
Almost always	
A lot of the time	
Some of the time	
Almost never	
Never	

Question 9b

How do you rate this?

	Responses
Very Poor	
Poor	
Fair	
Good	
Very Good	
Excellent	
Does not apply	

Question 10a

How thoroughly did the doctor ask about your symptoms and how you are feeling?

	Responses
Very Poor	
Poor	
Fair	
Good	
Very Good	
Excellent	
Does not apply	

Question 10b

How well did the doctor listened to what you had to say?

	Responses
Very Poor	
Poor	
Fair	
Good	
Very Good	
Excellent	
Does not apply	

Question 10c

How well did the doctor put you at ease during your physical examination?

	Responses
Very Poor	
Poor	
Fair	
Good	
Very Good	
Excellent	
Does not apply	

Question 10d

How much did the doctor involve you decisions about your care?

	Responses
Very Poor	
Poor	
Fair	
Good	
Very Good	
Excellent	
Does not apply	

Question 10e

How well did the doctor explain your problems or any treatment that you need?

	Responses
Very Poor	
Poor	
Fair	
Good	
Very Good	
Excellent	
Does not apply	

Question 10f

The amount of time your doctor spends with you?

	Responses
Very Poor	
Poor	
Fair	
Good	
Very Good	
Excellent	
Does not apply	

Question 10g

The doctor's patience with your question or worries?

	Responses
Very Poor	
Poor	
Fair	
Good	
Very Good	
Excellent	
Does not apply	

Question 11

After seeing the doctor today do you feel....

	Much more	Little more	The same	Does not apply	Responses
Able to understand your problems or illness					
Able to cope with your problems or illness					
Able to keep yourself healthy					

Question 12

Are you:

	Responses
Male	
Female	
Age not given	

Question 13

How old are you?

	Responses
15-30	
31-45	
46-55	
56-65	
66-75	
76-85	
85+	

Question 14

Do you have a long standing illness?

	Responses
Yes	
No	

Question 15

Which ethnic group do you belong to

	Responses
White	
Black or Black British	
Asian or Asian British	
Mixed	
Chinese	
Other ethnic group	

Question 16

Which of the following best describes you?

	Responses
Employed	
Unemployed – seeking work	
At school or in full time education	
Unable to work due to long term illness	
Looking after home/family	
Retired from paid work	

Would you be interested in joining our Patient Participation Group Y/N

The group meets every 2 months at 2pm on Mondays in the Community Centre. This is a chance for patients to work with the practice on service developments and helping the practice to understand patient expectations. If you cannot or wish not to attend meetings then there is the opportunity to become a “virtual member” which would involve you being sent, via email the Meeting Agenda for your comments/ideas/feedback from others and also copies of the Minutes of the Meeting.

For more information please call into the Surgery and speak to Mel Lindley (Practice Manager) or email her at Melody.Lindley@GP-C84654.nhs.uk

Comments

Is there anything particularly good about your healthcare?

Is there anything that could be improved?

Any other comments?