

JACKSDALE MEDICAL CENTRE/UNDERWOOD SURGERY

2011 GPAQ PATIENT SURVEY RESULTS

100 questionnaires were given out opportunistically to patients at both sites
50 questionnaires per GP.

The combined practice results are as follows:

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	0
Once or twice	32
Three or four	36
Five or six	19
Seven or more	13

Question 2

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

Satisfaction level	Responses
Very poor	0
Poor	0
Fair	0
Good	21
Very good	35
Excellent	44

Question 3 a

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

Satisfaction level	Responses
Very poor	0
Poor	0
Fair	0
Good	27
Very good	47
Excellent	26

Question 3b

What additional hours would you like the practice to be open

	Responses
Early am	31
Lunchtimes	6
Evenings	9
Weekends	5
None, I am satisfied	49

Question 4a

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

	Responses
Same day	57
Next working day	38
Within 2 working days	3
Within 3 working days	2
Within 4 working days	
5 or more working days	
Does not apply	

Question 4b

How do you rate this?

	Responses
Very Poor	
Poor	4
Fair	5
Good	20
Very Good	45
Excellent	26
Does not apply	

Question 5a

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

	Responses
Same day	47
Next working day	45
Within 2 working days	7
Within 3 working days	1
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	29
Very Good	31
Excellent	40
Does not apply	

Question 6

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

	Responses
Yes	89
No	5
Never needed to	6

Question 7a

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

	Responses
5 minutes or less	33
6-10 minutes	47
11-20 minutes	15
21-30 minutes	4
More than 30 minutes	1

Question 7b

How do you rate this?

	Responses
Very Poor	
Poor	
Fair	
Good	89
Very Good	7
Excellent	4
Does not apply	

Question 8a

Ability to get through to the practice on the telephone?

	Responses
Very Poor	
Poor	
Fair	
Good	72
Very Good	20
Excellent	8
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	4
Excellent	15
Does not apply	81

Question 9a

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

	Responses
Always	65
Almost always	23
A lot of the time	9
Some of the time	2
Almost never	1
Never	

Question 9b

How do you rate this?

	Responses
Very Poor	
Poor	4
Fair	5
Good	29
Very Good	15
Excellent	47
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	68
Very Good	22
Excellent	10
Does not apply	

Question 10b

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

	Responses
Very Poor	
Poor	
Fair	7
Good	49
Very Good	10
Excellent	36
Does not apply	

Question 10c

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

	Responses
Very Poor	
Poor	
Fair	
Good	12
Very Good	27
Excellent	13
Does not apply	48

Question 10d

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

	Responses
Very Poor	
Poor	
Fair	6
Good	32
Very Good	27
Excellent	15
Does not apply	20

Question 10e

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

	Responses
Very Poor	
Poor	
Fair	
Good	78
Very Good	21
Excellent	1
Does not apply	0

Question 10f

The amount of time your doctor spent with you today?

	Responses
Very Poor	
Poor	
Fair	56
Good	29
Very Good	12
Excellent	3
Does not apply	

Question 10g

The doctor's patience with your question or worries?

	Responses
Very Poor	
Poor	
Fair	9
Good	31
Very Good	30
Excellent	30
Does not apply	

Question 10h

The doctors caring and concern for you?

	Responses
Very Poor	
Poor	
Fair	2
Good	44
Very Good	26
Excellent	28

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	52	40	8		
Able to cope with your problems or illness	74	26			
Able to keep yourself healthy	80	9	11		

Question 12

Are you:

	Responses
Male	56
Female	40
Age not given	4

Question 13

How old are you?

	Responses
15-30	6
31-45	29
46-55	32
56-65	15
66-75	8
76-85	8
85+	2

Question 14

Do you have a long standing illness?

	Responses
Yes	75
No	25

Question 15

Which ethnic group do you belong to

	Responses
White	100
Black or Black British	
Asian or Asian British	
Mixed	
Chinese	
Other ethnic group	

Question 16

Is your accommodation

	Responses
Owner occupied/mortgage	80
Rented or other	20

Question 17

Which of the following best describes you?

	Responses
Employed	40
Unemployed – seeking work	13
At school or in full time education	15
Unable to work due to long term illness	19
Looking after home/family	6
Retired from paid work	7

Comments

Is there anything particularly good about your healthcare?

Very friendly and polite

The fact it is always available and every question/problem is resolved quickly

Efficiency of referral to "Lets Talk" service

Offers other services e.g. acupuncture which is a real bonus

Very understanding and thorough Doctors

Speed of prescriptions

I have always been satisfied with the care provided

I respect Dr Rajah's judgement and all the staff are kind and helpful

Good to have a friendly local surgery to attend

Always been good at this surgery

I feel that the nurses at the practice are very good and compliment the doctors

Consistency, reliability and friendly

Is there anything that could be improved?

No

More availability of appointments

Would like to be able to telephone for repeat prescriptions

Less beaurocrats

Any other comments?

I feel very satisfied with the service provided/given by this health practice

This is the best surgery I have ever been registered with. All staff are fab.

Let Doctors do their job, too much interference from politicians

Reception staff are most helpful

I feel comfortable with the staff both medical and administrative