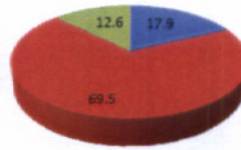


## The Anstey Surgery Patient Survey Results 2012

**Q1. How do you normally book your appointment to see a doctor or nurse at the surgery?**

In Person  
By Phone  
Online

%  
17.90  
69.50  
12.60

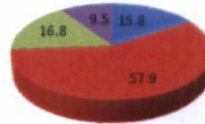


■ In Person  
■ By Phone  
■ Online

**Q2. Which of the following methods would you prefer to use to book an appointment at the surgery?**

In Person  
By Phone  
Online  
No Preference

%  
15.80  
57.90  
16.80  
9.50

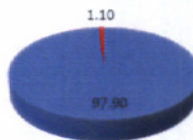


■ In Person  
■ By Phone  
■ Online  
■ No Preference

**Q3. Are you happy with the cleanliness and décor of the building?**

Yes  
No

%  
97.90  
1.10

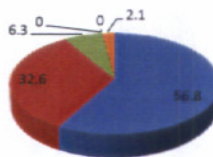


■ Yes  
■ No

**Q4. How satisfied are you with the hours that your GP Surgery is open?**

Very Satisfied  
Fairly satisfied  
Neither satisfied or dissatisfied  
fairly dissatisfied  
Very dissatisfied  
I'm not sure when my GP surgery is open

%  
56.8  
32.6  
6.3  
0  
0  
2.1

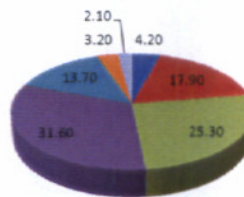


■ Very Satisfied  
■ Fairly satisfied  
■ Neither satisfied or dissatisfied  
■ fairly dissatisfied

**Q5. Thinking of the times you have phoned the surgery, how do you rate the ability to get through on the phone?**

Very poor  
Poor  
Fair  
Good  
Very good  
Excellent  
Don't know/never tried

%  
4.20  
17.90  
25.30  
31.60  
13.70  
3.20  
2.10

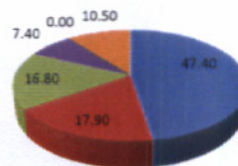


■ Very poor  
■ Poor  
■ Fair  
■ Good  
■ Very good  
■ Excellent  
■ Don't know/never tried

**Q6. How easy do you find it to obtain results on the phone?**

Haven't tried  
Very easy  
Fairly easy  
Not very easy  
Not at all easy  
Don't know

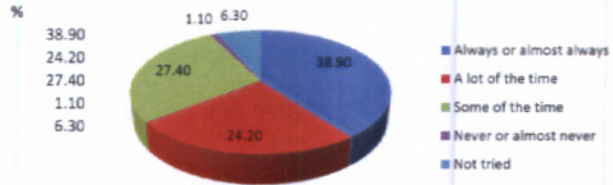
%  
47.40  
17.90  
16.80  
7.40  
0.00  
10.50



■ Haven't tried  
■ Very easy  
■ Fairly easy  
■ Not very easy  
■ Not at all easy  
■ Don't know

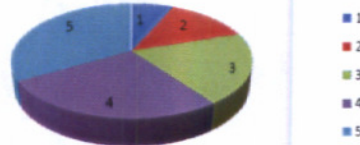
**Q7. How often do you see the doctor you prefer to see?**

Always or almost always  
A lot of the time  
Some of the time  
Never or almost never  
Not tried



**How do you rate this? (1 being poor, 5 being very good)**

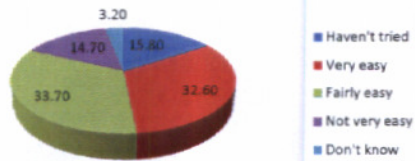
Rating	%
1	3.20
2	8.40
3	18.90
4	27.40
5	37.90



**Q8. How easy is it for you to get an appointment with a practice nurse at your surgery?**

Haven't tried  
Very easy  
Fairly easy  
Not very easy  
Don't know

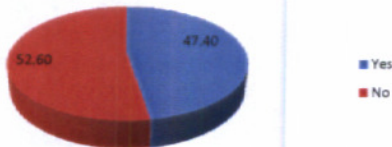
Response	%
Haven't tried	15.80
Very easy	32.60
Fairly easy	33.70
Not very easy	14.70
Don't know	3.20



**Q9. Do you know that you can book an appointment with a doctor or nurse up to 4 weeks in advance?**

Yes  
No

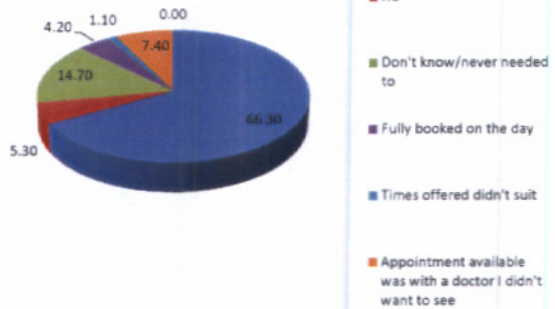
Response	%
Yes	47.40
No	52.60



**Q10. If you need to see a GP urgently, can you normally get seen on the same day?**

Yes  
No  
Don't know/never needed to  
Fully booked on the day  
Times offered didn't suit  
Appointment available was with a doctor I didn't want to see  
Can't remember

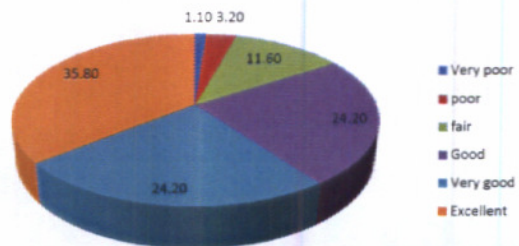
Response	%
Yes	66.30
No	5.30
Don't know/never needed to	14.70
Fully booked on the day	4.20
Times offered didn't suit	1.10
Appointment available was with a doctor I didn't want to see	7.40
Can't remember	0.00



**Q11. How do you rate the way you are treated by the receptionists at your surgery?**

Very poor  
poor  
fair  
Good  
Very good  
Excellent

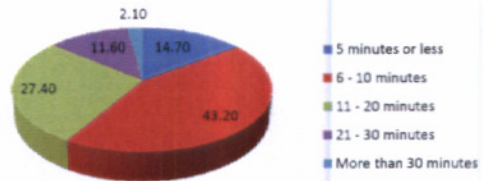
Response	%
Very poor	1.10
poor	3.20
fair	11.60
Good	24.20
Very good	24.20
Excellent	35.80





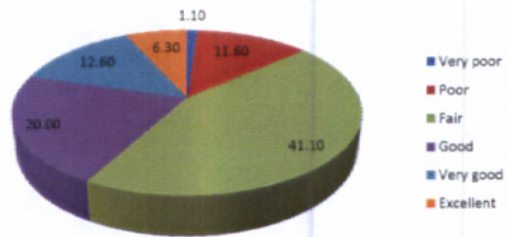
**Q12. How long do you usually have to wait at the surgery for your consultations to begin?**

5 minutes or less	14.70
6 - 10 minutes	43.20
11 - 20 minutes	27.40
21 - 30 minutes	11.60
More than 30 minutes	2.10



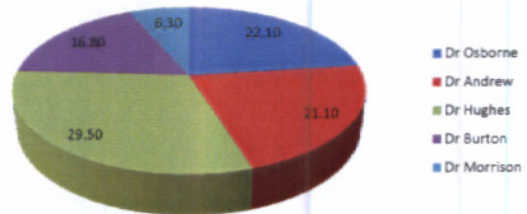
**How do you rate this?**

Very poor	1.10
Poor	11.60
Fair	41.10
Good	20.00
Very good	12.60
Excellent	6.30



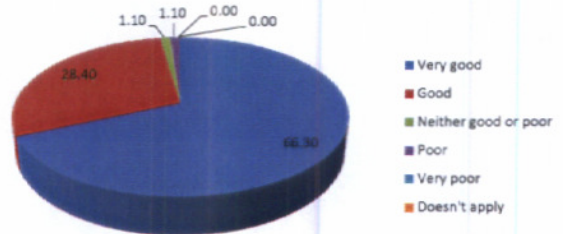
**Q13. Who did you see the last time you saw a doctor at the surgery?**

Dr Osborne	22.10
Dr Andrew	21.10
Dr Hughes	29.50
Dr Burton	16.80
Dr Morrison	6.30



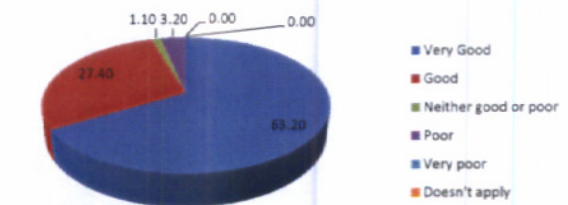
**How would you rate them in the following areas?  
Giving you enough time?**

Very good	66.30
Good	28.40
Neither good or poor	1.10
Poor	1.10
Very poor	0.00
Doesn't apply	0.00



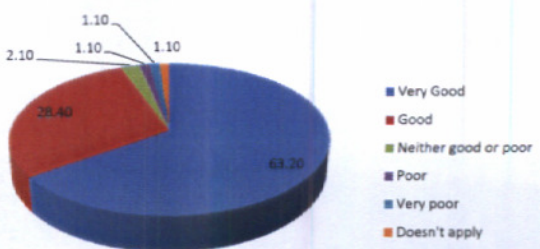
**Asking about your symptoms?**

Very Good	63.20
Good	27.40
Neither good or poor	1.10
Poor	3.20
Very poor	0.00
Doesn't apply	0.00



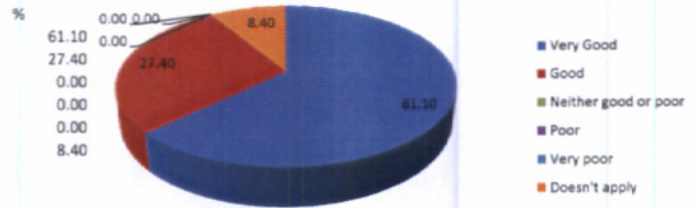
**Listening?**

Very Good	63.20
Good	28.40
Neither good or poor	2.10
Poor	1.10
Very poor	1.10
Doesn't apply	1.10



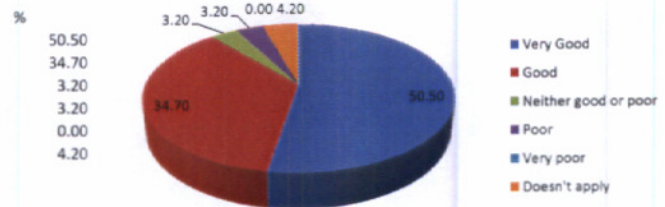
**Explaining tests and treatments?**

- Very Good
- Good
- Neither good or poor
- Poor
- Very poor
- Doesn't apply



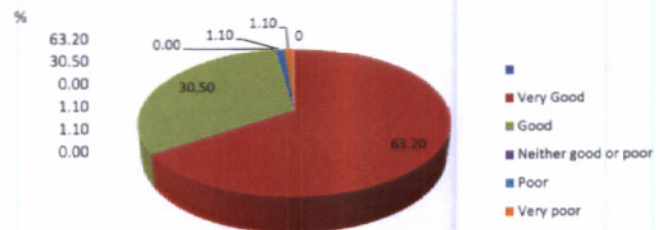
**Involving you in decisions about your care?**

- Very Good
- Good
- Neither good or poor
- Poor
- Very poor
- Doesn't apply



**Treating you with care and concern?**

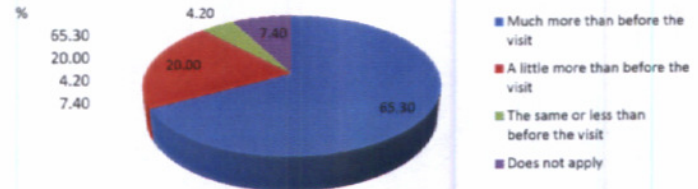
- Very Good
- Good
- Neither good or poor
- Poor
- Very poor
- Doesn't apply



**Q14. After seeing the doctor do you feel:**

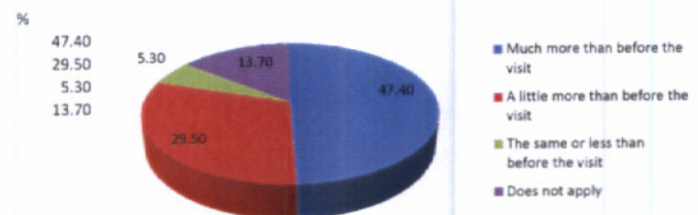
**Able to understand your problems or illness:**

- Much more than before the visit
- A little more than before the visit
- The same or less than before the visit
- Does not apply



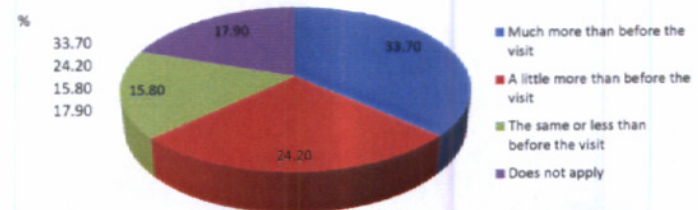
**Able to cope with you problems or illness:**

- Much more than before the visit
- A little more than before the visit
- The same or less than before the visit
- Does not apply



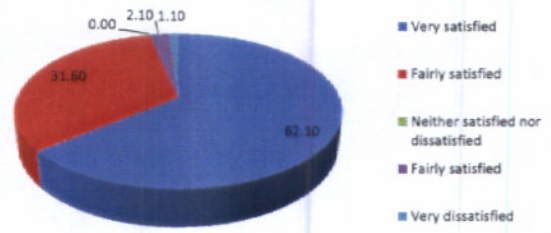
**Able to keep yourself healthy:**

- Much more than before the visit
- A little more than before the visit
- The same or less than before the visit
- Does not apply



**Q15 In general how satisfied are you with the care you get at your GP surgery?**

	%
Very satisfied	62.10
Fairly satisfied	31.60
Neither satisfied nor dissatisfied	0.00
Fairly dissatisfied	2.10
Very dissatisfied	1.10



**Q16. Would you recommend your GP surgery to someone who has just moved to the local area?**

	%
Yes, would definitely recommend	81.10
Yes, might recommend	10.50
Not sure	4.20
No, would probably not recommend	0.00
Don't know	2.10

