

2016-17

GROBY ROAD MEDICAL PRACTICE

Patient Experience Survey Results

In December 2016, at the request of the Practice, a survey of patients in the practice was undertaken by members of the Patient Participation Group (PPG). The results were overall promising but identified patients dissatisfaction with the appointments available and the difficulty experienced when telephoning the surgery in the mornings. Regrettably this is an ongoing problem and cause of concern which is constantly being reviewed by the Practice with the intention to improve the situation.

It is the intention of the PPG to undertake a further survey in December 2017 with the aim to capture the views of more patients; the previous survey we received comments from just over 100 patients which was only undertaken in the Practice waiting room area. We recognize that the survey was indeed lengthy and needs to be reduced in size to enable it to be put on the Practice website in an attempt to gain the views of patients who attend the practice infrequently, although comments from all patients would be welcomed. As a group we will be meeting to review the findings again and to focus on the main issues identified from the December 2016 survey and redesign the survey to make it more user friendly.

Remember your comments are invaluable to the group and of course the Practice.

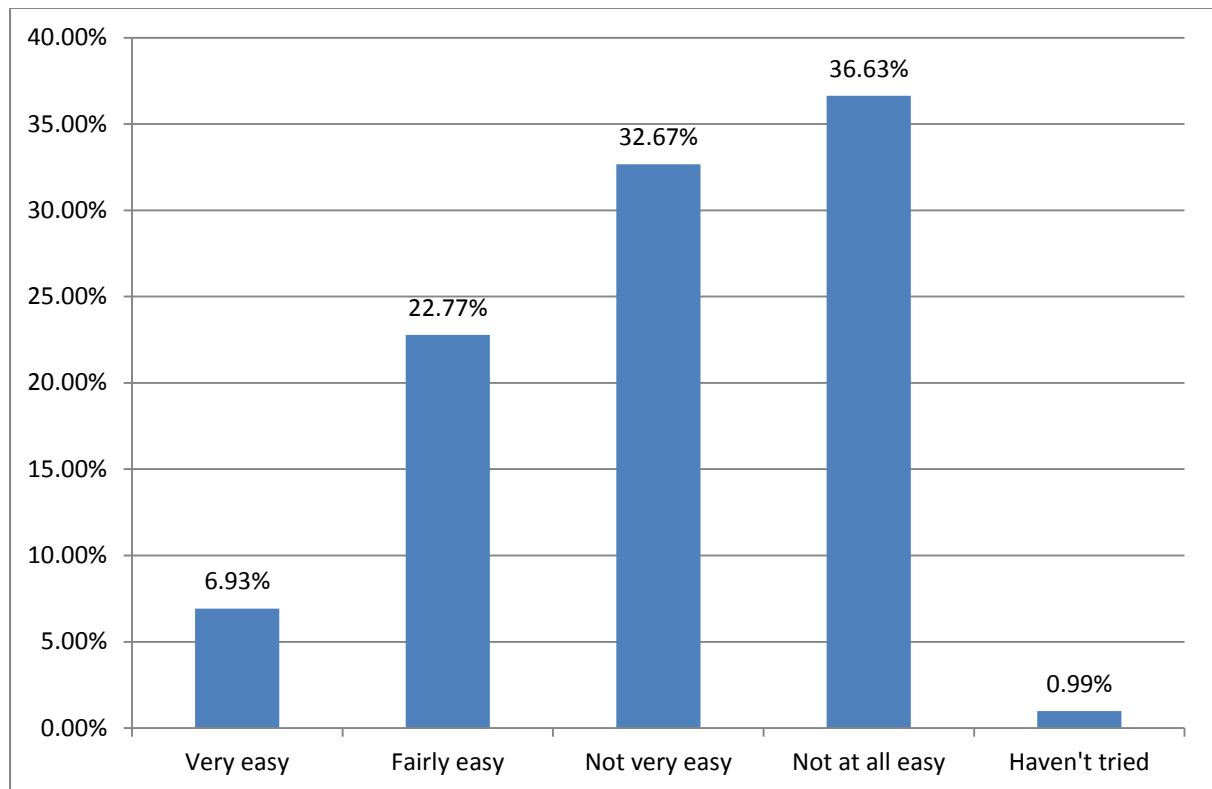
Maureen Flanagan (Chair)

Howard Marshall (Secretary)

Total – 101 Responses

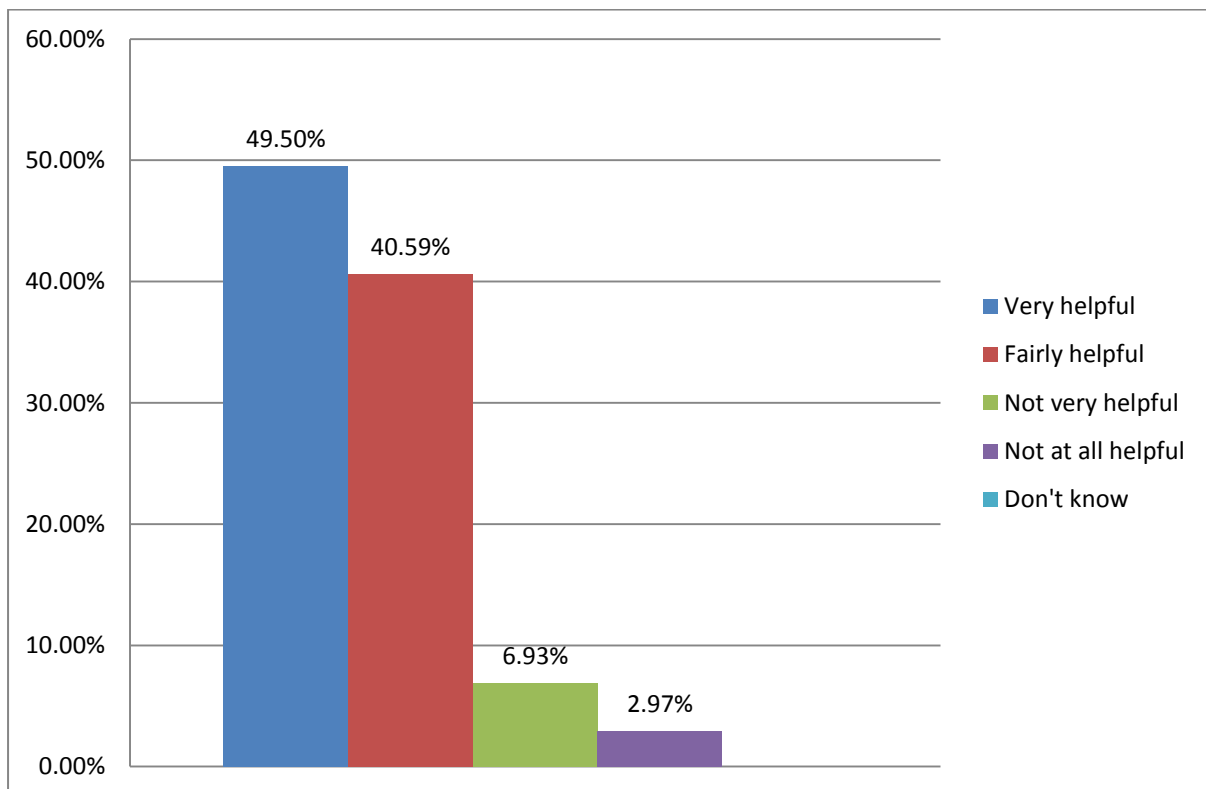
Q1 - Generally, how easy is it to get through to someone at your GP surgery on the phone?

Answers	Count %	Count Total
Very easy	6.93 %	7
Fairly easy	22.77%	23
Not very easy	32.67%	33
Not at all easy	36.63%	37
Haven't tried	0.99%	1
Total	100.00%	101



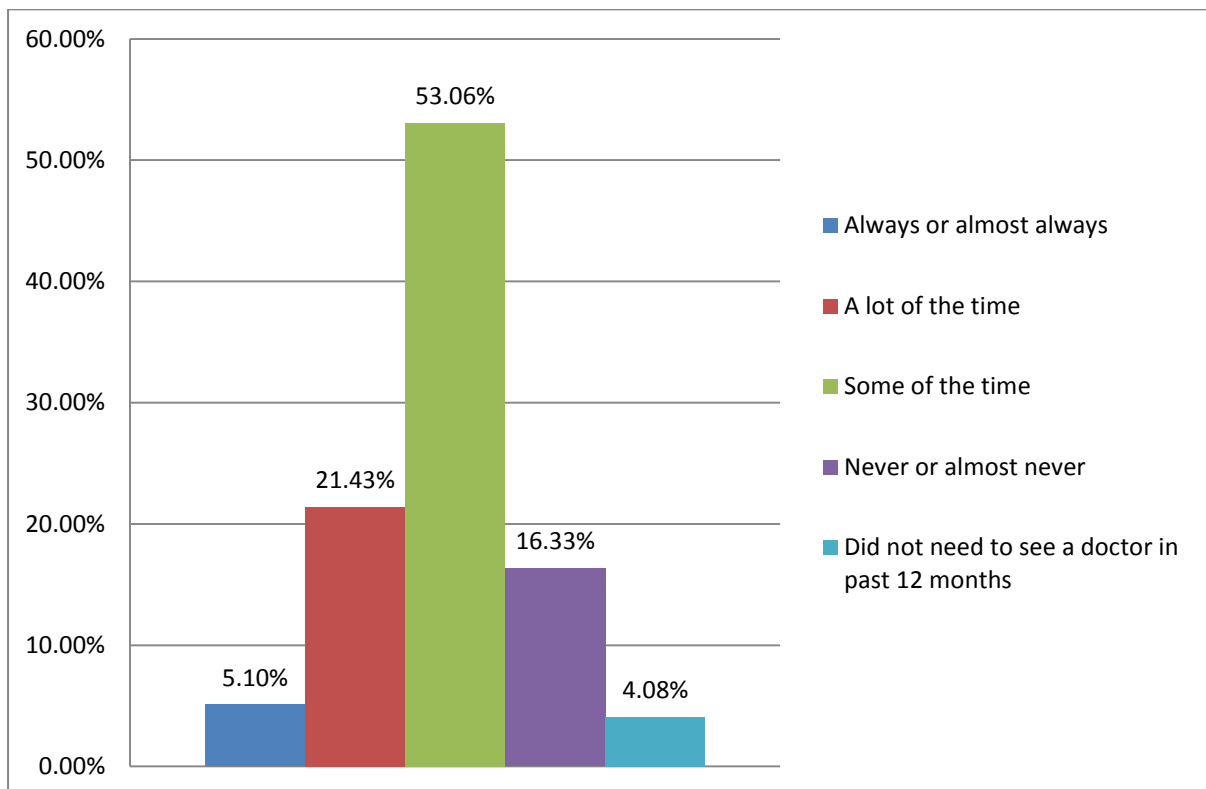
Q2 - How helpful do you find the receptionists at your GP surgery?

Answers	Count total	Count %
Very helpful	50	49.50%
Fairly helpful	41	40.59%
Not very helpful	7	6.93%
Not at all helpful	3	2.97%
Don't know	0	0.00%
	101	100.0%



Q3 - How often do you see or speak to the GP you prefer?

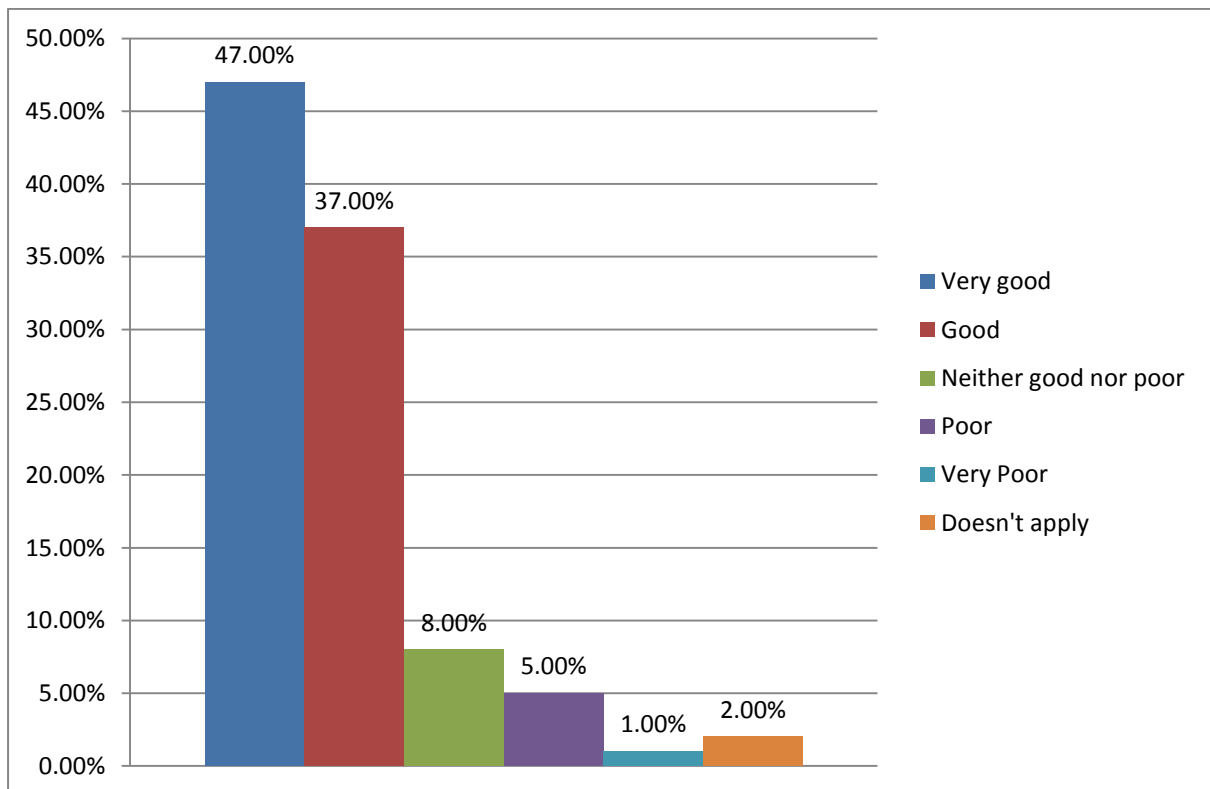
Answers	Count Total	Count %
Always or almost always	5	5.10%
A lot of the time	21	21.43%
Some of the time	52	53.06%
Never or almost never	16	16.33%
Did not need to see a doctor in past 12 months	4	4.08%
	98	100.00%



Q4 - Last time you saw or spoke to a GP from your GP surgery, how good was that GP at the following?

a) Giving you enough time

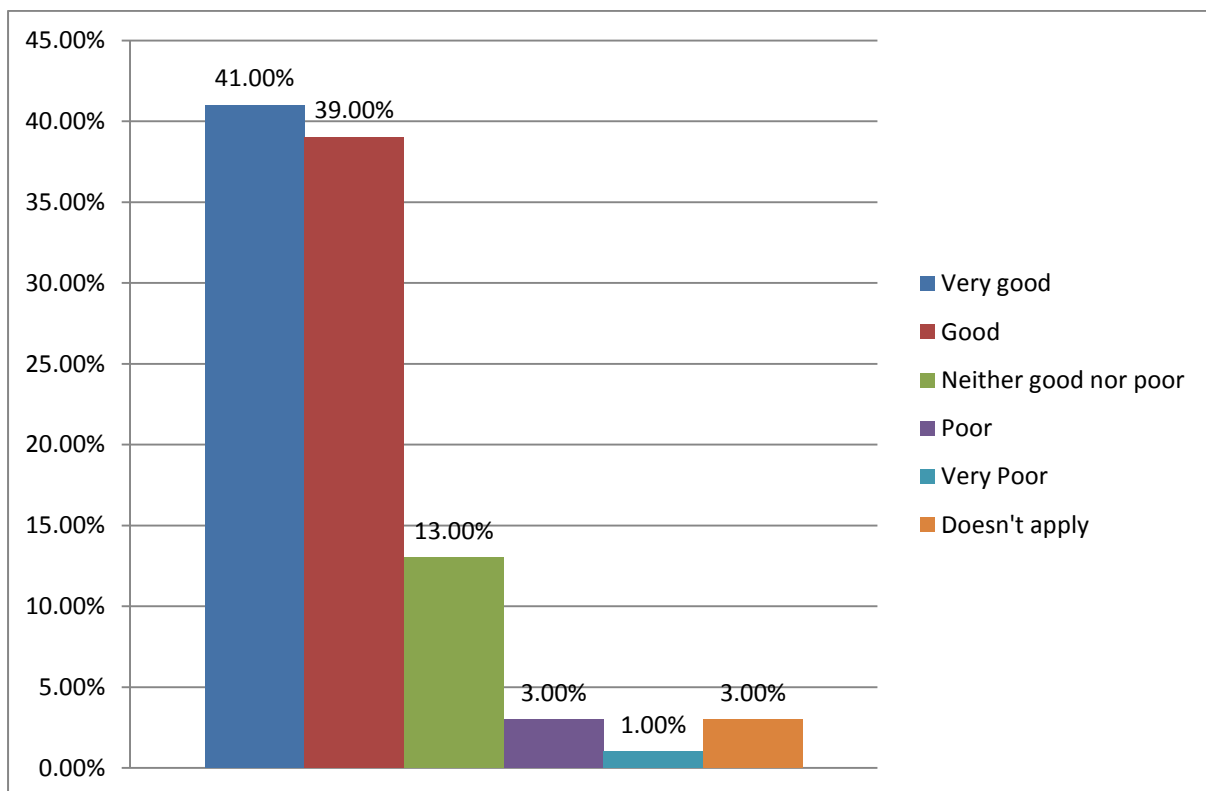
Answers	Count Total	Count %
Very good	47	47.00%
Good	37	37.00%
Neither good nor poor	8	8.00%
Poor	5	5.00%
Very Poor	1	1.00%
Doesn't apply	2	2.00%
	100	100.00%



Q4 - Last time you saw or spoke to a GP from your GP surgery, how good was that GP at the following?

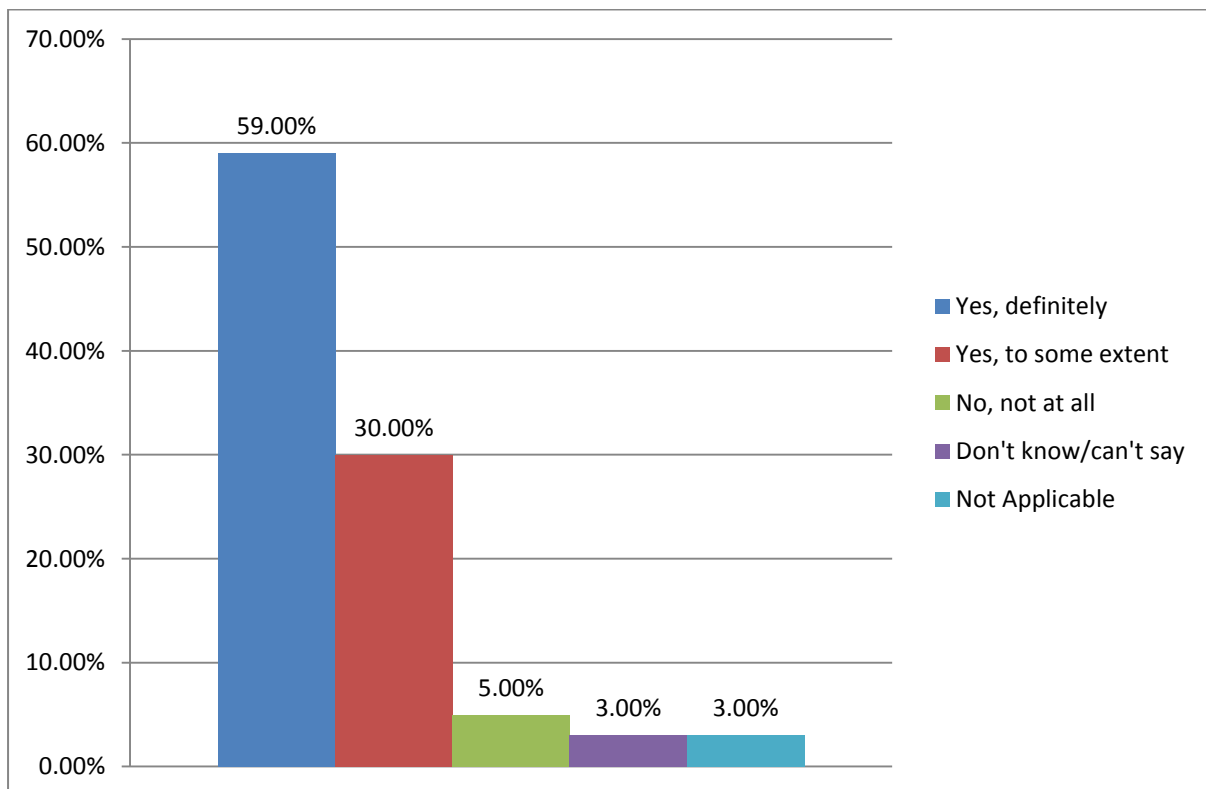
b) Involving you in decisions about your care.

Answers	Total Count	Count %
Very good	41	41.00%
Good	39	39.00%
Neither good nor poor	13	13.00%
Poor	3	3.00%
Very Poor	1	1.00%
Doesn't apply	3	3.00%
	100	100.00%



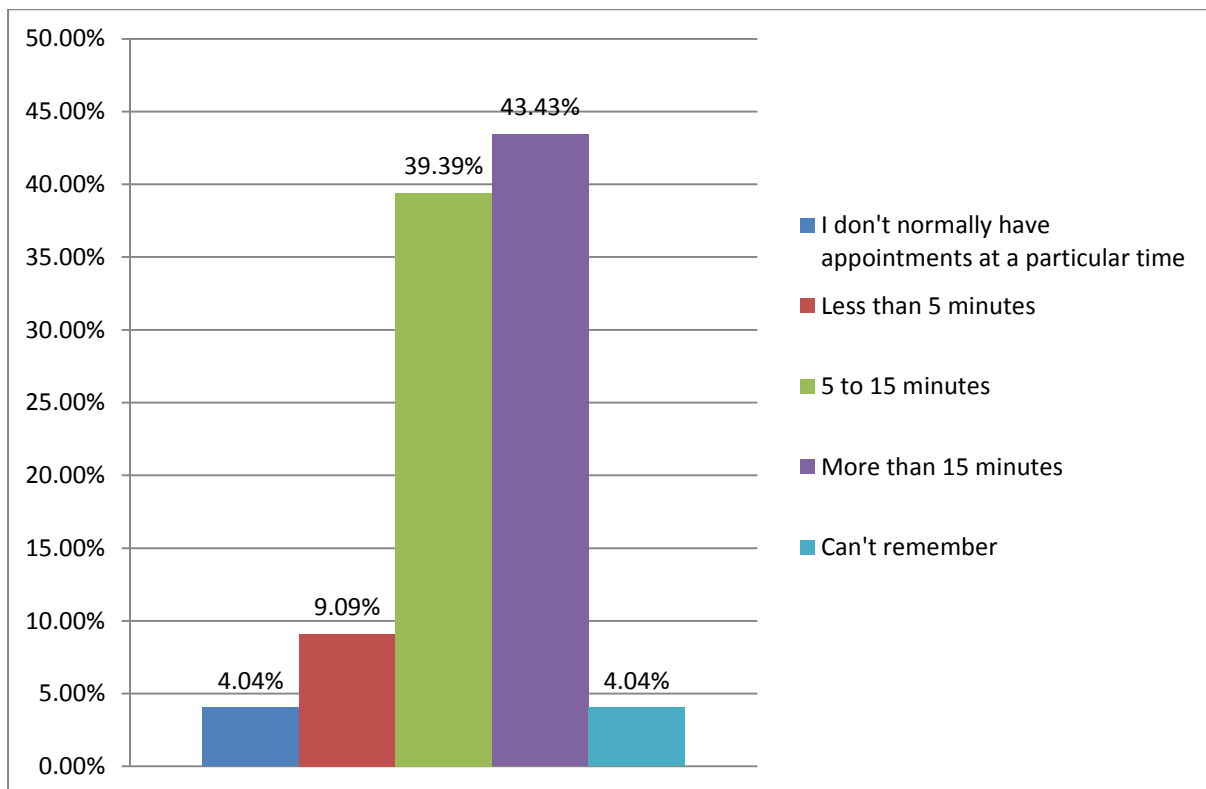
Q5 Did you have confidence and trust in the GP you saw or spoke to?

Answers	Total Count	Total %
Yes, definitely	59	59.00%
Yes, to some extent	30	30.00%
No, not at all	5	5.00%
Don't know/can't say	3	3.00%
Not Applicable	3	3.00%
	100	100.00%



Q6 - Normally how long after your GP appointment time do you wait to be seen?

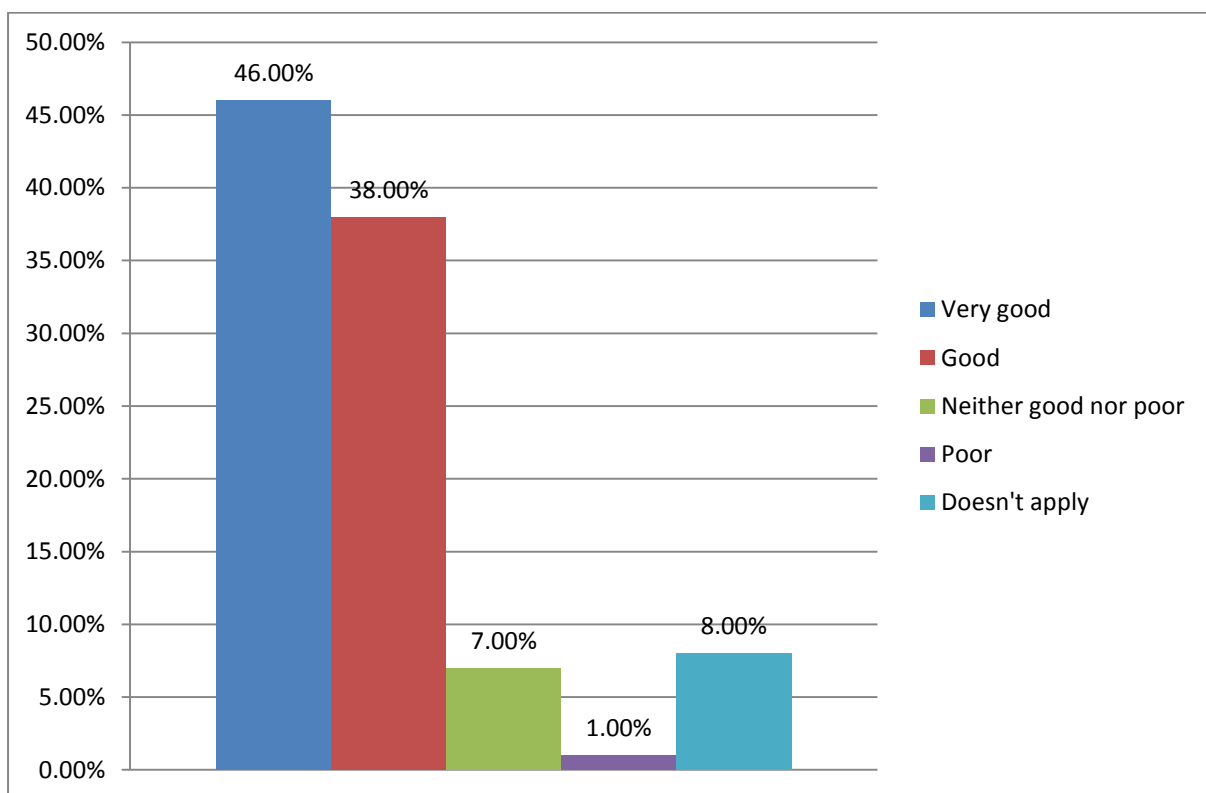
Answer	Total No.	Total %
I don't normally have appointments at a particular time	4	4.04%
Less than 5 minutes	9	9.09%
5 to 15 minutes	39	39.39%
More than 15 minutes	43	43.43%
Can't remember	4	4.04%
	99	100.0%



Q7 - Last time you saw or spoke to a nurse from your GP surgery, how good was that nurse at the following?

a) Giving you enough time

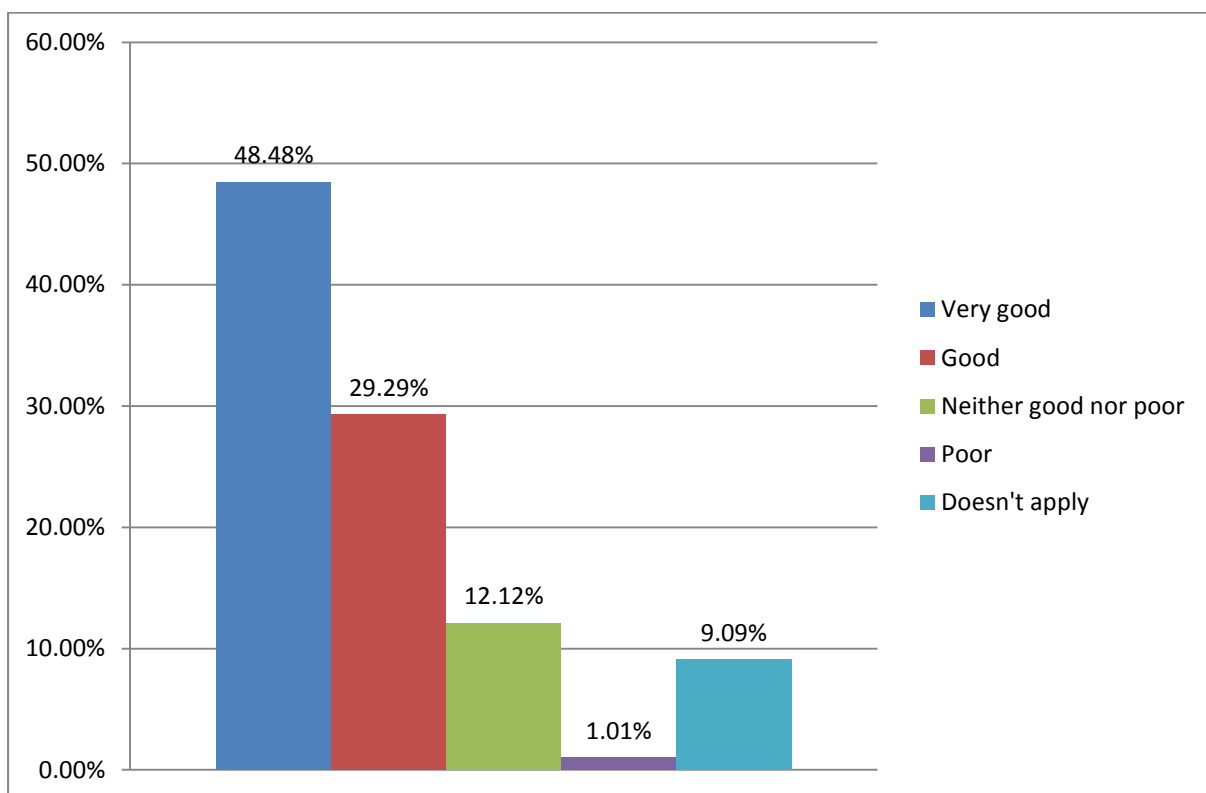
Answer	Total Count	Total %
Very good	46	46.00%
Good	38	38.00%
Neither good nor poor	7	7.00%
Poor	1	1.00%
Doesn't apply	8	8.00%
	100	100.00%



Q7 - Last time you saw or spoke to a nurse from your GP surgery, how good was that nurse at the following?

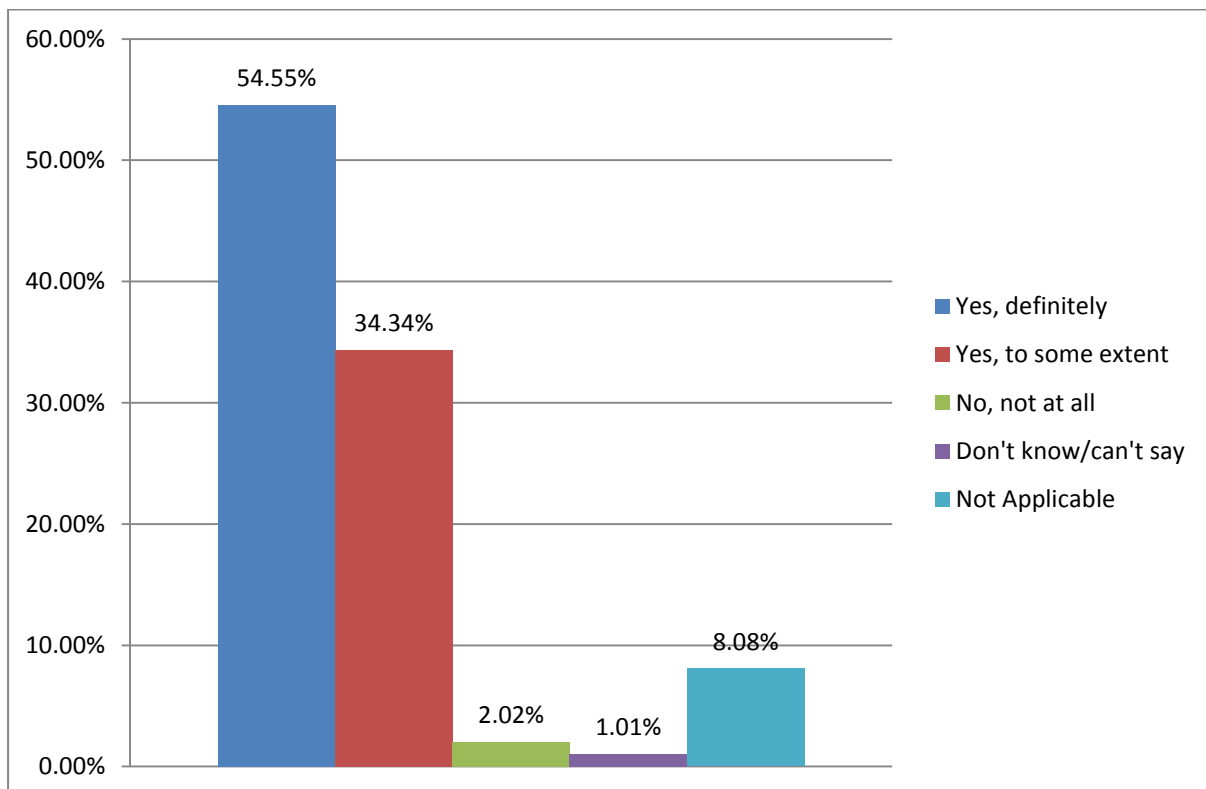
b) Involving you in decisions about your care

Answers	Total Count	Total %
Very good	48	48.48%
Good	29	29.29%
Neither good nor poor	12	12.12%
Poor	1	1.01%
Doesn't apply	9	9.09%
	99	100.0%



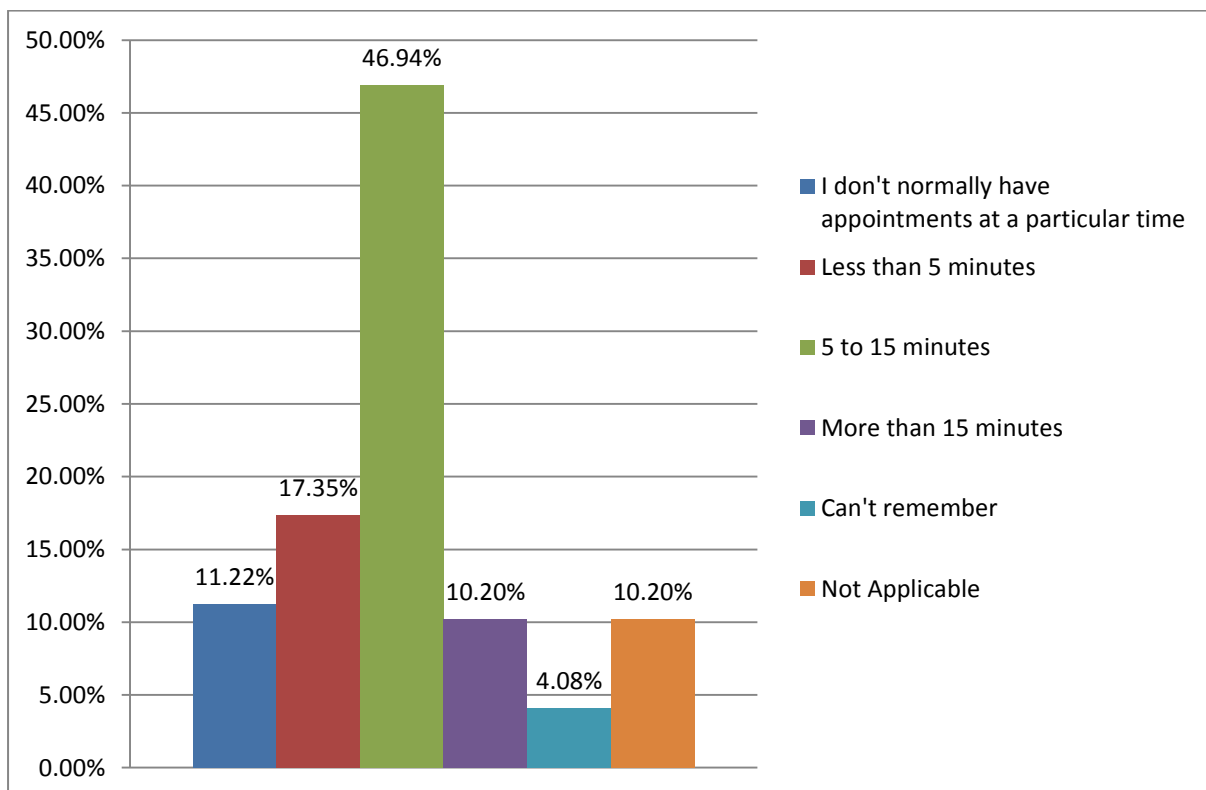
Q8 Did you have confidence and trust in the Nurse you saw or spoke to?

Answer	Total Count	Total %
Yes, definitely	54	54.55%
Yes, to some extent	34	34.34%
No, not at all	2	2.02%
Don't know/can't say	1	1.01%
Not Applicable	8	8.08%
	99	100.00%



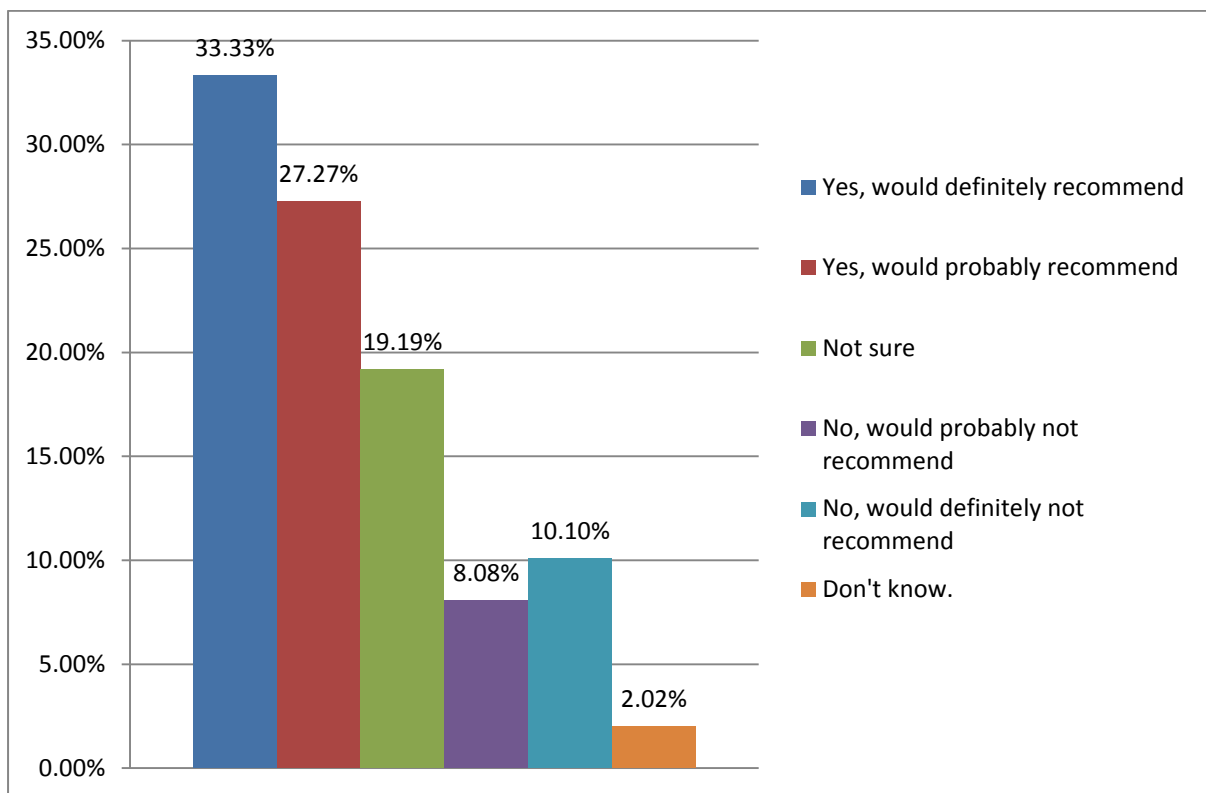
Q9 Normally how long, after your Nurse appointment time, do you wait to be seen?

Answers	Total Count	Total %
I don't normally have appointments at a particular time	11	11.22%
Less than 5 minutes	17	17.35%
5 to 15 minutes	46	46.94%
More than 15 minutes	10	10.20%
Can't remember	4	4.08%
Not Applicable	10	10.20%
	98	100.0%



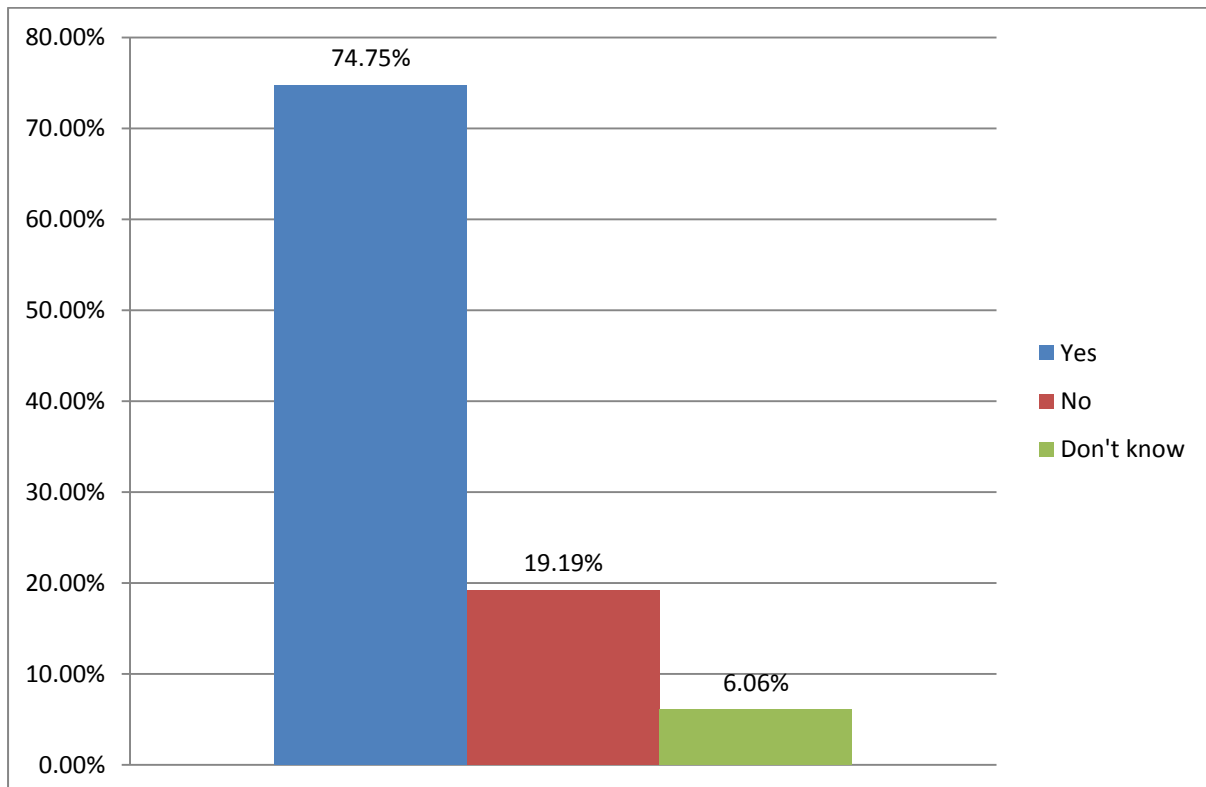
Q10 - Would you recommend your GP surgery to someone who has just moved to your local area?

Answers	Total Count	Total %
Yes, would definitely recommend	33	33.33%
Yes, would probably recommend	27	27.27%
Not sure	19	19.19%
No, would probably not recommend	8	8.08%
No, would definitely not recommend	10	10.10%
Don't know.	2	2.02%
	99	100.0%



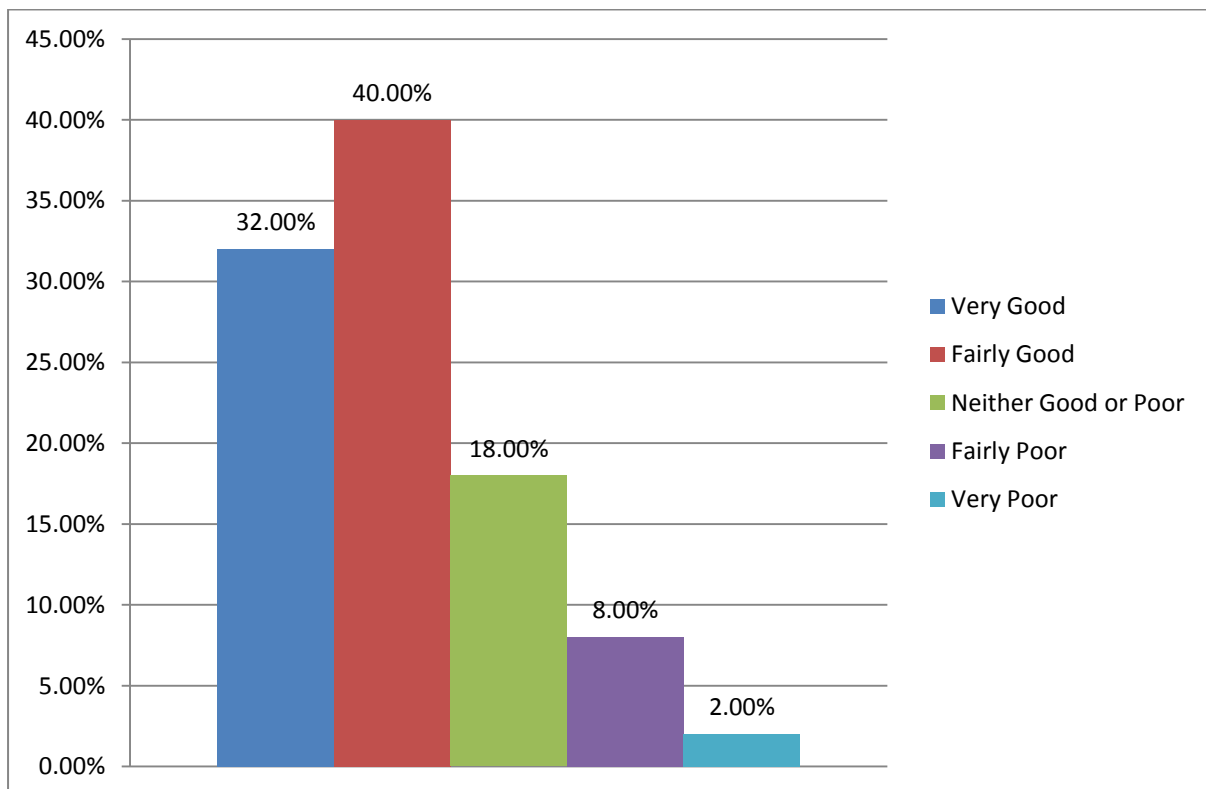
Q11 - Is your GP Surgery currently open at times that are convenient for you?

Yes	74	74.75%
No	19	19.19%
Don't know	6	6.06%
	99	100.00%



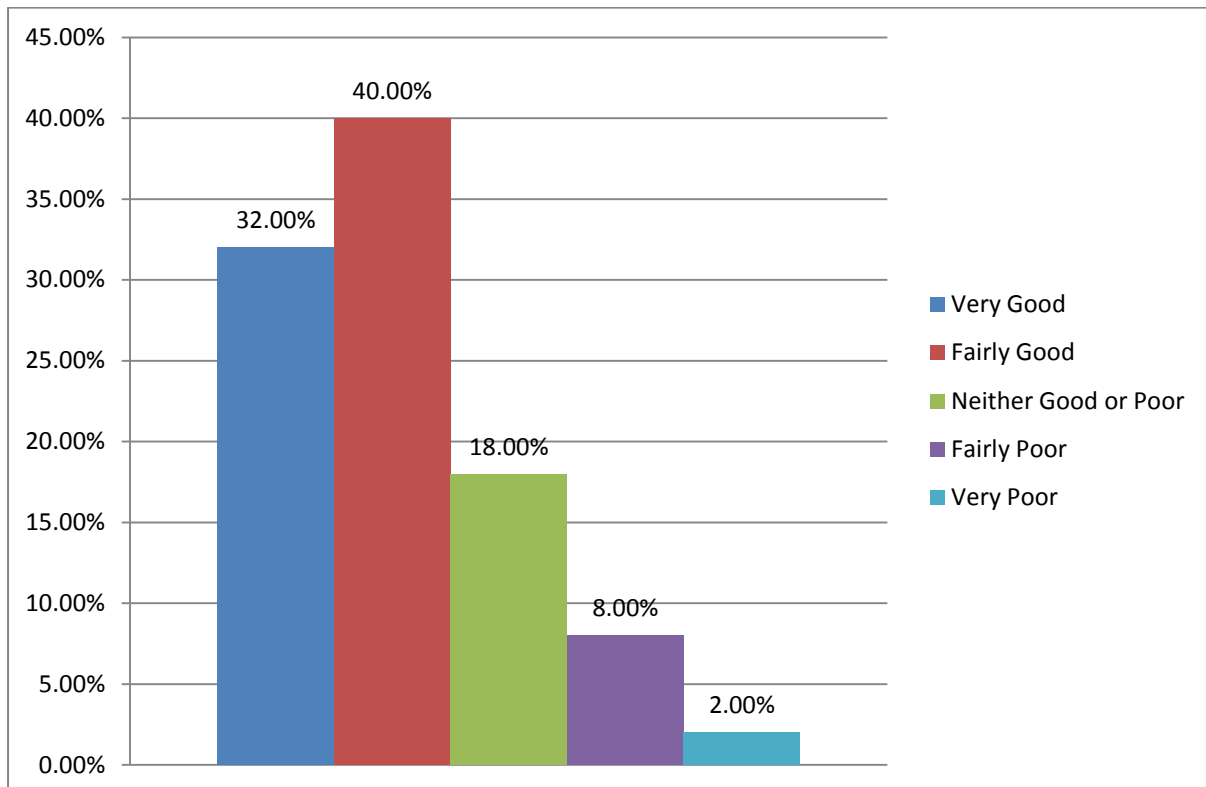
Q12 - Overall, how would you describe your experience of your GP surgery?

Answers	Total Count	Count %
Very Good	32	32.00%
Fairly Good	40	40.00%
Neither Good or Poor	18	18.00%
Fairly Poor	8	8.00%
Very Poor	2	2.00%
	100	100.00%



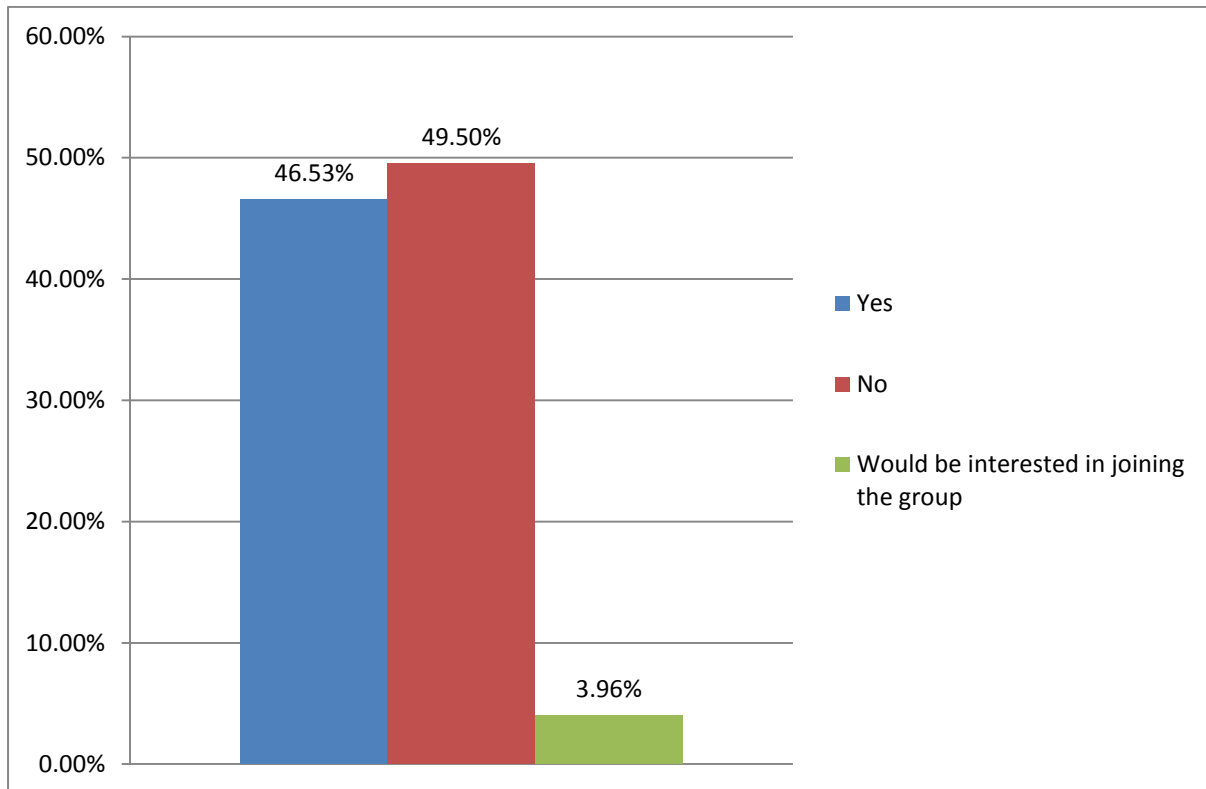
Q13 - Are you aware that your Surgery provides extended hours appointments? i.e. late evenings and early morning appointments with GPs?

Answers	Total Count	Total %
Yes	59	59.00%
No	41	41.00%
	100	100.00%



Q14 - Are you aware that the surgery has an active Patient Participation Group?

Answers	Total Count	Total %
Yes	47	46.53%
No	50	49.50%
Would be interested in joining the group	4	3.96%
	101	100.0%



Q15 - Are you aware that if you request online access from the surgery you can book GP appointments, renew repeat prescription and also view parts of your medical health records online?

Answers	Total Count	Total %
Yes	63	63.64%
No	36	36.36%
	99	100.00%

