

# GP Practice Survey 2014

Practice number  
448 (100%)

## Accessing the practice

### Q1 When did you last see a doctor or nurse at the GP surgery?

192 (43%)	Today or in the last week
162 (36%)	In the past 3 months
49 (11%)	Between 3 and 6 months ago
44 (10%)	More than 6 months ago
0 (0.0%)	I have never been seen at my GP or health centre

### Q2 How do you normally book your appointments to see a doctor or nurse at the surgery?

45 (10%)	In person
336 (75%)	By phone
67 (15%)	Online

### Q3 Which of the following methods would you prefer to use to book an appointment at the surgery?

In person	By phone	Online	Email
36 (8%)	193 (43%)	197 (44%)	22 (5%)

### Q4 Thinking about your last visit, did you see a GP, nurse or nurse practitioner?

363 (81%)	Doctor
54 (12%)	Nurse
31 (7%)	Other Health Professional

### Q5 If you contacted us by telephone in the past 6 months how was your experience in getting through?

	Very good	Fairly good	Neither	Fairly poor	Very poor	I have not tried
Getting through on the phone	67 (15%)	206 (46%)	63 (14%)	54 (12%)	22 (5%)	36 (8%)
Speaking to a doctor on the phone	40 (9%)	81 (18%)	22 (5%)	13 (3%)	9 (2%)	282 (63%)
Speaking to a nurse on the phone	22 (5%)	45 (10%)	18 (4%)	9 (2%)	9 (2%)	345 (77%)
Getting test results on the phone	67 (15%)	152 (34%)	45 (10%)	9 (2%)	9 (2%)	166 (37%)

### Q6 Thinking about the last time you tried to see a doctor urgently, were you able to see a doctor on the same day or in the next two weekdays when the GP surgery or health centre was open?

250 (56%)	Yes
67 (15%)	No but wanted to
54 (12%)	No but I was happy to wait
31 (7%)	Can't remember
45 (10%)	Not applicable

### Q7 How satisfied are you with the opening hours of the practice?

Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
179 (40%)	228 (51%)	27 (6%)	9 (2%)	4 (1%)

### Q8 Do you have regular access to the internet?

Yes, Definitely	Yes, to some extent	Not really	Definitely not
134 (30%)	206 (46%)	45 (10%)	63 (14%)

### Q9 Do you consider yourself to be a confident user ?

Yes, Definitely	Yes, to some extent	Not really	Definitely not
152 (34%)	166 (37%)	81 (18%)	49 (11%)

## Waiting at the surgery

### Q10 How do you feel about your wait after registering at reception to be seen by a health care professional?

89	(20%)	I didn't have to wait; I was seen more or less at my appointment time
305	(68%)	I felt the wait was acceptable
49	(11%)	I had to wait longer than acceptable
5	(1%)	I can't remember

### Q11 How would you rate the comfort of the waiting area?

	Very good	Fairly good	Neither good nor bad	Fairly poor	Very poor
	112 (25%)	264 (59%)	63 (14%)	4 (1%)	4 (1%)

### Q12 How would you rate the cleanliness of the health centre?

	Very clean	Fairly clean	Not very clean	Not clean at all	Don't know
	215 (48%)	211 (47%)	4 (1%)	4 (1%)	13 (3%)

### Q13 How satisfied or dissatisfied are you with the general condition of the practice building?

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Don't know
	233 (52%)	206 (46%)	4 (1%)	4 (1%)	0 (0%)	0 (0.0%)

## Accessing the practice

### Q14 If you travelled by car, how satisfied were you with the availability of car parking?

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Don't know
	54 (12%)	233 (52%)	44 (10%)	54 (12%)	31 (7%)	31 (7%)

### Q15 How easy did you find getting into the building?

	Very easy	Fairly easy	Not very easy	Not at all
	412 (92%)	31 (7%)	3 (1%)	0 (%)

## Seeing a clinician

### Q16 Did you have the confidence and trust in the person you saw?

	Yes, definitely	Yes, to some extent	Not really	Definitely not
	228 (51%)	134 (30%)	85 (19%)	0 (0.0%)

### Q17 Were you treated with dignity and respect?

	Yes, definitely	Yes, to some extent	Not really	Definitely not
	412 (92%)	13 (3%)	22 (5%)	0 (0.0%)

### Q18 Were you given helpful information about the different options, choices or treatments available to you?

73	(20%)	Yes, in a printed leaflet or booklet
253	(67%)	Yes, verbally (by health professional)
41	(3%)	No information was given
39	(10%)	No, because no treatment or action was needed

### Q19 Were you involved as much as you wanted to be in decisions about your care treatment?

	Yes, definitely	Yes, to some extent	Not really	Definitely not	No decision had to be made
	269 (60%)	99 (22%)	36 (8%)	0 (0.0%)	45 (10%)

## What would be better

### Q20a Thinking about the GP practice, which of these listed below are the most important to you? (Pick 5 only)

198	(22%)	Access to more diagnostic tests at your practice (blood tests etc.).
285	(72%)	Access to see a GP at a time convenient to you
167	(25%)	Access to a Nurse at GP practice
97	(2%)	Access to screening programmes (e.g. smears, bowel screening)
163	(30%)	Alternative ways of booking appointments (i.e. by text, online)
0	(0%)	Access to interpretation and translation services
65	(14%)	Appointment reminder system (i.e. via text)
298	(66%)	Getting to see a GP urgently
35	(6%)	Earlier opening hours in the week
39	(7%)	Opening hours in the week
102	(22%)	Opening hours at the weekend
184	(44%)	Getting through on the phone to book an appointment
146	(11%)	Being able to speak to a GP on the phone
25	(6%)	Being able to speak to a Nurse on the phone
90	(19%)	Repeat prescriptions system
79	(18%)	The friendliness and helpfulness of the receptionist
44	(9%)	Length of time spent in the waiting room before seeing a GP

### Q20b Thinking about the GP practice, which of these listed below are the areas where improvements could be made? (Pick 5 only)

33	(7%)	Access to more diagnostic tests at your practice (blood tests etc.).
102	(50%)	Access to see a GP at a time convenient to you
25	(4%)	Access to a Nurse at GP practice
25	(4%)	Access to screening programmes (e.g. smears, bowel screening)
88	(16%)	Alternative ways of booking appointments (i.e. by text, online)
10	(3%)	Access to interpretation and translation services
70	(18%)	Appointment reminder system (i.e. via text)
79	(20%)	Getting to see a GP urgently
24	(4%)	Earlier opening hours in the week
30	(6%)	Opening hours in the week
32	(8%)	Opening hours at the weekend
97	(22%)	Getting through on the phone to book an appointment
27	(5%)	Being able to speak to a GP on the phone
0	(0%)	Being able to speak to a Nurse on the phone
88	(20%)	Repeat prescriptions system
55	(15%)	The friendliness and helpfulness of the receptionist
48	(10%)	Length of time spent in the waiting room before seeing a GP

## In the health centre

### Q21 How helpful were the receptionists?

Very helpful	Fairly helpful	Not very helpful	Not at all helpful	Not applicable
211 (47%)	211 (47%)	13 (3%)	9 (2%)	4 (1%)

## Seeing a clinician

### Q22 Did the person you saw on your last visit know about any previous care treatment you had received?

130	(29%)	Yes, definitely
188	(42%)	Yes, to some extent
67	(15%)	Not really
9	(2%)	Definitely not
54	(12%)	Don't know / can't remember

### Q23 Were you given enough time to discuss your health or medical conditions?

184	(41%)	Yes, definitely
99	(22%)	Yes, to some extent
76	(17%)	Not really
45	(10%)	Definitely not
27	(6%)	Don't know / can't remember
17	(4%)	I did not need to discuss anything

### Q24 How much confidence and trust do you have in the GP/Nurse that treated you on your last visit?

1	2	3	4	5	6	7	8	9	10
0	5	0	2	2	9	22	130	90	188
(0%)	(1%)	(0%)	(0.5%)	(0.5%)	(2%)	(5%)	(29%)	(20%)	(42%)

## Overall

### Q25 Would you recommend this service to your friends and family?

0	1	2	3	4	5	6	7	8	9	10
0	13	0	5	9	9	22	22	108	99	157
(0%)	(3%)	(0%)	(1%)	(2%)	(2%)	(5%)	(5%)	(24%)	(22%)	(35%)

### Q26 Overall, how satisfied were you with the service you received?

Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
215 (48%)	224 (50%)	5 (1%)	2 (0.5%)	2 (0.5%)

## Providing fair and accessible services

### Q28 Are you?

Male	Female
170 (38%)	278 (62%)

### Q29 What is your age (years)?

Under 18	5 (1%)	45-54	81 (18%)
18-24	36 (8%)	55-64	89 (20%)
25-34	89 (20%)	65-74	49 (11%)
35-44	94 (21%)	75+	5 (1%)

### Q30 What is your ethnic origin?

White British / English / Welsh/ Scottish / N. Irish	431 (96%)	White Asian	4 (1%)
White Irish	2 (0.5%)	Any other mixed background	0 (0%)
Gypsy or Irish Traveler	0 (0%)	Indian	0 (0%)
Any other white background	0 (0%)	Pakistani	9 (2%)
Black African	0 (0%)	Bangladeshi	0 (0%)
Black Caribbean	2 (0.5%)	Chinese	0 (0%)
Any other Black background	0 (0%)	Any other Asian background	0 (0%)
White and Black Caribbean	0 (0%)	Arab	0 (0%)
White and Black African	0 (0%)	Other	0 (0%)

### Q31 Do you consider yourself to have a disability or long-term illness?

Physical impairment	89 (20%)	Mental health condition	54 (12%)
Visual impairment	13 (3%)	Learning disability	2 (0.5%)
Hearing impairment / deaf	8 (2%)	Long standing illness or health condition	90 (20%)
		Not Applicable	208 (46.5%)