

Howdale Surgery Survey Results 12/13

**Howdale Group Practice
Combined Results**

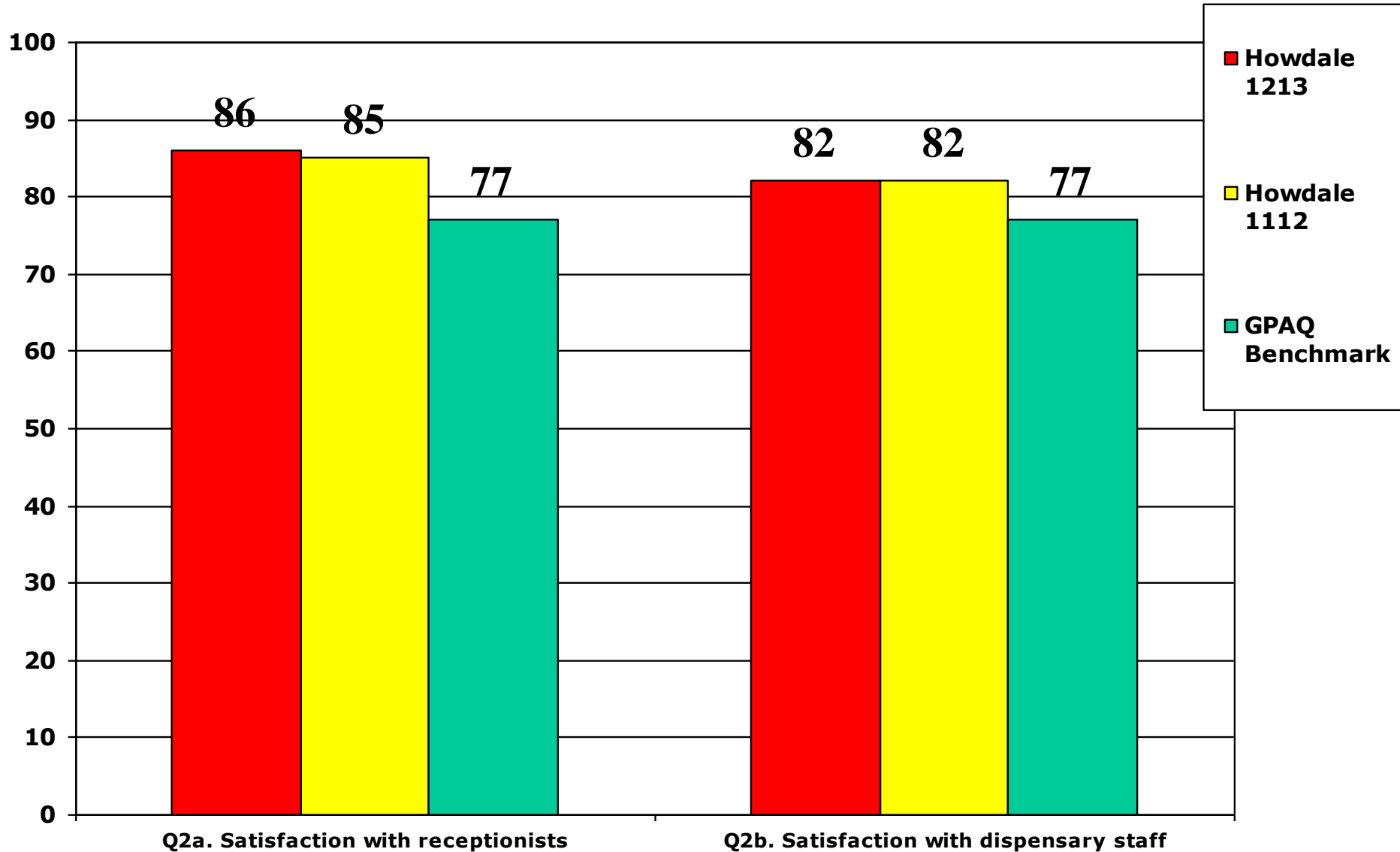
Introduction

- **The following slides show the combined results for the Howdale Group Practice**
- **The results shown are the mean figures**
- **Further information can be gained from the written report and the original input data**

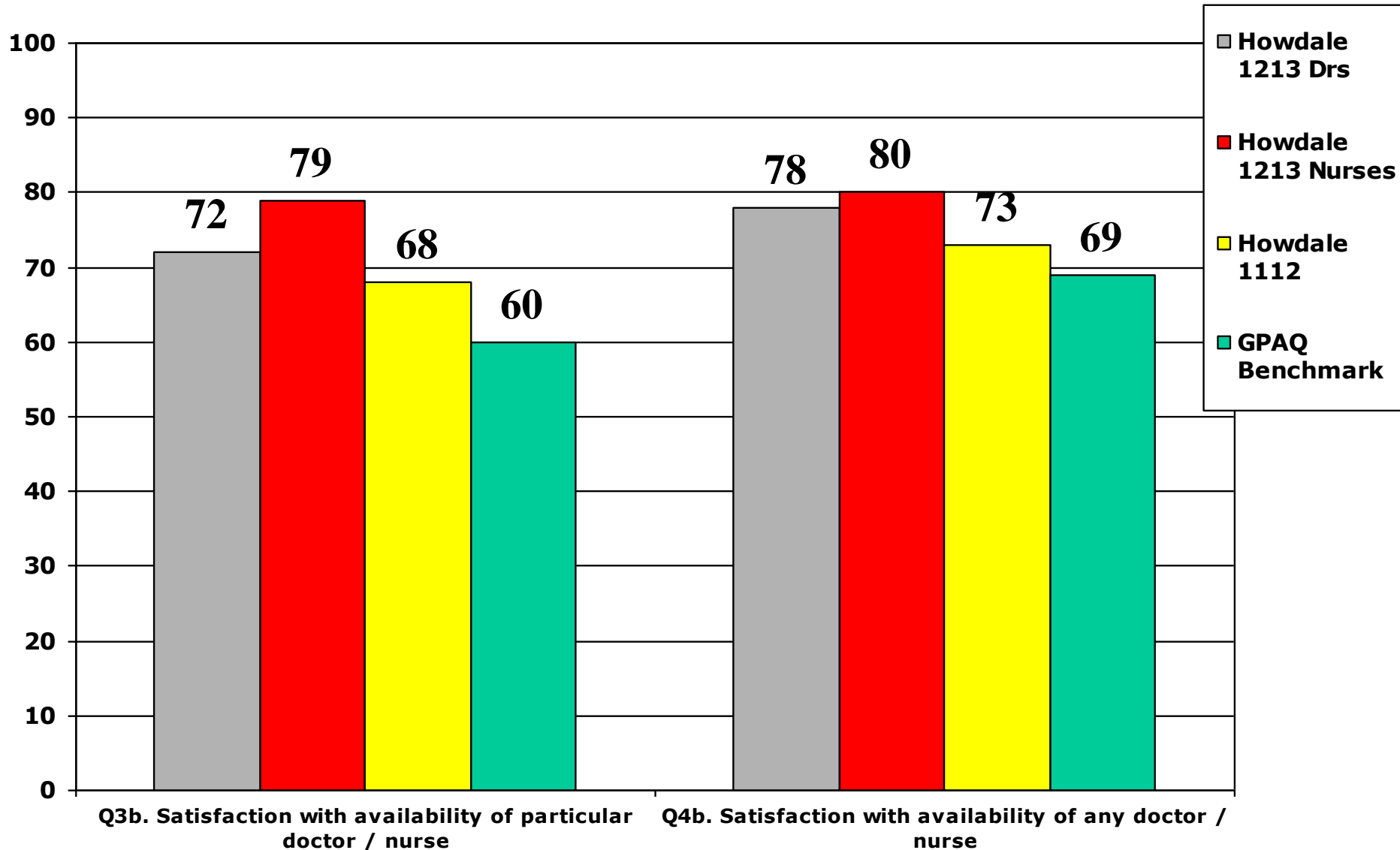
Introduction

- **215 Patient Survey**
Questionnaires were handed out at random to patients presenting at either surgeries.
- **72.5% of these questionnaires were returned and the compiled results are as follows.**

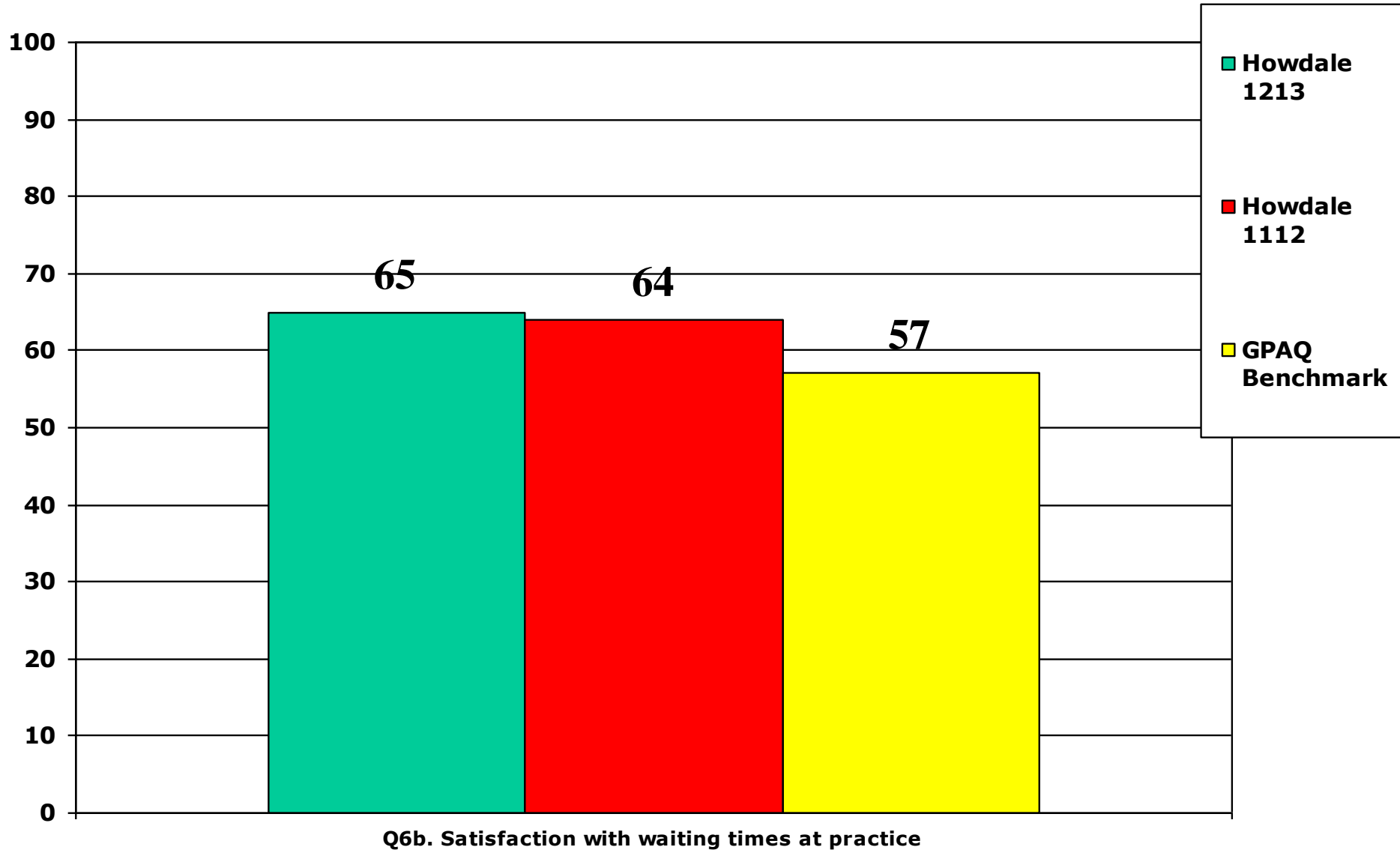
Evaluation of questions 2a – 2b compared with the GPAQ benchmarks



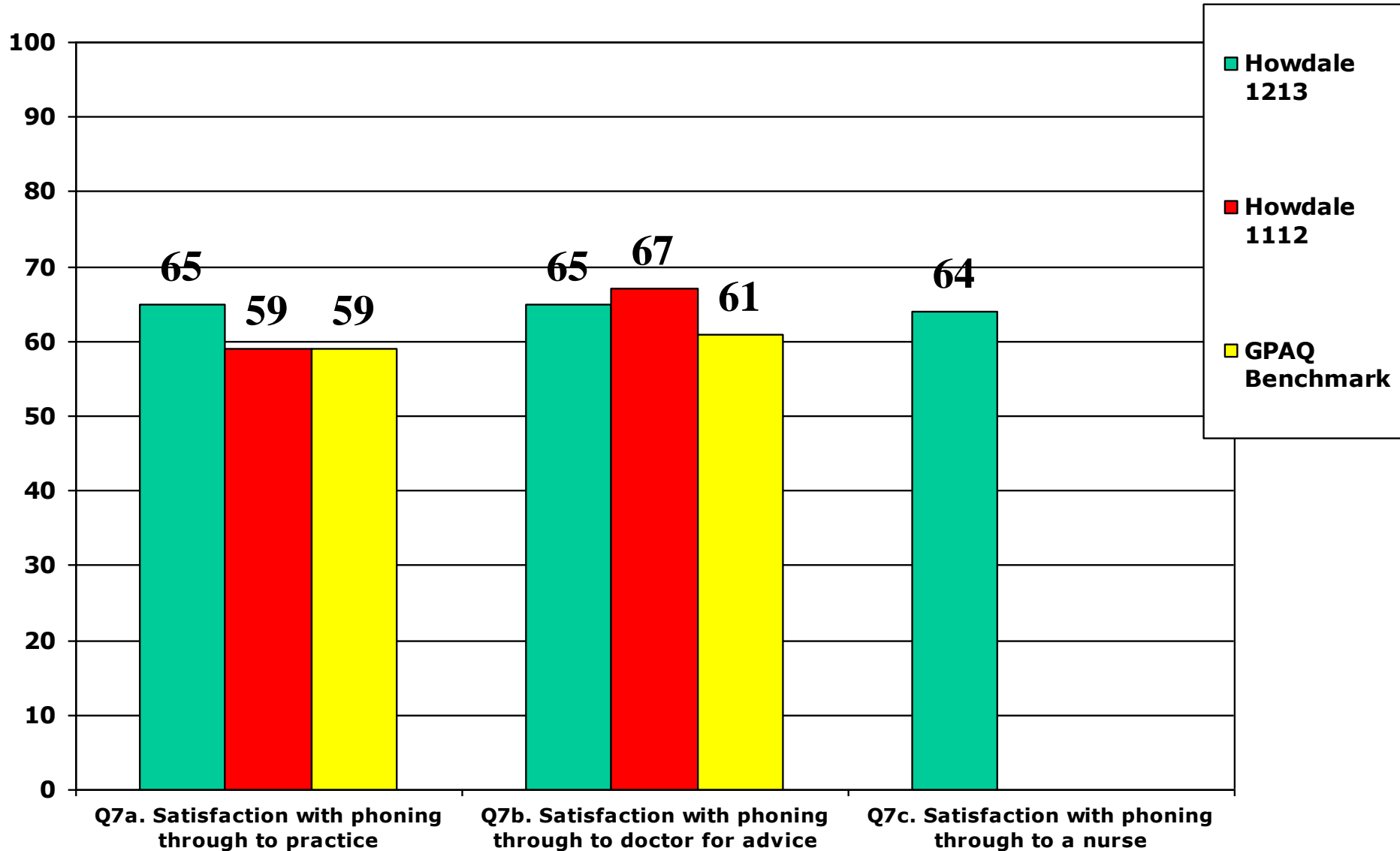
Evaluation of questions 3b – 4b compared with the GPAQ benchmarks



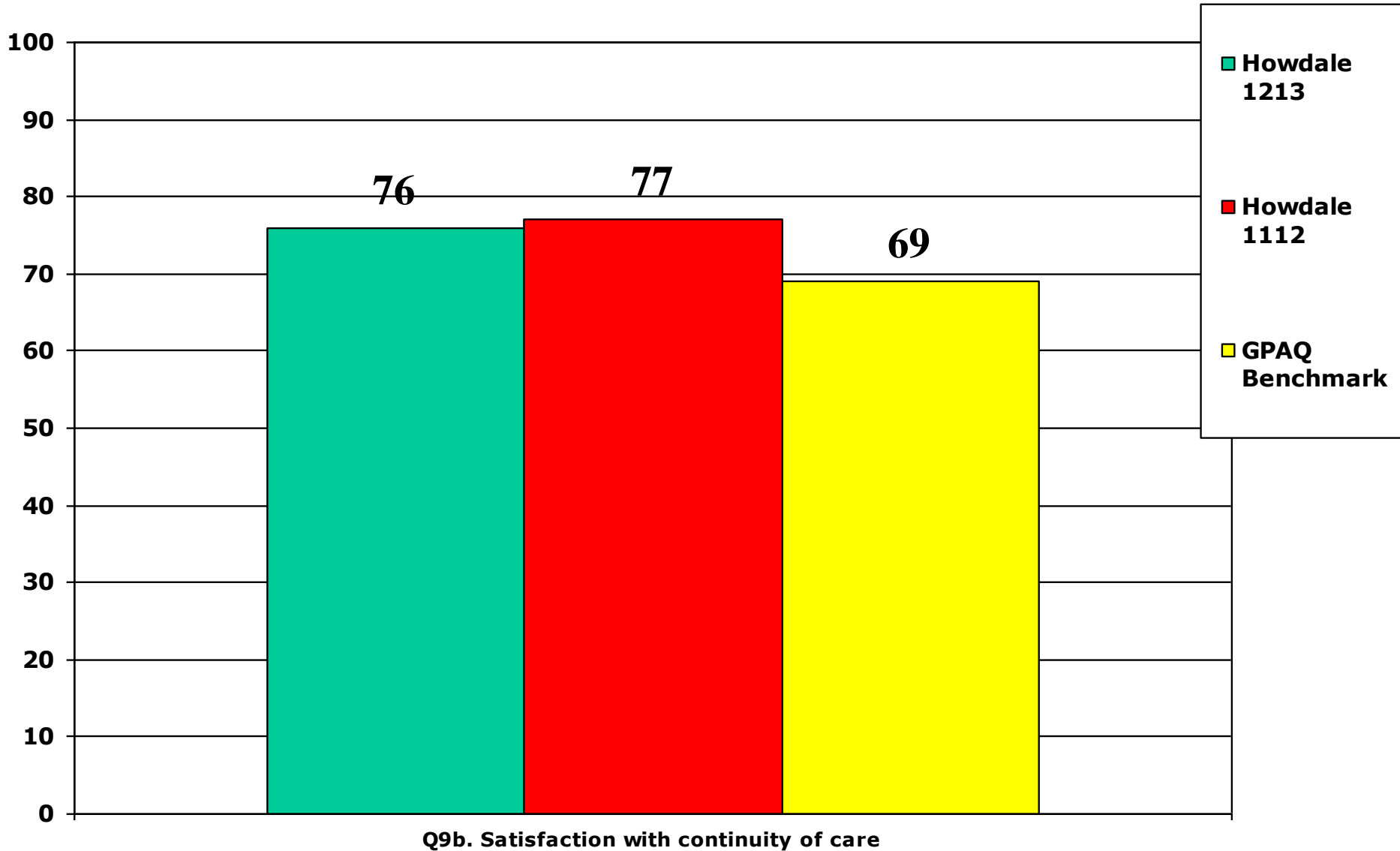
Evaluation of questions 6b compared with the GPAQ benchmarks



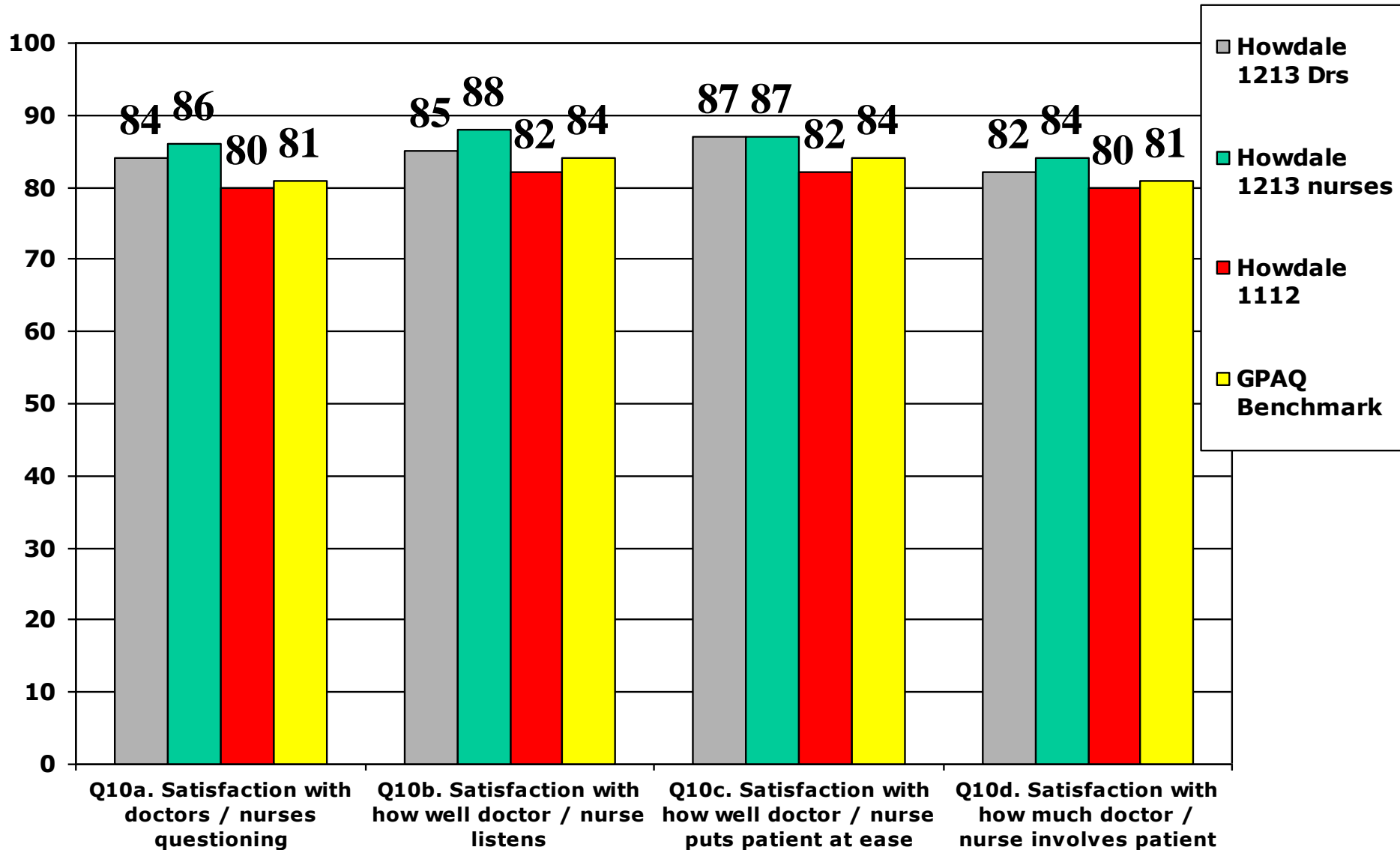
Evaluation of questions 7a – 7c compared with the GPAQ benchmarks



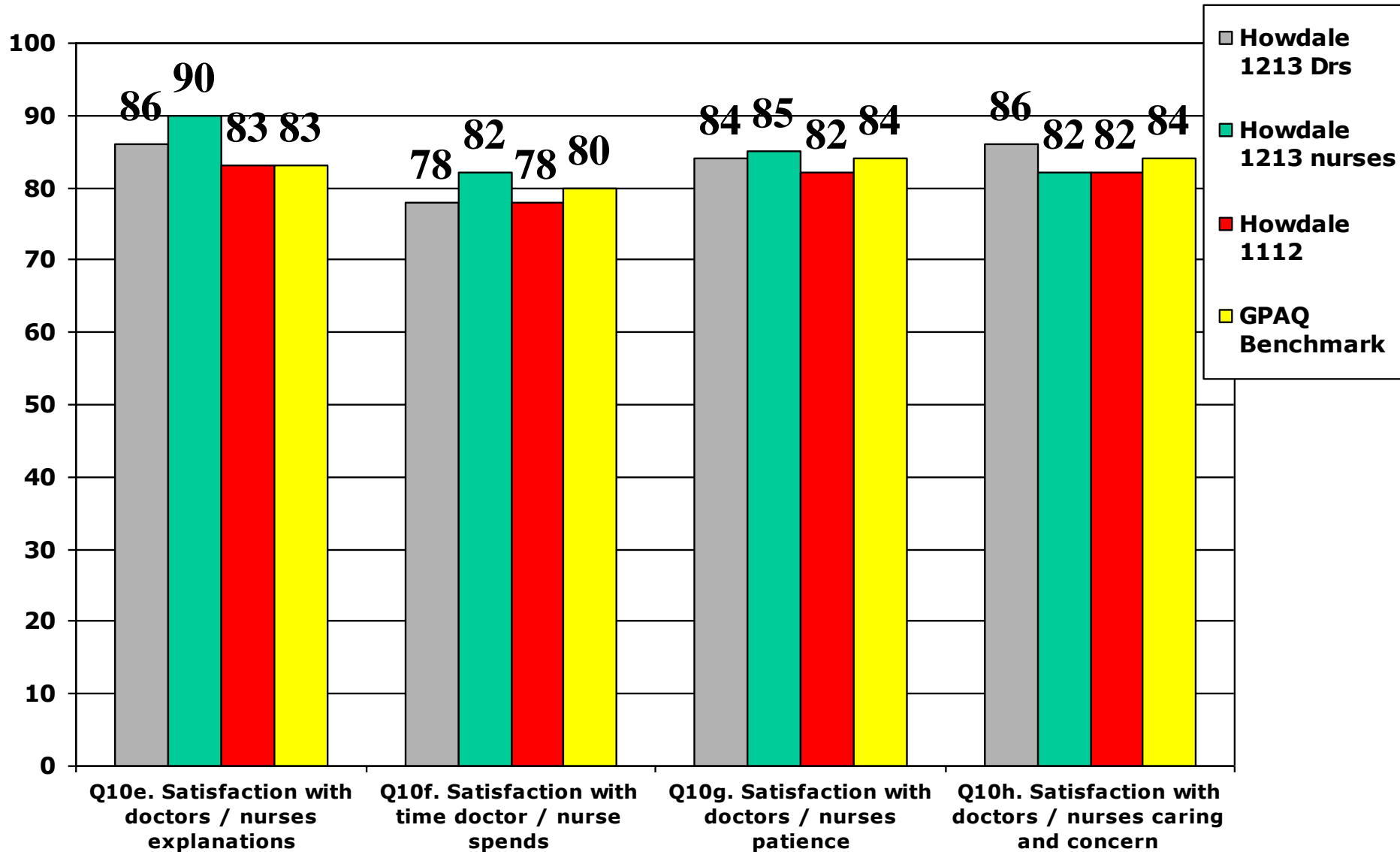
Evaluation of questions 9b compared with the GPAQ benchmarks



Evaluation of questions 10a – 10d compared with the GPAQ benchmarks



Evaluation of questions 10e – 10h compared with the GPAQ benchmarks



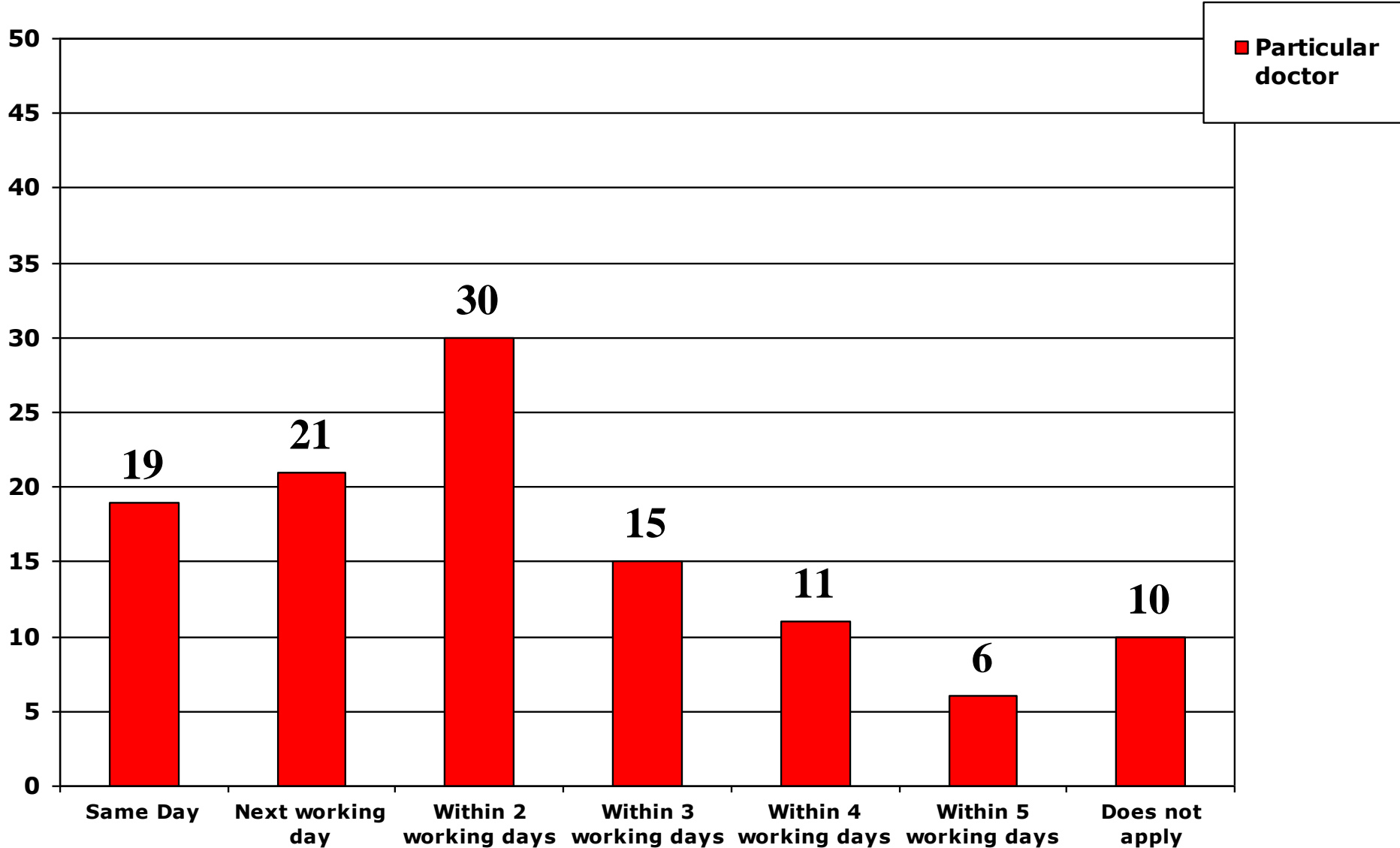
Q2a: How do you rate our receptionists?

Excellent	43%
Very good	46%
Good	9%
Fair	1%
Poor	0%
Very poor	1%

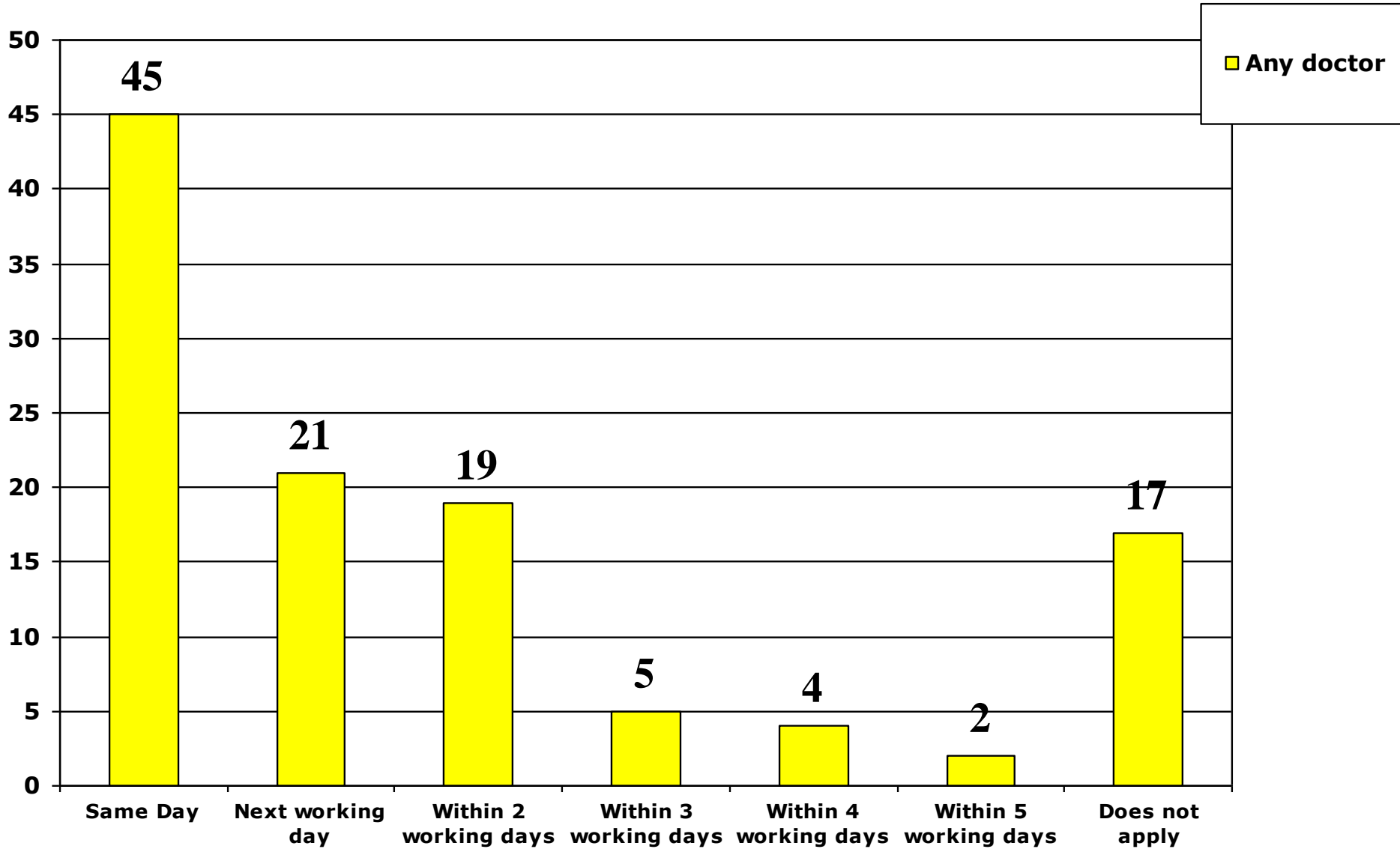
Q2a: How do you rate our dispensary staff?

Excellent	34%
Very good	46%
Good	17%
Fair	2%
Poor	1%
Very poor	0%

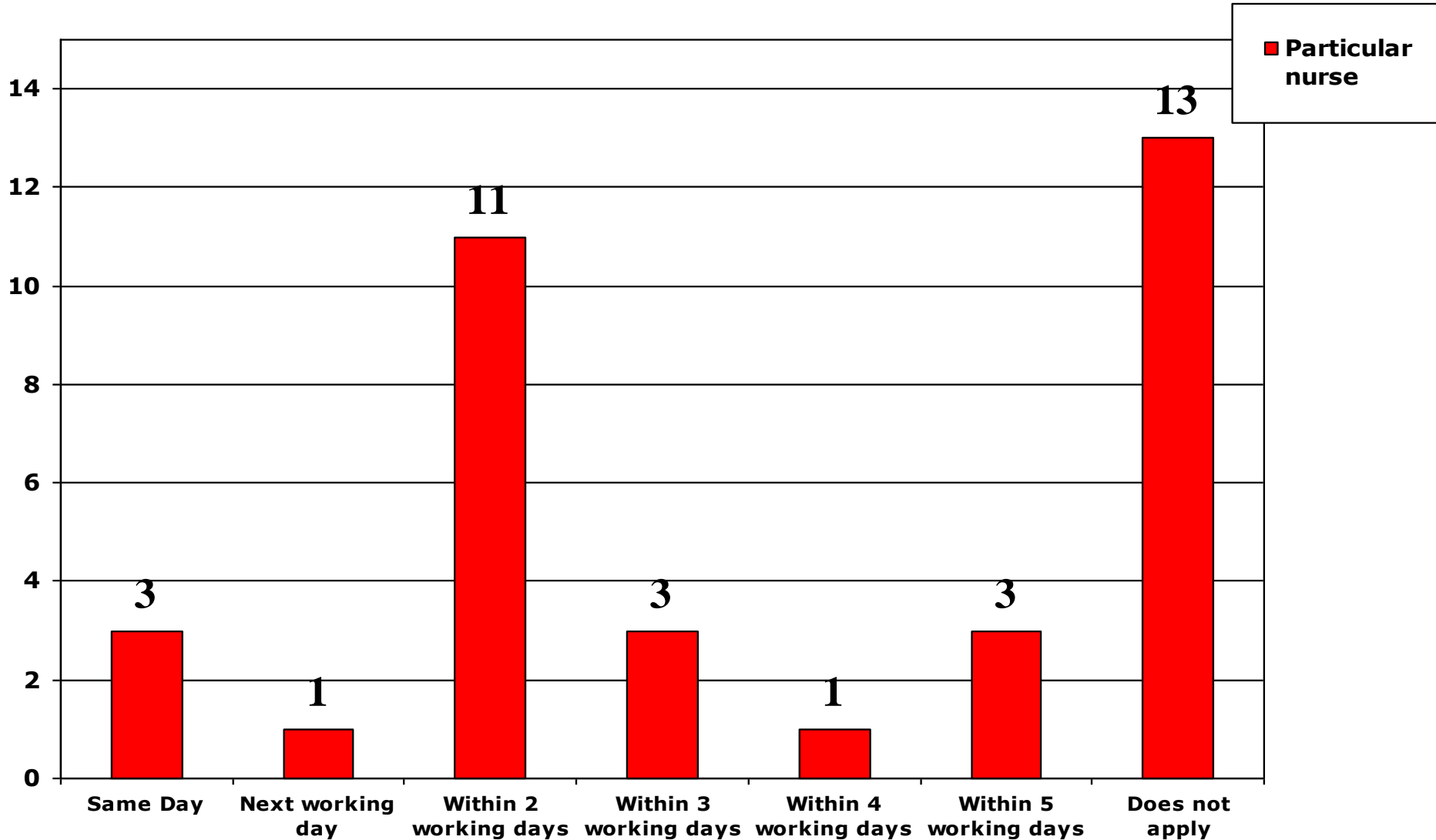
Q3a: How quickly can you see a particular doctor?



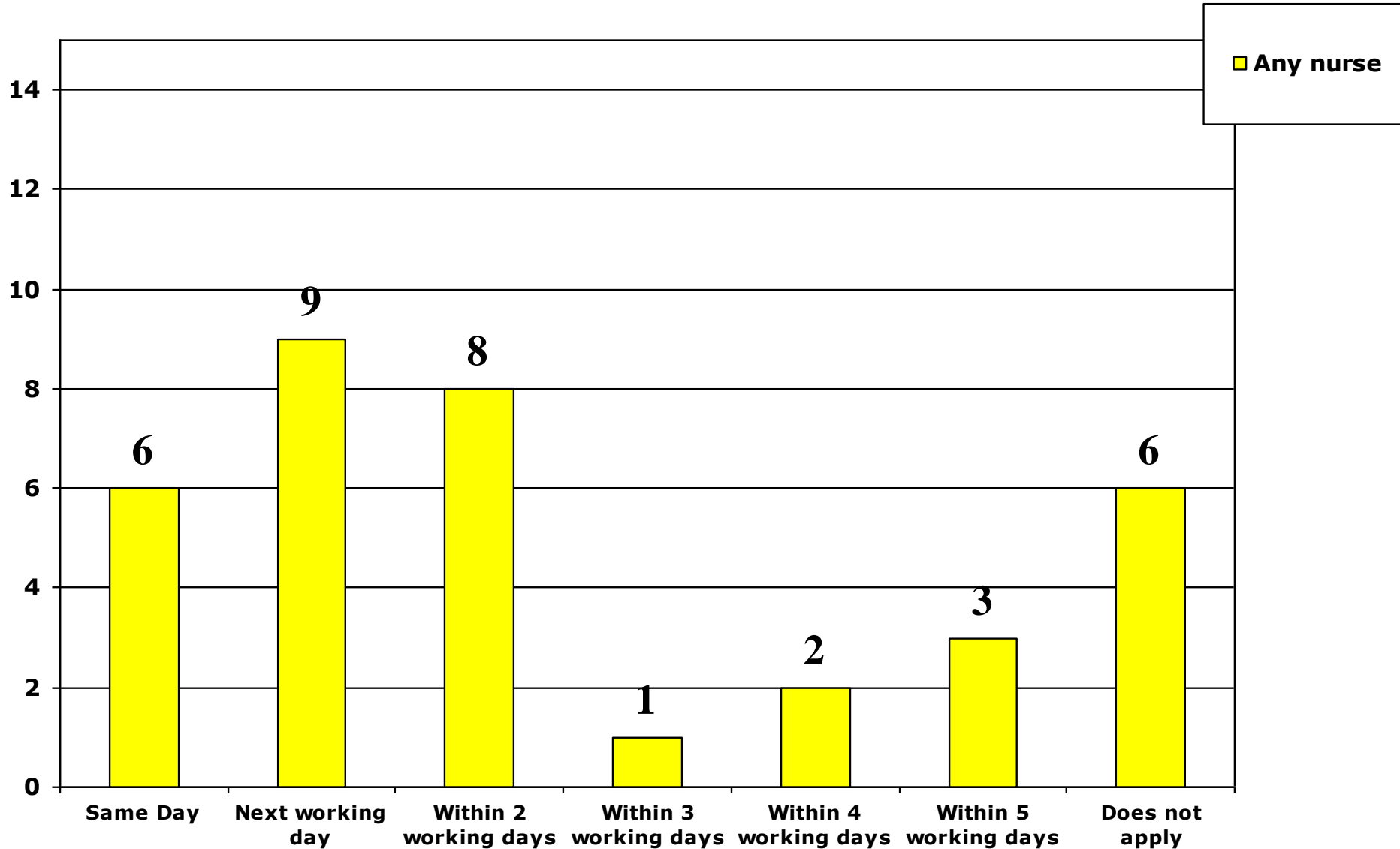
Q4a: How quickly can you see any doctor?



Q3a: How quickly can you see a particular nurse?



Q4a: How quickly can you see any nurse?



Q5: Can you see a GP on the same day if urgent?

YES	67%
No	6%
Don't know / never tried	27%

Q5: Can you see a Nurse on the same day if urgent?

YES	30%
No	3%
Don't know / never tried	67%

Q6a: How long do you usually have to wait at the practice?

- 5 minutes or less 11%**
- 6 – 10 minutes 48%**
- 11 – 20 minutes 31%**
- 21 – 30 minutes 9%**
- More than 30 minutes 1%**

Q6b: Satisfaction with waiting times at the practice?

- Excellent 11%**
- Very good 31%**
- Good 36%**
- Fair 17%**
- Poor 4%**
- Very poor 1%**

Q7a: Satisfaction with contacting the practice by phone?

• Excellent	13%
• Very good	26%
• Good	36%
• Fair	17%
• Poor	5%
• Very poor	2%
• Don't Know / not tried	1%

Q7b: Satisfaction with contacting a doctor by phone?

- Excellent 9%**
- Very good 8%**
- Good 17%**
- Fair 13%**
- Poor 2%**
- Very poor 0%**
- Don't Know / not tried 51%**

Q7c: Satisfaction with contacting a nurse by phone?

• Excellent	3%
• Very good	11%
• Good	17%
• Fair	8%
• Poor	0%
• Very poor	0%
• Don't Know / not tried	61%

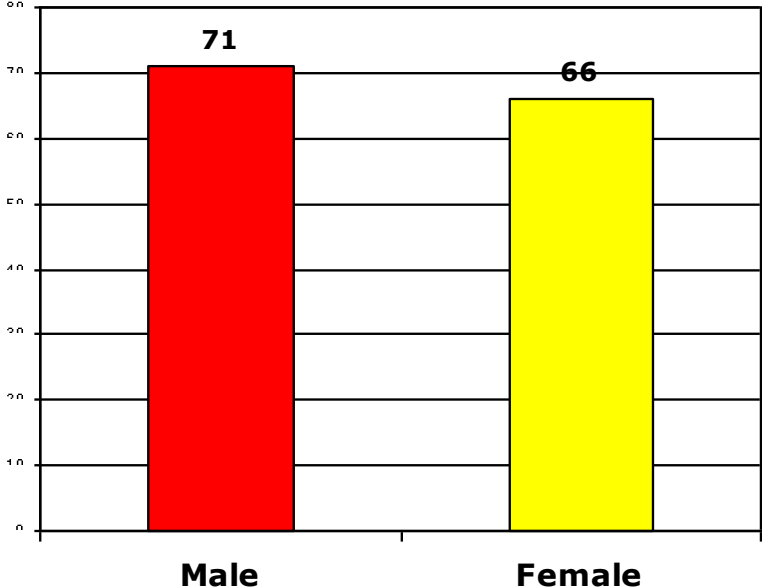
Q8: What potential changes to services or facilities do you feel would be of the most benefit?

- Improvements to Howdale car park 24%
- Baby changing facilities 19%
- Improvements to telephone access 18%
- Longer opening hours 13%
- More available appointments 13%
- Prescriptions & appointments online 13%

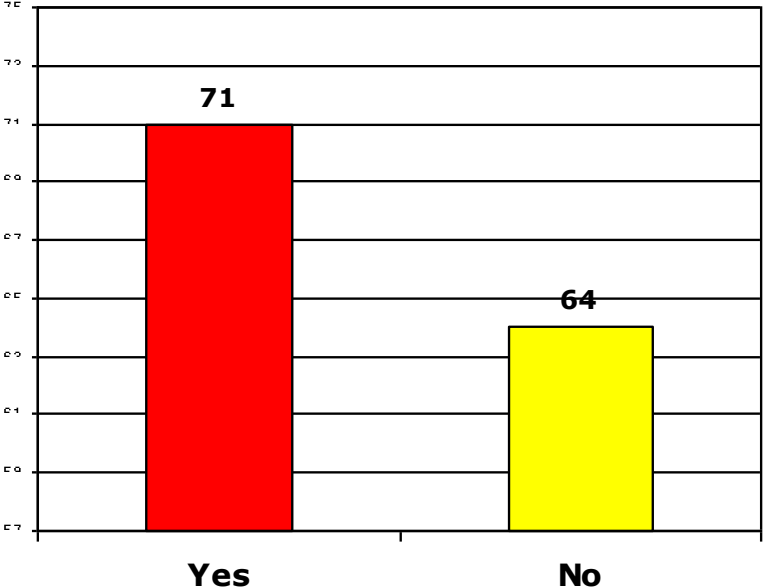
Q9a: How often do you get to see your usual doctor?

- Always 22%**
- Almost always 51%**
- A lot of the time 17%**
- Some of the time 7%**
- Almost never 3%**
- Never 0%**

Demographics



Q11. Sex



Q13. Long standing illness, disability or infirmary

Q12. Age	Number of responses
Up to 44 years old	34
45 years old and above	102
Mean	56