

Howdale Surgery Survey Results 13/14

**Howdale Group Practice
Combined Results**

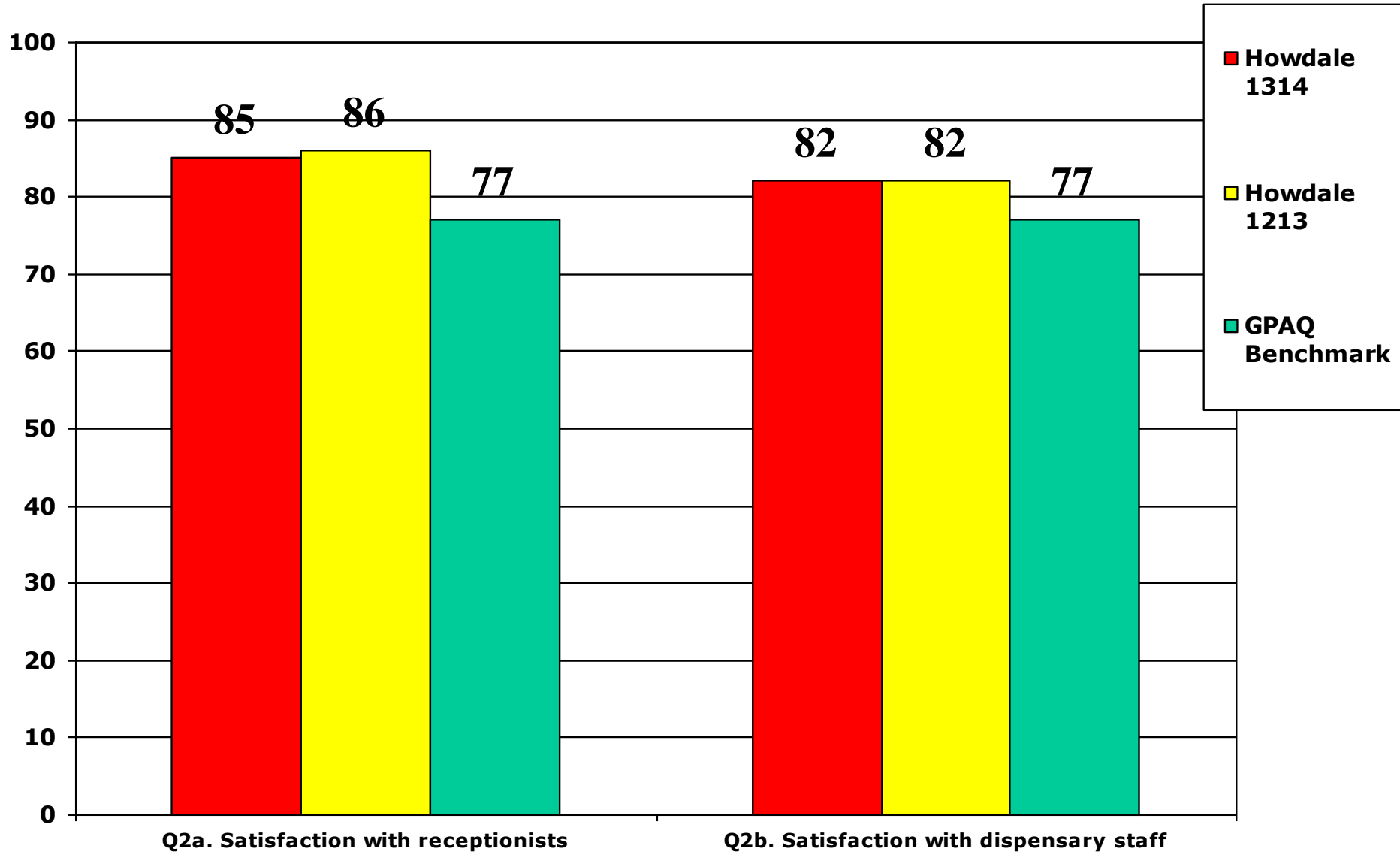
Introduction

- **The following slides show the 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**

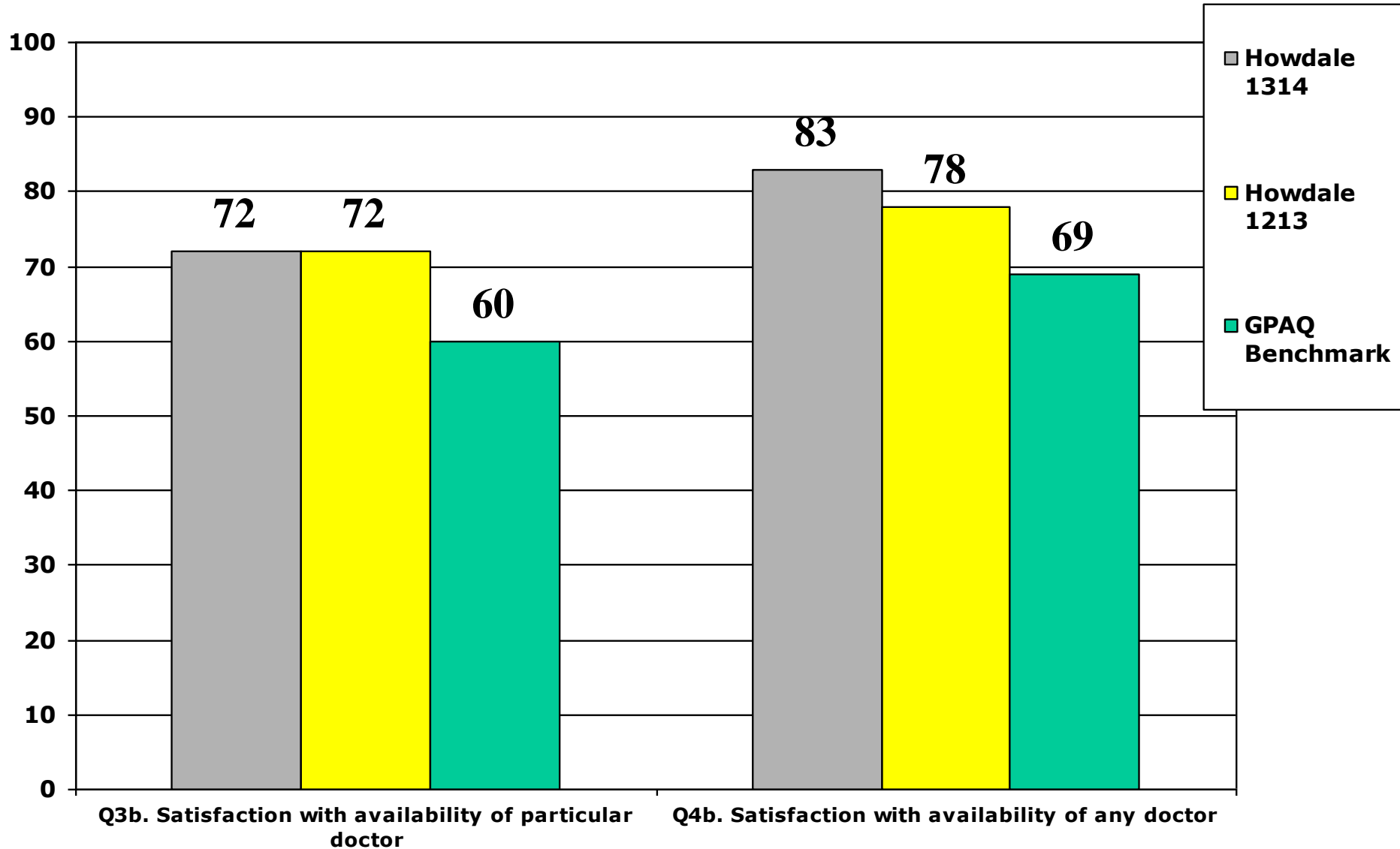
Introduction

- **Patient Survey Questionnaires were handed out at random to patients presenting at the surgery.**
- **86% of these questionnaires were returned and the compiled results are as follows.**

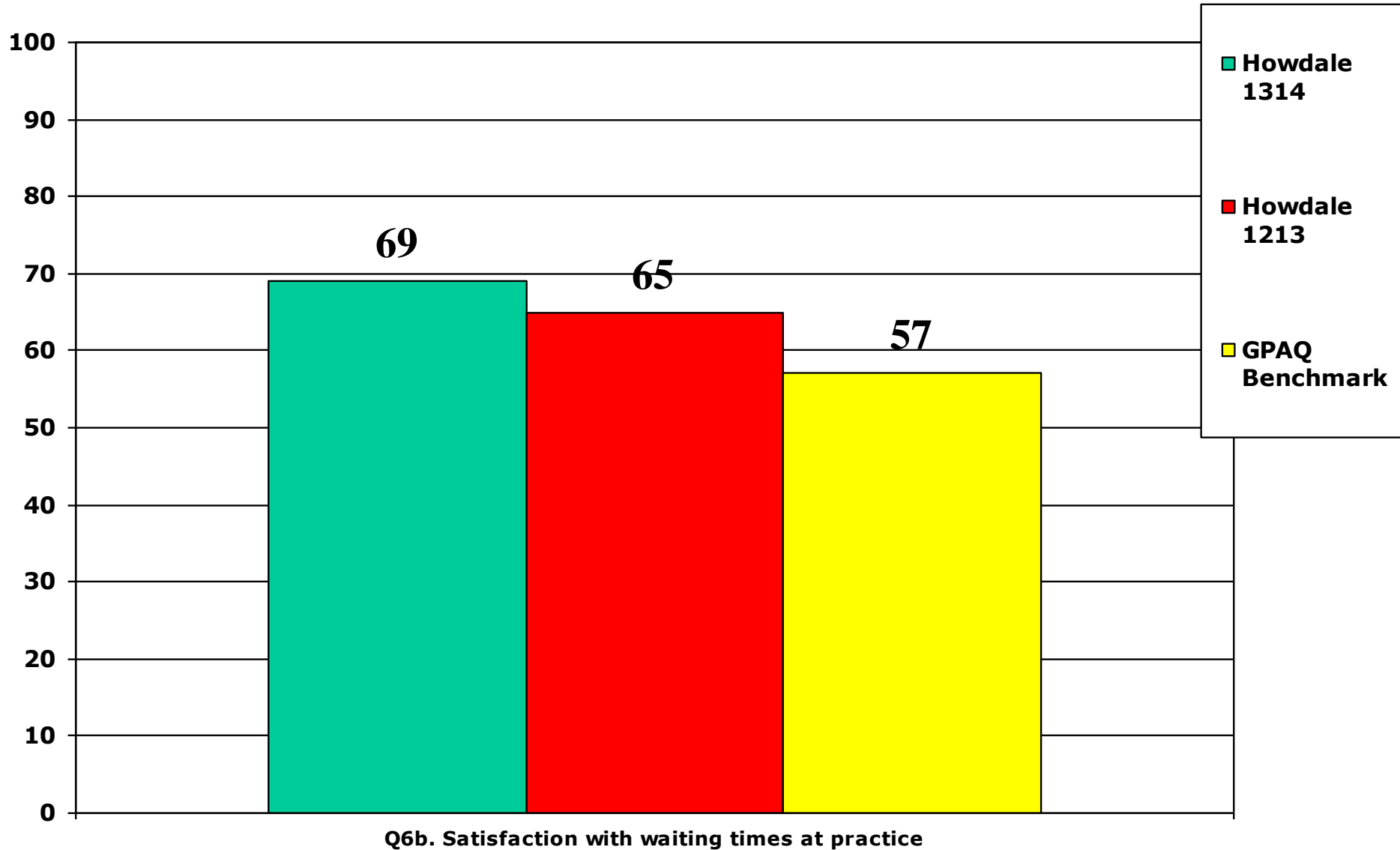
Evaluation of questions 2a – 2b compared with the GPAQ benchmarks



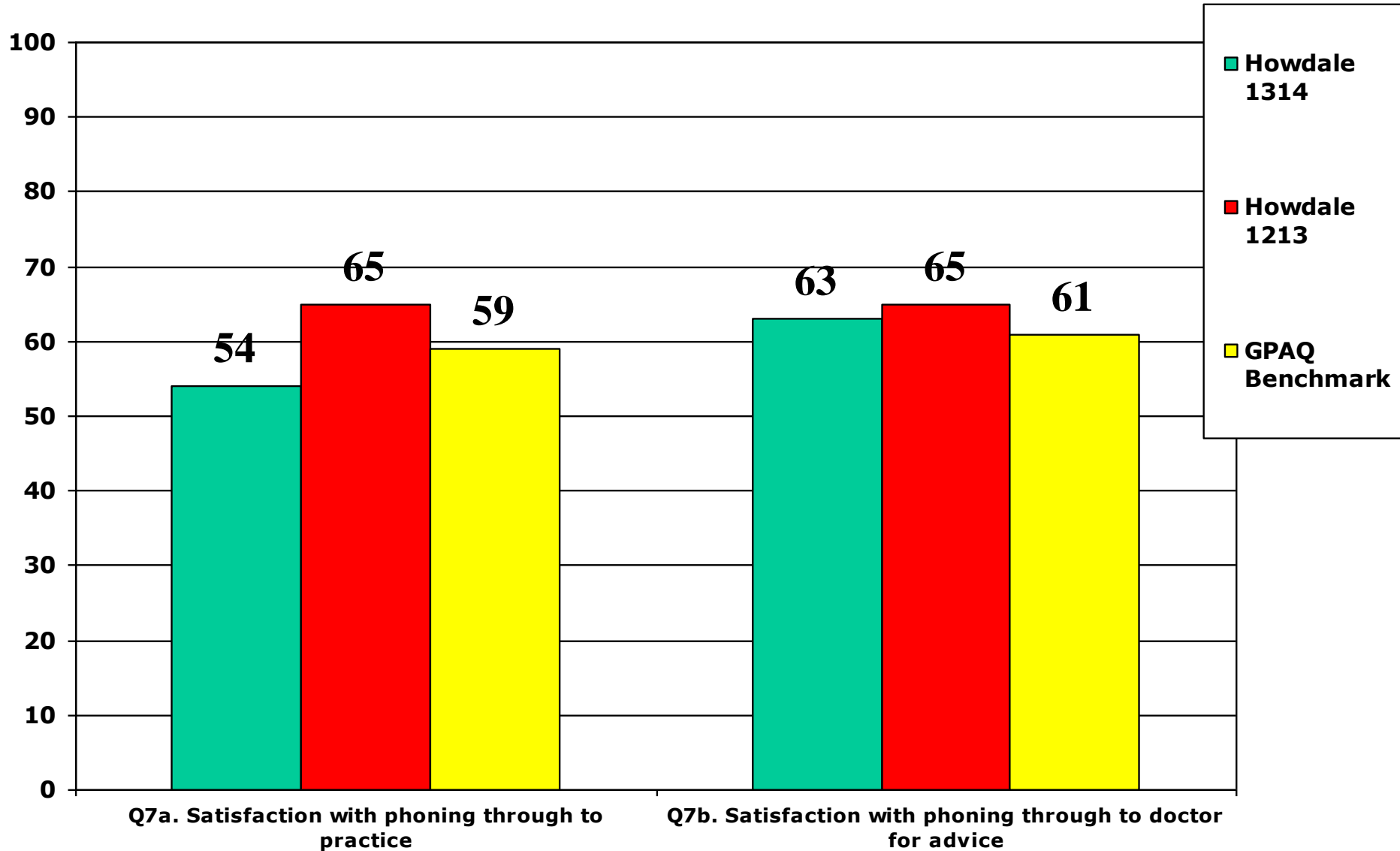
Evaluation of questions 3b – 4b compared with the GPAQ benchmarks



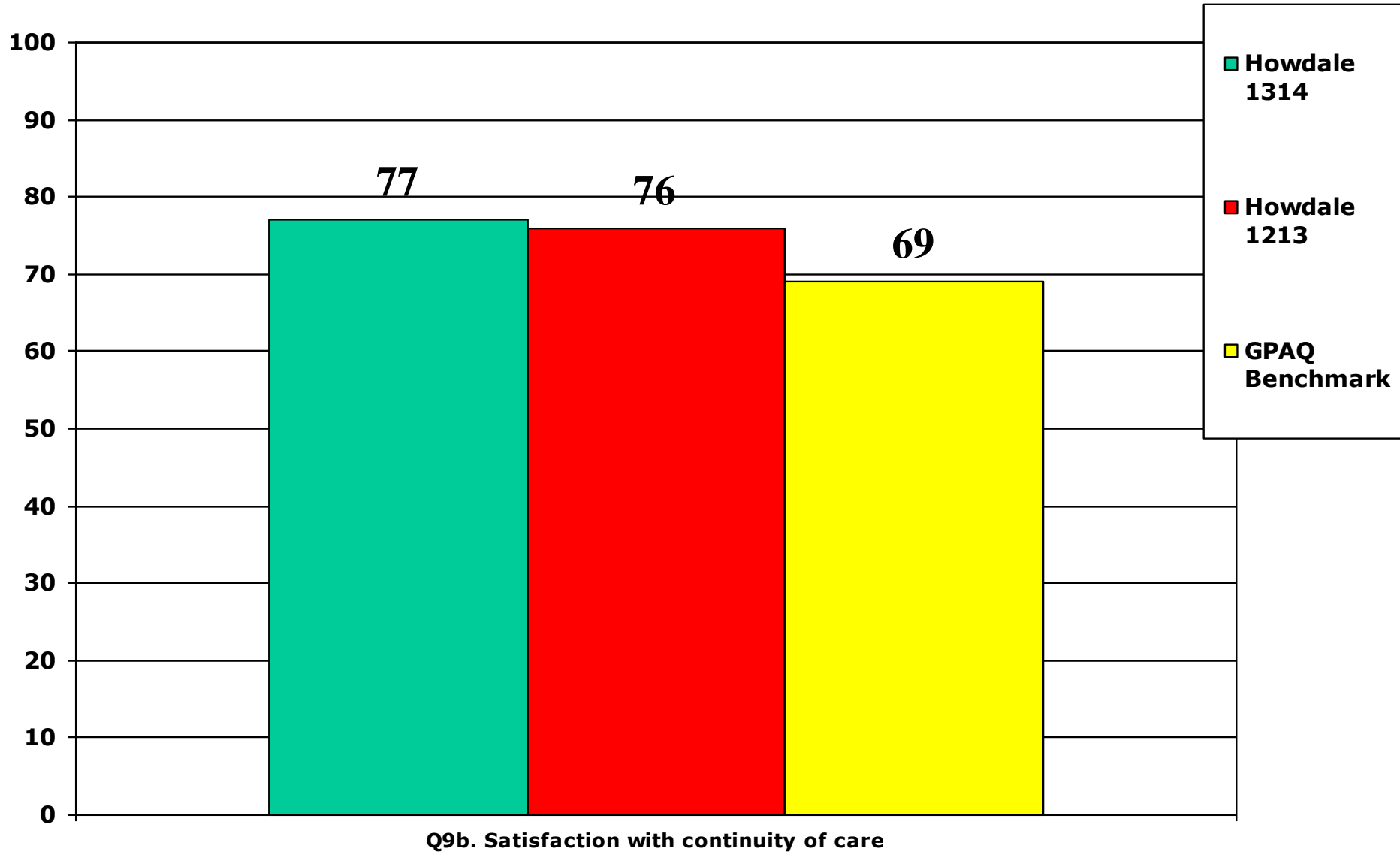
Evaluation of questions 6b compared with the GPAQ benchmarks



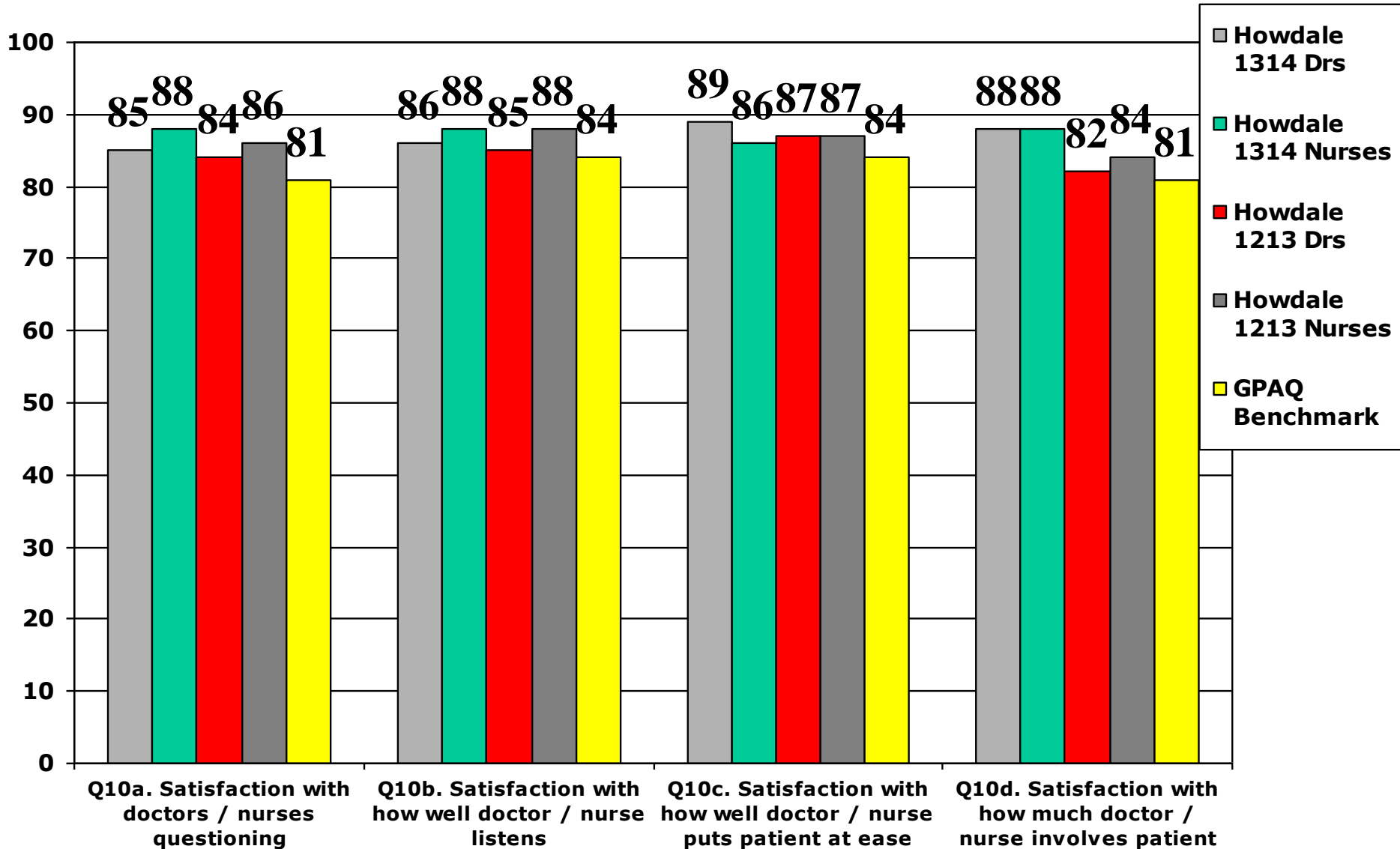
Evaluation of questions 7a – 7c compared with the GPAQ benchmarks



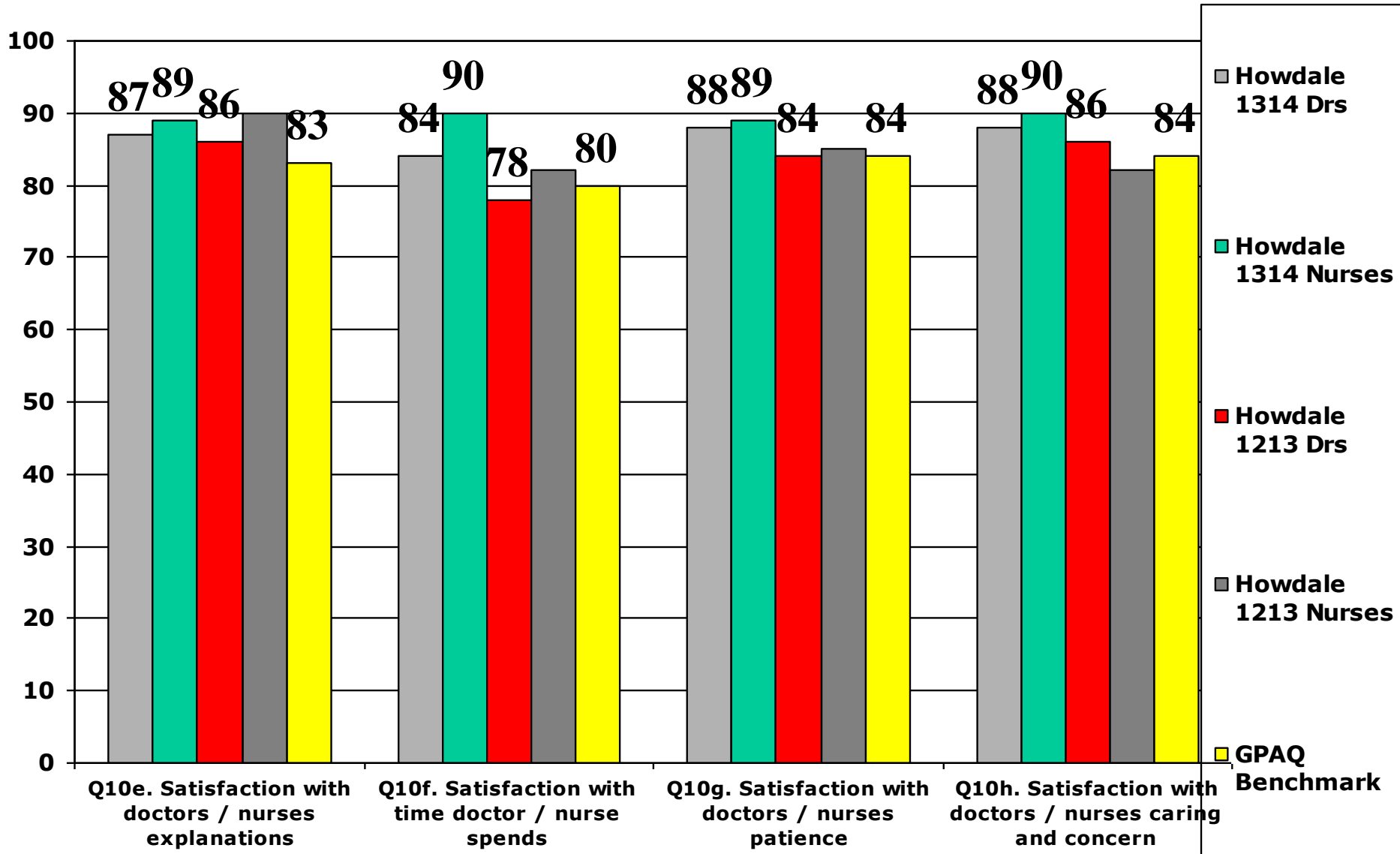
Evaluation of questions 9b compared with the GPAQ benchmarks



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



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



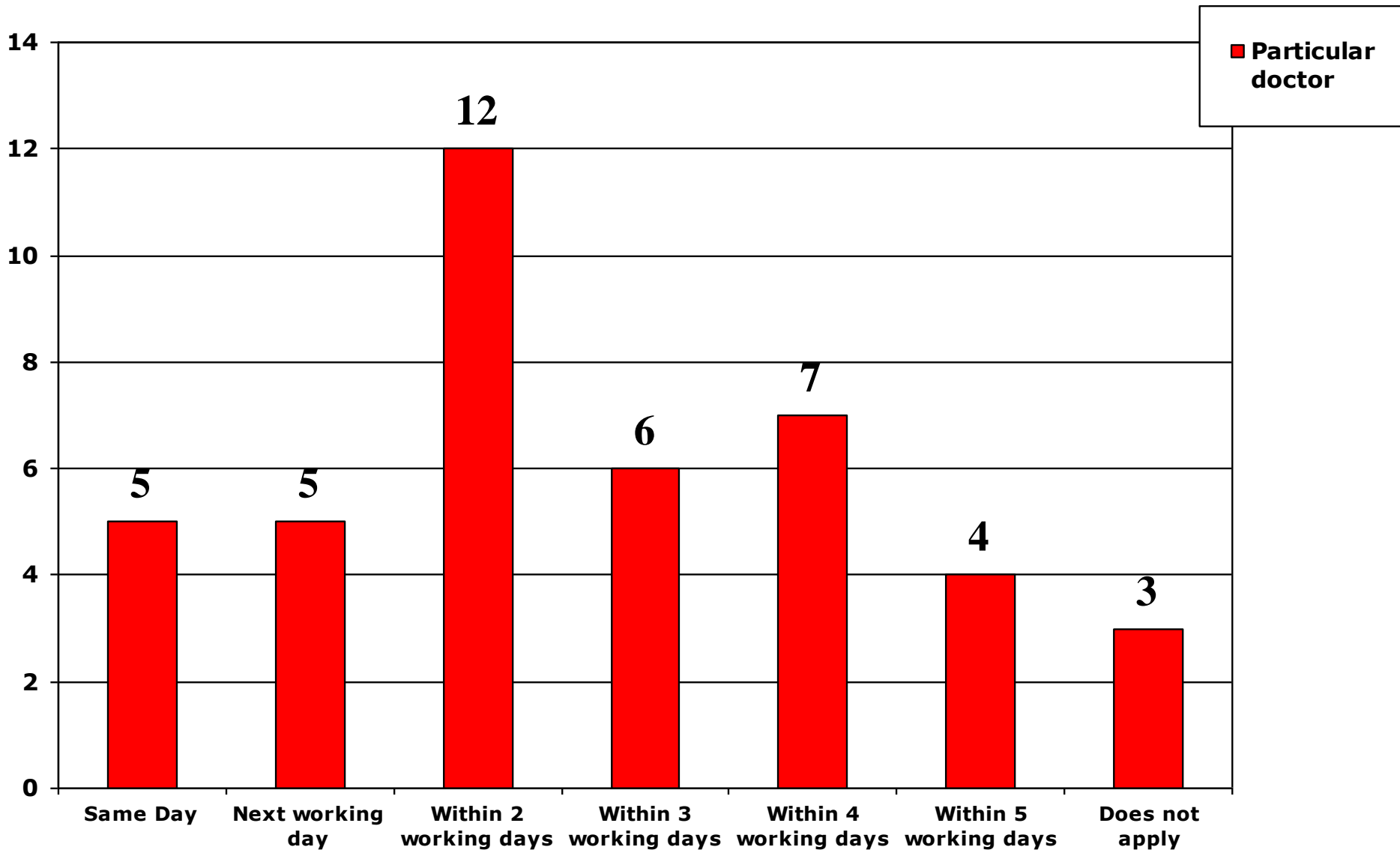
Q2a: How do you rate our receptionists?

Excellent	47%
Very good	40%
Good	9%
Fair	2%
Poor	0%
Very poor	2%

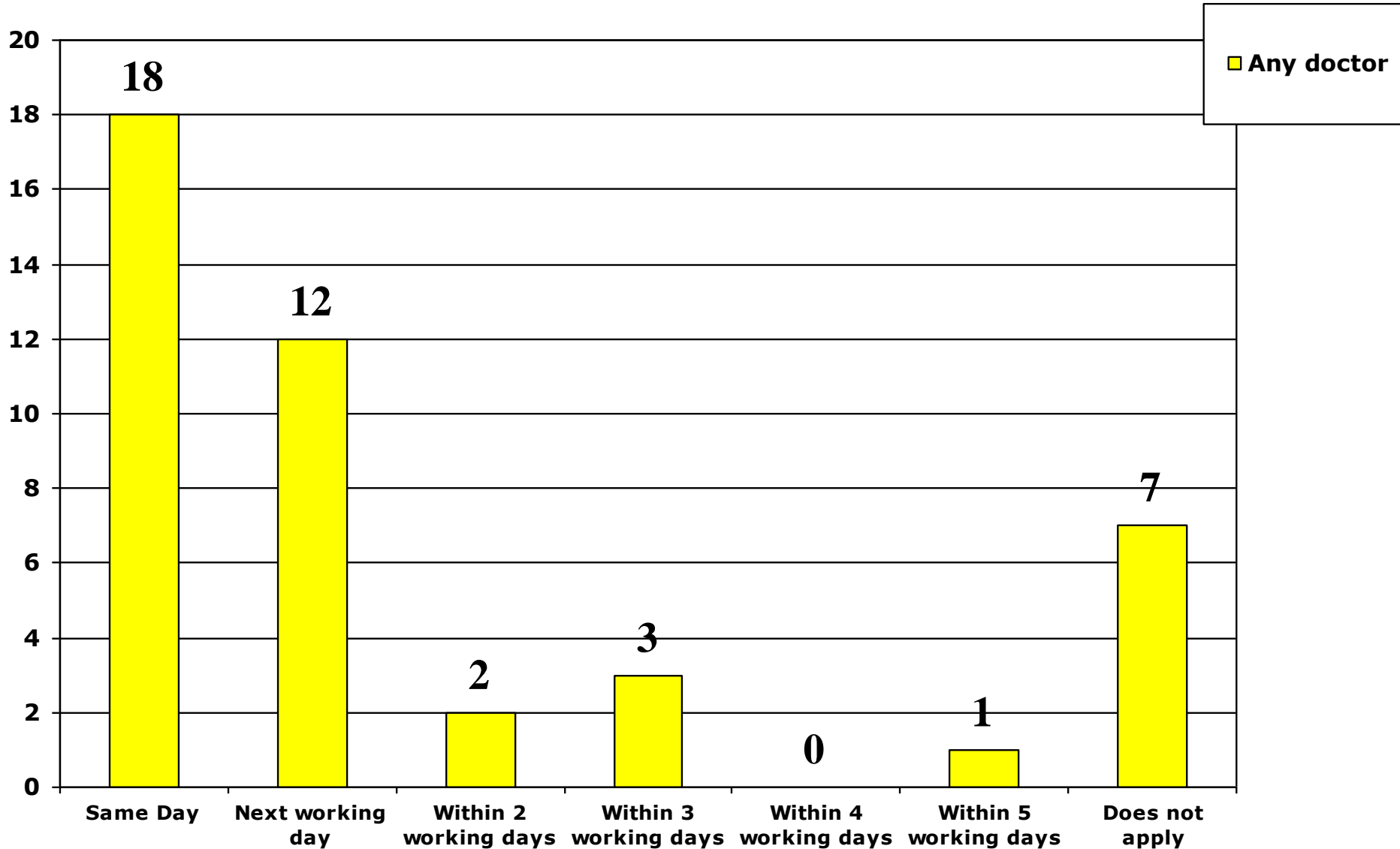
Q2a: How do you rate our dispensary staff?

Excellent	44%
Very good	34%
Good	16%
Fair	3%
Poor	0%
Very poor	3%

Q3a: How quickly can you see a particular doctor?



Q4a: How quickly can you see any doctor?



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

YES	77%
No	2%
Don't know / never tried	21%

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

- 5 minutes or less 14%**
- 6 – 10 minutes 58%**
- 11 – 20 minutes 24%**
- 21 – 30 minutes 2%**
- More than 30 minutes 2%**

Q6b: Satisfaction with waiting times at the practice?

- Excellent 21%**
- Very good 30%**
- Good 26%**
- Fair 19%**
- Poor 4%**
- Very poor 0%**

Q7a: Satisfaction with contacting the practice by phone?

• Excellent	4%
• Very good	24%
• Good	33%
• Fair	21%
• Poor	14%
• Very poor	4%
• Don't Know / not tried	0%

Q7b: Satisfaction with contacting a doctor by phone?

• Excellent	10%
• Very good	7%
• Good	10%
• Fair	23%
• Poor	0%
• Very poor	0%
• Don't Know / not tried	50%

Q7c: Satisfaction with contacting a nurse by phone?

- Excellent 0%**
- Very good 30%**
- Good 8%**
- Fair 0%**
- Poor 8%**
- Very poor 0%**
- Don't Know / not tried 54%**

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

- Improvements to telephone access 38%
- Longer opening hours 26%
- Prescriptions & appointments online 21%
- Female GP 5%
- Longer appointments 5%
- Longer GP telephone sessions 5%

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

- Always 21%**
- Almost always 54%**
- A lot of the time 13%**
- Some of the time 7%**
- Almost never 5%**
- Never 0%**

Demographics of patients randomly selected to take part in the survey

Q11. Sex

Female 54%

Male 46%

Q13. Long standing illness, disability or infirmity

Yes 63%

No 37%

Q12. Age	
Up to 44 years old	23%
45 years old and above	77%
Mean	56