

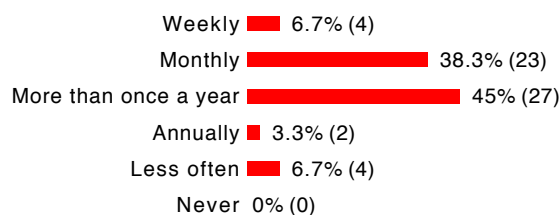
Patient Feedback Survey ETTINGSHALL MEDICAL CENTRE

TOTAL SURVEY RESPONSES: 62

You and the practice

How often do you visit the practice?

SURVEY ORDER **NETT** RESPONSES: 60

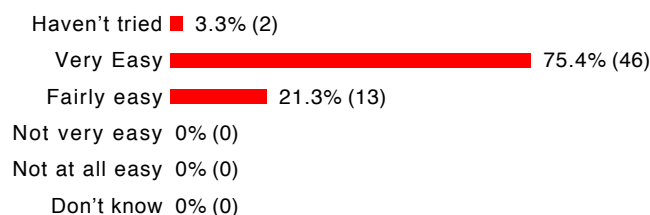


In the past 12 months how easy have you found the following?

SURVEY ORDER **NETT** RESPONSES: 61

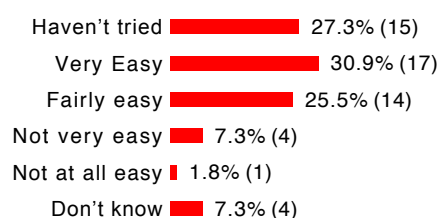
Getting through on the phone

RESPONSES: 61



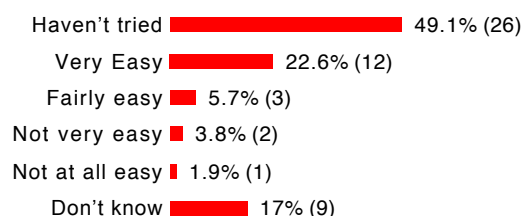
Speaking to a doctor on the phone

RESPONSES: 55



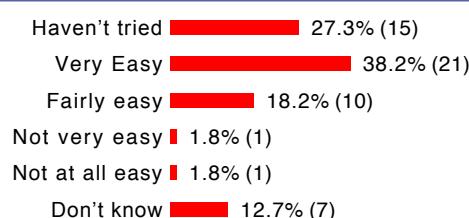
Speaking to a nurse on the phone

RESPONSES: 55



Obtaining test results by phone

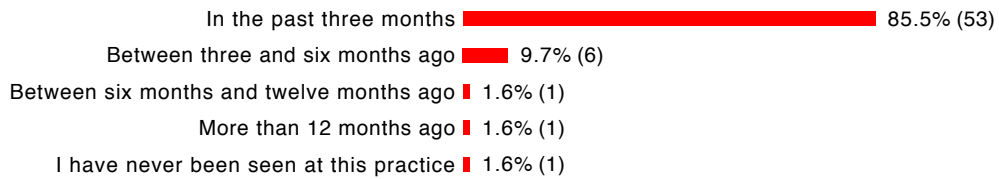
RESPONSES: 55



Seeing a doctor or nurse

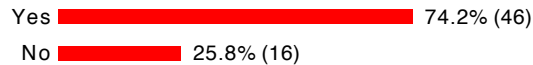
When did you last see a doctor at the practice?

SURVEY ORDER **NETT** RESPONSES: 62



Have you seen a practice nurse at the practice in the last 12 months?

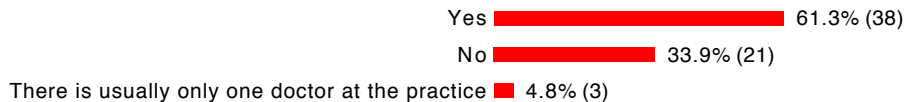
SURVEY ORDER **NETT** RESPONSES: 62



Seeing a doctor

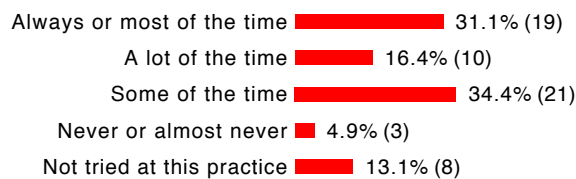
Is there a particular doctor who you prefer to see at the practice?

SURVEY ORDER **NETT** RESPONSES: 62



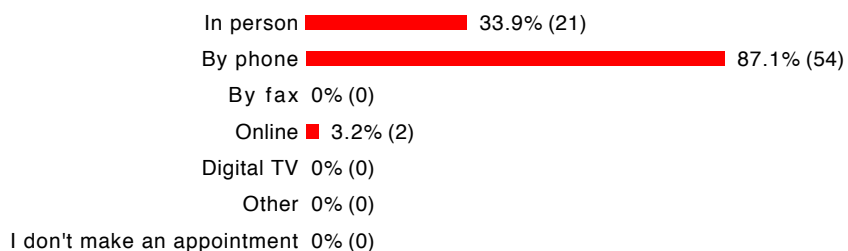
How often do you see the doctor you prefer?

SURVEY ORDER **NETT** RESPONSES: 61



How do you normally book your appointments to see a doctor or nurse at the practice? *Please tick all that apply*

SURVEY ORDER **NETT** RESPONSES: 62

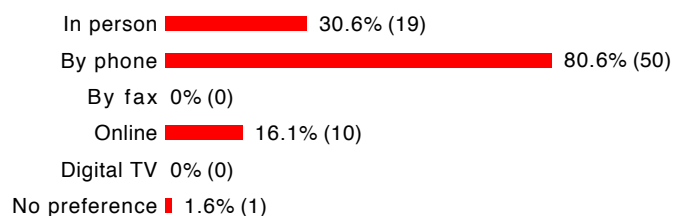


Making appointments

PAGE SHOWN WHEN ANSWER TO QUESTION How do you normally book your appointments to see a doctor or nurse at the practice? *Please tick all that apply* **IS ANY OF** In person, By phone, By fax , Online, Digital TV, Other

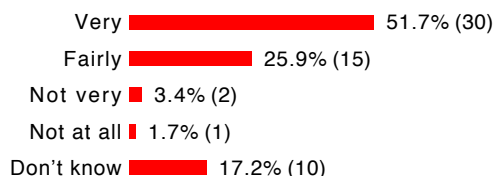
Which of the following methods would you prefer to use to book an appointment at the practice? *Please tick all that apply*

SURVEY ORDER **NETT** RESPONSES: 62



How easy is it for you to book an appointment with a practice nurse at the practice?

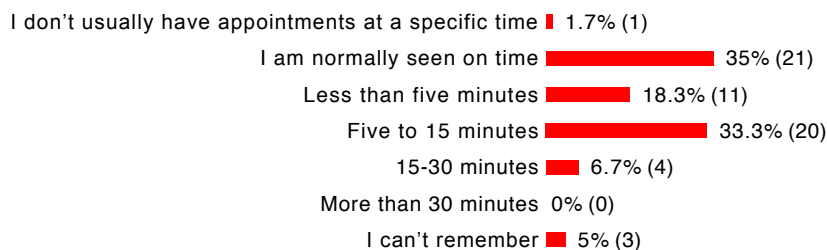
SURVEY ORDER **NETT** RESPONSES: 58



Attending an appointment

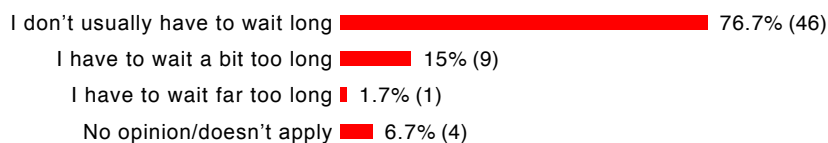
How long after your appointment time do you normally wait to be seen?

SURVEY ORDER **NETT** RESPONSES: 60



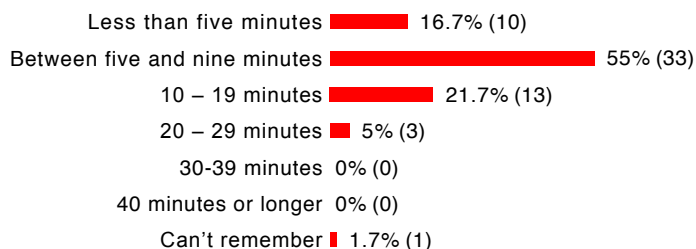
How do you feel about how long you normally have to wait?

SURVEY ORDER **NETT** RESPONSES: 60



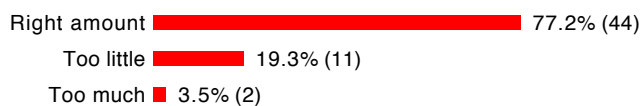
When you last visited the practice, how much time did you spend with the doctor?

SURVEY ORDER **NETT** RESPONSES: 60



In your opinion was this the right amount of time?

SURVEY ORDER **NETT** RESPONSES: 57



Could a phone call from the doctor have saved you having to visit the practice?

SURVEY ORDER **NETT** RESPONSES: 50



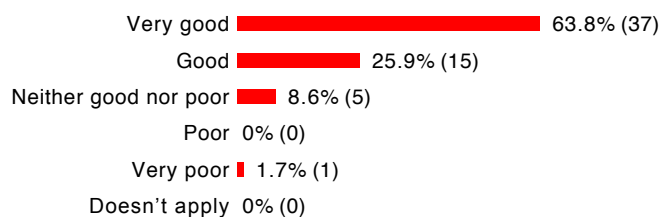
Clinical care

The last time you saw a doctor or nurse at the practice, how good were they at each of the following? *Please choose one option for each row*

SURVEY ORDER NETT RESPONSES: 60

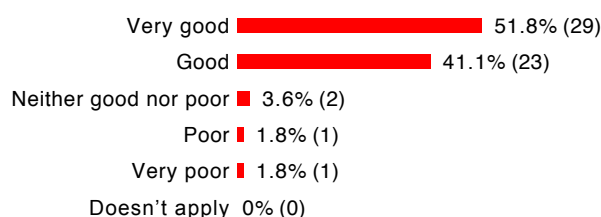
Giving you enough time

RESPONSES: 58



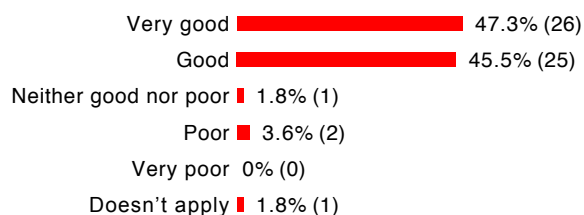
Asking about your symptoms

RESPONSES: 56



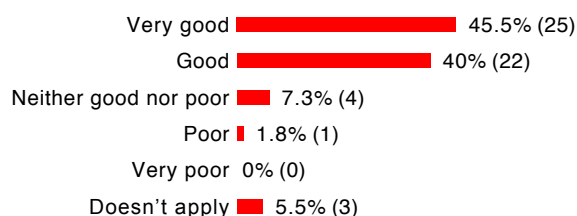
Listening

RESPONSES: 55



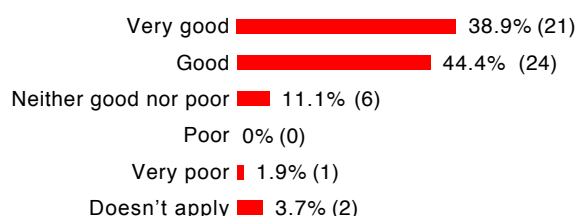
Explaining tests and treatments

RESPONSES: 55



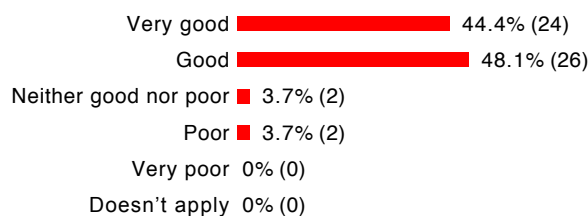
Involving you in decisions about your care

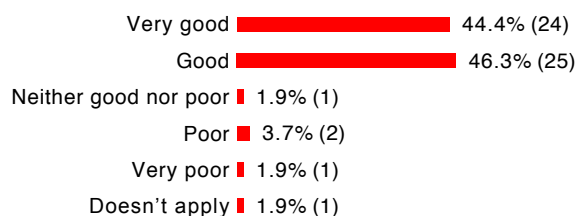
RESPONSES: 54



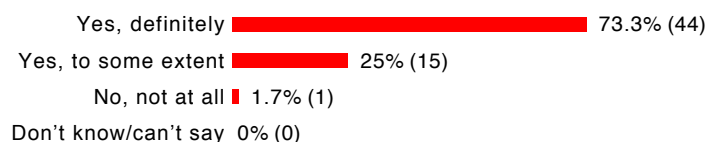
Treating you with care and concern

RESPONSES: 54

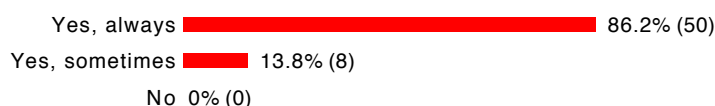


**Did you have confidence and trust in the doctor or nurse you saw?**

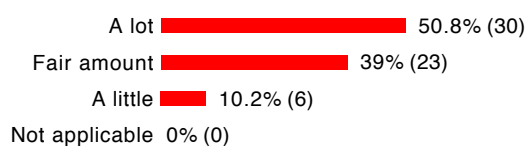
SURVEY ORDER NETT RESPONSES: 60

**Did you feel you were treated with respect and dignity while you were in the practice?**

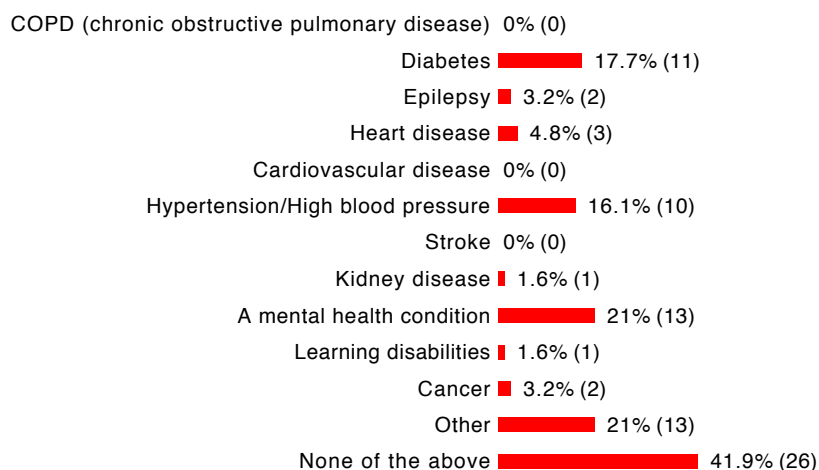
SURVEY ORDER NETT RESPONSES: 58

**In your opinion how much does your doctor or nurse know about your medical history?**

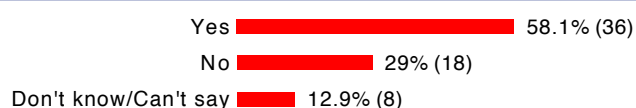
SURVEY ORDER NETT RESPONSES: 59

**About your health****Have you been diagnosed with any of the following conditions? *Please tick all that apply***

SURVEY ORDER NETT RESPONSES: 62

**Getting help with long-standing health issues****Do you have any long-standing condition, disability or infirmity? *Please include anything that has troubled you over a period of time or that is likely to affect you over a period***

SURVEY ORDER NETT RESPONSES: 62



Have you had discussions in the past 12 months with a doctor or nurse about how best to deal with any long-standing health issues?

SURVEY ORDER **NETT** RESPONSES: 36

QUESTION SHOWN WHEN ANSWER TO QUESTION Do you have any long-standing condition, disability or infirmity? *Please include anything that has troubled you over a period of time or that is likely to affect you over a period* **IS ANY OF** Yes

Yes  91.7% (33)
No  8.3% (3)

In these discussions:

SURVEY ORDER **NETT** RESPONSES: 33

QUESTION SHOWN WHEN ANSWER TO QUESTION Have you had discussions in the past 12 months with a doctor or nurse about how best to deal with any long-standing health issues? **IS ANY OF** Yes

Did the doctor or nurse take notice of your views about how to deal with your condition?

RESPONSES: 33

Yes  93.9% (31)
No  3% (1)
Don't know  3% (1)
N/A  0% (0)

Did the doctor or nurse give you information about the things you might do to deal with your condition?

RESPONSES: 33

Yes  90.9% (30)
No  6.1% (2)
Don't know  3% (1)
N/A  0% (0)





Did you and the doctor or nurse agree how best to manage your condition?

RESPONSES: 33

Yes  90.9% (30)
No  3% (1)
Don't know  3% (1)
N/A  3% (1)





Did the doctor or nurse give you a written document about the discussions you had about managing your condition?

RESPONSES: 32

Yes  43.8% (14)
No  43.8% (14)
Don't know  3.1% (1)
N/A  9.4% (3)





Would you have liked a written plan summarising your discussion with the doctor or nurse?

RESPONSES: 31

Yes  45.2% (14)
No  32.3% (10)
Don't know  9.7% (3)
N/A  12.9% (4)

Did the doctor or nurse ever mention that you had something called a care plan?

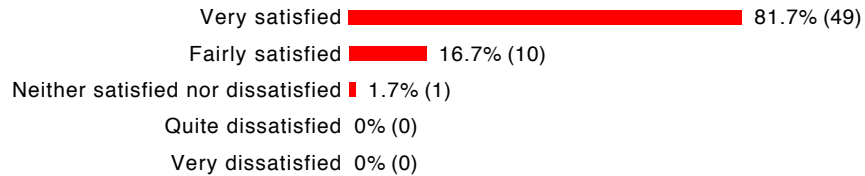
RESPONSES: 32

Yes  34.4% (11)
No  43.8% (14)
Don't know  9.4% (3)
N/A  12.5% (4)

General comments about the practice

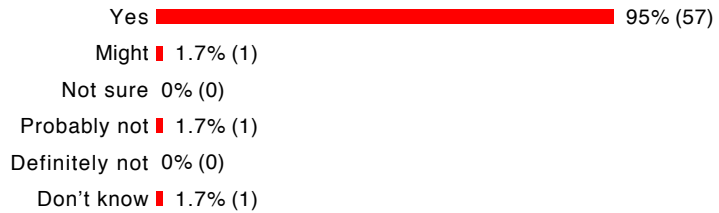
In general, how satisfied are you with the care you get at the practice?

SURVEY ORDER **NETT** RESPONSES: 60



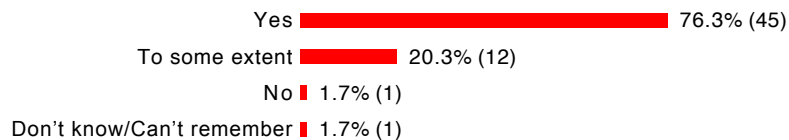
Would you recommend the practice to someone who has just moved to your local area?

SURVEY ORDER **NETT** RESPONSES: 60



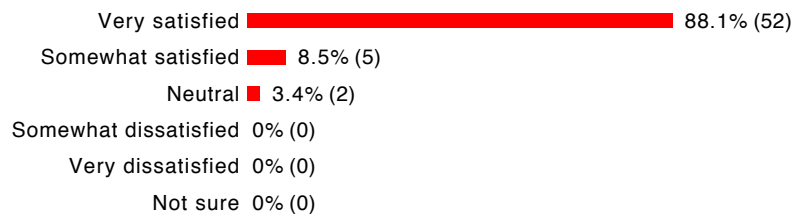
Does your doctor give you enough information about any diagnosis or treatments?

SURVEY ORDER **NETT** RESPONSES: 59



How satisfied are you with the skill and competency of the staff?

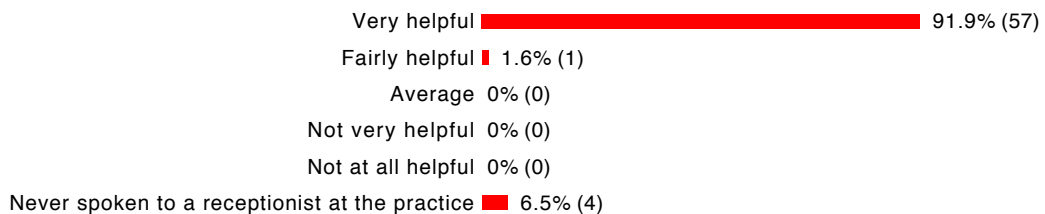
SURVEY ORDER **NETT** RESPONSES: 59



Reception facilities at the practice

How helpful do you find the receptionists at the practice?

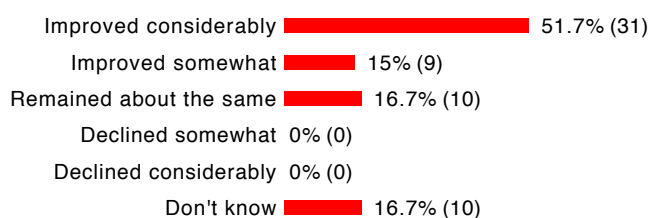
SURVEY ORDER **NETT** RESPONSES: 62



Practice staff

In the past year has the way we treat patients:

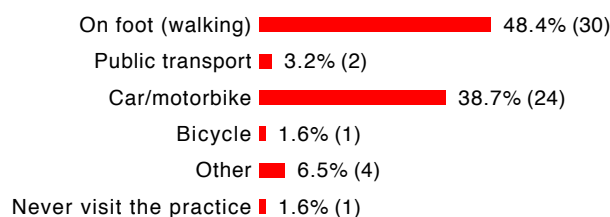
SURVEY ORDER **NETT** RESPONSES: 60



Getting to the practice

How do you normally travel to the practice?

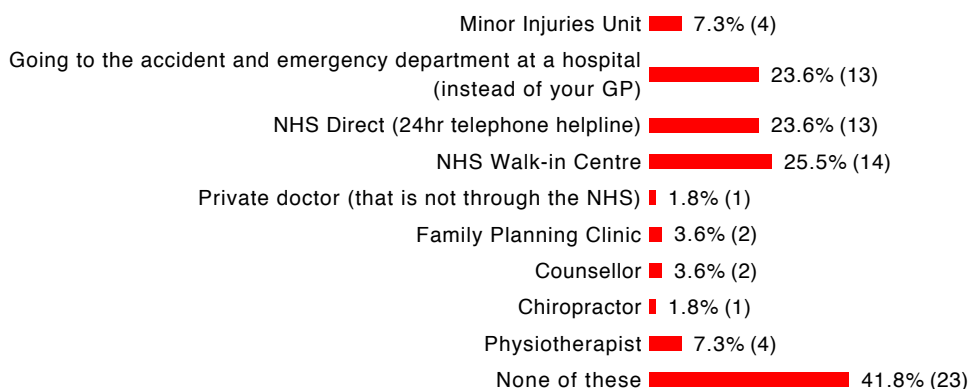
SURVEY ORDER **NETT** RESPONSES: 62



Using other health services

In the last 12 months have you used any of the health services below instead of using similar services that might be available at the practice? *Please tick all that apply*

SURVEY ORDER **NETT** RESPONSES: 55



Are there additional services that could be offered at the practice that would save you going to the hospital?

SURVEY ORDER **NETT** RESPONSES: 55



Would you prefer to be seen at the practice rather than the hospital if the services are appropriate?

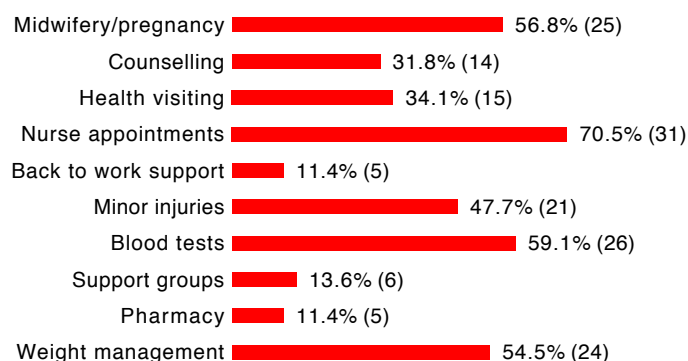
SURVEY ORDER **NETT** RESPONSES: 55



Additional services we offer

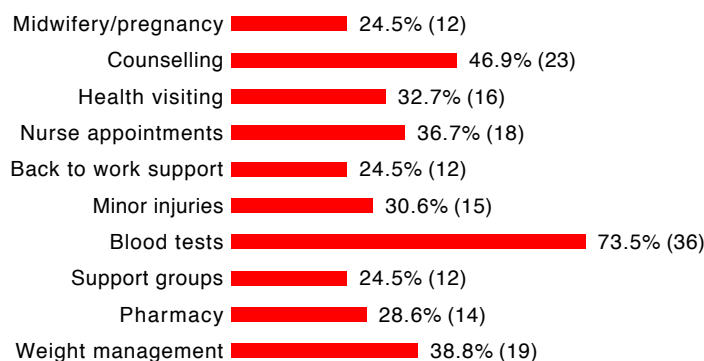
Which of these services do you think that we CURRENTLY offer at the practice? *Tick all that apply*

SURVEY ORDER **NETT** RESPONSES: 44



Which of these services would you LIKE US TO OFFER at the practice? *Tick all that apply*

SURVEY ORDER **NETT RESPONSES: 49**



Getting more information

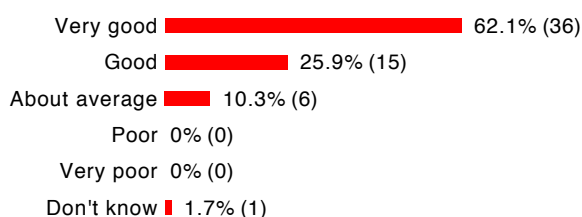
Are you aware of our practice leaflet?

SURVEY ORDER **NETT RESPONSES: 57**



How would you rate the information we give you about the practice and the services we offer?

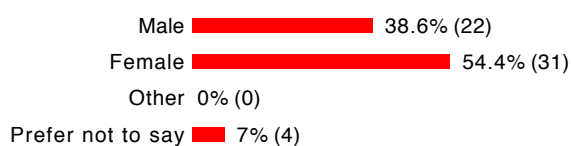
SURVEY ORDER **NETT RESPONSES: 58**



About you

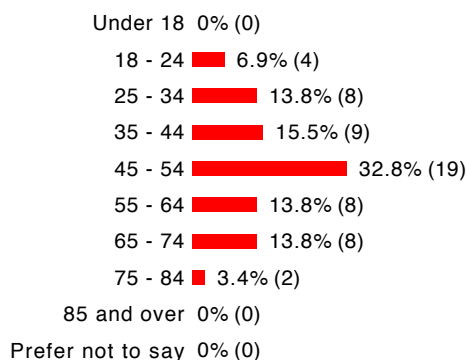
Are you male or female

SURVEY ORDER **NETT RESPONSES: 57**



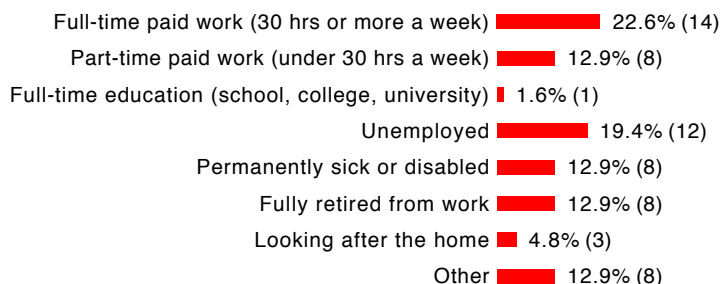
How old are you?

SURVEY ORDER **NETT RESPONSES: 58**



Which of these best describes your employment status?
If more than one of these applies to you, please tick the main one

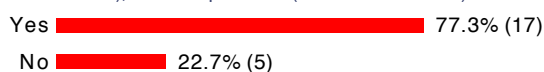
SURVEY ORDER **NETT RESPONSES: 62**



If you need to see a doctor at the practice during typical working hours, can you take time away from work to do so?

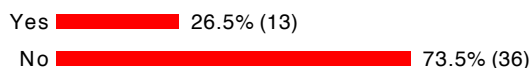
SURVEY ORDER **NETT RESPONSES: 22**

QUESTION SHOWN WHEN ANSWER TO QUESTION Which of these best describes your employment status? *If more than one of these applies to you, please tick the main one* **IS ANY OF** Full-time paid work (30 hrs or more a week), Part-time paid work (under 30 hrs a week)



Are you a parent or a legal guardian of any children aged under 16 years living in your home?

SURVEY ORDER **NETT RESPONSES: 49**



Do you have carer responsibilities for anyone in your household with a long-standing health problem or disability?

SURVEY ORDER **NETT RESPONSES: 50**



More about you

What is your ethnic group?

SURVEY ORDER **NETT RESPONSES: 57**

