

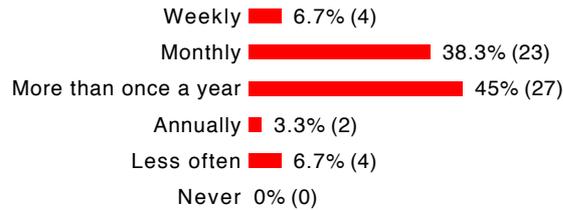
## Patient Feedback Survey ETTINGSHALL MEDICAL CENTRE

TOTAL SURVEY RESPONSES: 62

### You and the practice

#### How often do you visit the practice?

**SURVEY ORDER** NETT RESPONSES: 60

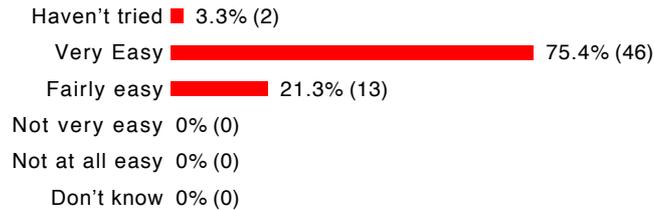


#### In the past 12 months how easy have you found the following?

**SURVEY ORDER** NETT RESPONSES: 61

##### Getting through on the phone

RESPONSES: 61



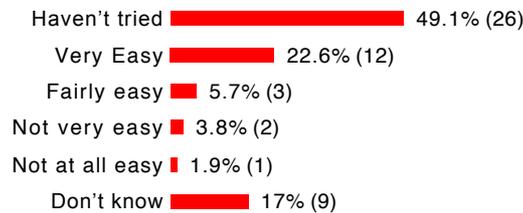
##### Speaking to a doctor on the phone

RESPONSES: 55



##### Speaking to a nurse on the phone

RESPONSES: 53



##### Obtaining test results by phone

RESPONSES: 55



## Seeing a doctor or nurse

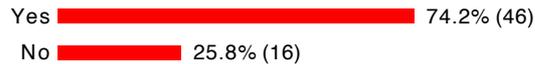
### When did you last see a doctor at the practice?

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



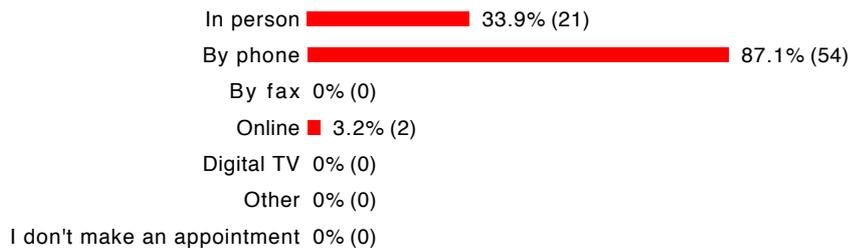
### How often do you see the doctor you prefer?

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

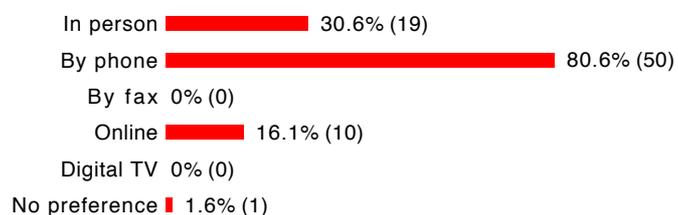


## Making appointments

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

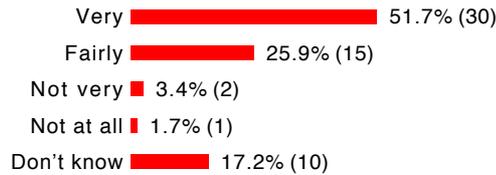


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## How easy is it for you to book an appointment with a practice nurse at the practice?

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**SURVEY ORDER** NETT RESPONSES: 58



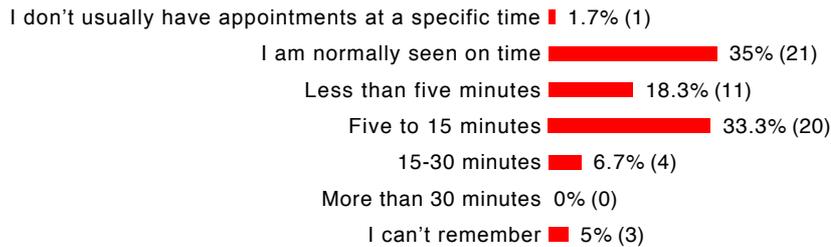
### Attending an appointment

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

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**SURVEY ORDER** NETT RESPONSES: 60

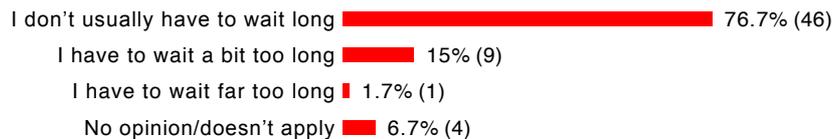


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## How do you feel about how long you normally have to wait?

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**SURVEY ORDER** NETT RESPONSES: 60

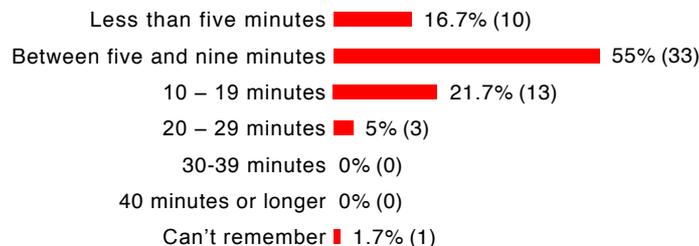


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## When you last visited the practice, how much time did you spend with the doctor?

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**SURVEY ORDER** NETT RESPONSES: 60

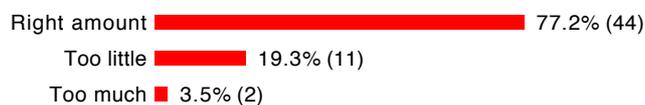


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## In your opinion was this the right amount of time?

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**SURVEY ORDER** NETT RESPONSES: 57



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

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**SURVEY ORDER** NETT RESPONSES: 50

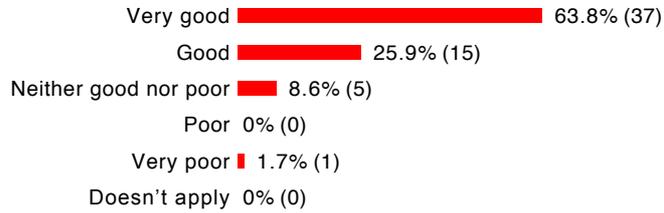


The last time you saw a doctor or nurse at the practice, how good were they at each of the following? *Please choose one option for each row*

SURVEY ORDER NETT RESPONSES: 60

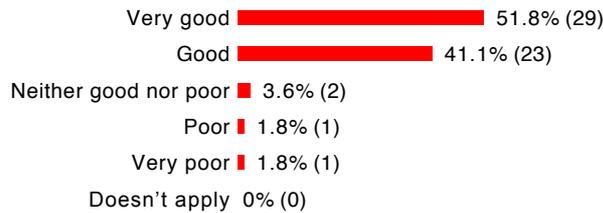
Giving you enough time

RESPONSES: 58



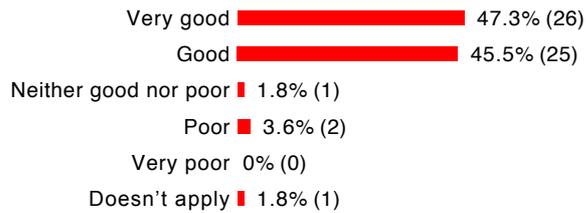
Asking about your symptoms

RESPONSES: 56



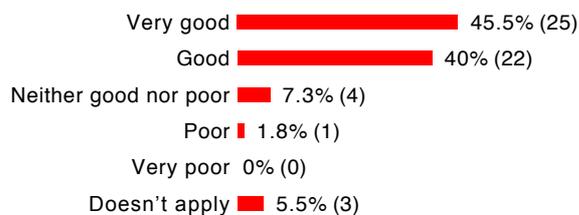
Listening

RESPONSES: 55



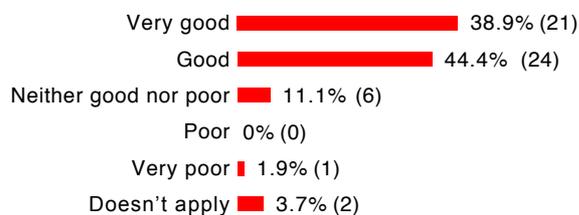
Explaining tests and treatments

RESPONSES: 55



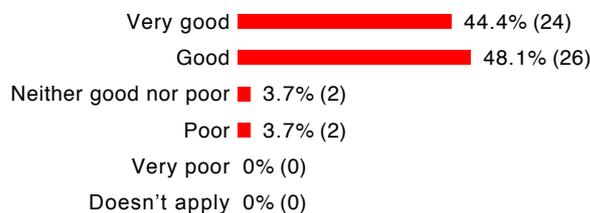
Involving you in decisions about your care

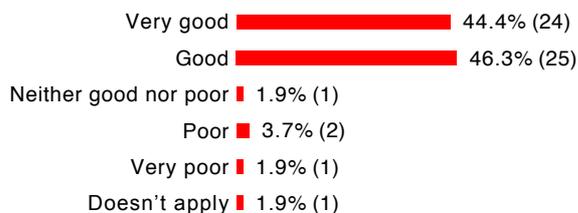
RESPONSES: 54



Treating you with care and concern

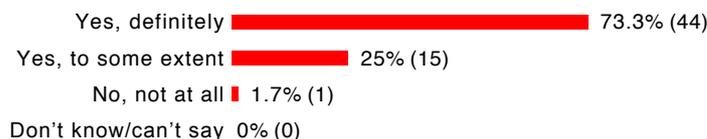
RESPONSES: 54





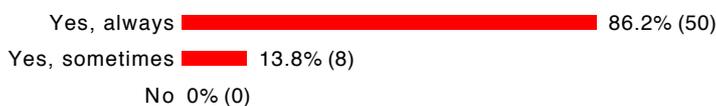
### Did you have confidence and trust in the doctor or nurse you saw?

SURVEY ORDER NETT RESPONSES: 60



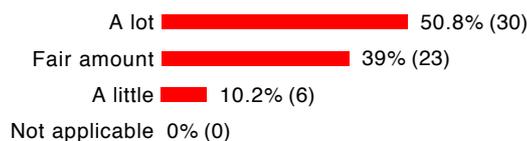
### Did you feel you were treated with respect and dignity while you were in the practice?

SURVEY ORDER NETT RESPONSES: 58



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

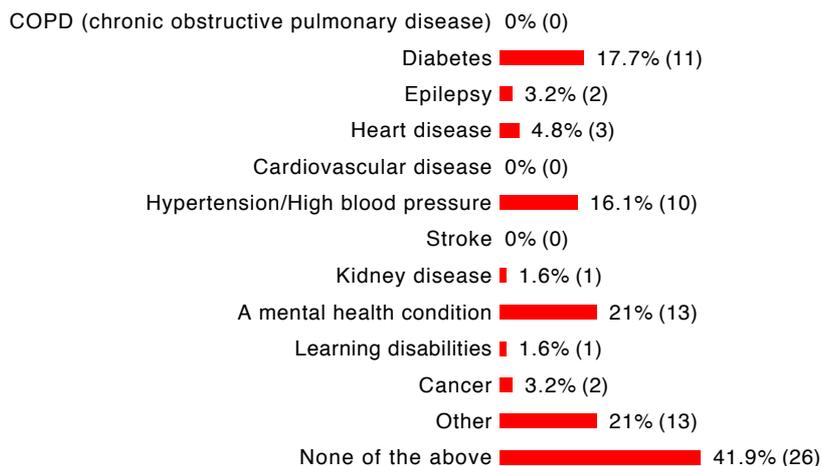
SURVEY ORDER NETT RESPONSES: 59



## About your health

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

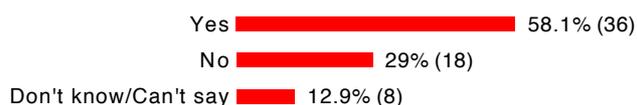
SURVEY ORDER NETT RESPONSES: 62



## 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



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**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**

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**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)

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**In these discussions:**

**SURVEY ORDER NETT RESPONSES: 33**

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**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

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**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)

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**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)

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**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)

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

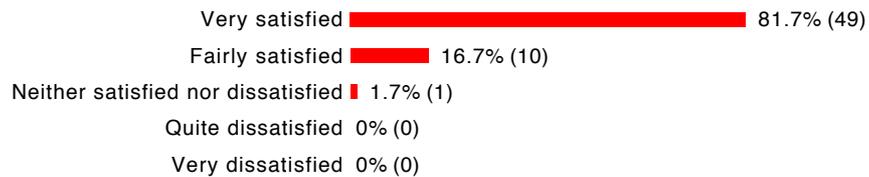
**RESPONSES: 32**

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



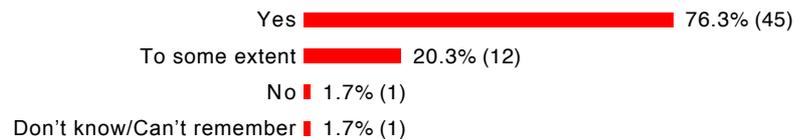
**Would you recommend the practice to someone who has just moved to your local area?**

**SURVEY ORDER** NETT RESPONSES: 60



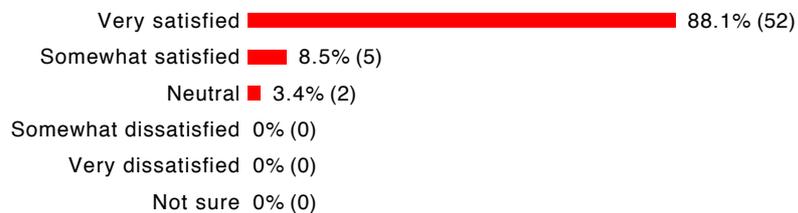
**Does your doctor give you enough information about any diagnosis or treatments?**

**SURVEY ORDER** NETT RESPONSES: 59



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

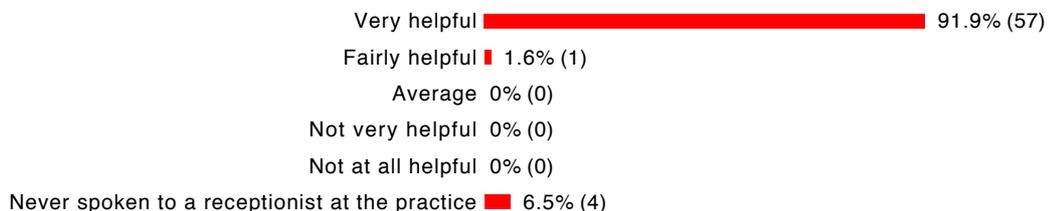
**SURVEY ORDER** NETT RESPONSES: 59



## Reception facilities at the practice

**How helpful do you find the receptionists at the practice?**

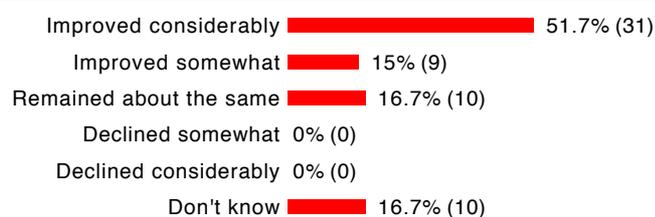
**SURVEY ORDER** NETT RESPONSES: 62



## Practice staff

**In the past year has the way we treat patients:**

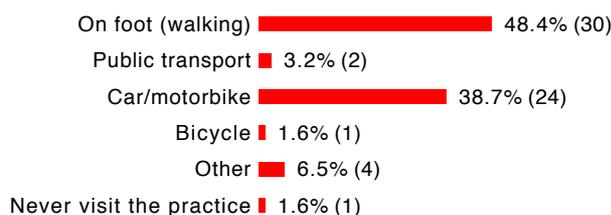
**SURVEY ORDER** NETT RESPONSES: 60



## Getting to the practice

### How do you normally travel to the practice?

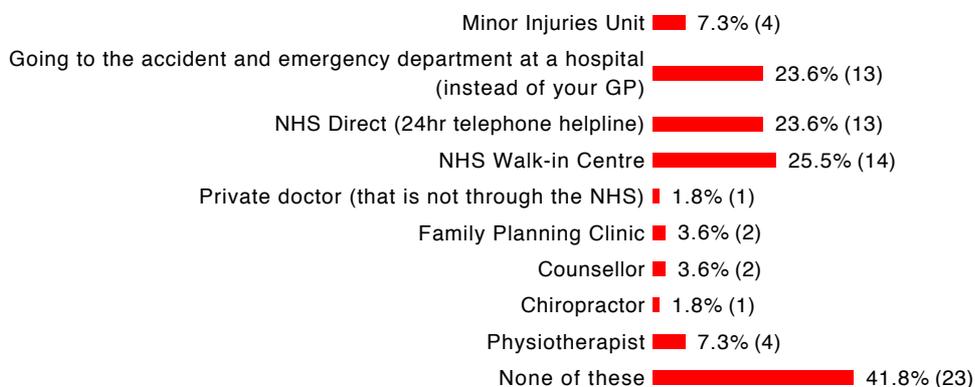
SURVEY ORDER NETT RESPONSES: 62



## 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?

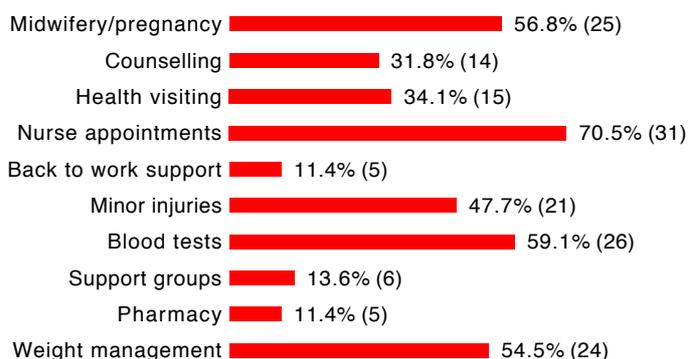
SURVEY ORDER NETT RESPONSES: 55



## Additional services we offer

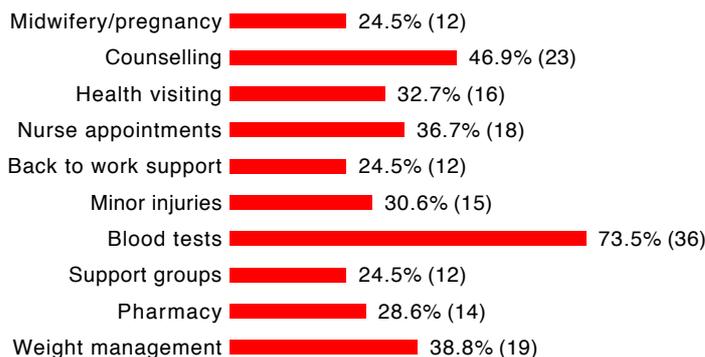
### Which of these services do you think that we CURRENTLY offer at the practice? *Tick all that apply*

SURVEY ORDER NETT RESPONSES: 44



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

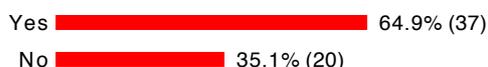
**SURVEY ORDER NETT RESPONSES: 49**



**Getting more information**

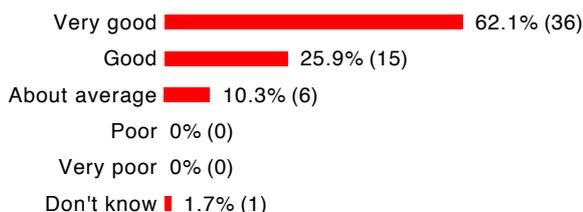
**Are you aware of our practice leaflet?**

**SURVEY ORDER NETT RESPONSES: 57**



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

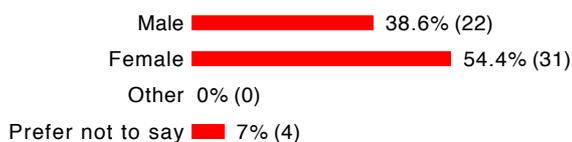
**SURVEY ORDER NETT RESPONSES: 58**



**About you**

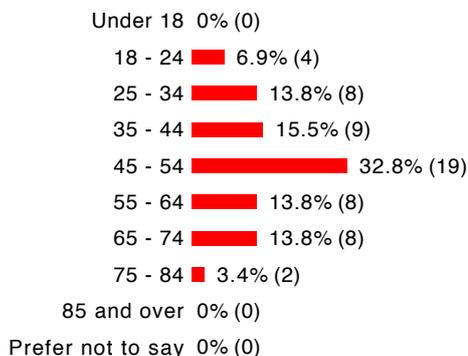
**Are you male or female**

**SURVEY ORDER NETT RESPONSES: 57**



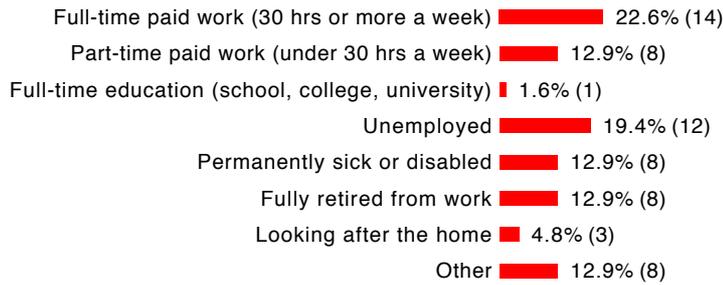
**How old are you?**

**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?**

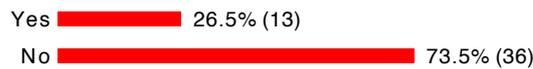
**SURVEY ORDER** NETT RESPONSES: 22

**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

