

St Johns Medical Centre

Patients Reference Group- Survey 2012/13

PLEASE RATE EACH OF THE FOLLOWING AREAS BY **CIRCLING** ONCE ON EACH LINE:

[Summary of Findings for this Survey –Maximum number 280 returns](#)

	Not applicable	Poor	Fair	Good	Very	Excellent
Access to a Doctor or Nurse						
1. Speed at which the telephone was answered initially.	5%	27%	30%	22%	8%	6%
2. Speed at which the telephone was answered if call transferred	38%	8%	20%	21%	7%	5%
3. Length of time you had to wait for an appointment	4%	12%	21%	31%	16%	15%
4. Convenience of day and time of your appointment	2%	6%	19%	34%	23%	16%
5. Seeing the Doctor of your choice	16%	9%	14%	26%	18%	16%
6. Length of time in the waiting room waiting to see the Doctor or Nurse	10%	16%	29%	25%	11%	6%
7. Opportunity of speaking to a Doctor or Nurse on the telephone when necessary	40%	13%	11%	18%	11%	6%
8. Opportunity of obtaining a home visit when necessary.	70%	7%	7%	6%	4%	4%
9. Level of satisfaction with the after-hours service.	59%	4%	7%	15%	6%	7%
Obtaining a repeat prescription						
10. Prescription ready on time	32%	2%	6%	21%	14%	21%
11. Prescription correctly issued	32%	1%	5%	19%	14%	25%

12. Handling of any queries	35%	3%	8%	19%	18%	14%
Obtaining test results						
13. Were you told when to contact us for your results?	29%	6%	8%	20%	19%	15%
14. Results available when you contacted us	30%	3%	9%	21%	18%	14%
15. Level of satisfaction with the amount of information provided.	25%	3%	9%	23%	22%	13%
16. Level of satisfaction with the manner in which the result was given	26%	3%	8%	24%	19%	15%
About the staff						
17. The information provided by the Reception staff.	4%	3%	11%	30%	29%	21%
18. The helpfulness of the Reception staff	1%	4%	11%	27%	28%	26%
19. The information provided by other staff	16%	2%	7%	26%	26%	19%
20. The helpfulness of other staff	15%	2%	6%	29%	24%	21%

Last GP appointment						
Last time you saw or spoke to a GP from your GP surgery, how good was that GP at each of the following:						
1. Giving you enough time and listening to you.	3%	3%	4%	20%	23%	42%
2. Treating you with care and concerns.	3%	3%	4%	17%	25%	44%
3. Explaining tests and treatments.	4%	2%	4%	18%	22%	44%
Last Nurse appointment						
Last time you saw or spoke to a Nurse from your GP surgery, how good was that nurse at each of the following:						
1. Giving you enough time and listening to you	17%	2%	1%	14%	23%	36%
2. Treating you with care and concerns						

3. Explaining tests and treatments	18%	1%	2%	15%	21%	38%

Opening Hours						
1. How satisfied are you with the hours that your GP surgery is open?	1%	3%	9%	25%	24%	21%
2. Is your GP surgery currently open at times that are convenient for you? If not, what time would you prefer?	More	early morning	Late evening	Sat am morning		
Overall Experience	Not applicable	Poor	Fair	Good	Very Good	Excellent
1. Overall, how would you describe your experience of your GP surgery?	0	2	9	27	28	21
2. Would you recommend your GP surgery to someone who has just moved to your local area?		Yes 91%	No 9%			

Any further comments:

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The following questions provide us only with general information about the range of people who have responded to this survey. It will not be used to identify you, and will remain confidential.

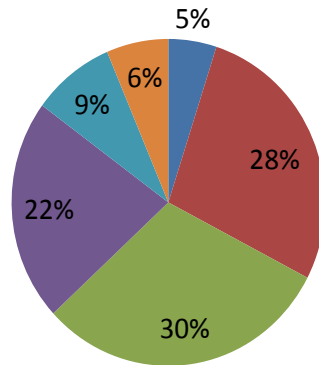
How old are you?	
Are you male or female?	Male 71 Female 177
How many years have you been attending this Practice?	

Thank you very much for your time and assistance .**PLEASE HAND TO RECEPTION**

Access to a Doctor or Nurse

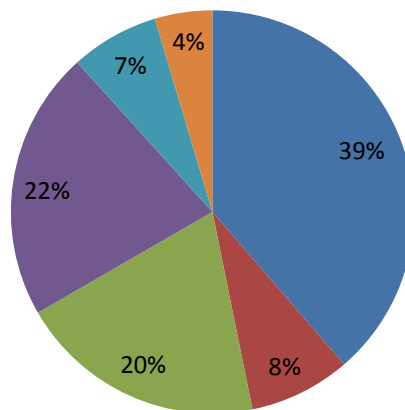
1. Speed at which the telephone was answered initially

■ Not Applicable ■ Poor ■ Fair ■ Good ■ Very Good ■ Excellent



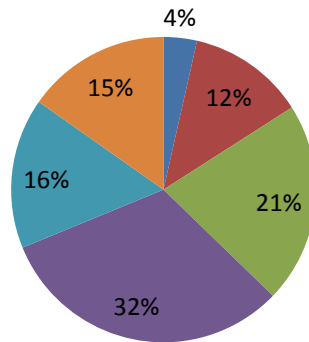
2. Speed at which the telephone was answered if call transferred

■ Not Applicable ■ Poor ■ Fair ■ Good ■ Very Good ■ Excellent



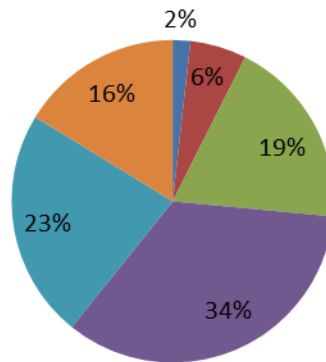
3. Length of time you had to wait for an appointment

■ Not Applicable ■ Poor ■ Fair ■ Good ■ Very Good ■ Excellent



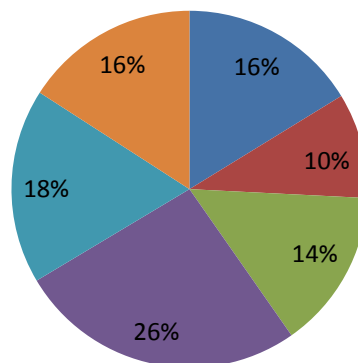
4. Convenience of day and time of your appointment

■ Not Applicable ■ Poor ■ Fair ■ Good ■ Very Good ■ Excellent



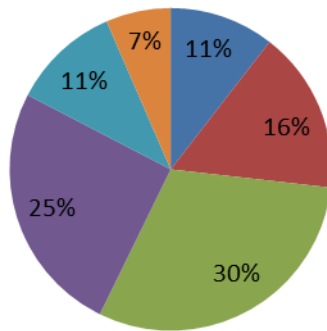
5. Seeing the Doctor of your choice

■ Not Applicable ■ Poor ■ Fair ■ Good ■ Very Good ■ Excellent



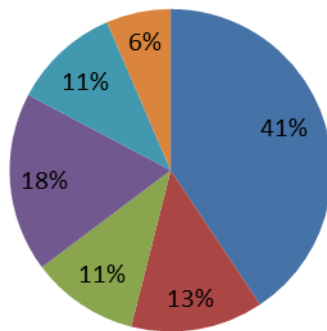
6. Length of time in the waiting room waiting to see the Doctor or Nurse

■ Not Applicable ■ Poor ■ Fair ■ Good ■ Very Good ■ Excellent



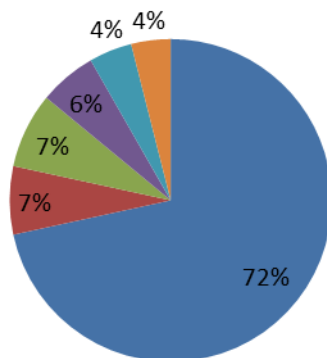
7. Opportunity of speaking to a Doctor or Nurse on the telephone when necessary

■ Not Applicable ■ Poor ■ Fair ■ Good ■ Very Good ■ Excellent



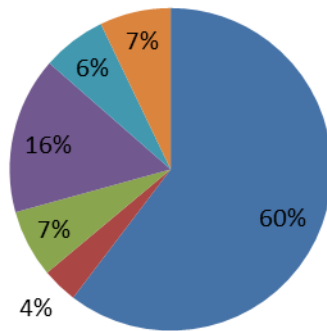
8. Opportunity of obtaining a home visit when necessary.

■ Not Applicable ■ Poor ■ Fair ■ Good ■ Very Good ■ Excellent



9. Level of satisfaction with the after-hours service.

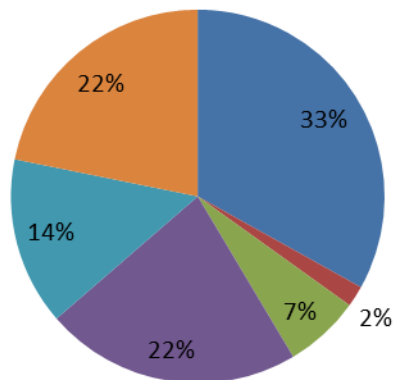
■ Not Applicable ■ Poor ■ Fair ■ Good ■ Very Good ■ Excellent



Obtaining a Repeat Prescription

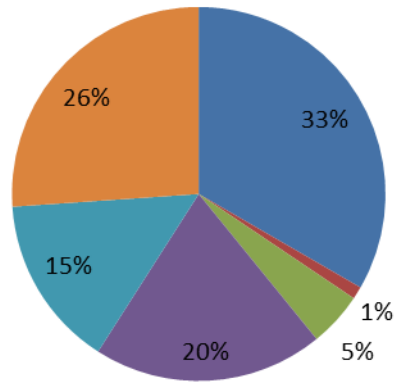
10. Prescription ready on time

■ Not Applicable ■ Poor ■ Fair ■ Good ■ Very Good ■ Excellent



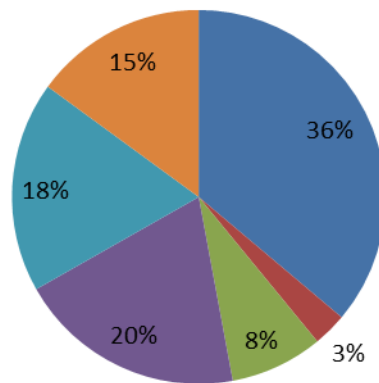
11. Prescription correctly issued

■ Not Applicable ■ Poor ■ Fair ■ Good ■ Very Good ■ Excellent



12. Handling of any queries

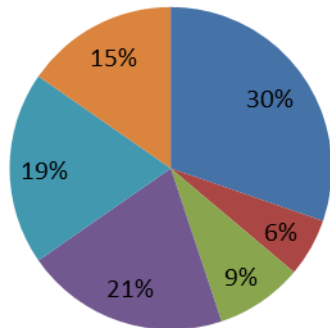
■ Not Applicable ■ Poor ■ Fair ■ Good ■ Very Good ■ Excellent



Obtaining test results

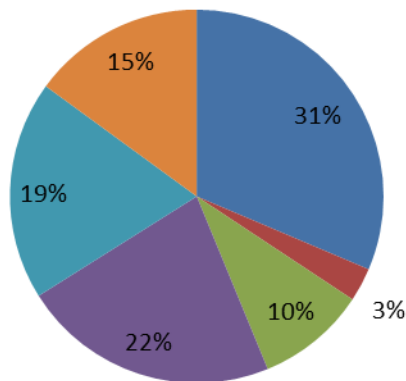
13. Were you told when to contact us for your results?

■ Not Applicable ■ Poor ■ Fair ■ Good ■ Very Good ■ Excellent



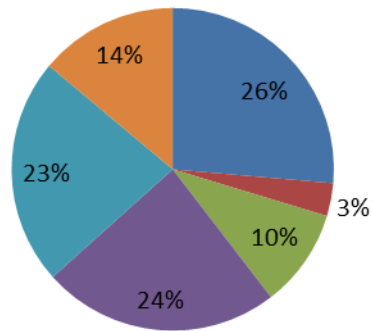
14. Results available when you contacted us

■ Not Applicable ■ Poor ■ Fair ■ Good ■ Very Good ■ Excellent



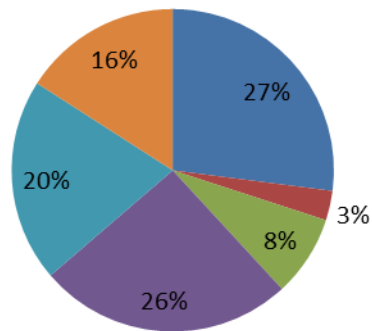
15. Level of satisfaction with the amount of information provided.

■ Not Applicable ■ Poor ■ Fair ■ Good ■ Very Good ■ Excellent



16. Level of satisfaction with the manner in which the result was given

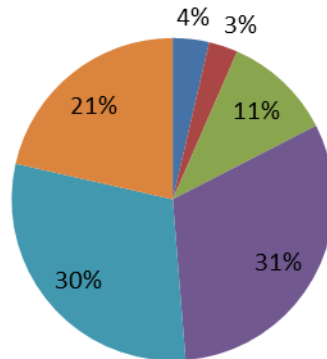
■ Not Applicable ■ Poor ■ Fair ■ Good ■ Very Good ■ Excellent



About the staff

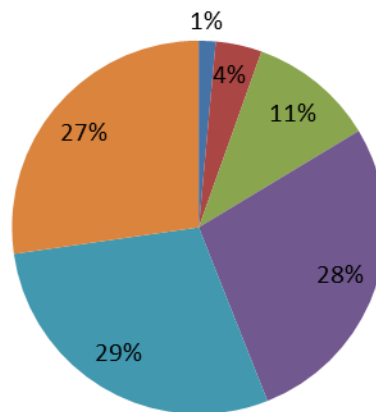
17. The information provided by the Reception staff.

■ Not Applicable ■ Poor ■ Fair ■ Good ■ Very Good ■ Excellent



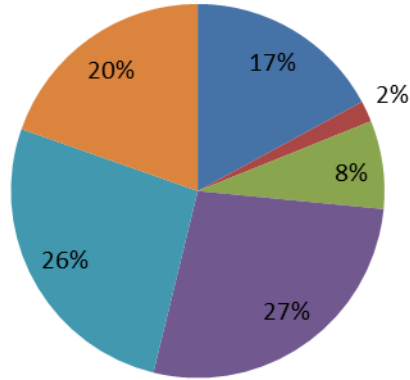
18. The helpfulness of the Reception staff

■ Not Applicable ■ Poor ■ Fair ■ Good ■ Very Good ■ Excellent



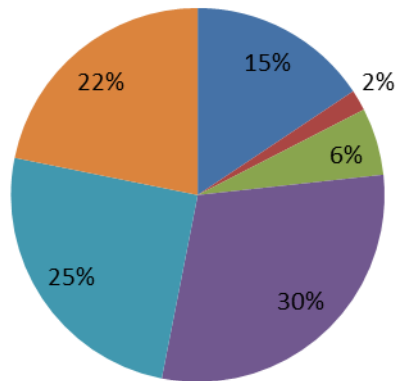
19. The information provided by other staff

■ Not Applicable ■ Poor ■ Fair ■ Good ■ Very Good ■ Excellent



20. The helpfulness of other staff

■ Not Applicable ■ Poor ■ Fair ■ Good ■ Very Good ■ Excellent

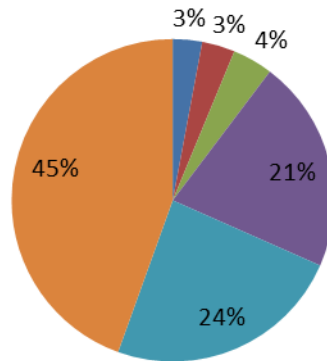


Last GP appointment

Last time you saw or spoke to a GP from your GP surgery, how good was that GP at each of the following:

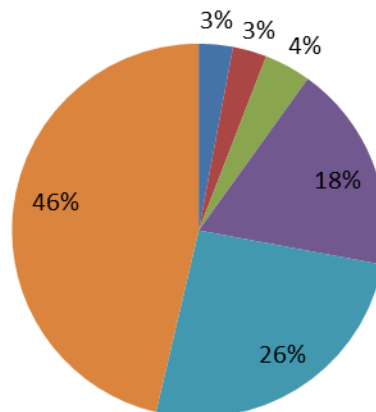
1. Giving you enough time and listening to you.

■ Not Applicable ■ Poor ■ Fair ■ Good ■ Very Good ■ Excellent



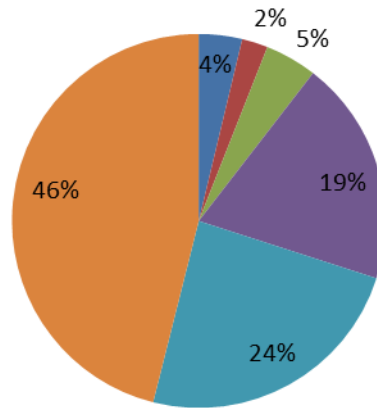
2. Treating you with care and concerns.

■ Not Applicable ■ Poor ■ Fair ■ Good ■ Very Good ■ Excellent



3. Explaining tests and treatments.

■ Not Applicable ■ Poor ■ Fair ■ Good ■ Very Good ■ Excellent

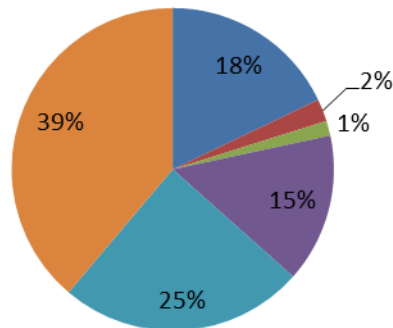


Last Nurse Appointment

Last time you saw or spoke to a Nurse from your GP surgery, how good was that nurse at each of the following:

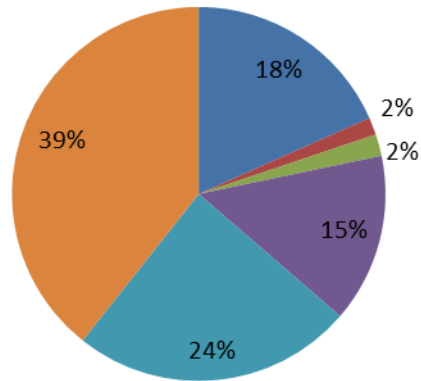
1. Giving you enough time and listening to you

■ Not Applicable ■ Poor ■ Fair ■ Good ■ Very Good ■ Excellent



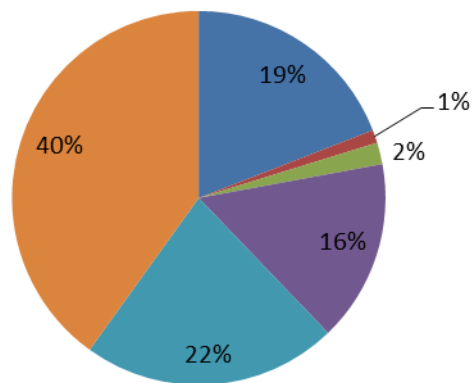
2. Treating you with care and concerns

■ Not Applicable ■ Poor ■ Fair ■ Good ■ Very Good ■ Excellent



3. Explaining tests and treatments

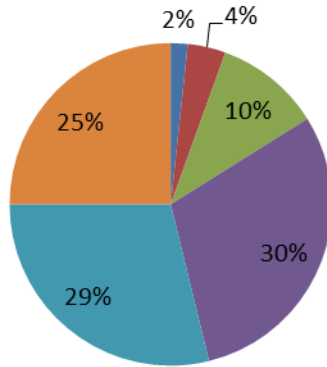
■ Not Applicable ■ Poor ■ Fair ■ Good ■ Very Good ■ Excellent



Opening Hours and Satisfaction

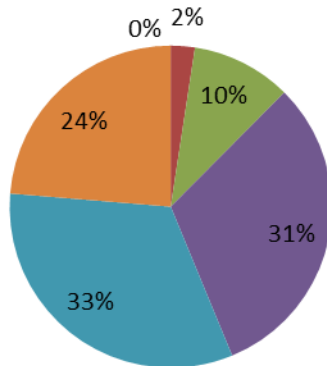
1. How satisfied are you with the hours that your GP surgery is open?

■ Not Applicable ■ Poor ■ Fair ■ Good ■ Very Good ■ Excellent



2. Overall, how would you describe your experience of your GP surgery?

■ Not Applicable ■ Poor ■ Fair ■ Good ■ Very Good ■ Excellent



3. Would you recommend your GP surgery to someone who has just moved to your local area?

■ YES ■ NO

