

GP Assessment Questionnaire

Survey Results

Mid Jan – Mid March 2012

The Stag Medical Centre & Rose Court Surgeries

How accurate are our survey results?

How many people are in your population?

11300

How many people completed your survey?

320

Calculate

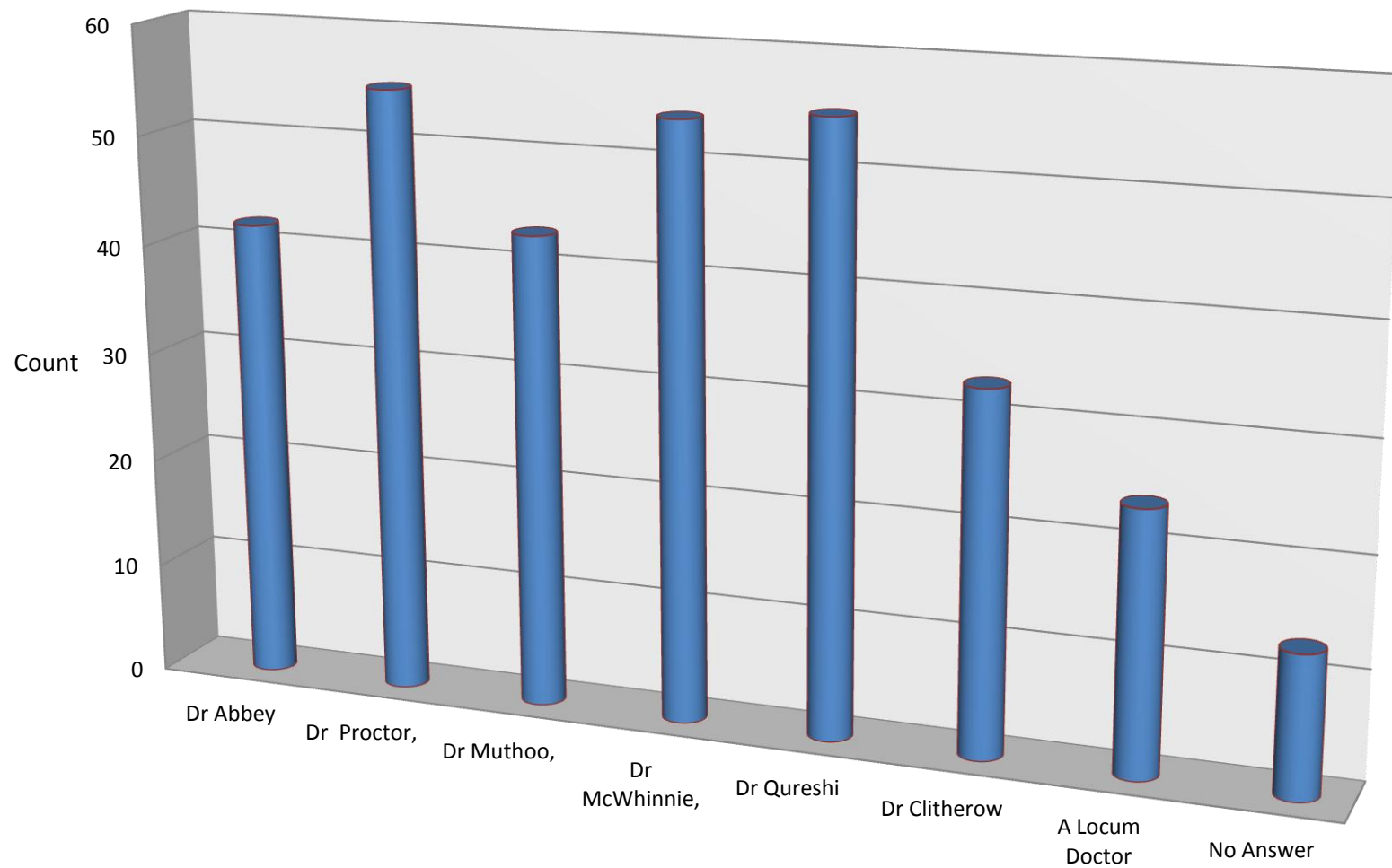
Error Level

90% Confidence 4.5 %

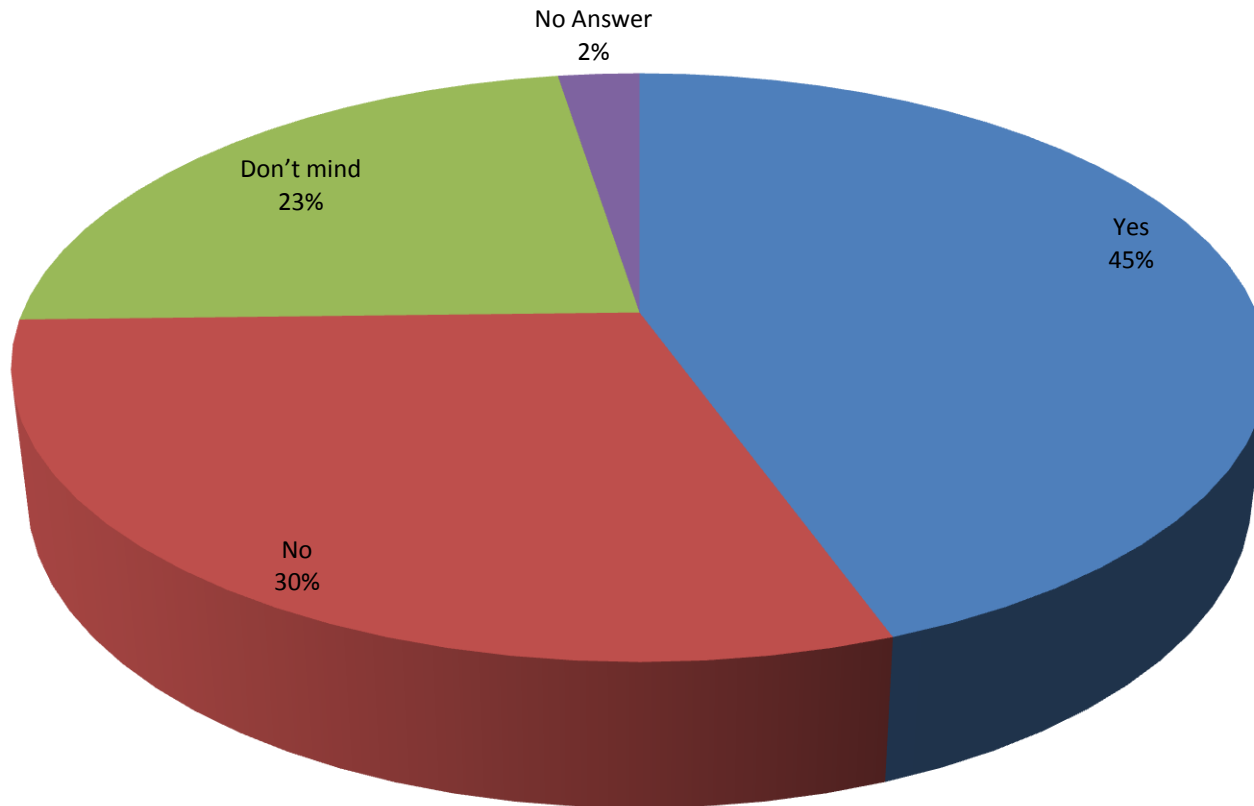
95% Confidence 5.4 %

99% Confidence 7.1 %

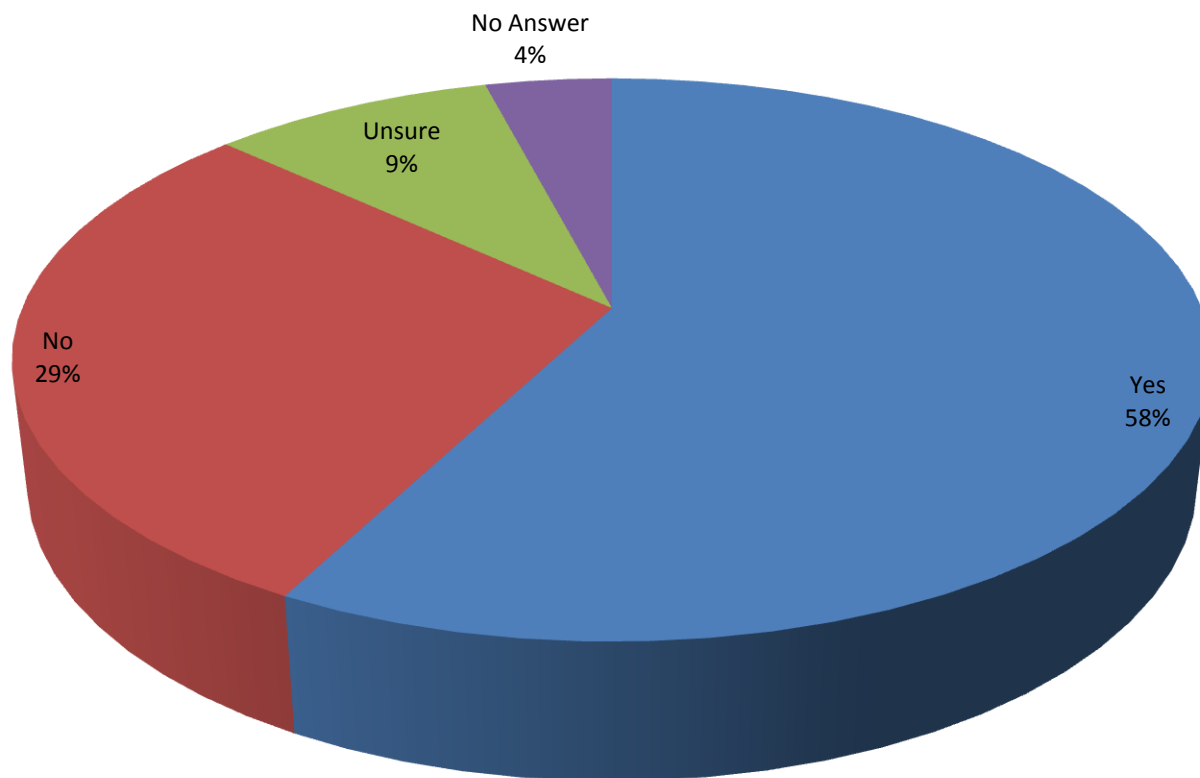
Q1: The doctor I last saw was?



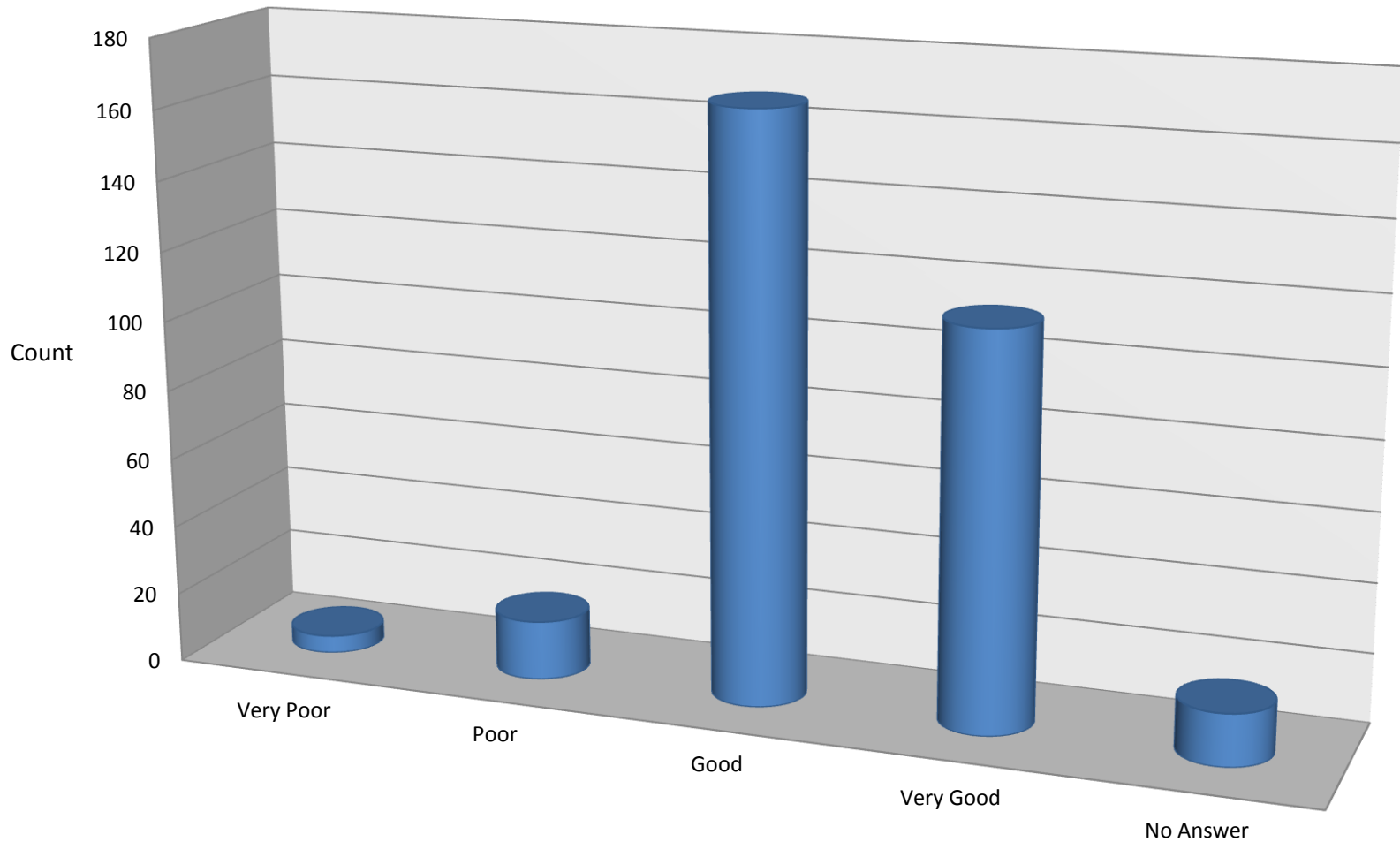
Q2: Do you feel comfortable telling a receptionist the reason for your call when making an appointment?



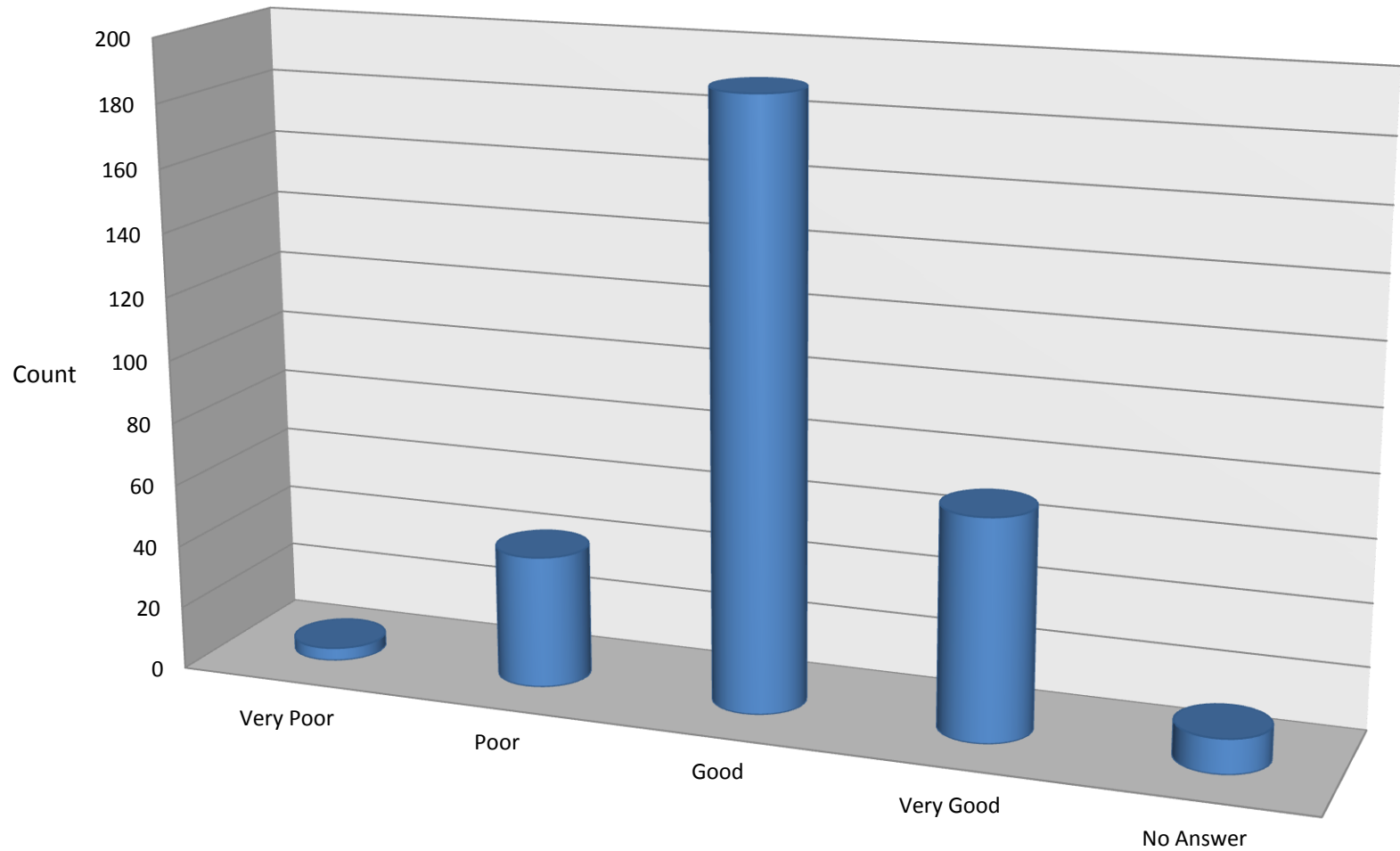
Q3: Are you able to access the online facility for repeat prescriptions?



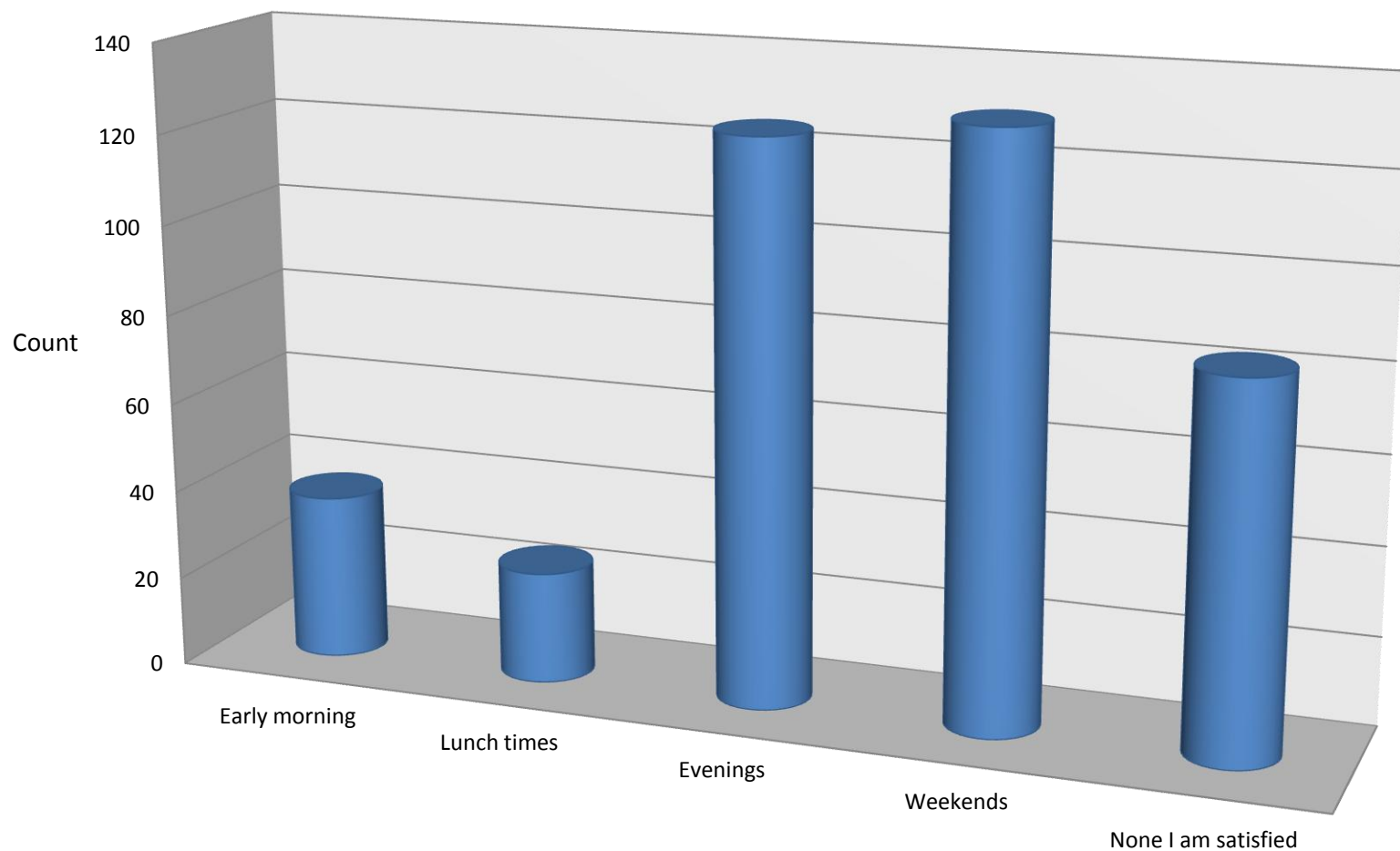
Q4: How do you rate the way receptionists at the practice communicate with you?



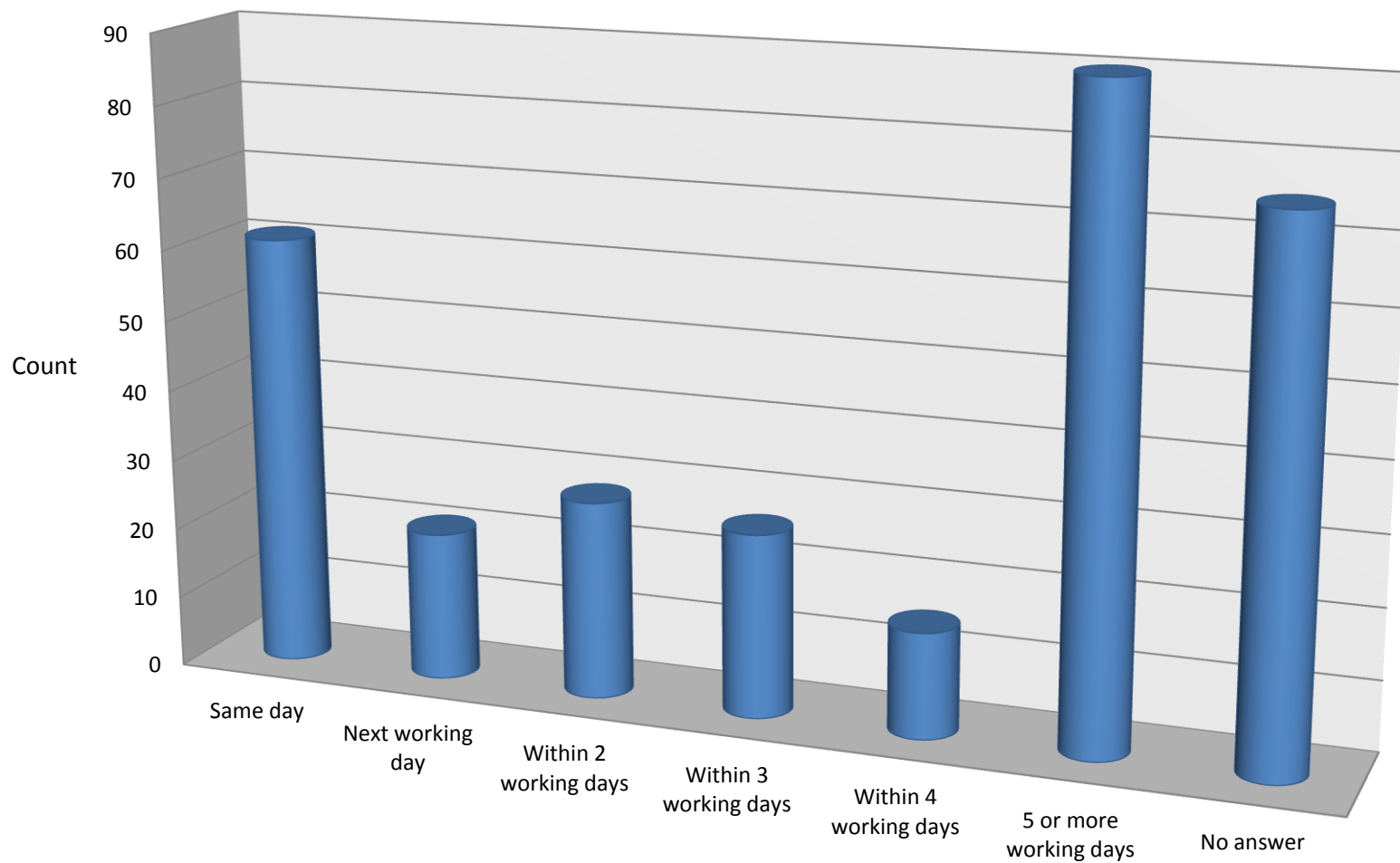
Q5: How do you rate the hours that the practice is open for doctor's appointments?



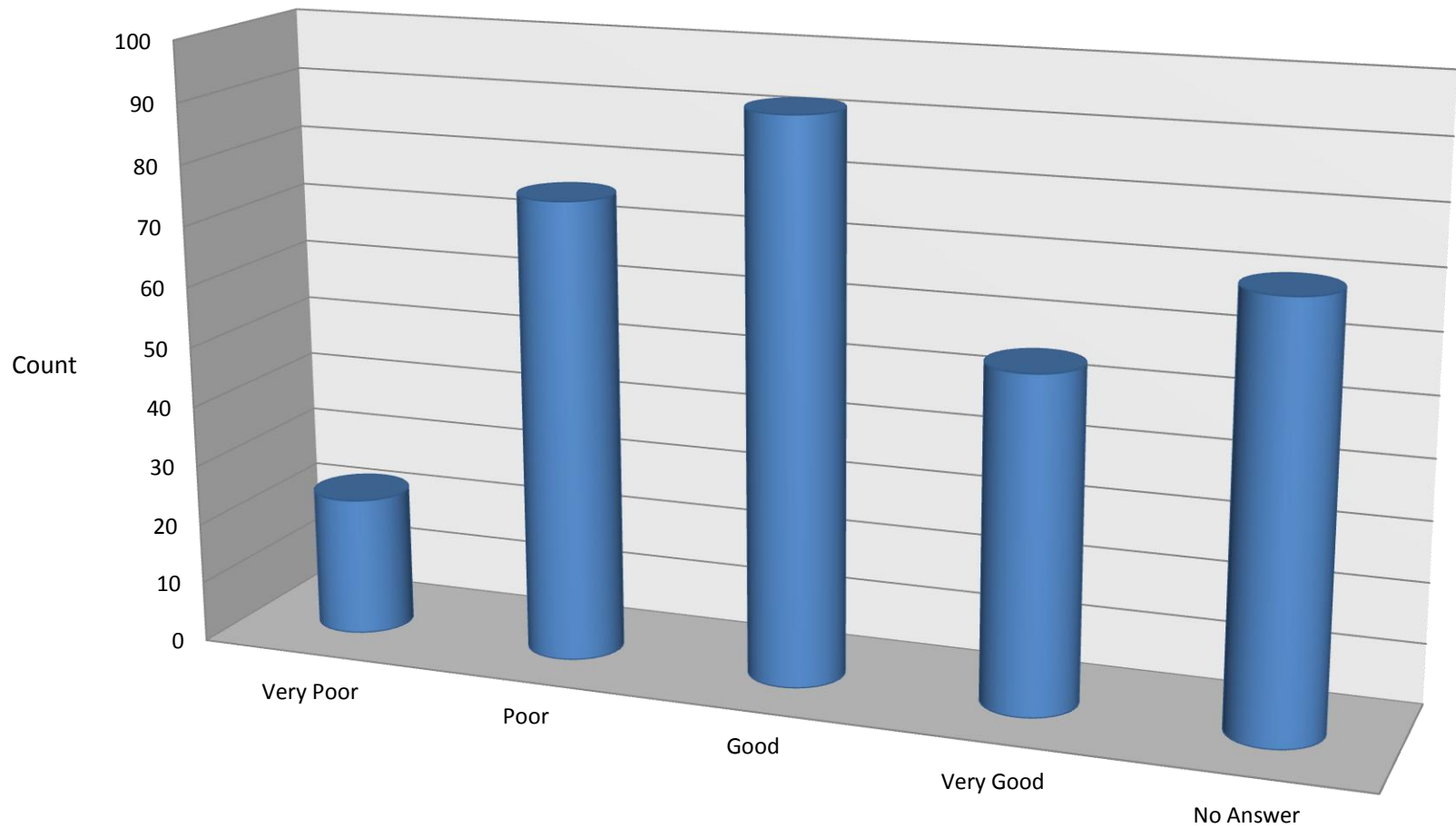
Q6: If additional hours were possible, what extra hours would you like the practice to be open?



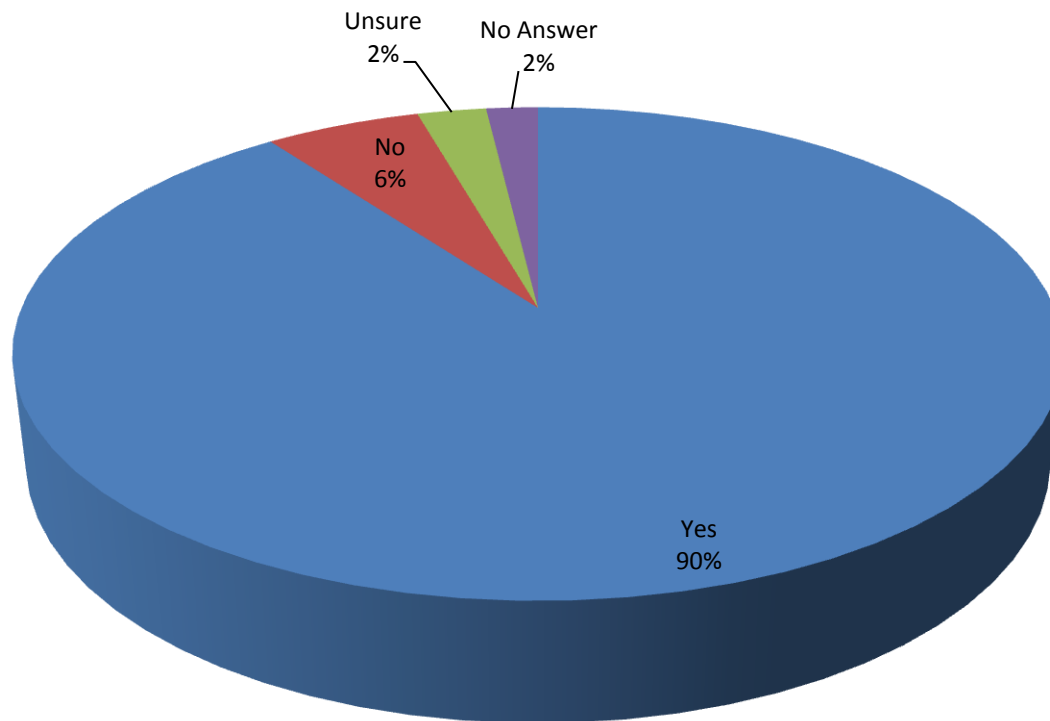
Q7: How quickly do you usually get to see your choice of doctor?



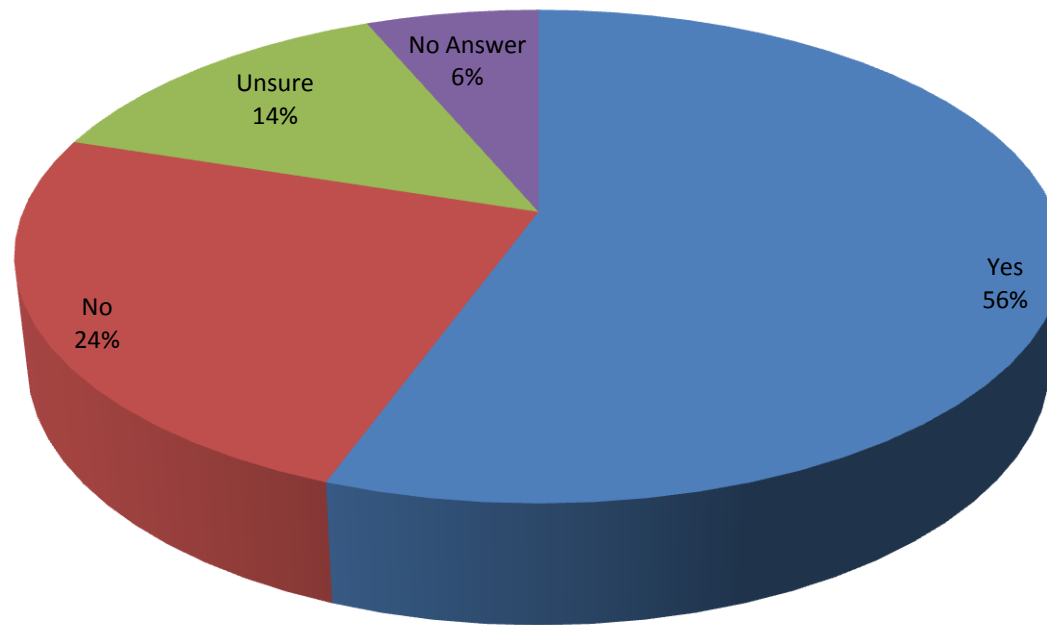
Q8: How acceptable do you rate this? (Re Q7: How quickly do you usually get to see your choice of doctor?)



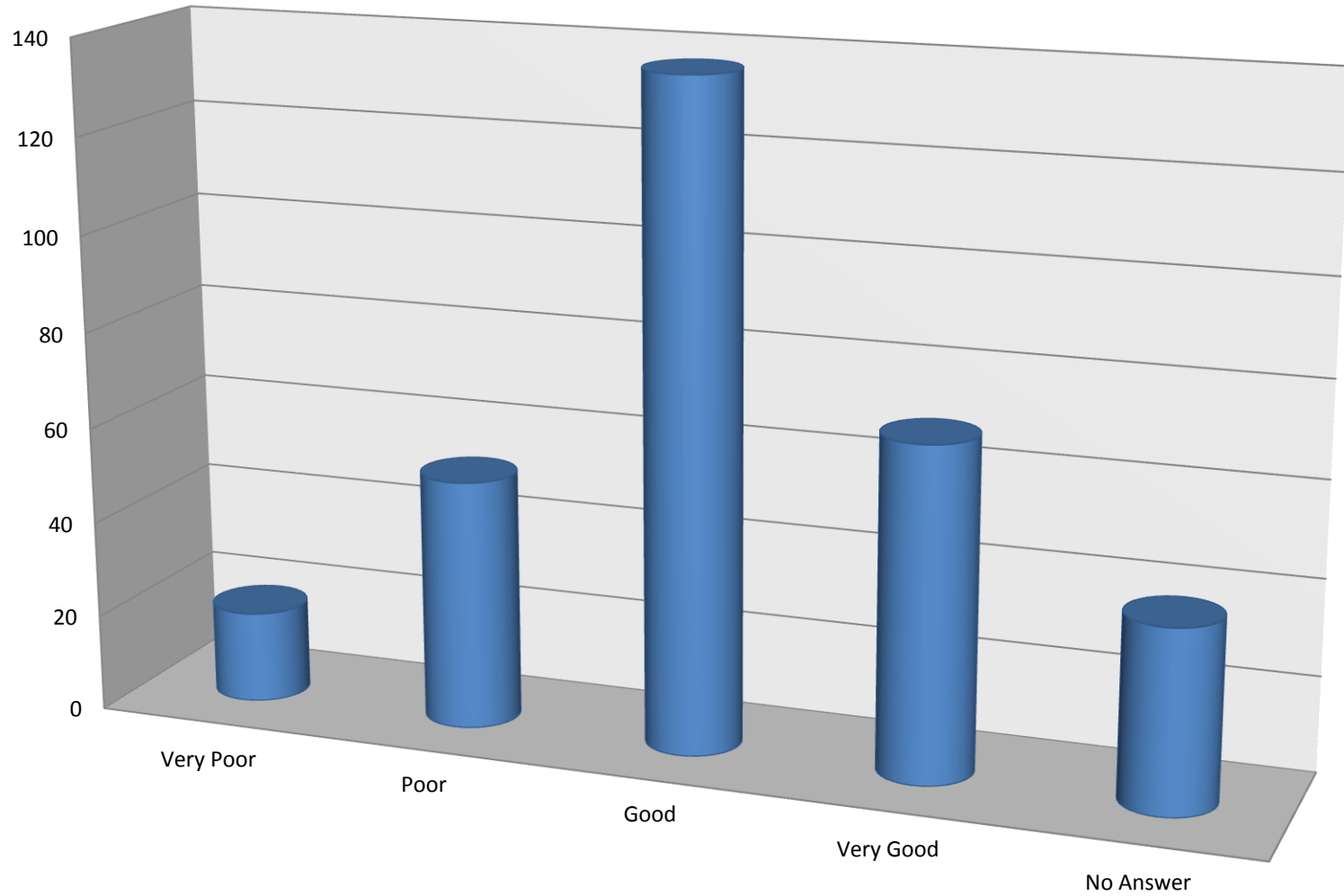
Q 9: Are you aware the practice has a new triage appointment system?



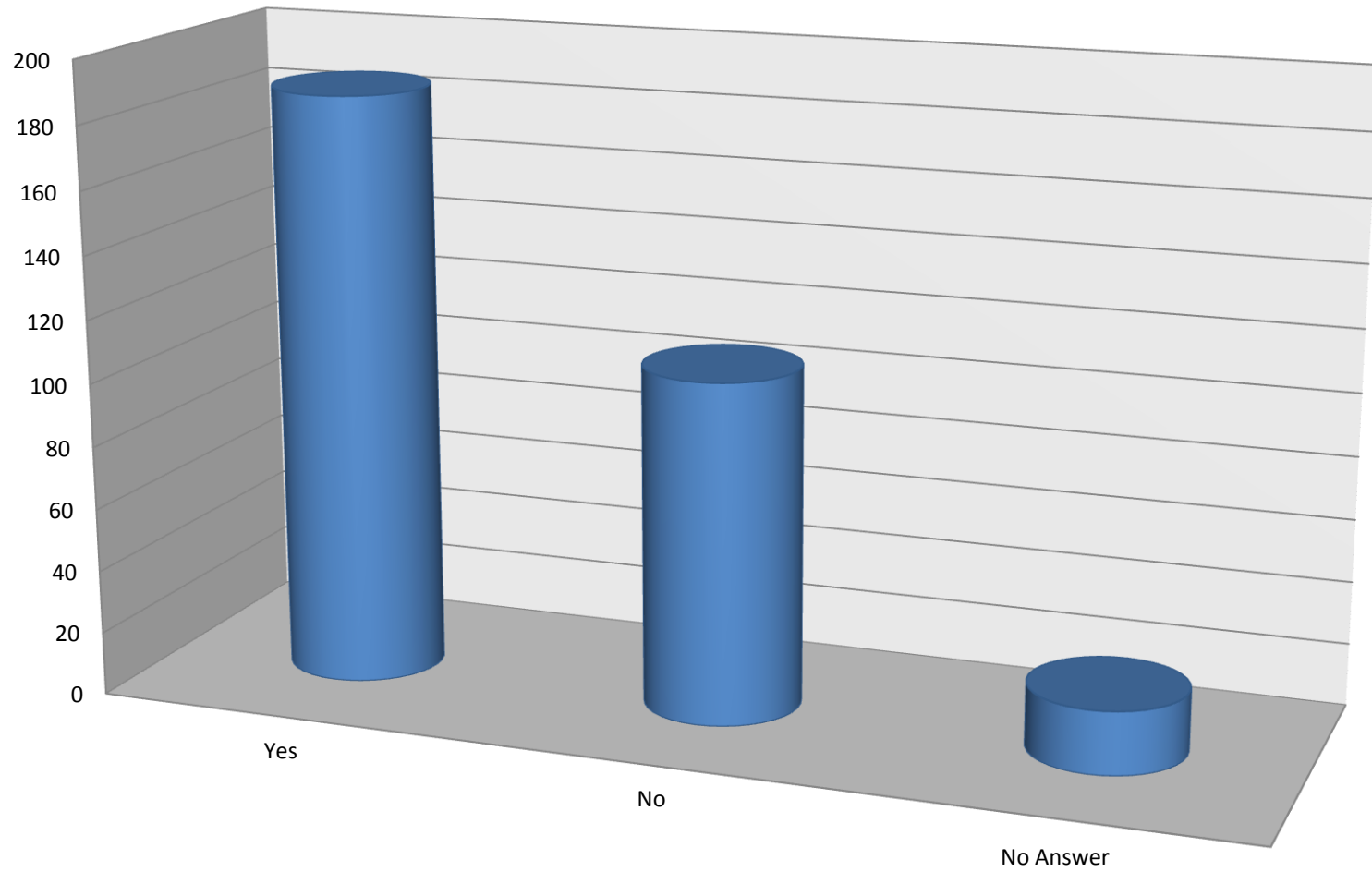
**Q10: If YES; do you find it easier now, than before this was in place,
to talk with or see a doctor?**



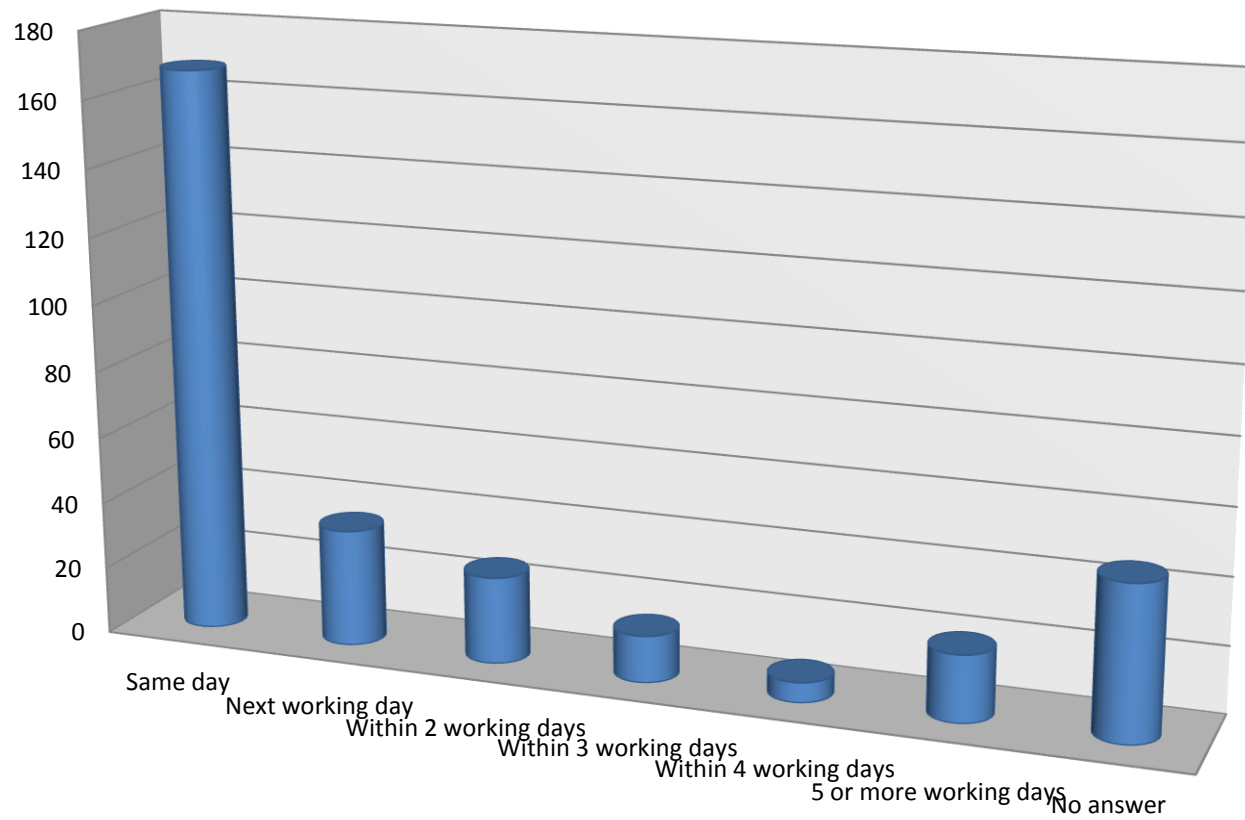
Q11: How do you rate the new triage appointment system?



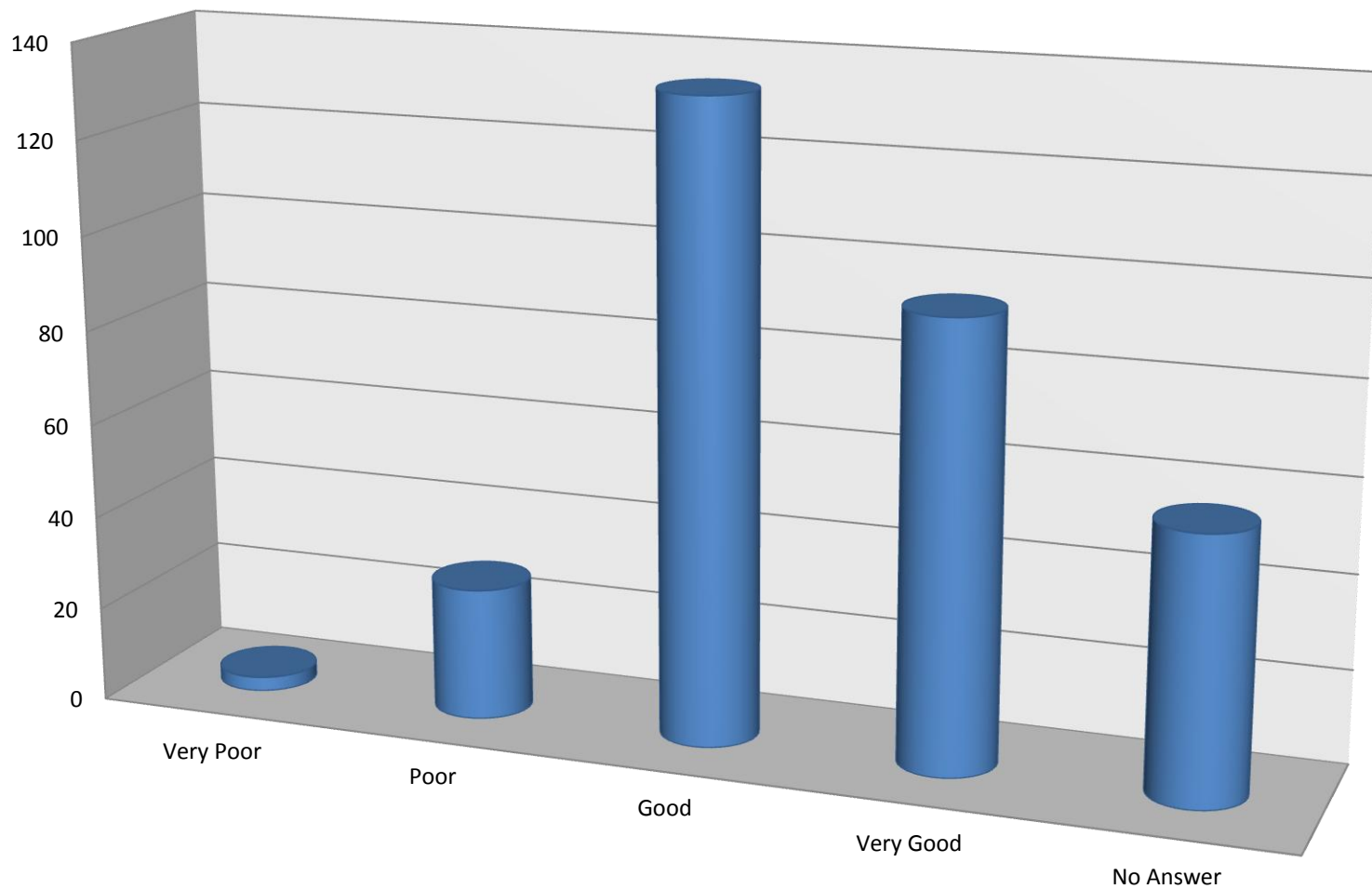
Q13: Would you prefer to make an appointment with the doctor of your choice for a future date without a call back?



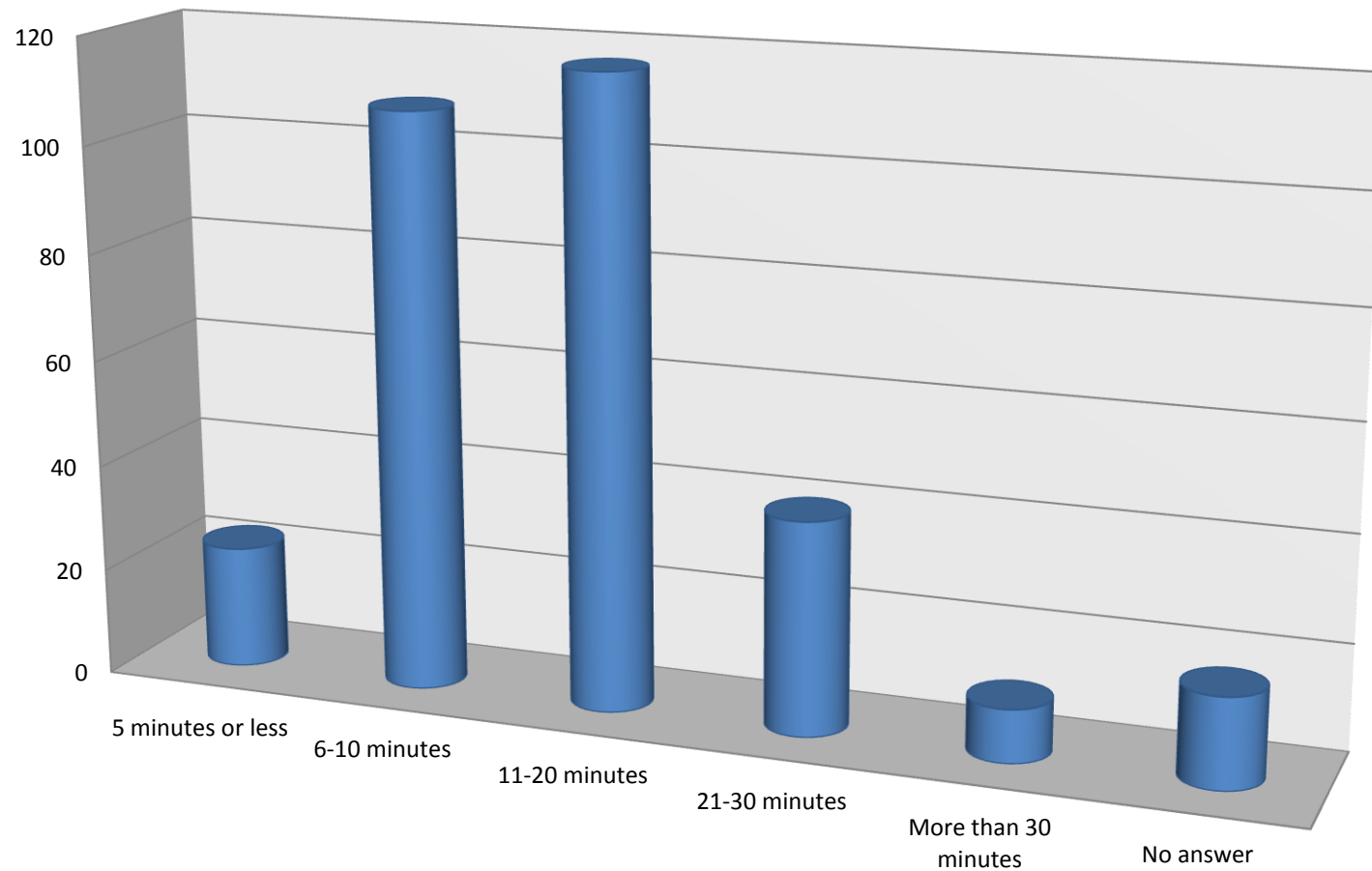
**Q14: When you are willing to see any doctor -
How quickly do you usually get seen?**



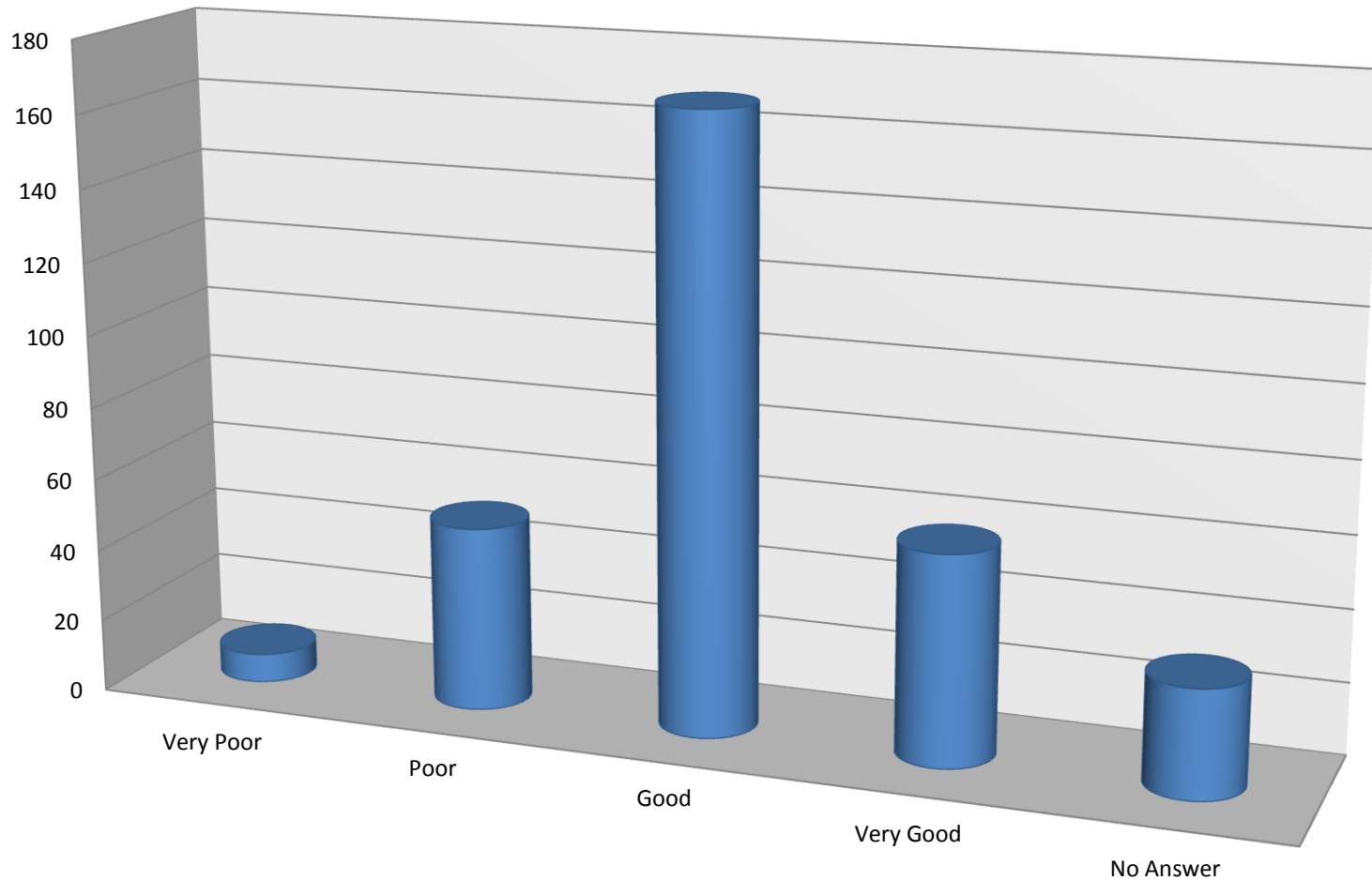
Q15: How acceptable do you rate this? (Re Q14: How quickly do you usually get seen?)



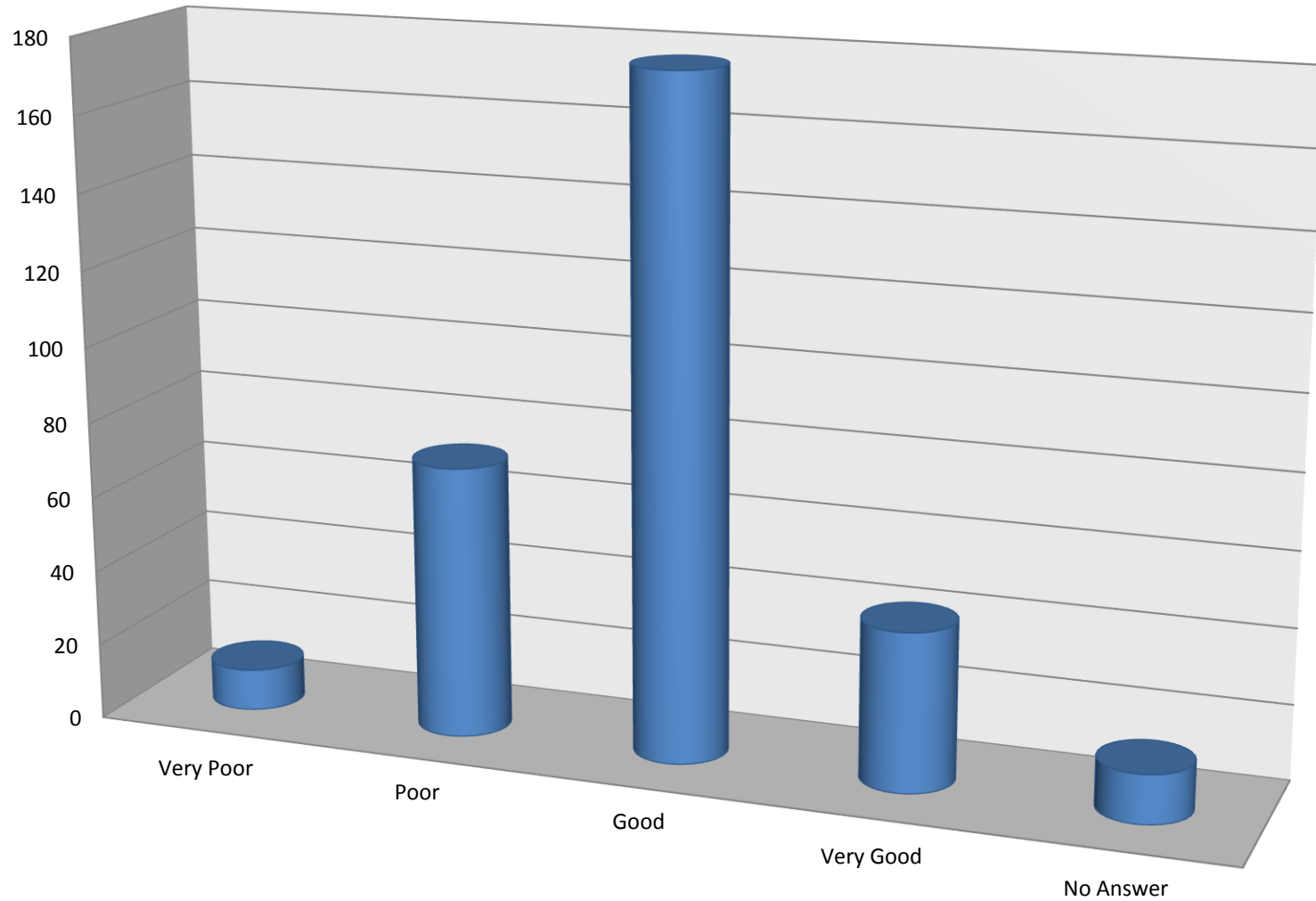
Q16: How long do you usually have to wait at the practice for your consultations to begin?



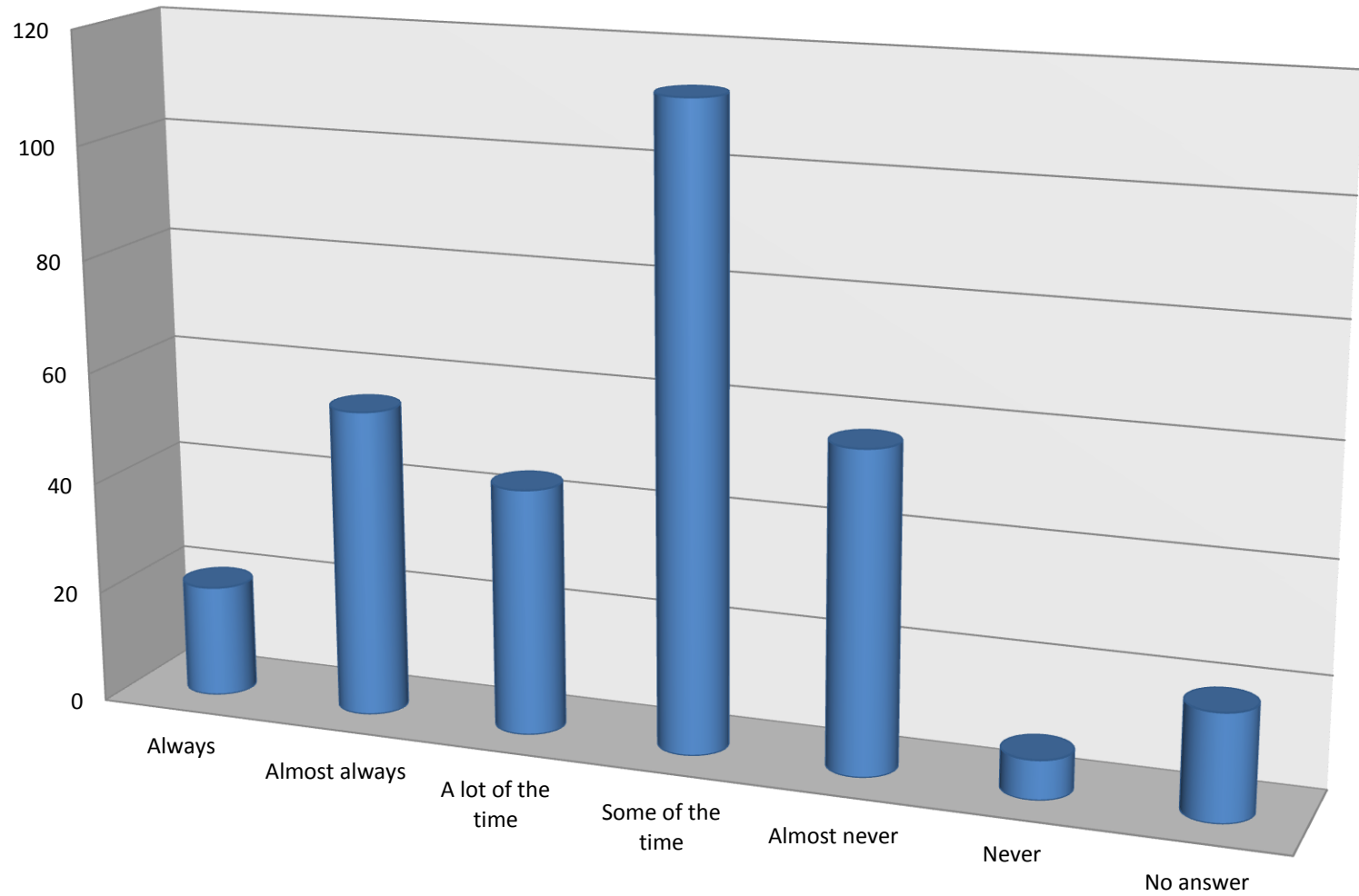
Q17: How acceptable do you rate this? (Re Q16: How long do you usually have to wait at the practice for your consultations to begin?)



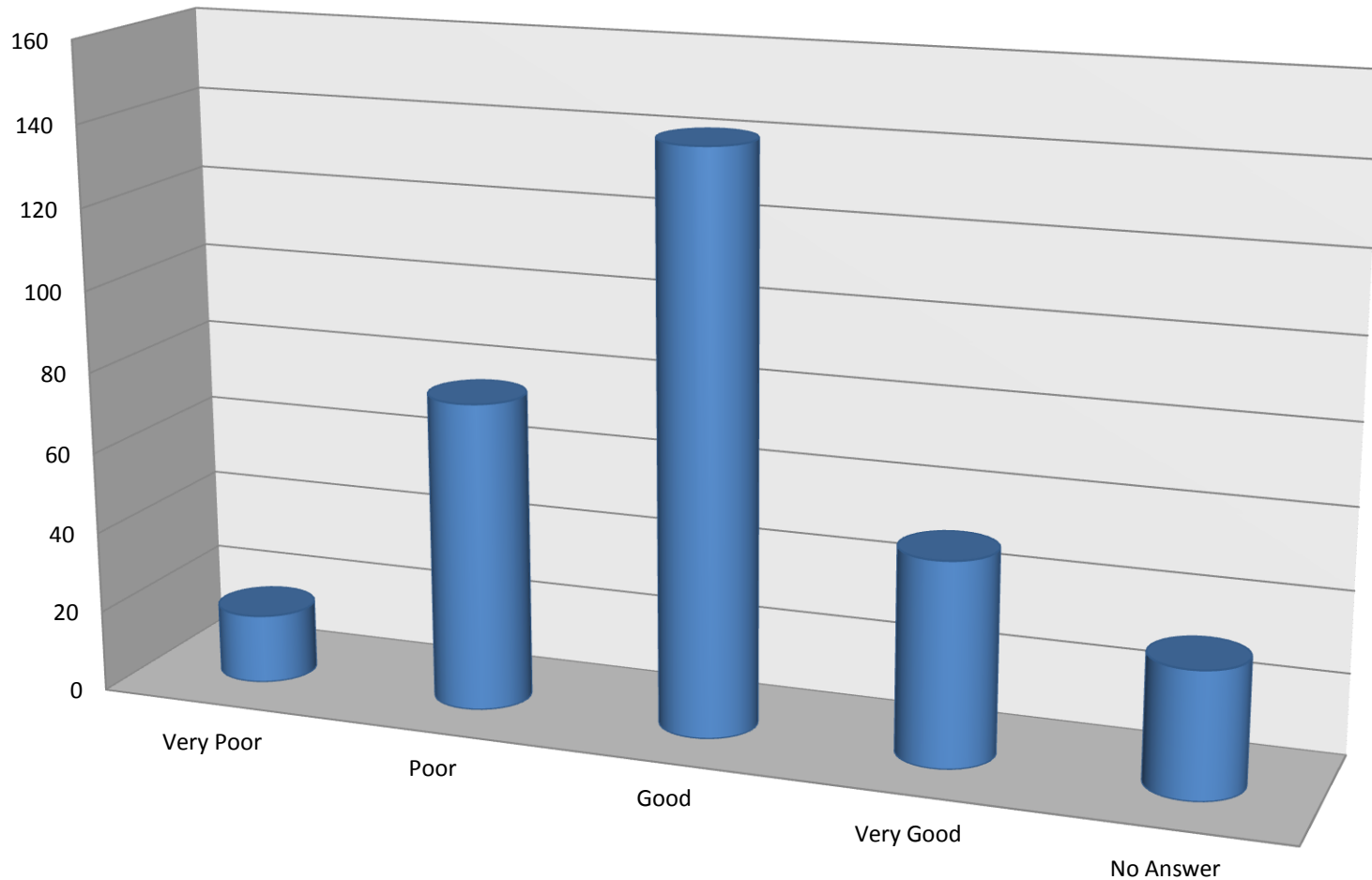
Q18: How easy is it to get through to the practice on the phone?



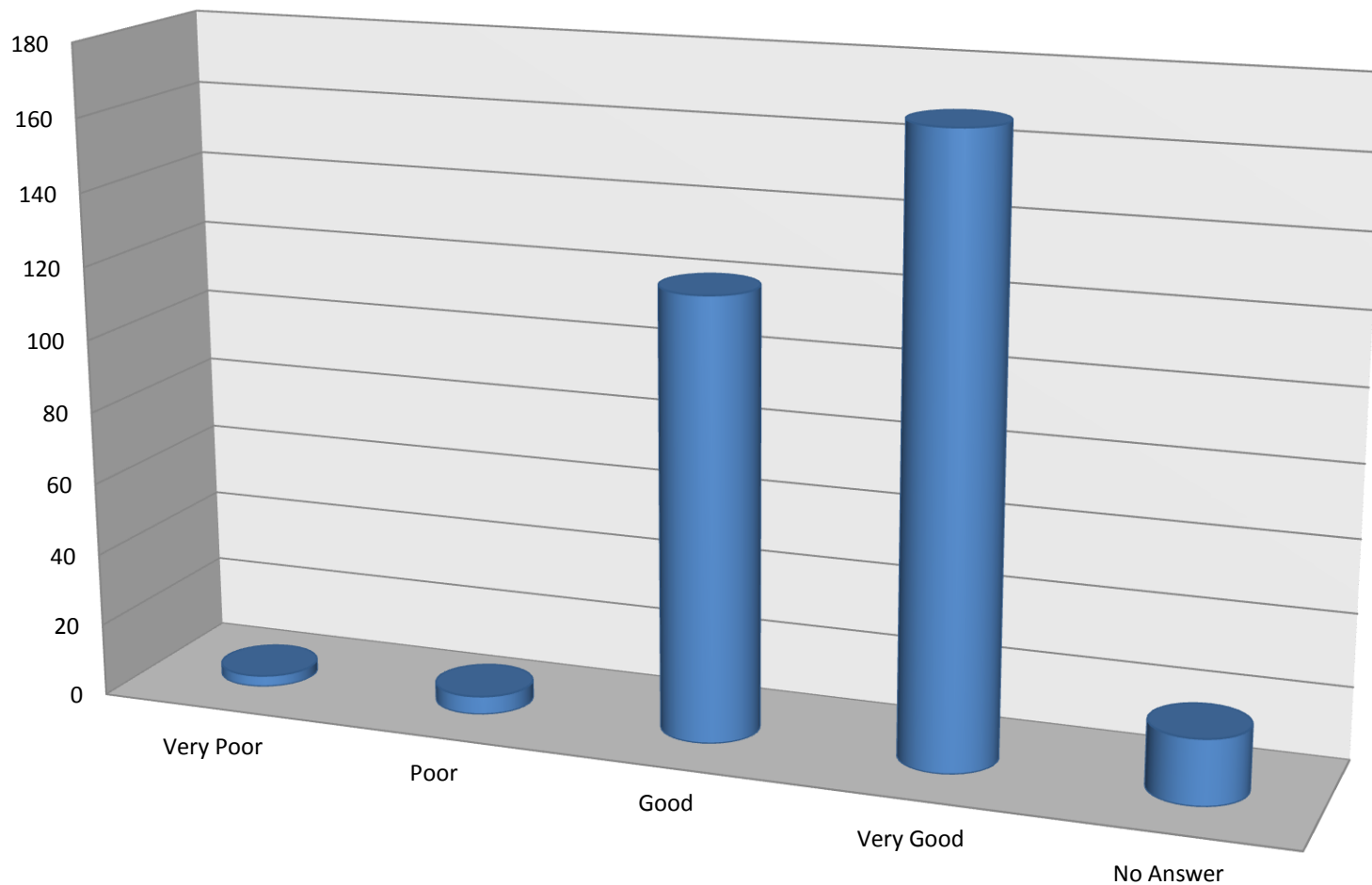
Q19: In general, how often do you see your usual doctor?



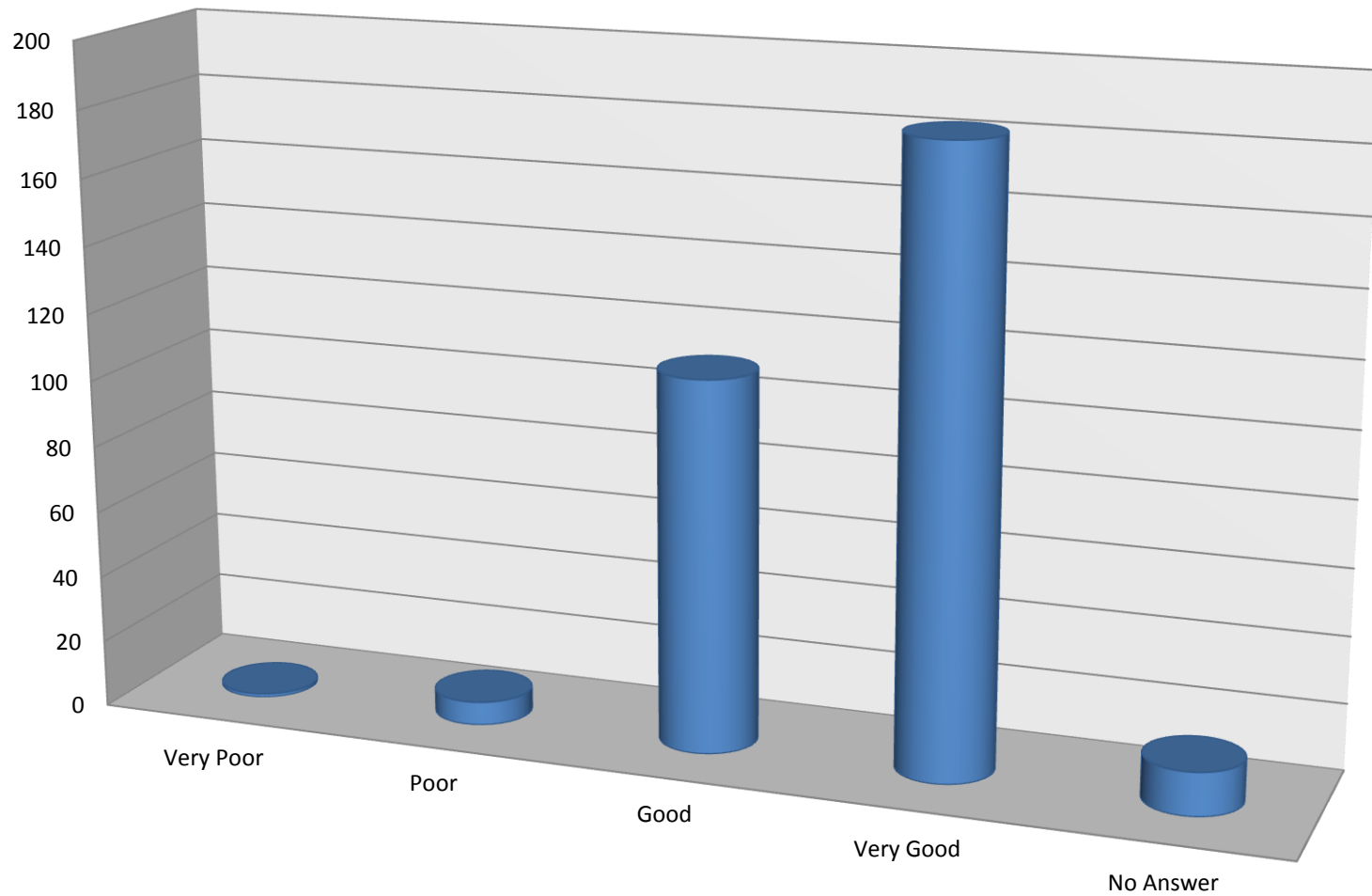
Q20: How acceptable do you rate this? (Re Q19: In general, how often do you see your usual doctor?)



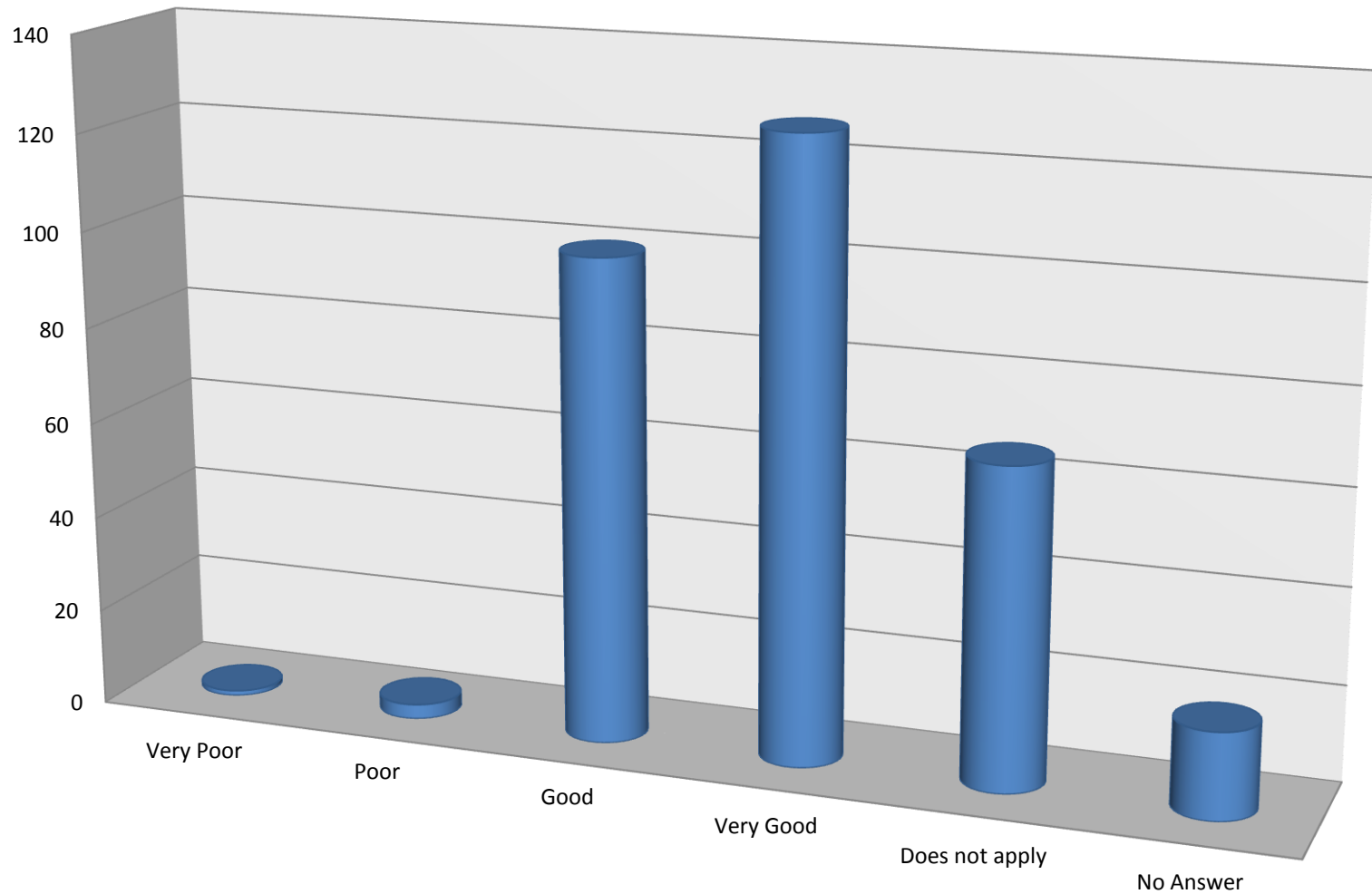
Q21: How thoroughly did the doctor ask about your symptoms and how you are feeling?



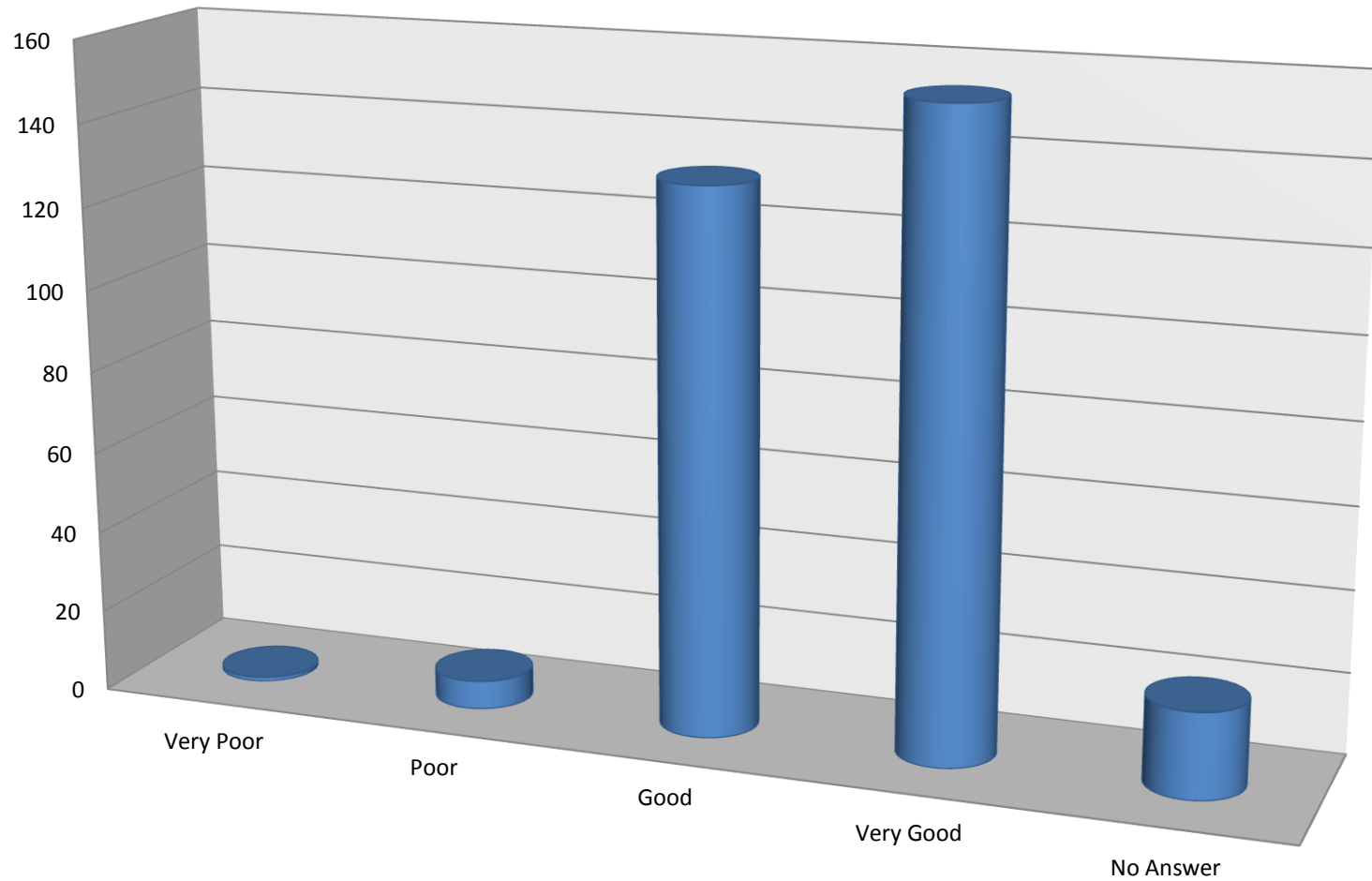
Q22: How well did the doctor listen to what you had to say?



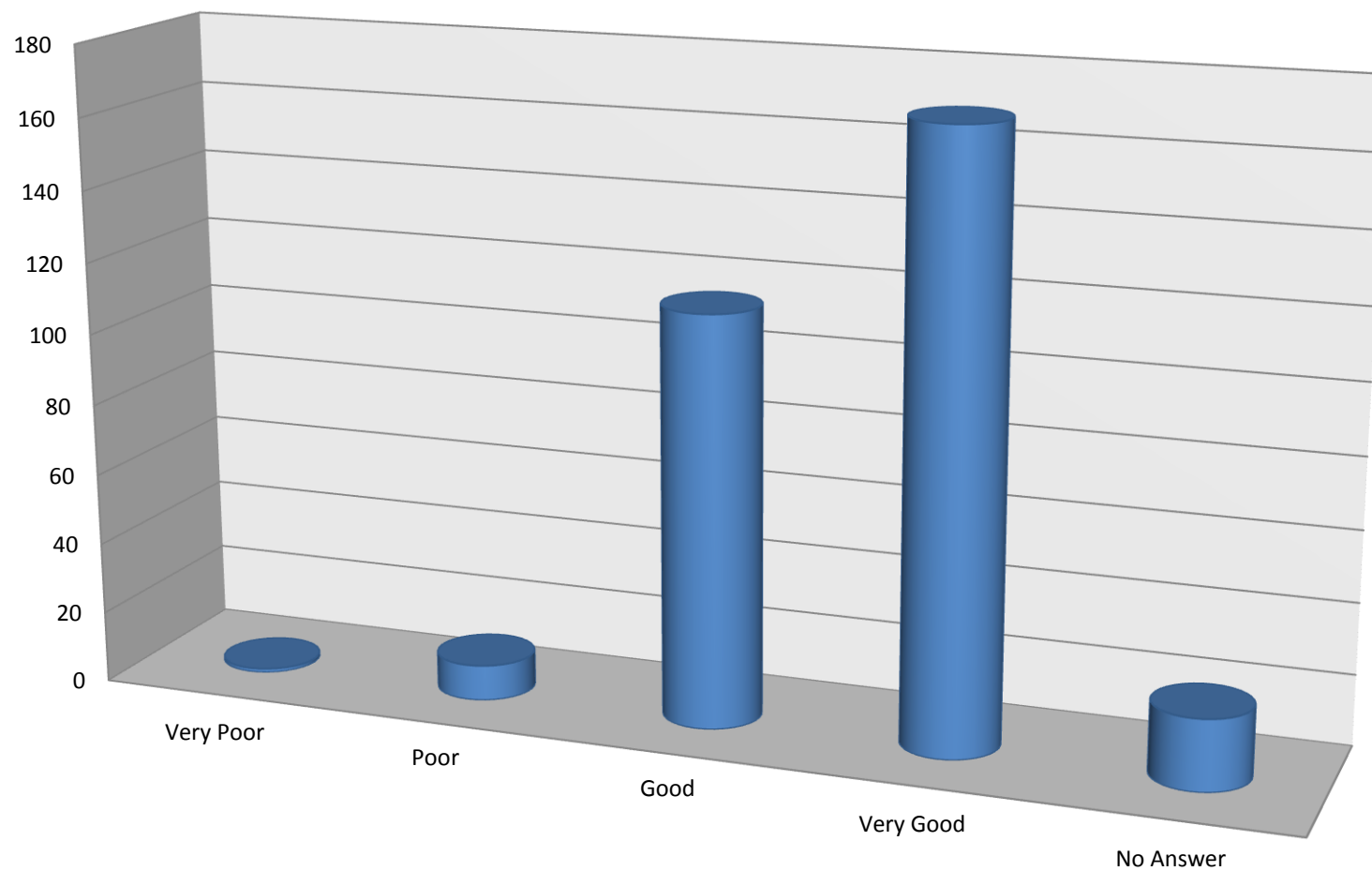
Q23: How well did the doctor put you at ease during your physical examination?



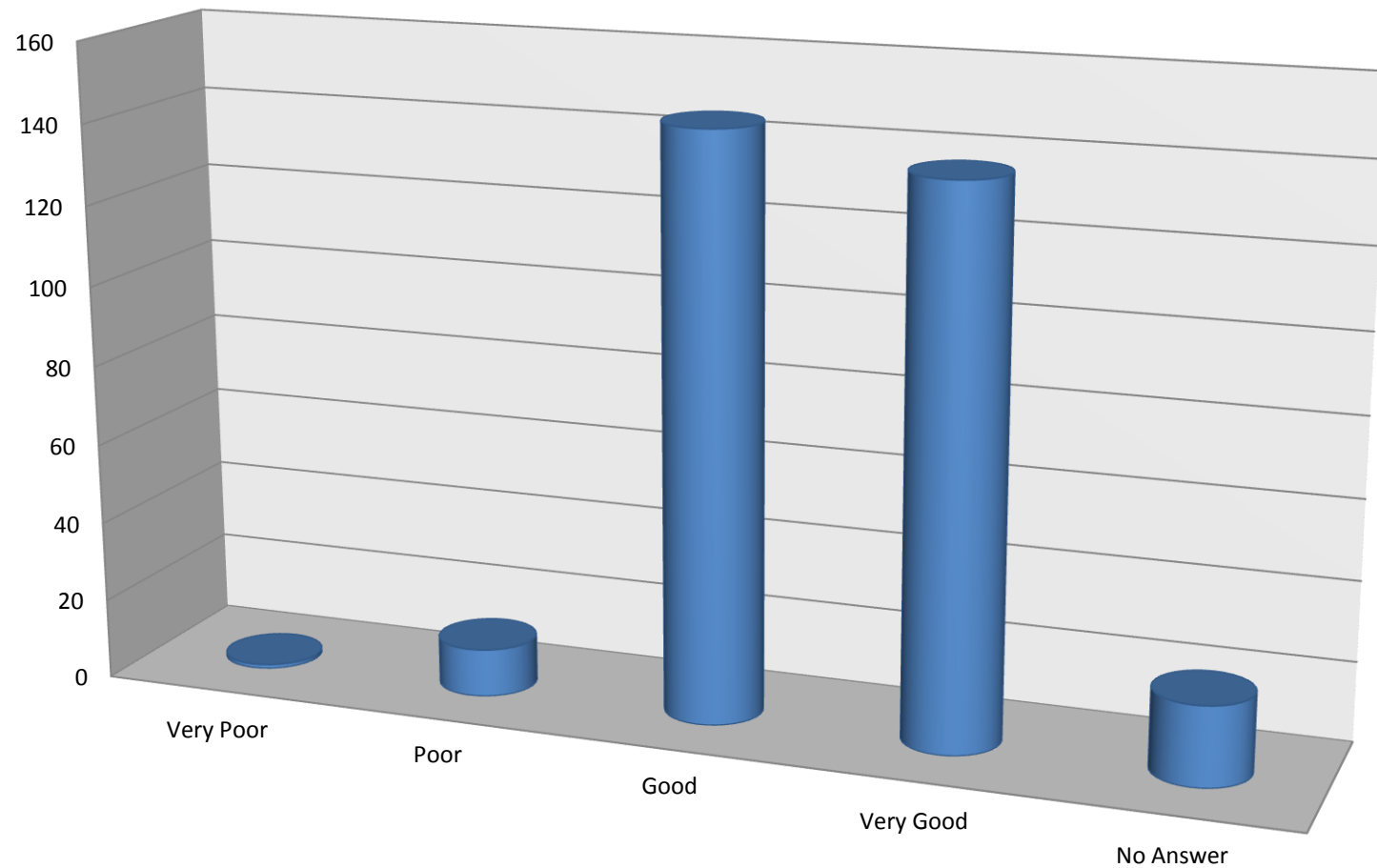
Q24: How well did the doctor involve you in decisions about your care?



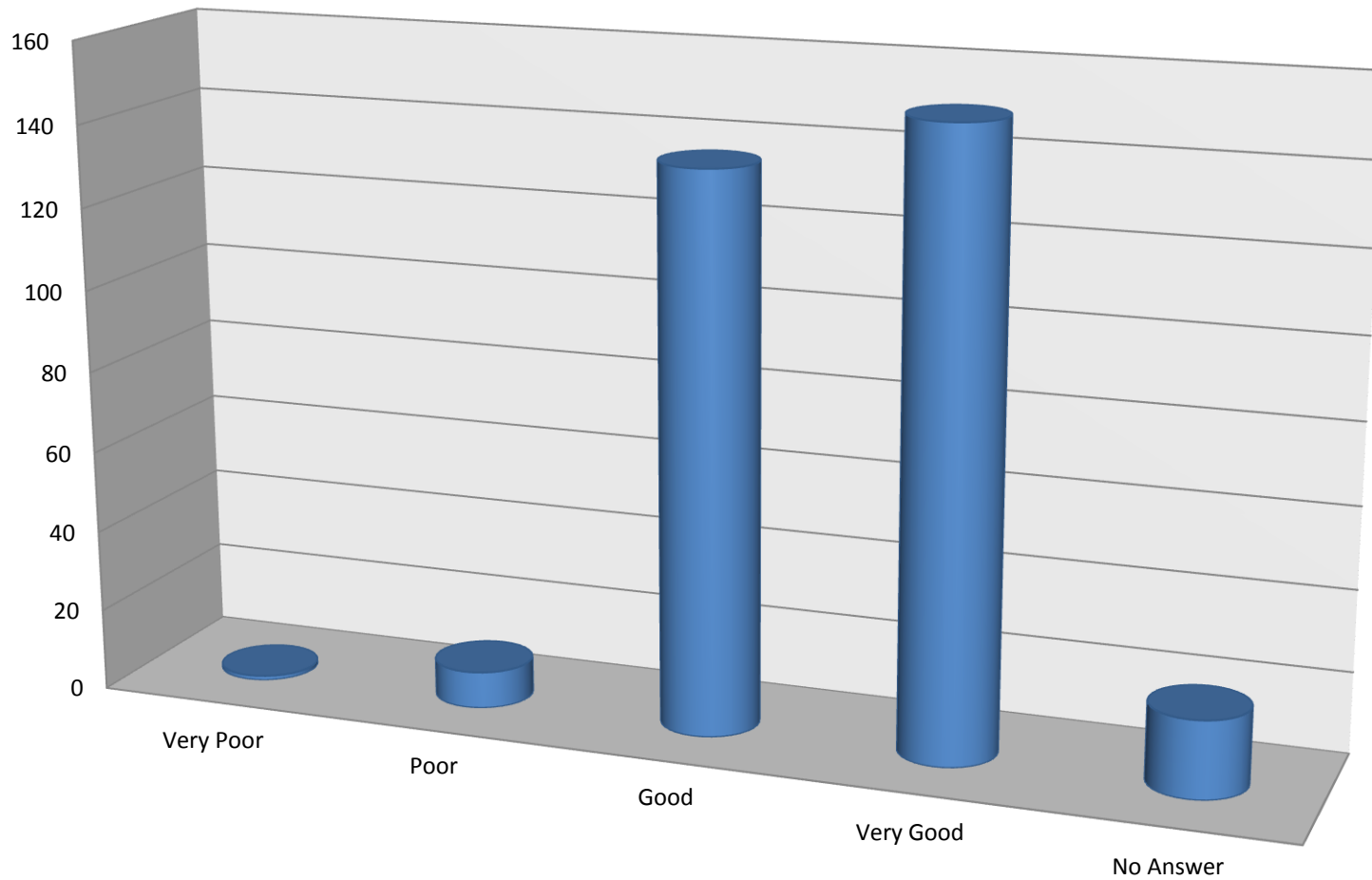
Q25: How well did the doctor explain your problems or any treatment that you needed?



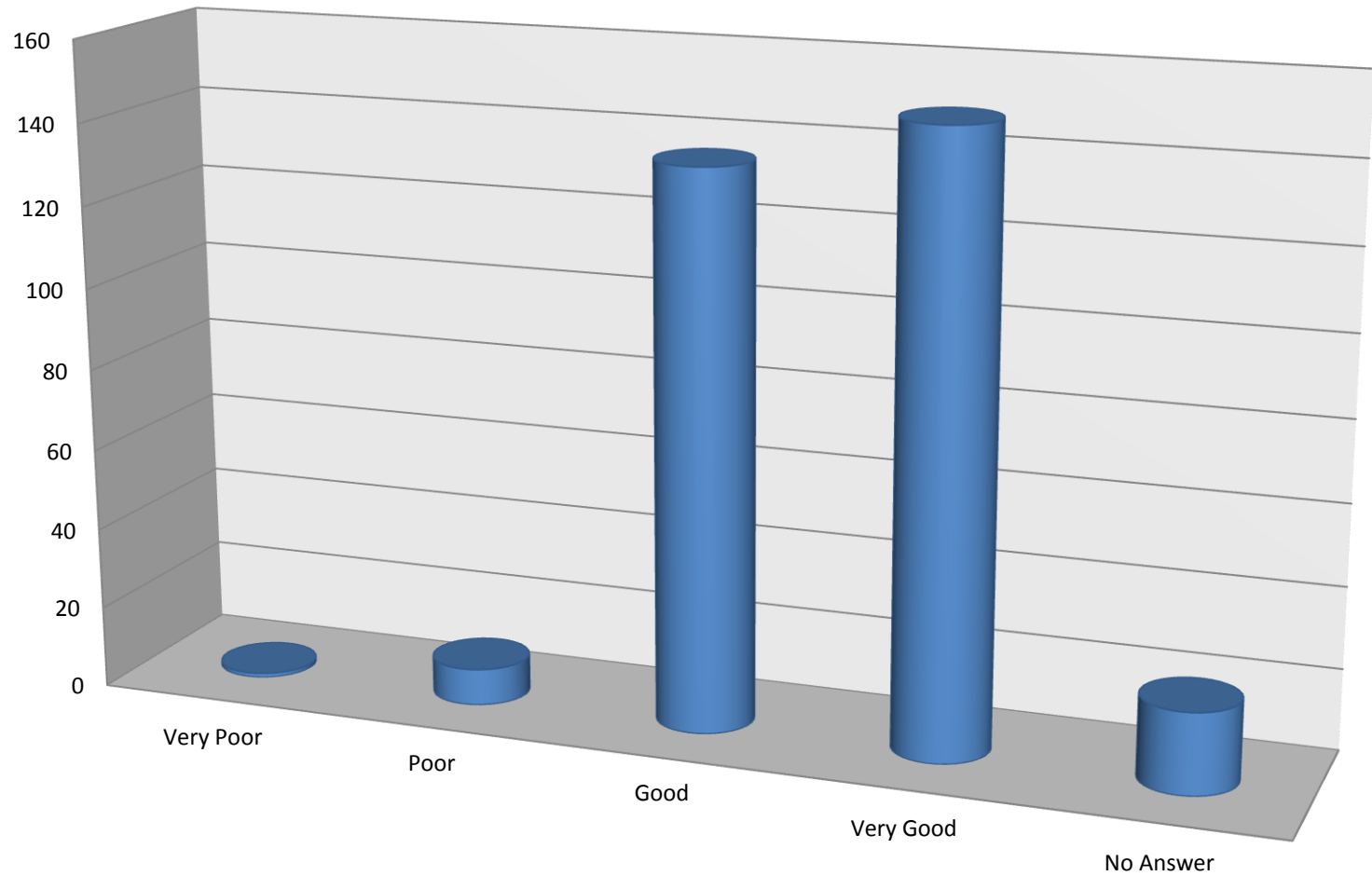
Q26: What did you think about the amount of time your doctor spent with you?



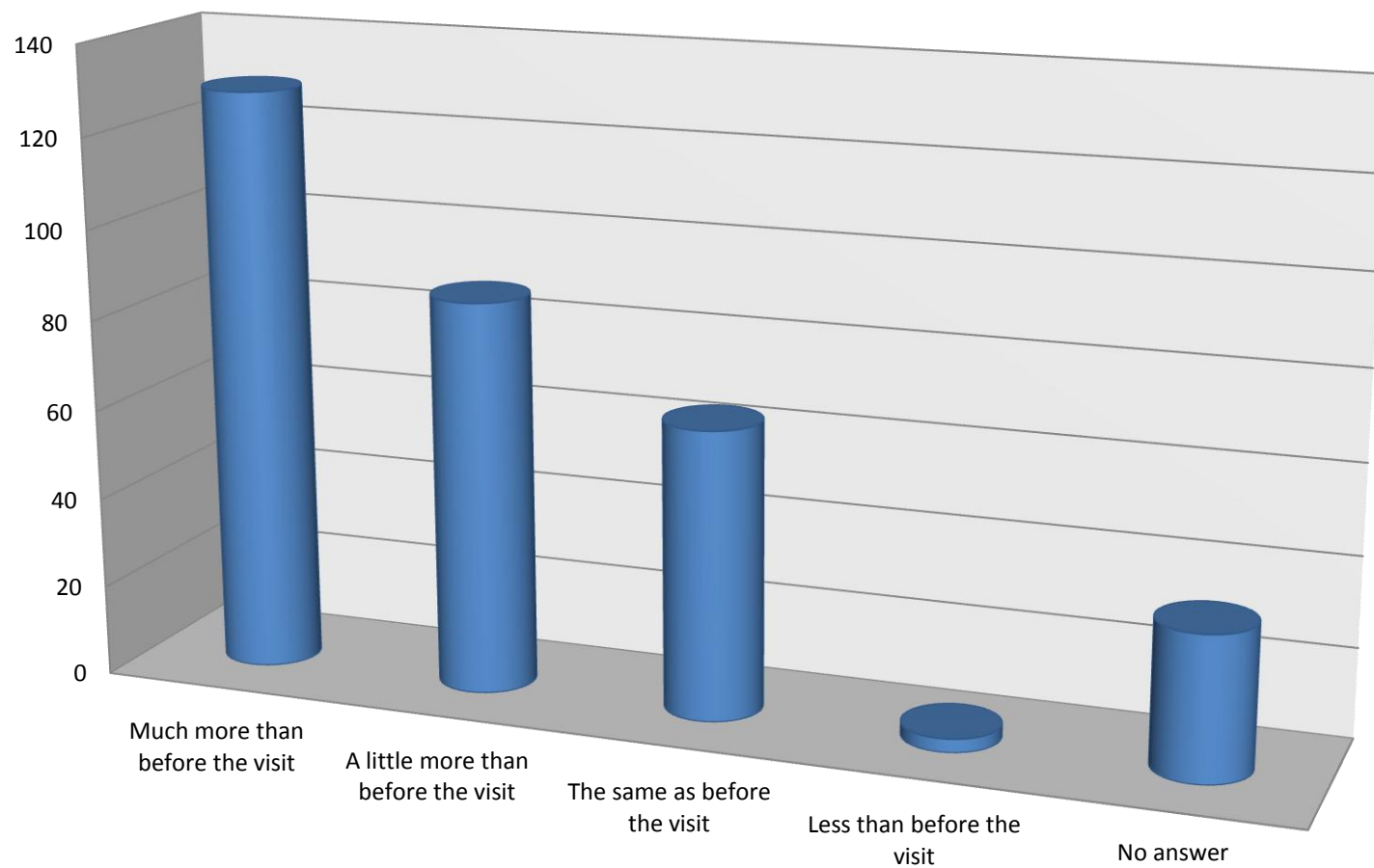
Q27: What did you think about the doctor's patience with your questions or worries?



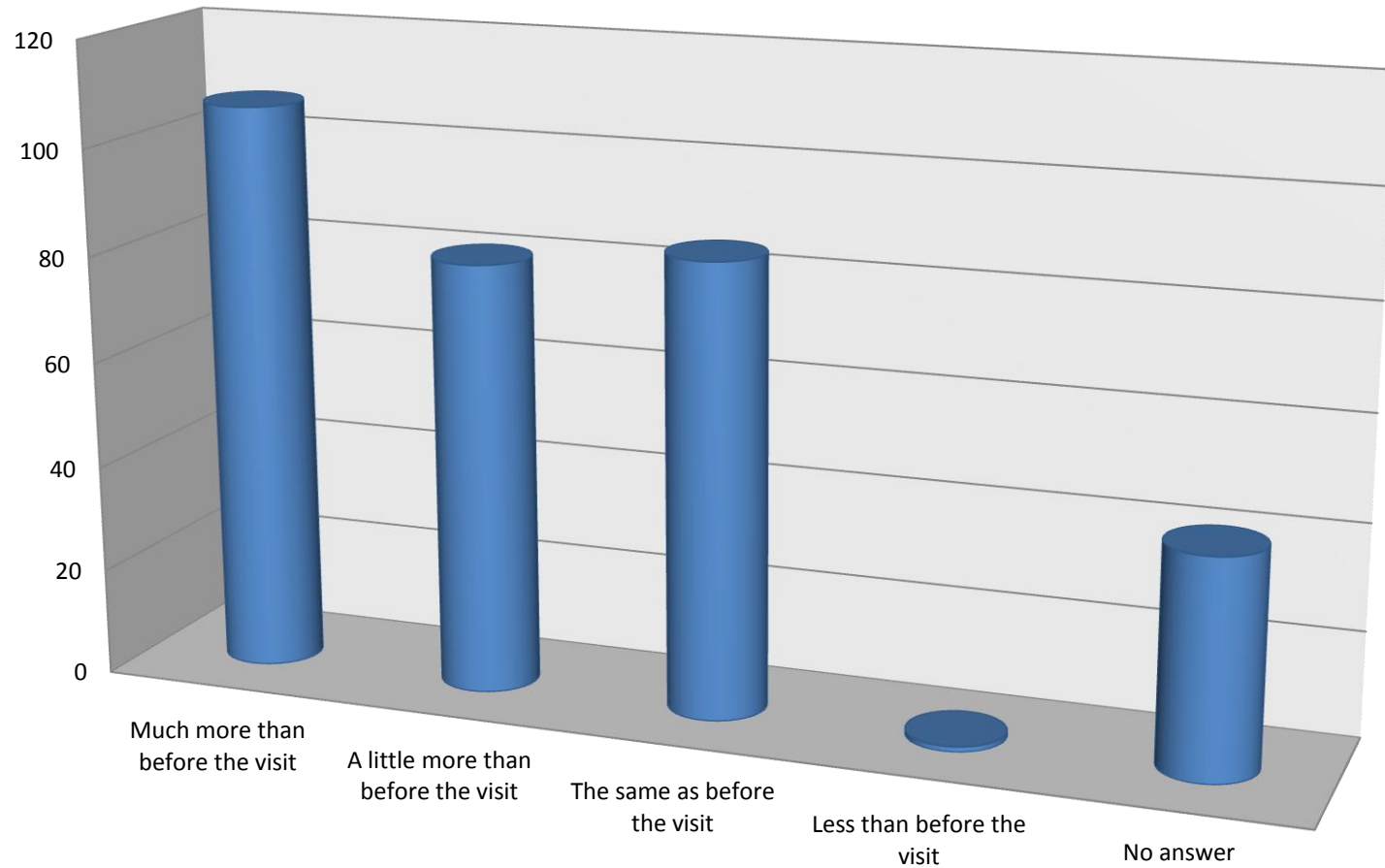
Q28: What did you think about the doctor's caring and concern for you?



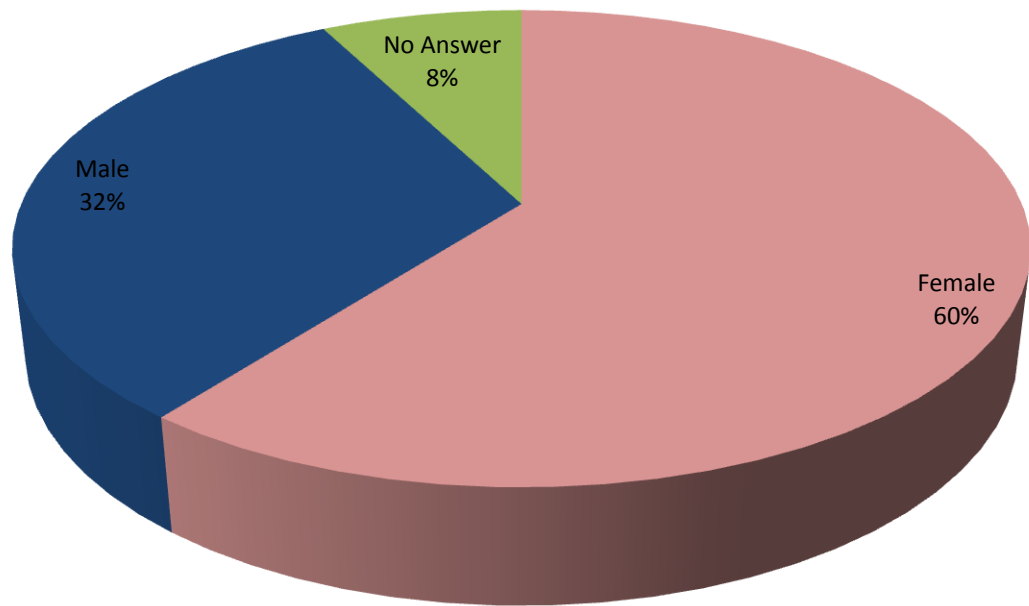
Q29: After seeing the doctor at your last consultation did you feel... able to understand your problems(s) or illness?



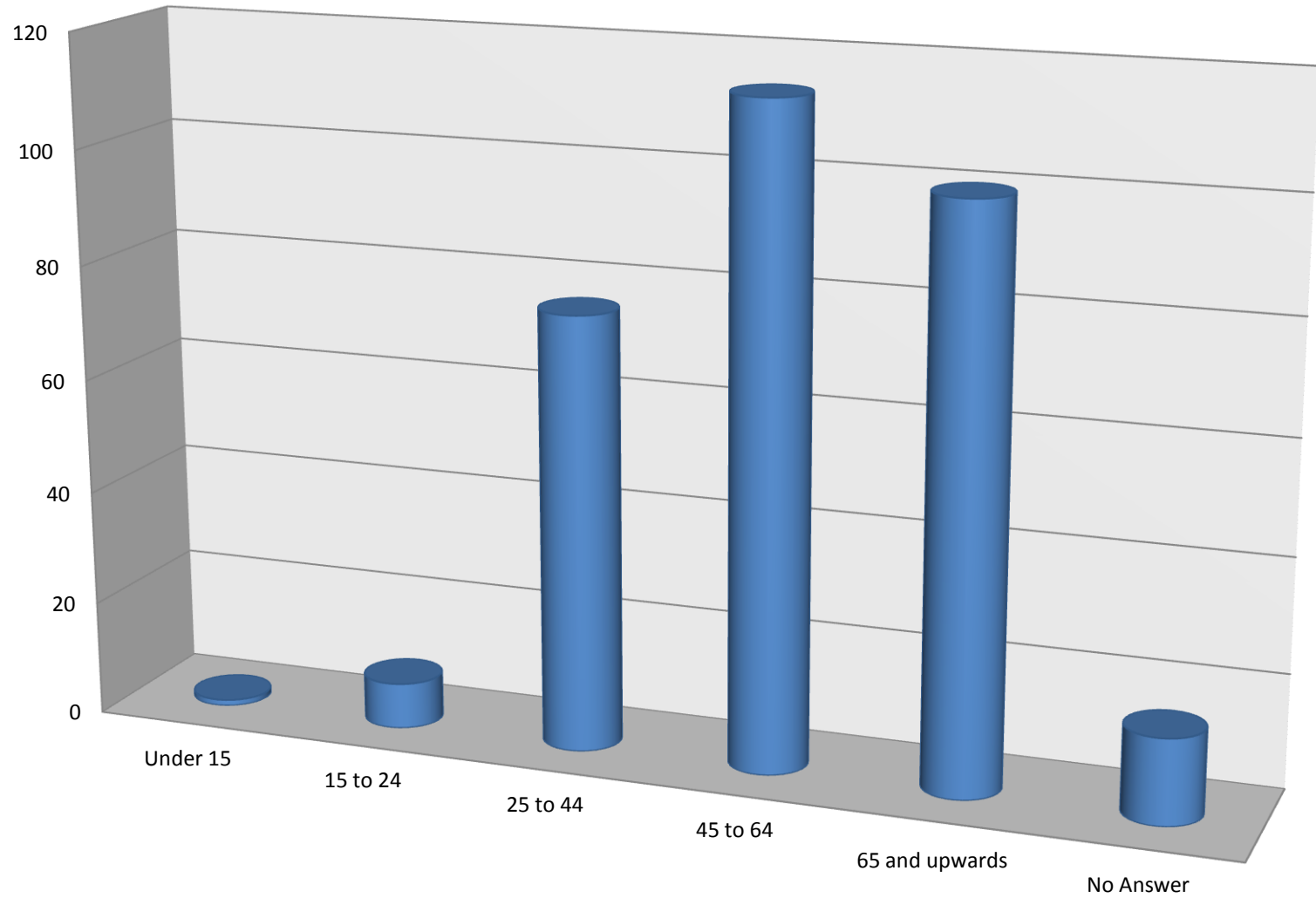
Q30: After seeing the doctor at your last consultation do you feel... able to cope with your problem(s) or illness?



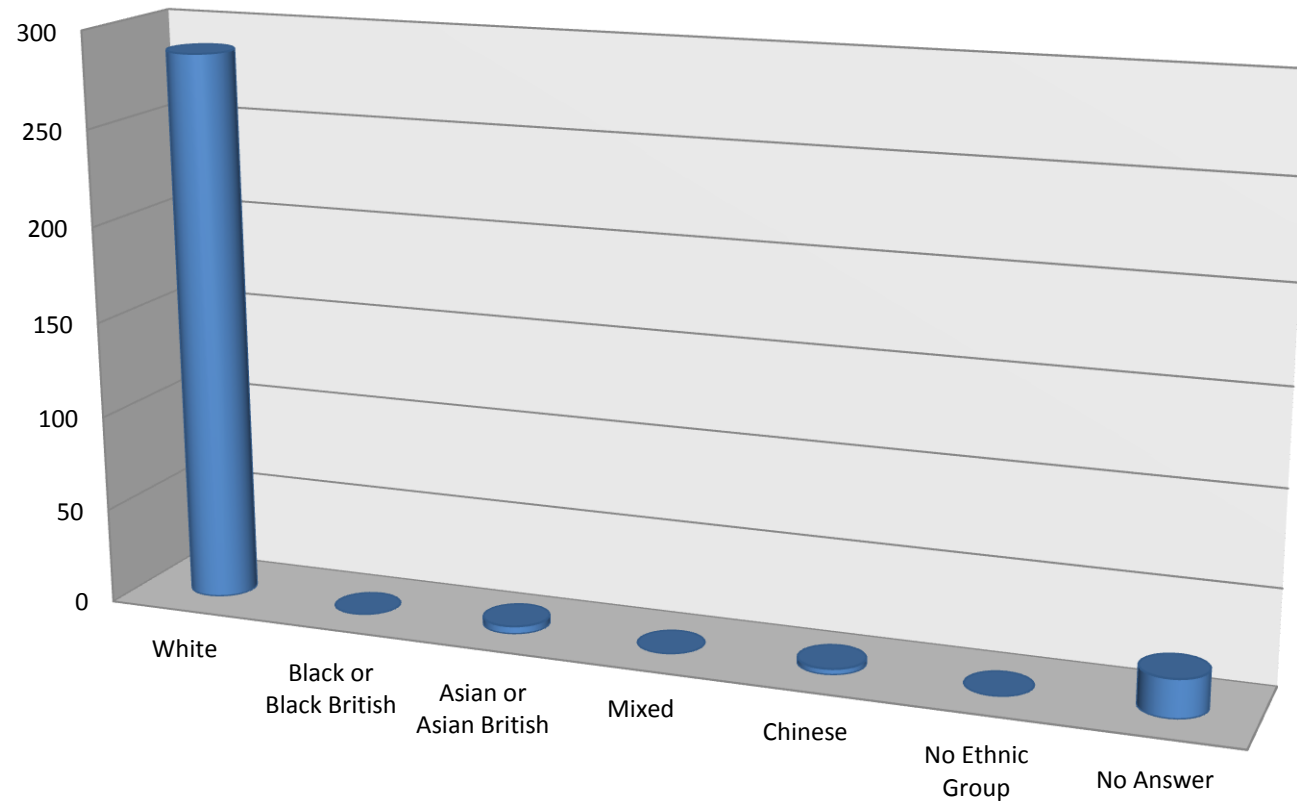
Q31: Respondents Gender



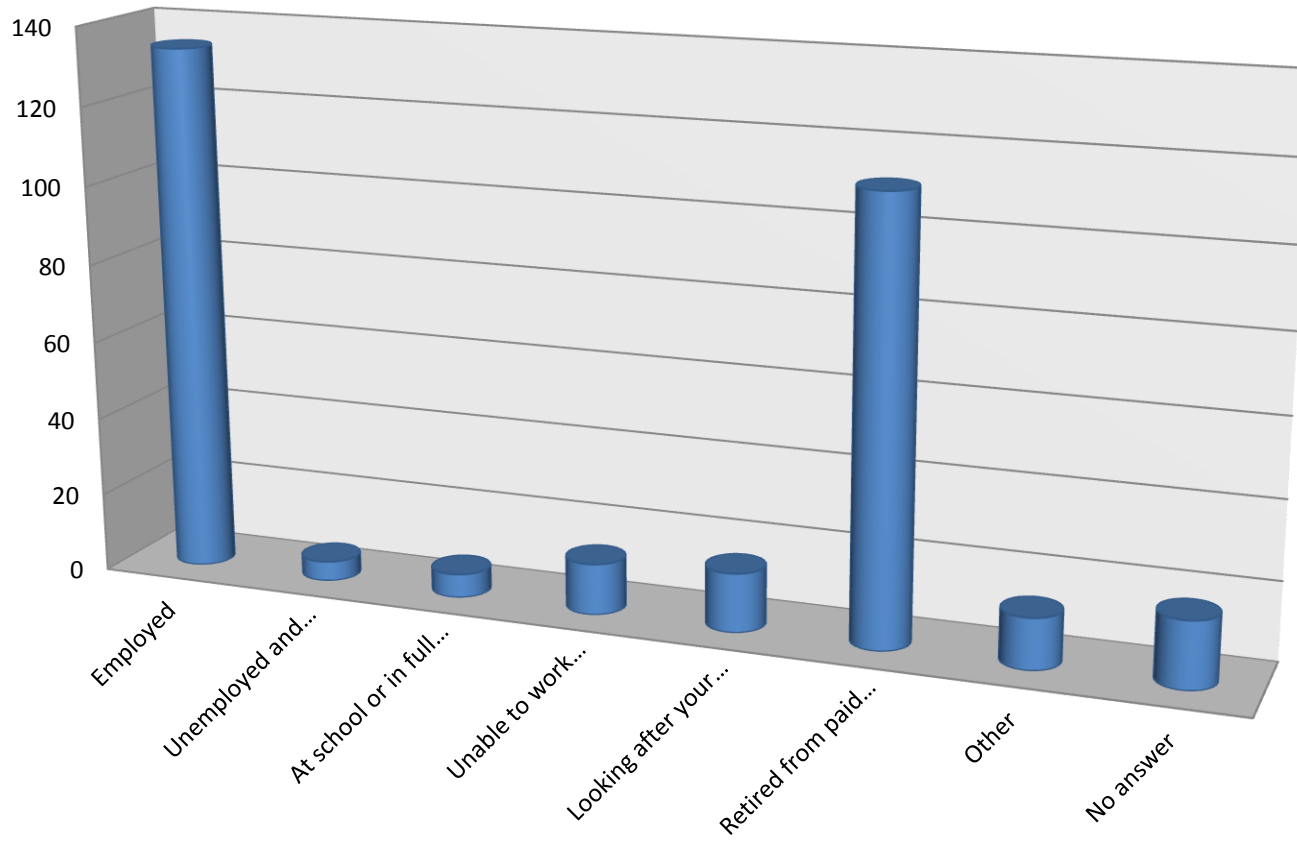
Q32: How old are you?



Which ethnic group do you belong to?



Q34: Which of the following best describes you?



Themes that the comments were allocated to:-

Triage – Positive Comments

Triage – Negative Comments

Triage – 0845 Number

Practice – General Comments

Doctors - Positive Comments

Doctors - Negative Comments

My Choice of GP

Reception - Positive Comments

Reception - Negative Comments

Reception – Communication Issues

Themes that the comments were allocated to:-

Reception – Confidentiality Issues

Nursing/HCA Staff – Positive Comments

Nursing/HCA Staff - Access

Medication Review

Impersonal Service

Facilities/Environment

Online Prescriptions

Parking Issues

Appointment Waiting Times

Two Month Drug Supply