

The Stag Medical Centre & Rose Court Surgeries

GP Practice 3rd Survey Results

2014

A 3rd GP Practice Survey was conducted by members of the Patient Participation Group (PPG) in February 2014. The survey was available to complete online, via a link from the practice web site, (www.stagmedicalcentre.co.uk), and loaded onto three hand held tablets for members of the PPG to use face to face with patients at both surgery waiting rooms at key times. This also helped to raise the profile of the PPG. There were also paper copies available at both surgeries so patients who did not have internet access, or wished to take a copy home to fill in, were catered for.

How accurate are our survey results?

How many people are in our population?	11300
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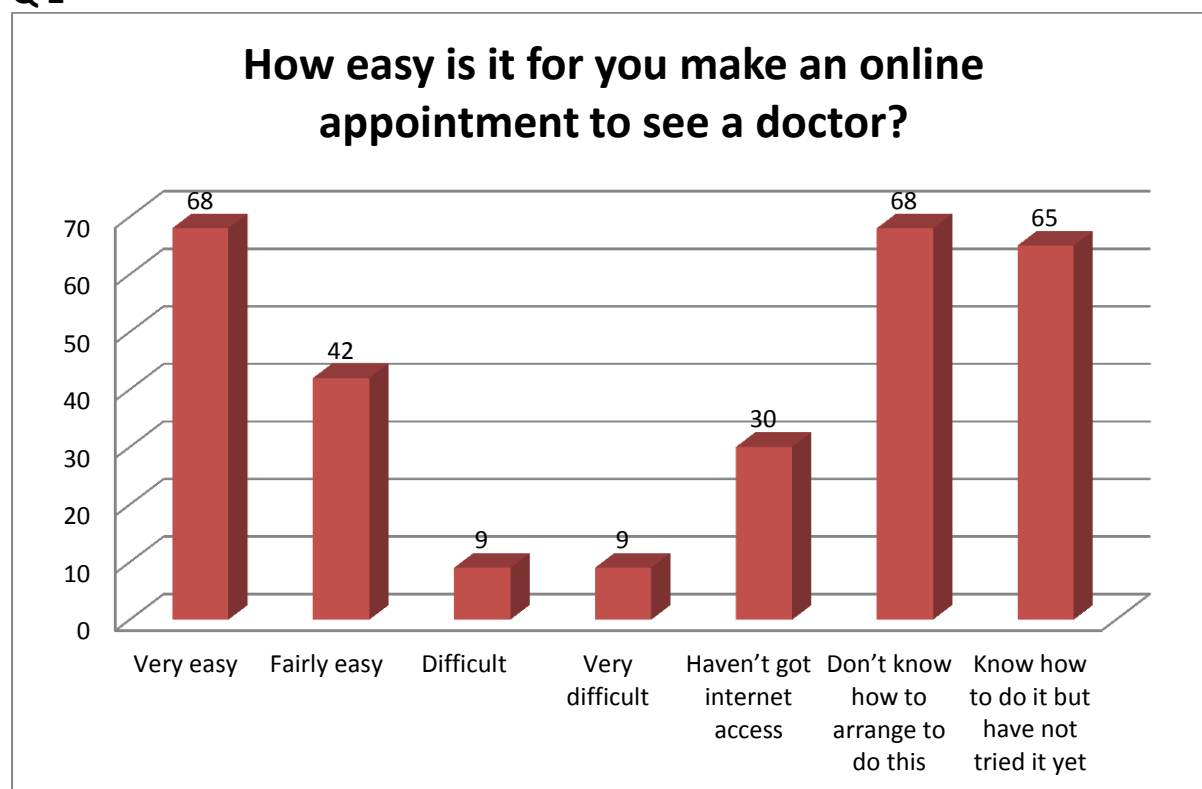
How many people completed our survey?	306
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Error Level

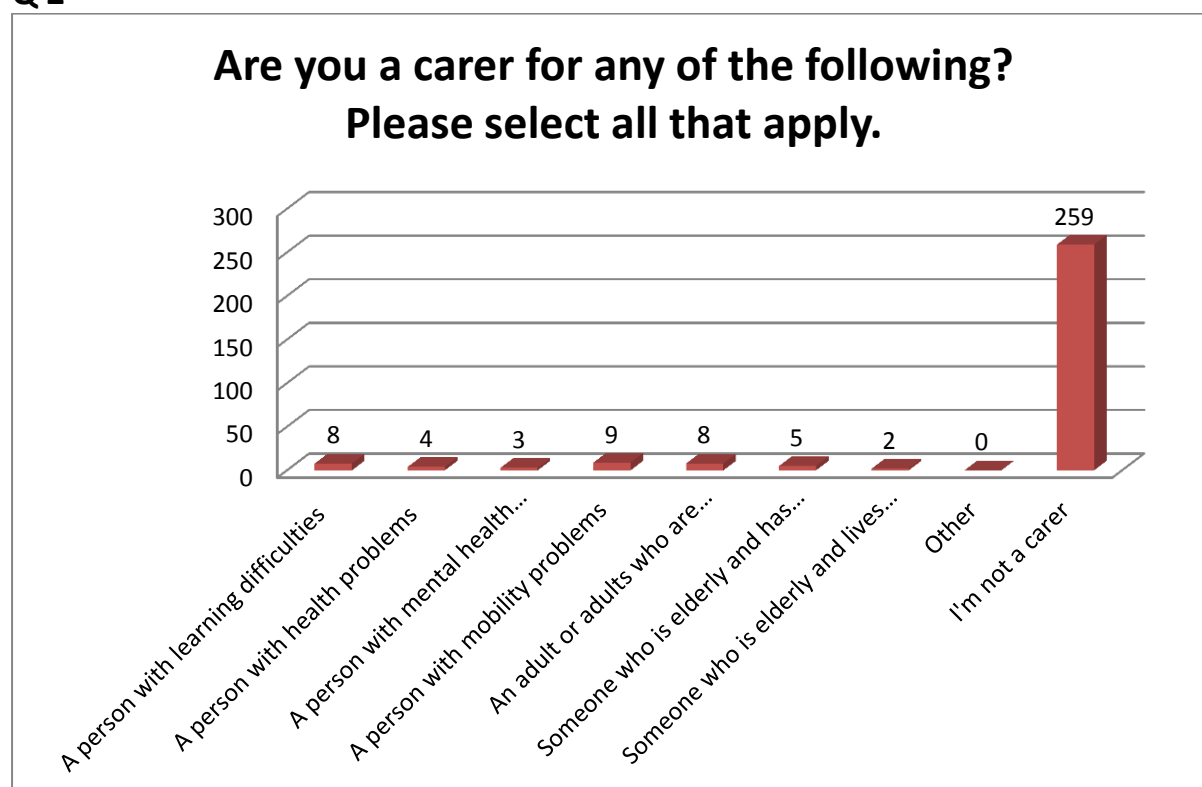
90% Confidence	4.7%
95% Confidence	5.5%
99% Confidence	7.3%

Results of the GP Practice Survey No 3 (2014)

Q 1

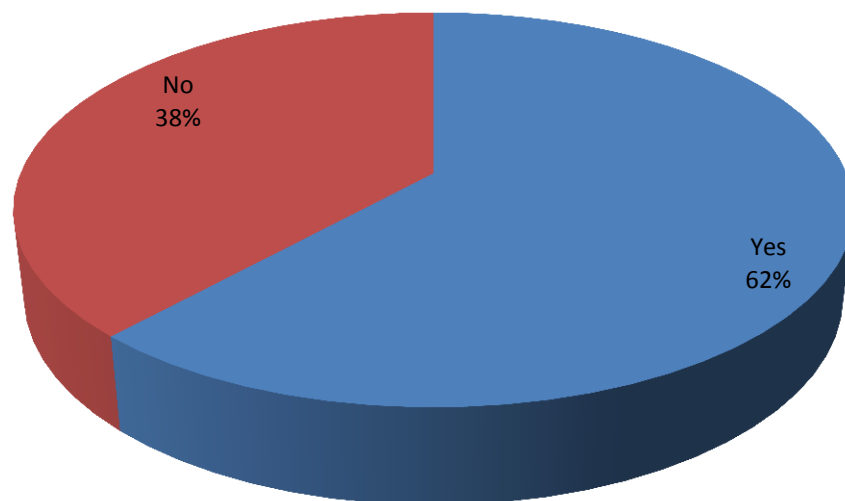


Q 2



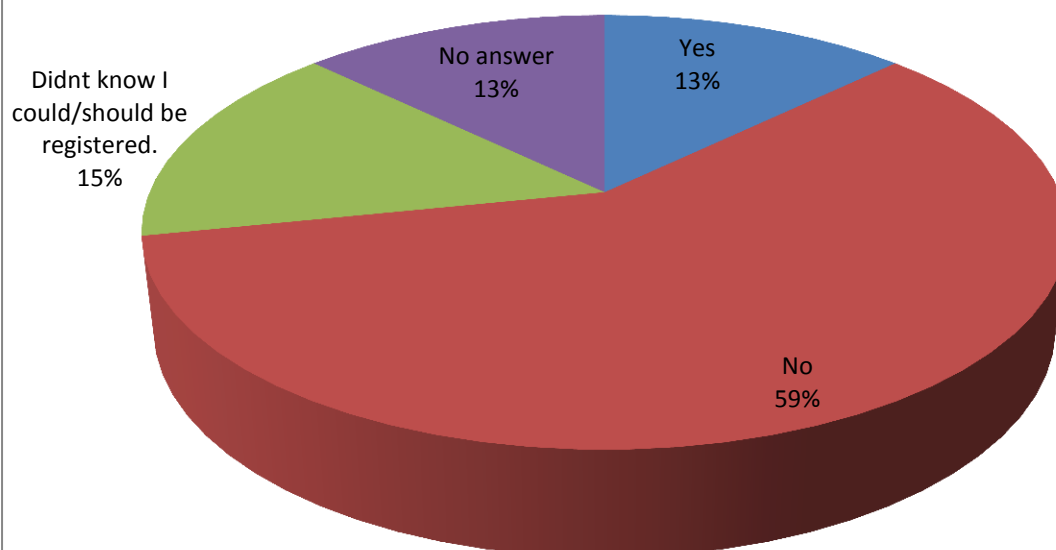
Q3

Is the person cared for also a patient at this practice?

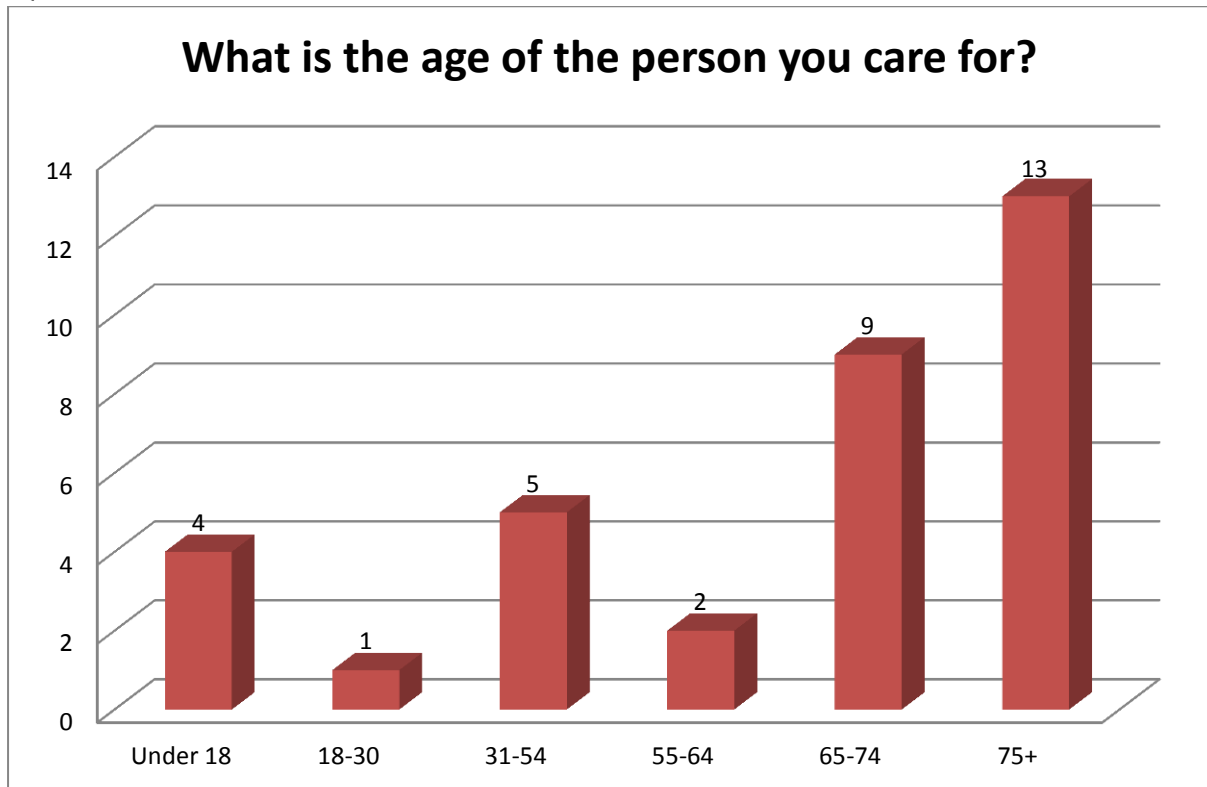


Q4

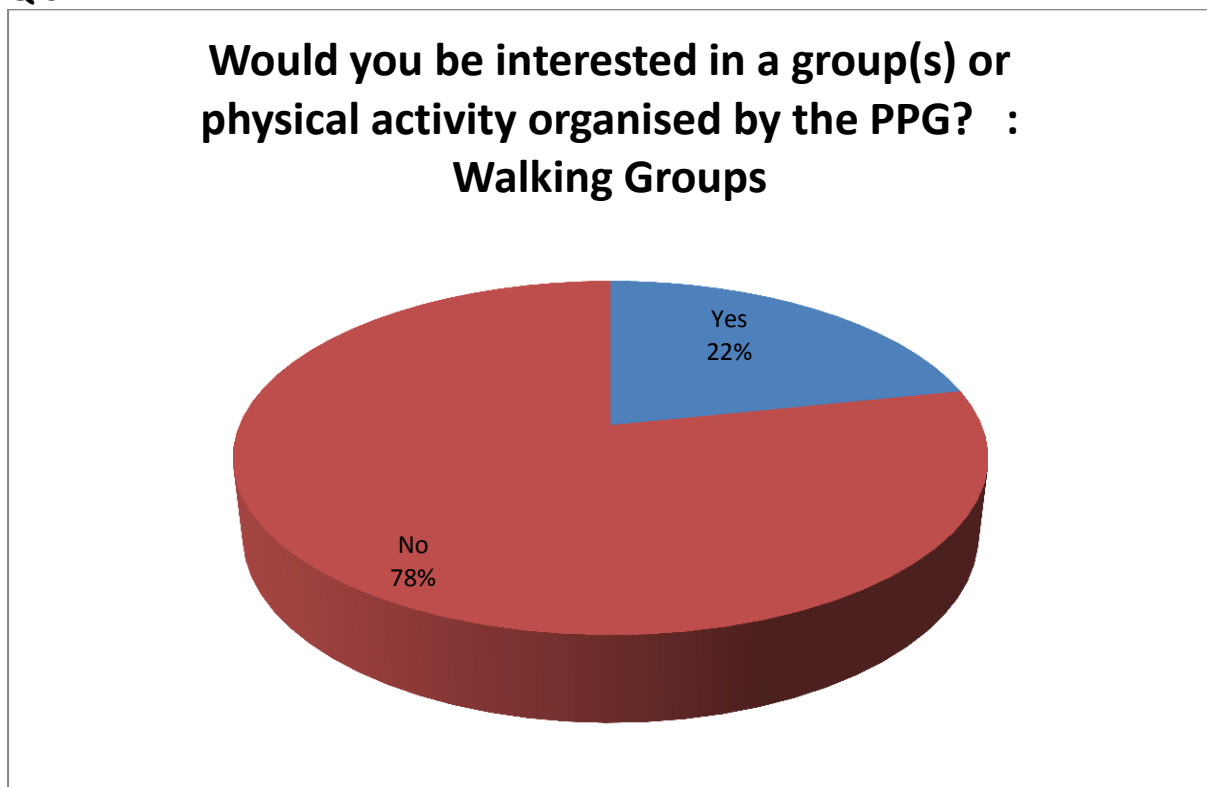
Are you registered as a carer at this practice?



Q 5

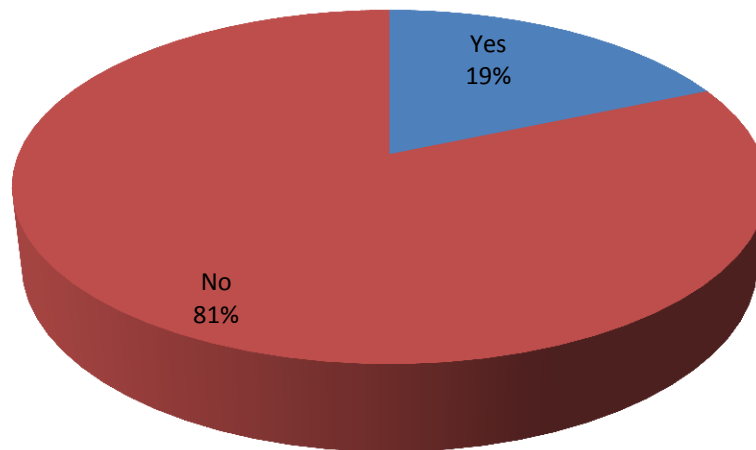


Q 6



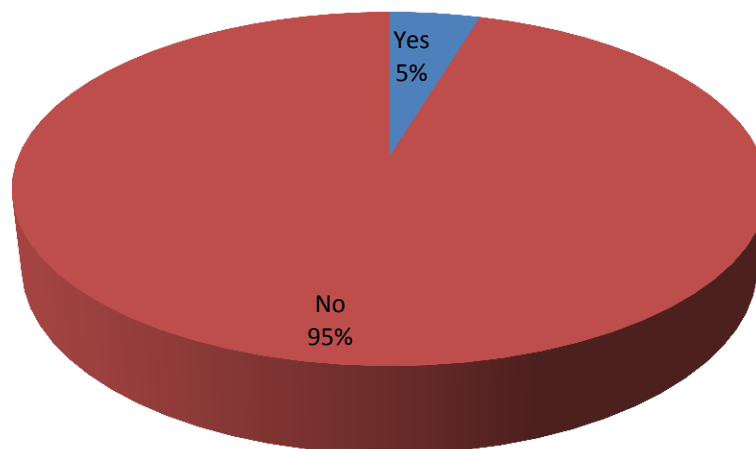
Q 7

Would you be interested in a group(s) or physical activity organised by the PPG? : Yoga, Tai Chi



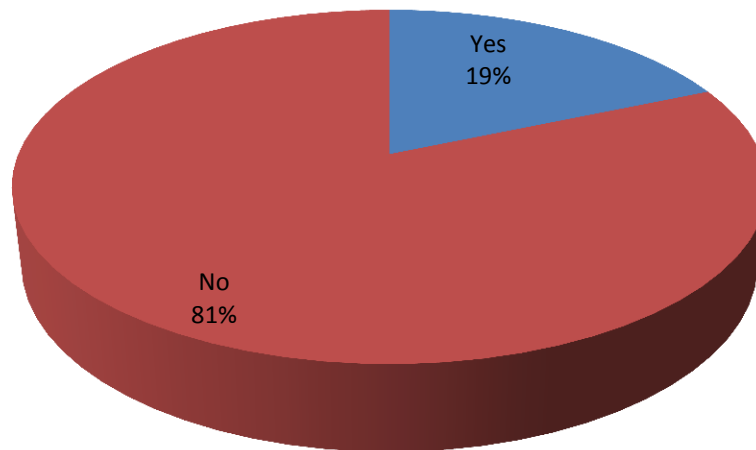
Q 8

Would you be interested in a group(s) or physical activity organised by the PPG? : Armchair/Wheelchair workouts



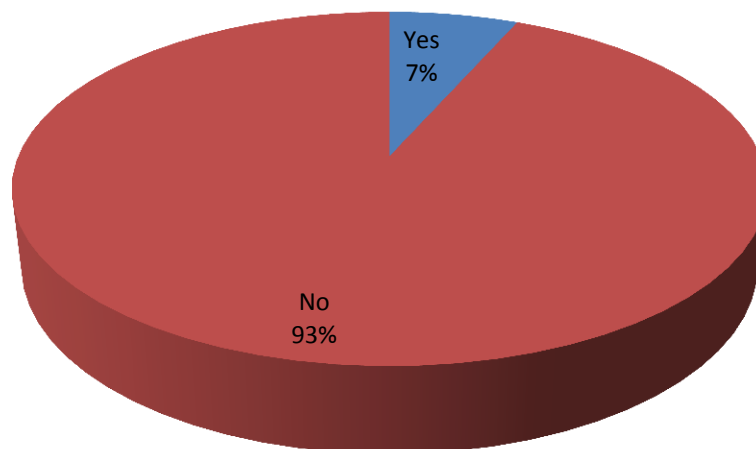
Q 9

Would you be interested in a group(s) or physical activity organised by the PPG? :
Exercise to music



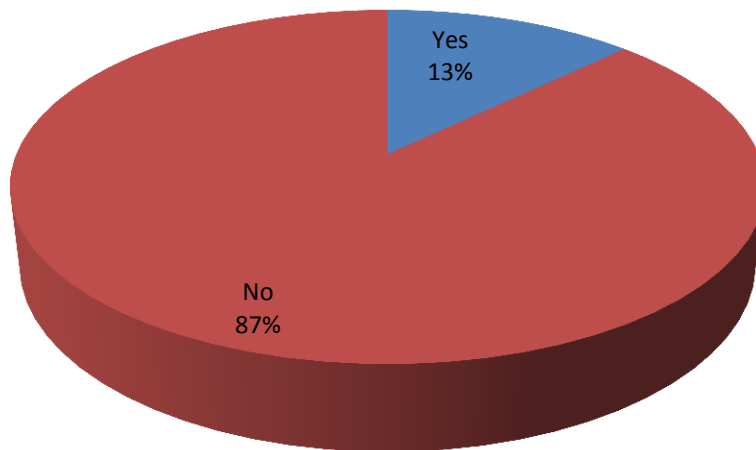
Q 10

Would you be interested in a group(s) or physical activity organised by the PPG? :
Specific help



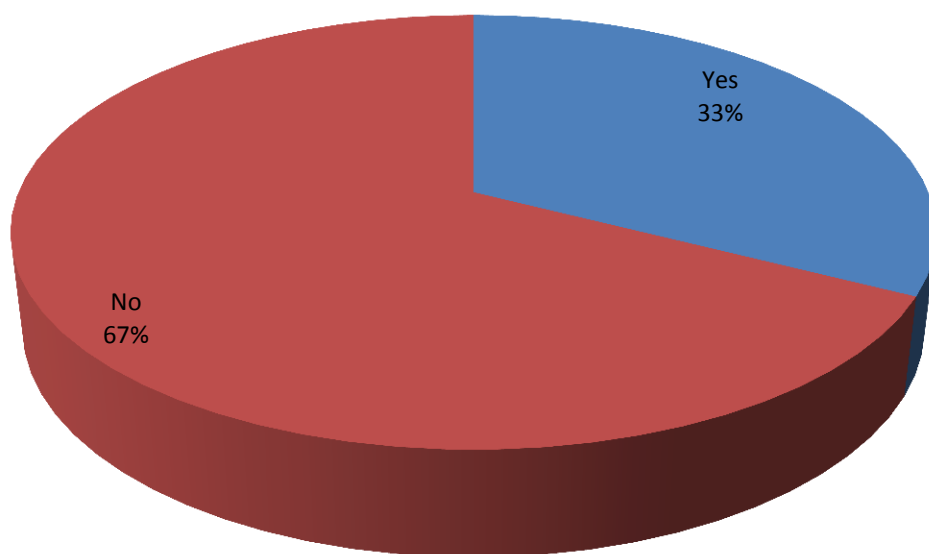
Q 11

**Would you be interested in a group(s) or physical activity organised by the PPG? :
Informal cuppa and chat**



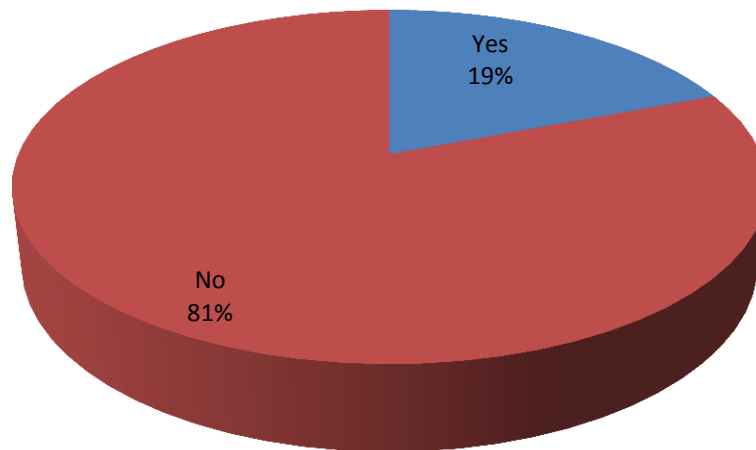
Q12

Would you be willing to pay a small charge?



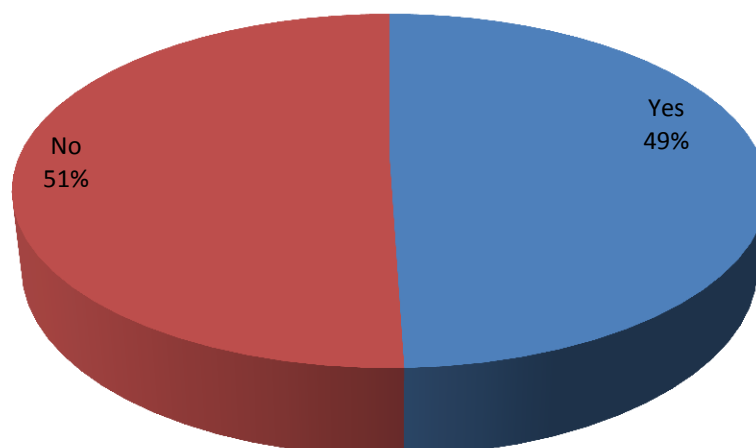
Q 14

Would you be interested in helping to promote support for patients and/or physical activity organised by the PPG?

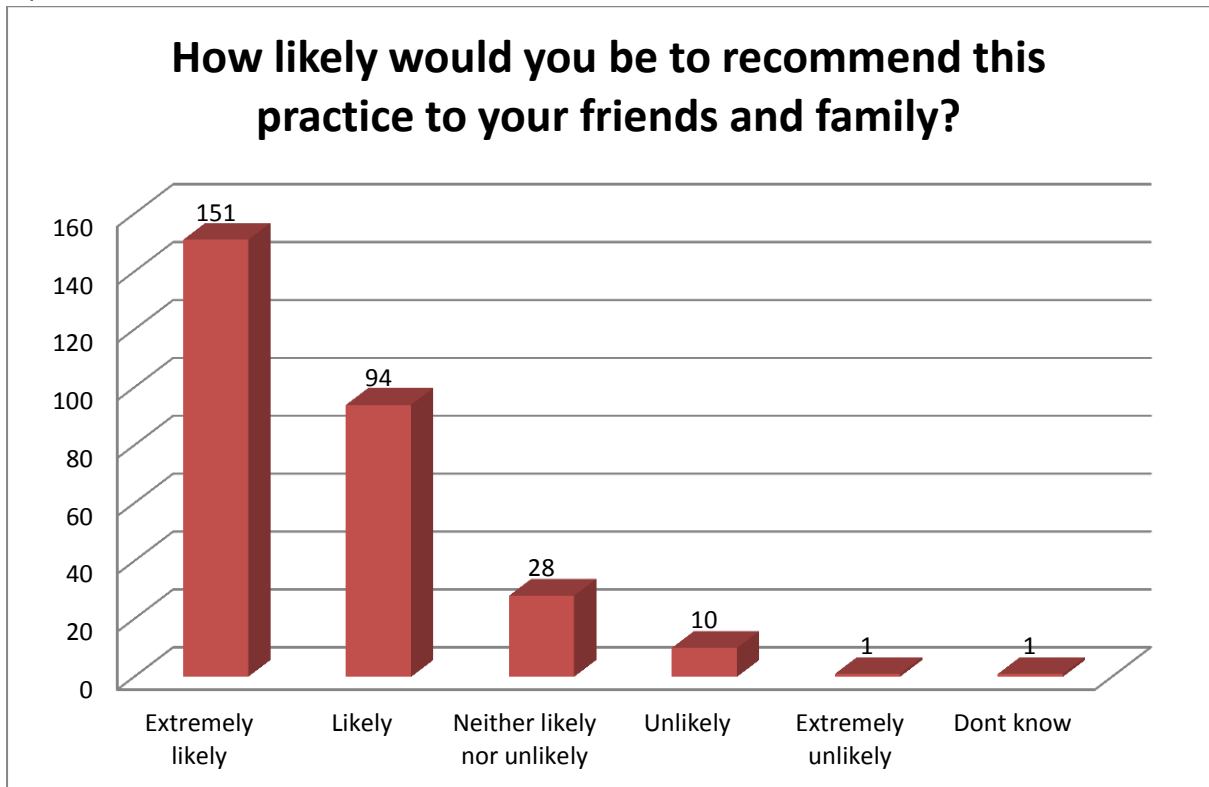


Q 15

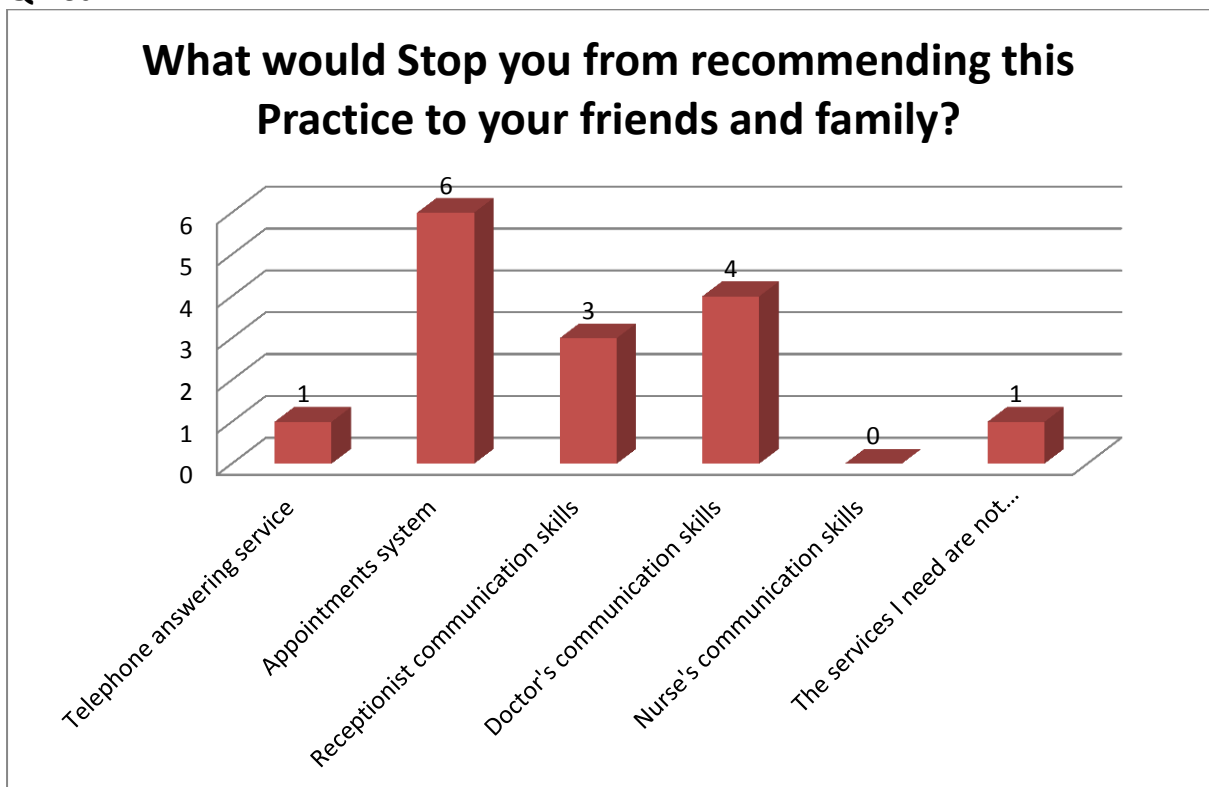
Do you know that if the surgery has your mobile number you will get a text reminder for your appointment?



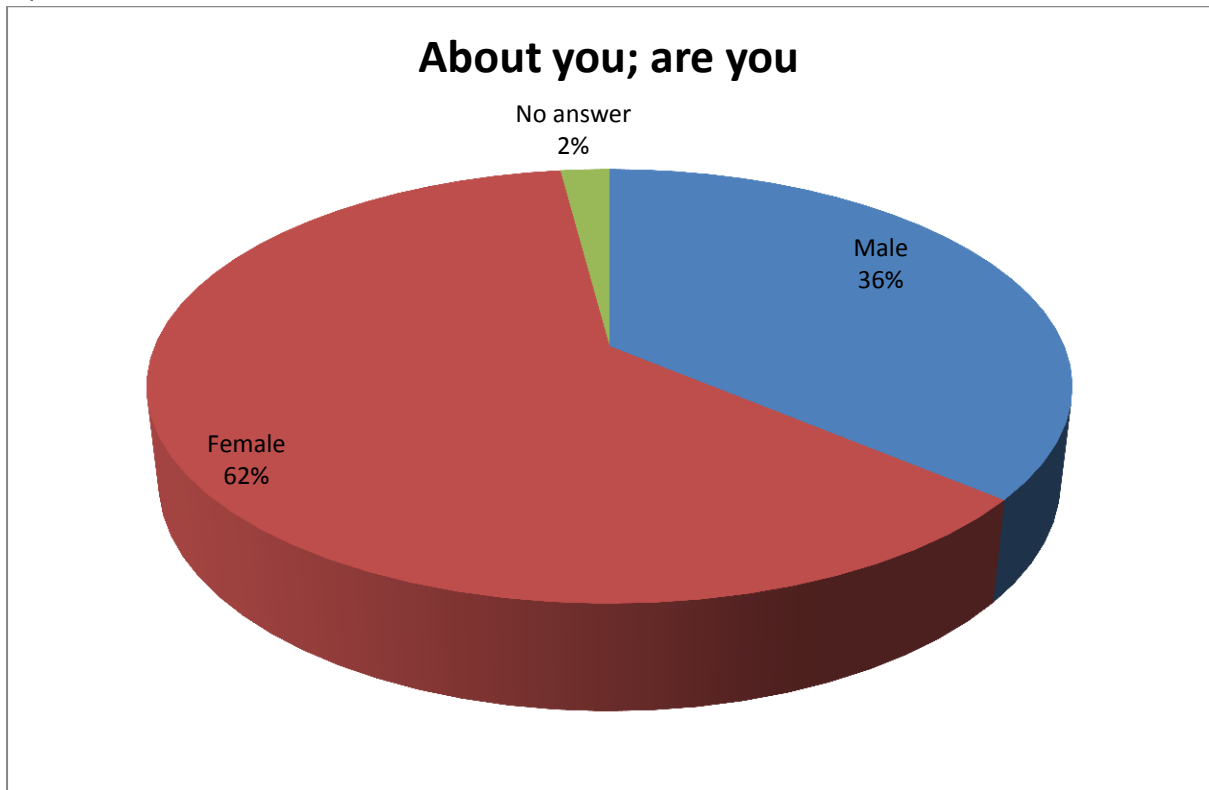
Q 16



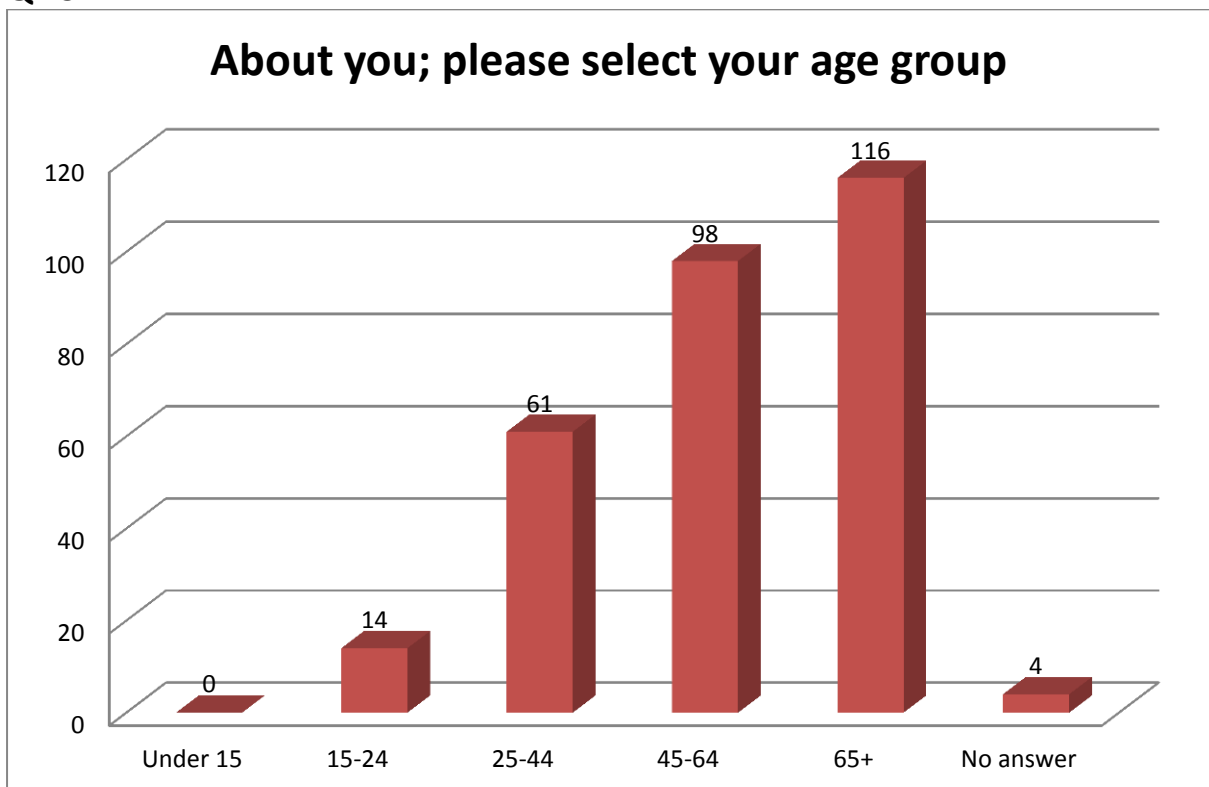
Q 16a



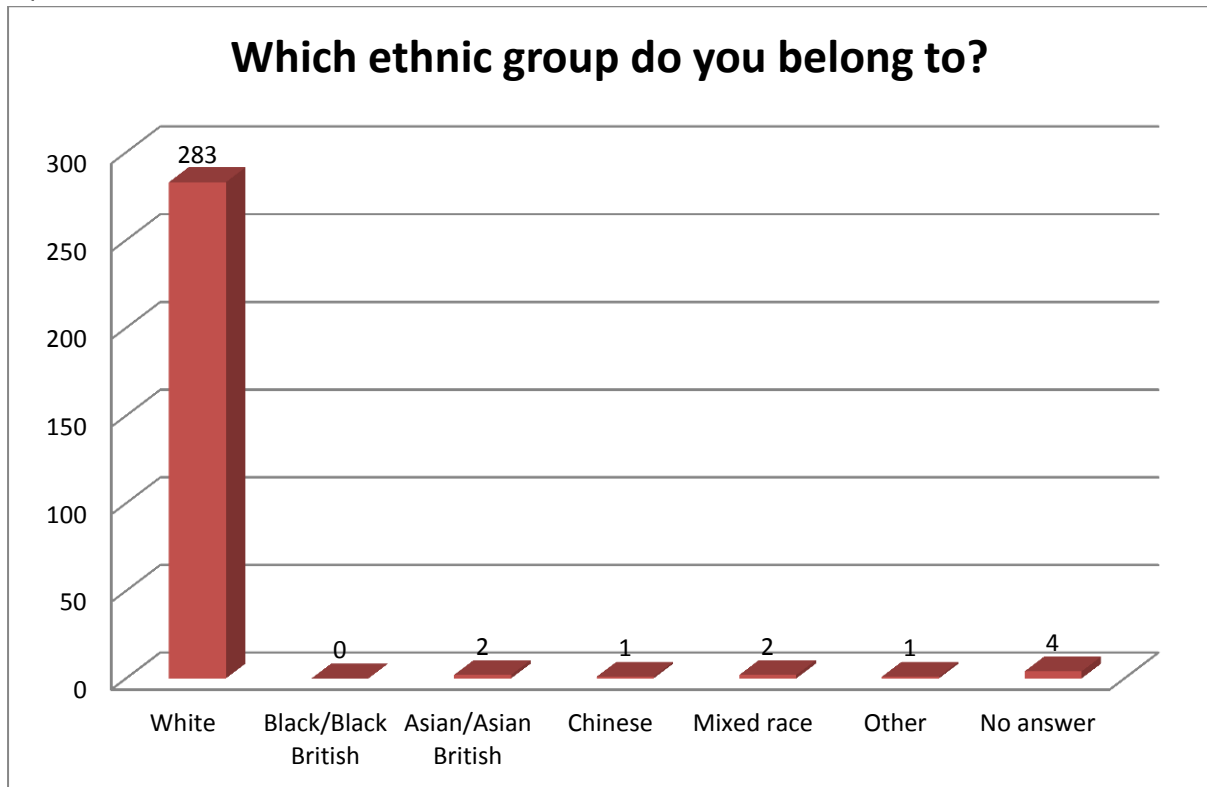
Q 18



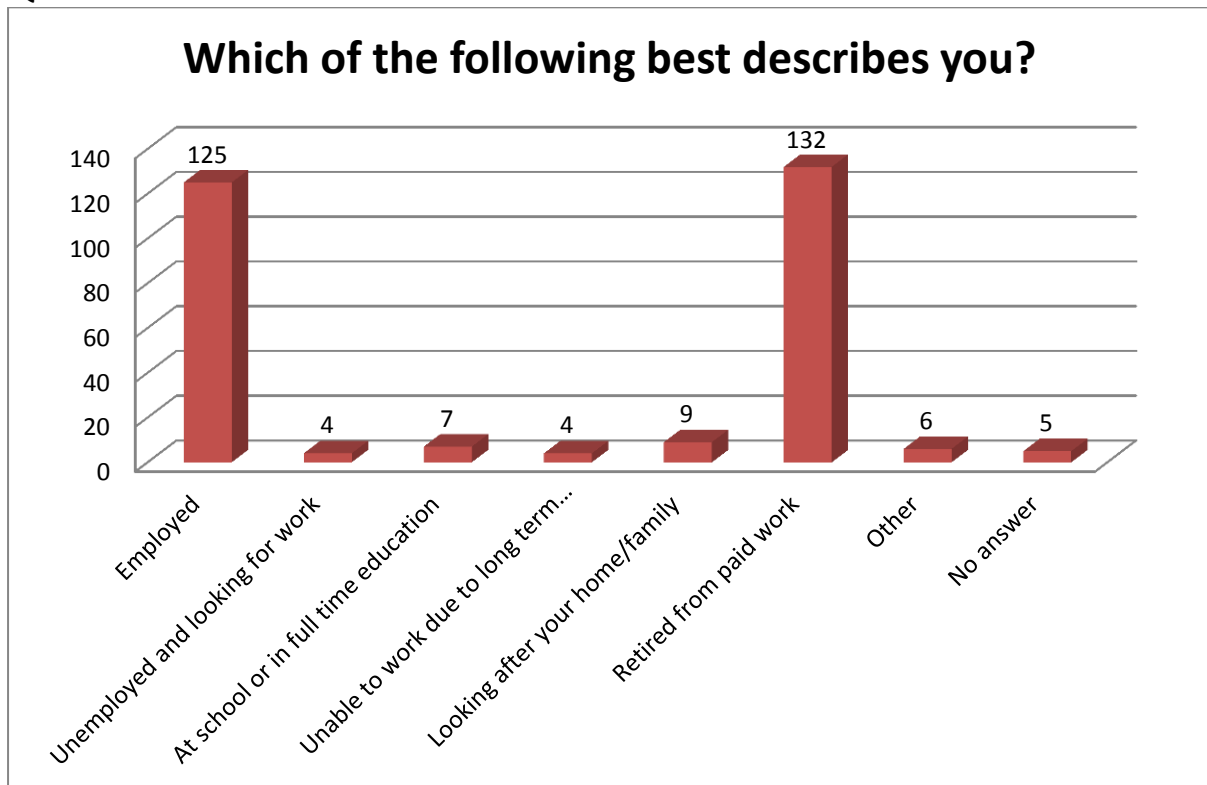
Q 19



Q 20



Q 21



GP Practice Survey No 3 – Comments

Relating to Q 17 “How likely would you be to recommend this practice to your friends and family?”

And - Please explain your answer

Positive Comments

FRIENDLY QUICK SERVICE

GOOD

I LIKE

QUICK AND HELPFUL WITH APPOINTMENTS

GOOD GPS LISTEN TO NEEDS OF PATIENTS

EASE OF US IS ALWAYS TO BE COMMENDED

VERY GOOD SERVICE

VERY HAPPY WITH OUR DOCTORS

ALWAYS ABLE TO GET AN APPOINTMENT WHEN NEEDED VERY EFFICIENT

GOOD

GOOD

GOOD

VERY GOOD

CAN'T FAULT THIS PRACTICE

CARING PRACTITIONERS AND CONVENIENT APPOINTMENTS

THIS PRACTICE IS VERY GOOD, STAFF ARE MOST HELPFUL AND THE CARE IS FIRST CLASS WELL DONE TO ALL INVOLVED, MANY THANKS

HAPPY WITH SURGERY

ALWAYS CAN GET AN APPOINTMENT

DONT HAVE TO WAIT LONG FOR APPOINTMENT NICE DOCTORS

VERY HELPFUL GPS AND TREAT PEOPLE WELL

ALWAYS USED THIS DRS PRACTISE

GOOD

GOOD

NO PROBLEMS

ALWAYS RECEIVE GOOD SERVICE

VERY HELPFULL

HAPPY WITH THE DOCTORS AND SURGERY

IM HAPPY WITH THE SURGERY

VERY HELPFULL NICE DOCTORS

LOOK AFTER US VERY WELL

EXCELLENT SERVICE FROM ALL DOCTORS AND STAFF

VERY V GOOD

VERY HAPPY

VERY GOOD TO US AS A FAMILY

GOOD SURGERY

STAFF ALWAYS HELPFUL

ALWAYS FOUND THE ALL ROUND CARE EXCELLENT

VERY GOOD DDCTORS AND NURSES

TOTALLY SATISFIED

ALWAYS BEEN GOOD SERVICE
GOOD EXPERIENCE WITH GP'S
VERY GOOD PROMPT RESPONSE
CARING COMPETENT DOCTORS
STAFF AND DOCS V FRIENDLY AND HELPFUL
BEEN REGISTERED HERE FOR A LONG TIME
IMPRESSED WITH AVAILABILITY OF APPOINTMENTS
VERY PLEASED
EASY BOOKING ON DAY REQUIRED
FRIENDLY STAFF
VERY GOOD SERVICE
VERY EXPERT AND FRIENDLY CARE
I'VE NEVER HAD A PROBLEM WITH THIS SURGERY
HELPFUL STAFF
ALWAYS HAD GOOD SERVICE FROM ALL STAFF AND DOCTORS.
IMPRESSED BY SAME DAY APPOINTMENTS
VERY GOOD
HAPPY WITH EVERYTHING
HELPFUL AND EASY TO MAKE APPOINTMENTS AND GOOD DR S
BECAUSE THE SURGERY IS GOOD AND WELL STAFFED
EXCELLENT SERVICE
I HAVE BEEN COMING TO THIS SURGERY ALL MY LIFE AND HAVE ALWAYS HAD GOOD EXPERIENCES

Negative Comments

DONT DISCUSS
DON'T LIKE CALLBACKS DOESNT FIT WITH WORK
PROBLEMS IN PAST
APPOINTMENTS SYSTEM
APPOINTMENT SYSTEM
RECEPTION BARRIER
CANT GET APPOINTMENT WHEN NEEDED
DIFFICULT TO ARRANGE APPOINTMENTS. ALWAYS HAVE TO WAIT AT LEAST 1 WEEK
NOTHING BUT TROUBLE WITH REPEAT PRESCRIPTIONS, NEVER GET TO SEE MY OWN GP
TOLD I WAS NOT URGENT WHEN I WAS - BY RECEPTIONIST
IF DOCTOR SAYS HE WANTS TO SEE ME IN 4 WEEKS YOU CAN'T MAKE APPOINTMENT THERE AND THEN
OFTEN CANT GET AN APPOINTMENT WHEN NEED ONE, WITHOUT WAITING FOR A WEEK OR MORE.
DIFFICULT TO GET AN APPOINTMENT