

## RESULTS OF PATIENT SATISFACTION SURVEY 2015-16

The survey was undertaken throughout January and February 2016 and questionnaires were issued to patients who usually see the same doctor each time they attend

We asked 150 patients to complete the survey and these are the results:

How often have you visited the surgery in the last 12 months:

|                     |    |
|---------------------|----|
| None                | 4  |
| Once or twice       | 42 |
| Three or four times | 57 |
| Five or six times   | 23 |
| Seven or more times | 23 |

Satisfaction with the receptionists:

|           |    |   |
|-----------|----|---|
| Good      | 38 | Our mean score total is 79 compared with a national average of 77 |
| Very Good | 56 |   |
| Excellent | 47 |   |

Satisfaction with opening hours:

|           |    |   |
|-----------|----|---|
| Fair      | 11 | Our mean score total is 74 compared with a national average of 67 |
| Good      | 48 |   |
| Very good | 60 |   |
| Excellent | 29 |   |

Satisfaction with availability of a particular doctor

|           |    |   |
|-----------|----|---|
| Very poor | 3  | Our mean score is 69 compared with a national average of 60 |
| Poor      | 4  |   |
| Fair      | 24 |   |
| Good      | 30 |   |
| Very Good | 46 |   |

|                |    |
|----------------|----|
| Excellent      | 30 |
| Does not apply | 13 |

Satisfaction with availability of any doctor:

|                |    |   |
|----------------|----|---|
| Very poor      | 6  | Our mean score is 68 compared with a national average of 69 |
| Poor           | 2  |   |
| Fair           | 26 |   |
| Good           | 25 |   |
| Very good      | 47 |   |
| Excellent      | 28 |   |
| Does not apply | 16 |   |

Satisfaction with waiting times:

|           |    |   |
|-----------|----|---|
| Poor      | 3  | Our mean score is 65 compared with a national average of 57 |
| Fair      | 25 |   |
| Good      | 68 |   |
| Very Good | 40 |   |
| Excellent | 14 |   |

Satisfaction with phoning through to the practice:

|            |    |   |
|------------|----|---|
| Very poor  | 2  | Our mean score is 72 compared with a national average of 59 |
| Poor       | 3  |   |
| Fair       | 11 |   |
| Good       | 44 |   |
| Very Good  | 61 |   |
| Excellent  | 26 |   |
| Don't know | 3  |   |

Satisfaction with phoning through to a doctor for advice:

|            |    |   |
|------------|----|---|
| Very poor  | 2  | Our mean score is 69 compared with a national average of 61 |
| Poor       | 3  |   |
| Fair       | 7  |   |
| Good       | 17 |   |
| Very good  | 23 |   |
| Excellent  | 12 |   |
| Don't know | 86 |   |

Satisfaction with continuity of care:

|           |    |   |
|-----------|----|---|
| Poor      | 1  | Our mean score is 75 compared with a national average of 69 |
| Fair      | 7  |   |
| Good      | 53 |   |
| Very good | 23 |   |
| Excellent | 36 |   |

Satisfaction with Doctors questioning:

|           |    |   |
|-----------|----|---|
| Fair      | 1  | Our mean score is 87 compared with a national average of 81 |
| Good      | 22 |   |
| Very good | 50 |   |
| Excellent | 77 |   |

Satisfaction with how well the doctor listens:

|           |    |   |
|-----------|----|---|
| Fair      | 2  | Our mean score is 87 compared with a national average of 84 |
| Good      | 17 |   |
| Very good | 59 |   |
| Excellent | 72 |   |

Satisfaction with how well the doctor puts patient at ease:

|                |    |   |
|----------------|----|---|
| Good           | 16 | Our mean score is 88 compared with a national average of 84 |
| Very good      | 51 |   |
| Excellent      | 75 |   |
| Does not apply | 8  |   |

Satisfaction with how much the doctor involves the patient:

|                |    |   |
|----------------|----|---|
| Fair           | 2  | Our mean score is 85 compared with a national average of 81 |
| Good           | 22 |   |
| Very good      | 63 |   |
| Excellent      | 60 |   |
| Does not apply | 3  |   |

Satisfaction with doctors explanations:

|           |    |   |
|-----------|----|---|
| Good      | 19 | Our mean score is 88 compared with a national average of 83 |
| Very good | 53 |   |
| Excellent | 78 |   |

Satisfaction with time doctor spends:

|                |    |   |
|----------------|----|---|
| Good           | 28 | Our mean score is 85 compared with a national average of 80 |
| Very good      | 53 |   |
| Excellent      | 68 |   |
| Does not apply | 1  |   |

Satisfaction with doctors patience:

|      |    |   |
|------|----|---|
| Fair | 1  | Our mean score is 87 compared with a national average of 84 |
| Good | 21 |   |

|                |    |
|----------------|----|
| Very good      | 52 |
| Excellent      | 75 |
| Does not apply | 1  |

Satisfaction with doctors caring and concern:

|                |    |   |
|----------------|----|---|
| Good           | 23 | Our mean score is 87 compared with a national average of 84 |
| Very good      | 48 |   |
| Excellent      | 78 |   |
| Does not apply | 1  |   |

Ability to understand problem after visiting doctor:

|                              |    |   |
|------------------------------|----|---|
| Much more than before        | 62 | Our mean score is 69 compared with a national average of 69 |
| A little more than before    | 63 |   |
| The same or less than before | 10 |   |
| Does not apply               | 15 |   |

Ability to cope with problem after visiting the doctor:

|                              |    |   |
|------------------------------|----|---|
| Much more than before        | 52 | Our mean score is 62 compared with a national average of 66 |
| A little more than before    | 69 |   |
| The same or less than before | 18 |   |
| Does not apply               | 11 |   |

Ability to keep healthy after visiting the doctor:

|                              |    |   |
|------------------------------|----|---|
| Much more than before        | 49 | Our mean score is 61 compared with a national average of 62 |
| A little more than before    | 56 |   |
| The same or less than before | 21 |   |
| Does not apply               | 24 |   |

Additional availability requested:

|           |     |
|-----------|-----|
| Mornings  | 5   |
| Lunchtime | 3   |
| Evenings  | 15  |
| Weekends  | 24  |
| None      | 113 |

Same day urgent availability of doctor

|            |    |
|------------|----|
| Yes        | 77 |
| No         | 11 |
| Don't know | 58 |

Waiting time to see doctor:

|                      |    |
|----------------------|----|
| 5 minutes or less    | 20 |
| 6-10 minutes         | 45 |
| 11-20 minutes        | 72 |
| 21-30 minutes        | 7  |
| More than 30 minutes | 6  |

Continuity for seeing same doctor:

|                   |    |
|-------------------|----|
| Always            | 22 |
| Almost always     | 50 |
| A lot of the time | 31 |
| Some of the time  | 36 |
| Almost never      | 5  |
| Never             | 6  |

Age:

|                    |    |                               |
|--------------------|----|-------------------------------|
| Up to 44 years old | 54 | Mean age of respondents is 52 |
| 45 years and over  | 96 |                               |

Ethnicity:

|                     |     |
|---------------------|-----|
| White               | 138 |
| Asian/Asian British | 2   |
| Mixed               | 9   |
| Other ethnic group  | 1   |