

DERWENT PRACTICE PATIENT SURVEY

JANUARY 2014

400 surveys were issued, 110 surveys were returned.

If an answer has a total % positive response: Excellent, Very Good & Good are positive answers.

January 2013 patient survey results are shown as a comparison.

ABOUT RECEPTIONISTS AND APPOINTMENTS

Q1 How helpful do you find the Receptionists at your GP Practice?

	2014		2013	
Very helpful	68	67%	74	70%
Fairly helpful	20	20%	25	24%
Not very helpful	9	9%	5	5%
Not at all helpful	4	4%	1	1%
Don't know	0		1	1%
87% POSITIVE RESPONSE			94% POSITIVE	

Q2 How easy is it to get through to someone at your GP Practice on the phone?

	2014		2013	
Very easy	19	18%	19	18%
Fairly easy	32	31%	42	41%
Not very easy	24	23%	22	21%
Not at all easy	25	24%	18	17%
Don't know	1	1%	1	1%
Haven't tried	2	2%	2	2%
49% POSITIVE RESPONSE			54% POSITIVE	

Q3 How easy is it to speak to a Doctor or Nurse on the phone at your GP Practice?

	2014		2013	
Very easy	20	20%	27	26%
Fairly easy	36	36%	38	37%
Not very easy	13	13%	16	15%
Not at all easy	10	10%	10	10%
Don't know	4	4%	2	2%
Haven't tried	18	18%	11	10%
56% POSITIVE RESPONSE			60% POSITIVE	

Q4 If you need to see a GP urgently, can you normally get seen on the same day?

	2014		2013	
Yes	71	68%	72	73%
No	17	16%	12	12%
Don't know/never needed to	16	15%	14	14%
	68% POSITIVE RESPONSE		73% POSITIVE	

Q5 How important is it to you to be able to book appointments ahead of time in your Practice?

	2014		2013	
Important	84	88%	89	91%
Not important	12	13%	9	9%

Q6 How easy is it to book ahead in your Practice?

	2014		2013	
Very easy	35	35%	39	42%
Fairly easy	36	36%	32	34%
Not very easy	10	10%	11	12%
Not at all easy	13	13%	5	6%
Don't know	1	1%	1	1%
Haven't tried	5	5%	4	4%
	71% POSITIVE RESPONSE		76% POSITIVE	

**Q7 How do you normally book your appointments at your Practice?
(Please X all boxes that apply)**

	2014		2013	
In person	30	23%	45	33%
By phone	78	59%	69	51%
Online	24	18%	20	15%
Doesn't apply	1	1%	1	1%

**Q8 Which of the following methods would you prefer to use to book appointments at your Practice?
(Please X all boxes that apply)**

	2014		2013	
In person	32	22%	39	27%
By phone	89	61%	69	48%
Online	25	17%	34	24%
Doesn't apply	0		1	1%

Thinking of times when you want to see a particular Doctor:

Q9 How quickly do you usually get seen?

	2014		2014		2013	
Same day or next day	34		32%		29	30%
2-4 days	55		52%		50	52%
5 days or more	13		12%		12	12%
I don't usually need to be seen quickly	2		2%		5	5%
Don't know, never tried	1	1	1%	1		

Q10 How do you rate this?

	2014		2013	
Excellent	27	28%	25	26%
Very good	37	38%	20	21%
Good	11	11%	19	20%
Fair	10	10%	20	21%
Poor	6	6%	6	6%
Very poor	6	6%	2	2%
Does not apply	1	1%	3	3%
77% POSITIVE RESPONSE		67% POSITIVE		

Thinking of times when you are willing to see any Doctor:

Q11 How quickly do you usually get seen?

	2014		2013	
Same day or next day	70	67%	65	
2-4 days	26	25%	29	
5 days or more	2	2%	0	
I don't usually need to be seen quickly	1	1%	4	
Don't know, never tried	6	6%	2	

Q12 How do you rate this?

	2014		2013	
Excellent	41	40%	41	42%
Very good	25	24%	20	20%
Good	8	8%	18	18%
Fair	11	11%	11	11%
Poor	10	10%	3	3%
Very poor	2	2%	0	0
Does not apply	6	6%	5	5%
72% POSITIVE RESPONSE		80% POSITIVE		

Thinking of your most recent consultation with a Doctor or Nurse

Q13 How long did you wait for your consultation to start?

	2014	2013
Less than 5 minutes	12	23
5-10 minutes	43	40
11-20 minutes	23	20
21-30 minutes	14	8
More than 30 minutes	7	5
There was no set time for my consultation	3	1

Q14 How do you rate this?

	2014		2013	
Excellent	17	18%	27	28%
Very good	28	29%	25	26%
Good	18	19%	13	13%
Fair	22	23%	22	23%
Poor	5	5%	9	9%
Very poor	3	3%	1	1%
Does not apply	2	2%	0	0
66% POSITIVE RESPONSE			67% POSITIVE	

ABOUT OPENING TIMES

Q15 Is your GP Practice currently open at times that are convenient to you?

	2014		2013	
Yes	85	90%	80	90%
No	8	9%	5	6%
Don't know	1	1%	4	4%

Q16 Which of the following additional opening hours would make it easier for you to see or speak to someone?

(Please X all boxes that apply)

	2014		2013	
Before 8 am	22	15%	13	23%
At lunch time	13	9%	11	19%
After 6:30 pm	35	24%	9	16%
On a Saturday	42	29%	12	21%
On a Sunday	19	13%	8	14%
None of these	15	10%	4	7%

ABOUT SEEING THE DOCTOR OF YOUR CHOICE

Q17 Is there a particular GP you usually prefer to see or speak to?

	2014	2013
Yes	89	41
No	10	5

Q18 How often do you see or speak to the GP you prefer?

	2014	2013
Always or almost always	59	55
A lot of the time	24	26
Some of the time	12	10
Never or almost never	1	1
Not tried at this GP Practice	2	2

Q19 How good was the last GP you saw at giving you enough time:

	2014		2013	
Excellent	53	54%	46	54%
Very good	22	22%	19	22%
Good	15	15%	16	19%
Fair	8	8%	4	5%
Poor	1	1%	0	0
Very poor	0	0	0	0
Does not apply	0	0	0	0
91% POSITIVE			95% POSITIVE	

Q20 How good was the last GP you saw at listening to you:

	2014		2013	
Excellent	54	56%	53	60%
Very good	23	24%	18	20%
Good	11	11%	14	16%
Fair	7	7%	4	4%
Poor	1	1%	0	0
Very poor	0	0	0	0
Does not apply	0	0	0	0
91% POSITIVE RESPONSE			96% POSITIVE	

Q21 How good was the GP at explaining tests and treatments:

	2014		2013	
Excellent	44	44%	44	49%
Very good	34	34%	24	27%
Good	12	12%	10	11%
Fair	7	7%	8	9%
Poor	1	1%	1	1%
Very poor	0	0	0	0
Does not apply	0	0	2	2%
90% POSITIVE RESPONSE			87% POSITIVE	

Q22 Did the GP involve you in decisions about your care:

	2014		2013	
Excellent	36	37%	43	49%
Very good	28	29%	24	27%
Good	16	16%	10	11%

Fair	8	8%	8	9%
Poor	0	0	1	1%
Very poor	1	1%	0	0
Does not apply	8	8%	2	2%
82% POSITIVE RESPONSE			87% POSITIVE	

Q23 Did the last GP you saw treat you with care and concern:

	2014		2013	
Excellent	53	52%	41	46%
Very good	25	25%	22	25%
Good	13	13%	18	20%
Fair	7	7%	6	7%
Poor	2	1%	0	0
Very poor	1	1%	1	1%
Does not apply	1	1%	1	1%
90% POSITIVE RESPONSE			91% POSITIVE	

Q24 Did you have confidence and trust in the GP you saw or spoke to?

	2014		2013	
Yes, definitely	74		69	77%
Yes, to some extent	24		20	22%
No, not at all	1		1	1%
Don't know/can't say	1		0	0

HOW GOOD WAS THE LAST NURSE YOU SAW AT EACH OF THE FOLLOWING?

Q25 Giving you enough time:

	2014		2013	
Excellent	47	51%	36	44%
Very good	25	27%	31	38%
Good	12	13%	11	15%
Fair	4	4%	1	1%
Poor	1	1%	0	0
Very poor	0	0	0	0
Does not apply	3	3%	2	2%
91% POSITIVE RESPONSE			97% POSITIVE	

Q26 Listening to you:

	2014		2013	
Excellent	47	48%	34	44%
Very good	27	28%	28	36%
Good	13	13%	11	14%
Fair	4	4%	2	3%
Poor	1	1%	1	1%
Very poor	0	0	0	0
Does not apply	6	6%	2	3%

89% POSITIVE RESPONSE

94% POSITIVE

Q27 Explaining tests and treatments:

	2014		2013	
Excellent	44	44%	39	50%
Very good	25	25%	25	32%
Good	14	14%	6	8%
Fair	9	9%	4	5%
Poor	0	0%	1	1%
Very poor	0	0	0	0
Does not apply	7	7%	3	4%

83% POSITIVE RESPONSE **90% POSITIVE**

Q28 Involving you in decisions about your care:

	2014		2013	
Excellent	41	44%	31	40%
Very good	24	26%	21	27%
Good	11	12%	9	12%
Fair	6	6%	2	3%
Poor	0	0	2	3%
Very poor	0	0	0	0
Does not apply	11	12%	12	15%

82% POSITIVE RESPONSE **79% POSITIVE**

Q29 Treating you with care and concern:

	2014		2013	
Excellent	46	50%	32	43%
Very good	24	26%	26	35%
Good	12	13%	12	16%
Fair	5	5%	1	1%
Poor	2	2%	1	1%
Very poor	0	0	0	0
Does not apply	3	3%	2	3%

89% POSITIVE RESPONSE **94% POSITIVE**

Q30 Did you have confidence and trust in the NURSE you saw or spoke to?

	2014		2013	
Yes, definitely	70	77%	62	79%
Yes, to some extent	15	16%	12	15%
No, not at all	1	1%	2	3%
Don't know/can't say	5	1%	2	3%

93% POSITIVE RESPONSE **94% POSITIVE**

PHARMACY SERVICES

Q31 How do you rate the Pharmacy Services in Malton & Norton?

	2014		2013	
Excellent	42	42%	38	40%
Very good	35	35%	40	42%
Good	18	18%	11	11%
Fair	4	4%	5	5%
Poor	2	2%	2	2%
Very poor	0	0%	0	0
95% POSITIVE RESPONSE			93% POSITIVE	

Q32 Where do you normally get your medication from?

	2014	2013
Beecham Malton	25	32
Beecham Norton	10	12
Boots	6	12
Lloyds	9	6
Dispensary at the Surgery	53	37

ABOUT THE PRACTICE OVERALL.

Q33 Overall, how would you describe your experience at your GP surgery?

	2014		2013	
Excellent	41	44%	36	40%
Very good	30	32%	31	34%
Good	11	12%	16	17%
Fair	6	6%	7	8%
Poor	4	4%	1	1%
Very poor	1	1%	0	0
88% POSITIVE RESPONSE			91% POSITIVE	

Q34 How would you describe the cleanliness of the surgery?

	2014	
Excellent	53	59%
Very good	30	33%
Good	4	4%
Fair	1	1%
Poor	1	1%
Very poor	0	0%
96% POSITIVE RESPONSE		

NOT INCLUDED IN 2013 SURVEY

Q35 If you have you agreed to receive text messages to confirm appointments and results. How do you rate this?

Excellent	22	61%
Very good	8	22%
Good	4	11%
Fair	1	3%
Poor	1	3%
Very poor	0	0

94% POSITIVE RESPONSE

NOT INCLUDED IN 2013 SURVEY

Q36 Would you recommend the surgery to someone who has just moved to your local area?

	2014		2013	
Yes, definitely	75	77%	69	74%
Yes, probably	11	11%	18	19%
No, probably not	6	6%	3	3%
No, definitely not	4	4%	0	0
Don't know	1	1%	3	3%

88% POSITIVE RESPONSE

93% POSITIVE

Q37 Are you:

	2014	2013
Male	39	39
Female	58	49

Q38 How old are you?

	2014	2013
Under 16	0	0
16 to 44	19	16
45 to 64	28	30
65 to 74	30	30
75 or over	19	13

Q39 Do you have a longstanding health condition?

	2014	2013
Yes	57	39
No	34	49
Don't know/can't say	5	

Q40 What is your ethnic group?

	2014	2013
White	98	79
Black or Black British	0	0
Asian or Asian British	0	0
Mixed	0	0
Chinese	0	3
Other ethnic group	0	1

Q41 Which of the following best describes you?

	2014	2013
Employed (full or part time, including self employed)	38	30
Unemployed/looking for work	2	1
At school or in full time education	3	2
Unable to work due to long term sickness	3	4
Looking after your home/family	5	1
Retired from paid work	47	46
Other	2	1

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