

Watercress



Medical

Patient Survey – March 2015 Results

A total of 74 questionnaires were completed and returned and we thank all of those who took the time to participate in the 2015 survey.

The results of the questionnaires were extracted and compiled by the Chairperson of the Patients Reference Group, Dr Tim Doel, who accepts responsibility for any deficiencies, errors or misinterpretations.

In addition to the statistics of the responses to the questions, comments from Question 20 have been summarised by the Chairperson and are included at the end of this report.

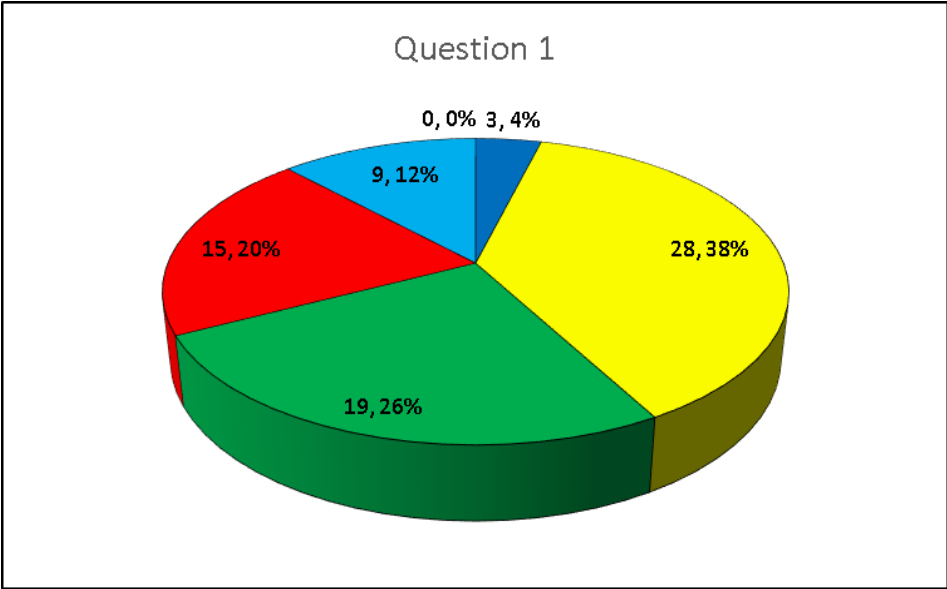
The answers to each question are shown in the form of pie charts and the raw data is also attached at the end of the report for those who prefer it in a simple tabular format.

On each pie chart, the first value of each pair of numbers is the number of 'votes' cast for the answer to a given question. The second value of each pair is the first value expressed as a percentage of the total number of answers for a given question. It should be noted that if there is no response to a particular part of a question, it will nevertheless show as 0,0% on a chart but without showing a corresponding slice of the pie chart.

'DNA' indicates 'Did not answer' and are included in the total calculation (ie DNA represent boxes which were not ticked even though other parts of the form were completed). With some questions, 'DNAs' represented a significant percentage of the total answers.

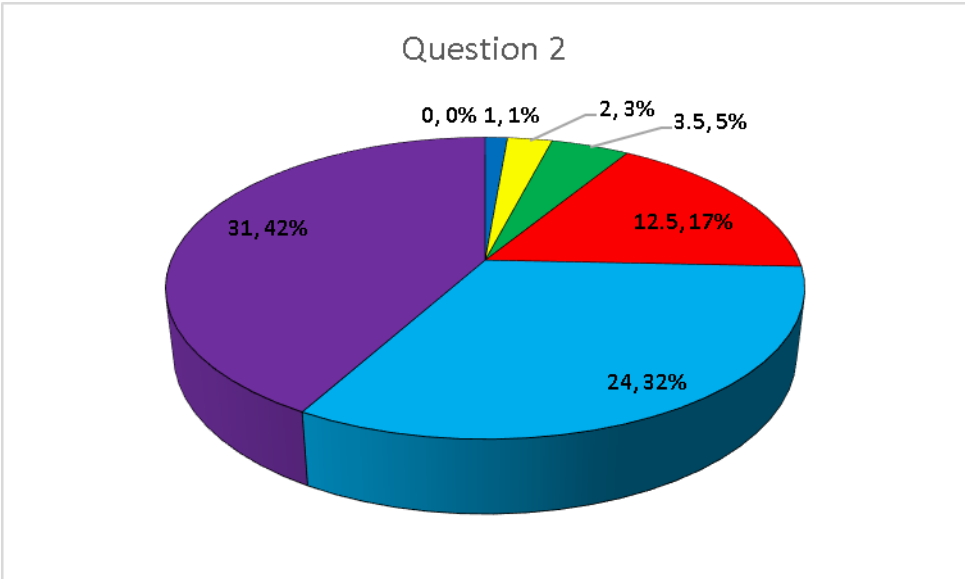
Q1. In the past 12 months, how many times have you seen a doctor from Mansfield Park Surgery?

DNA	None	Once or twice	Three or Four times	Five or Six times	Seven times or more
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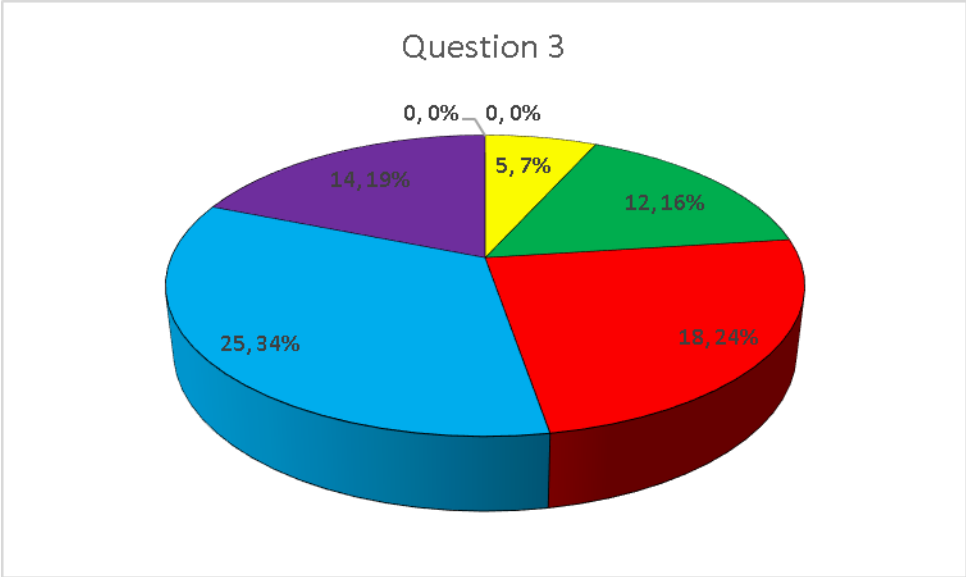
Q2. How do you rate the way you are treated by the Receptionists at the practice?

DNA	Very Poor	Poor	Fair	Good	Very Good	Excellent
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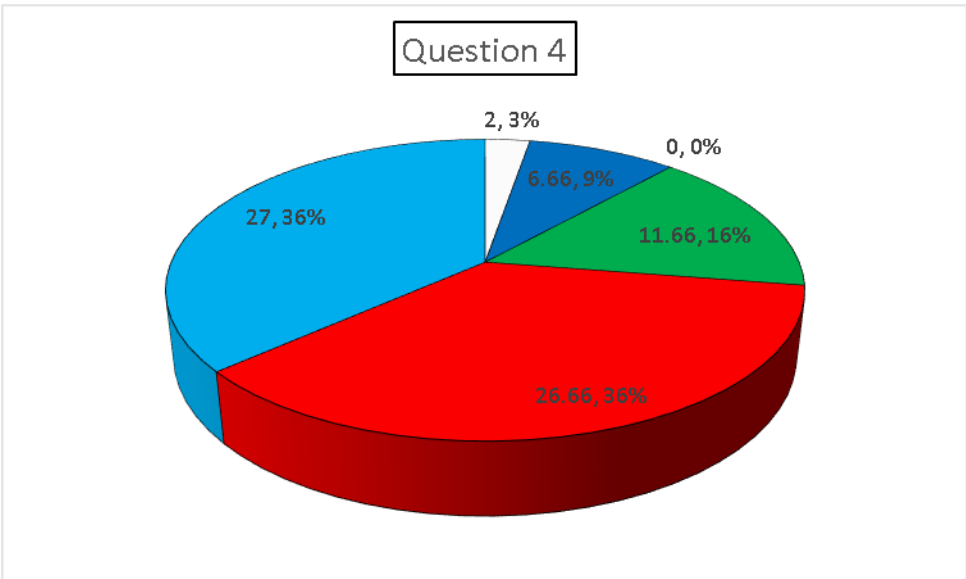
Q3. How do you rate the hours that the practice is open for appointments?

DNA	Very Poor	Poor	Fair	Good	Very Good	Excellent
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Q4. Which additional hours would you like the practice to be open for appointments?

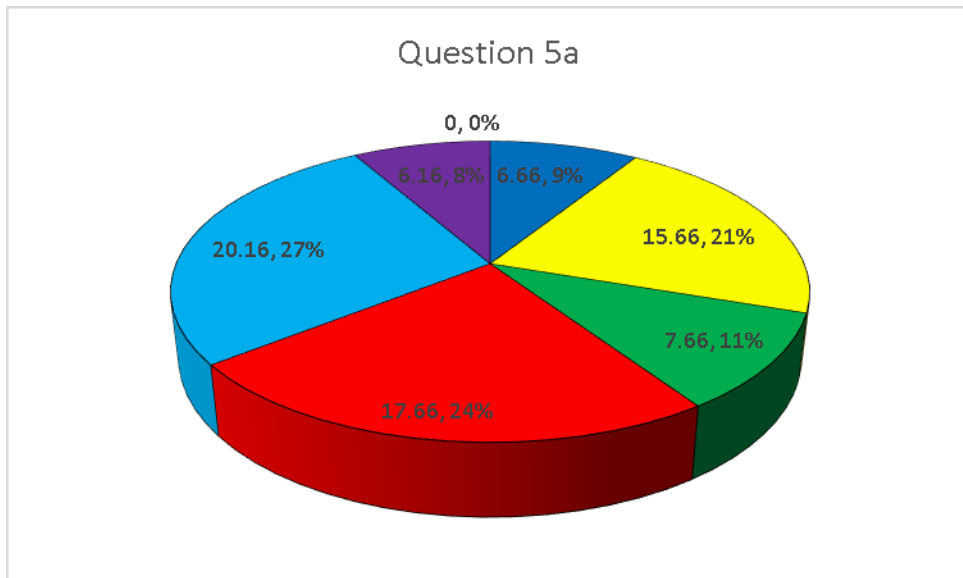
DNA	Early Mornings	Lunchtimes	Evenings	Weekends	None, I am Satisfied
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Q5. Thinking of times when you want to see a **particular** doctor:

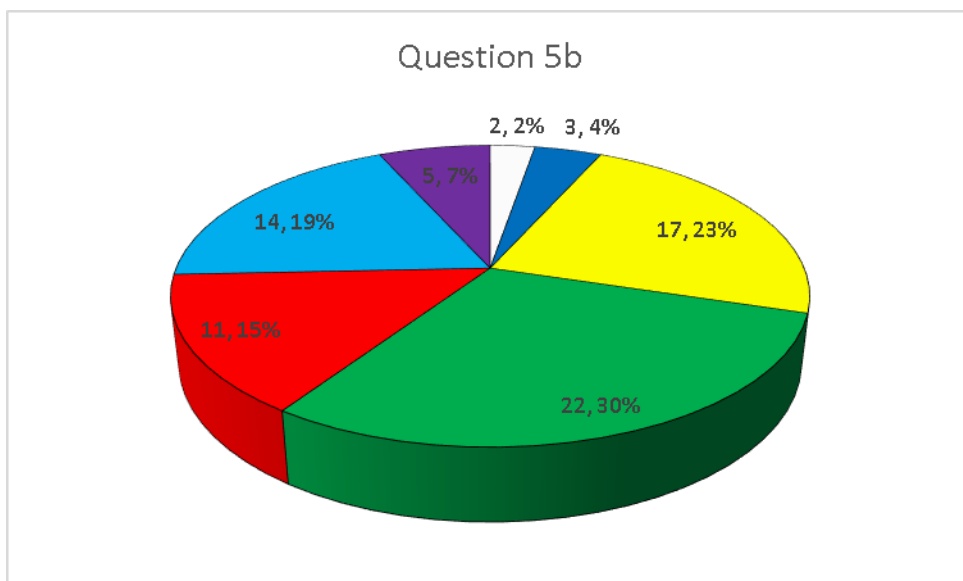
a) How **quickly** do you usually get to see that doctor?

DNA	Same Day	Within 2 to 4 working days	Within 5 to 7 working days	Within 7 to 10 working days	More than 10 working days	Does not apply
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b) How do you rate this?

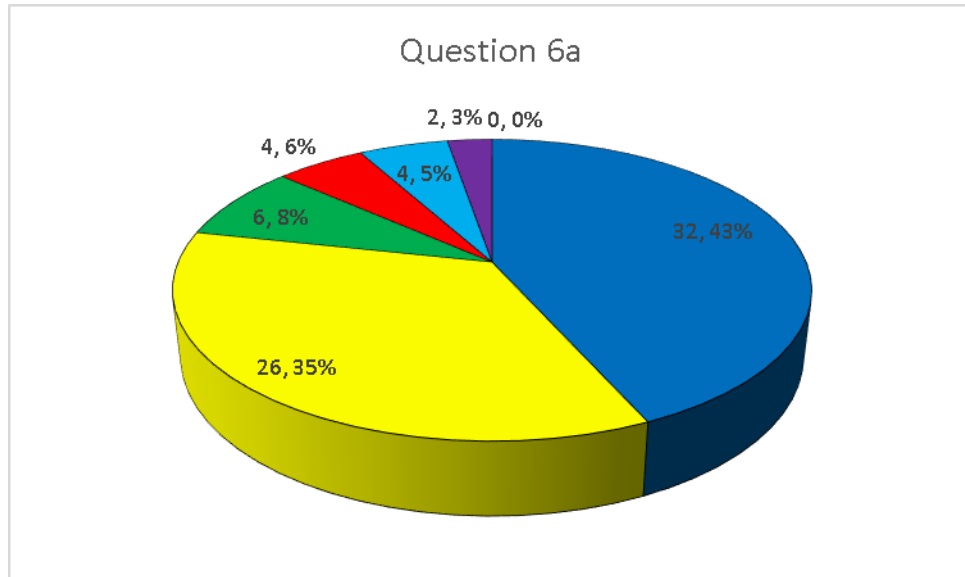
DNA	Very Poor	Poor	Fair	Good	Very Good	Does not apply
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Q6. Thinking of times when you are willing to see **any** doctor:

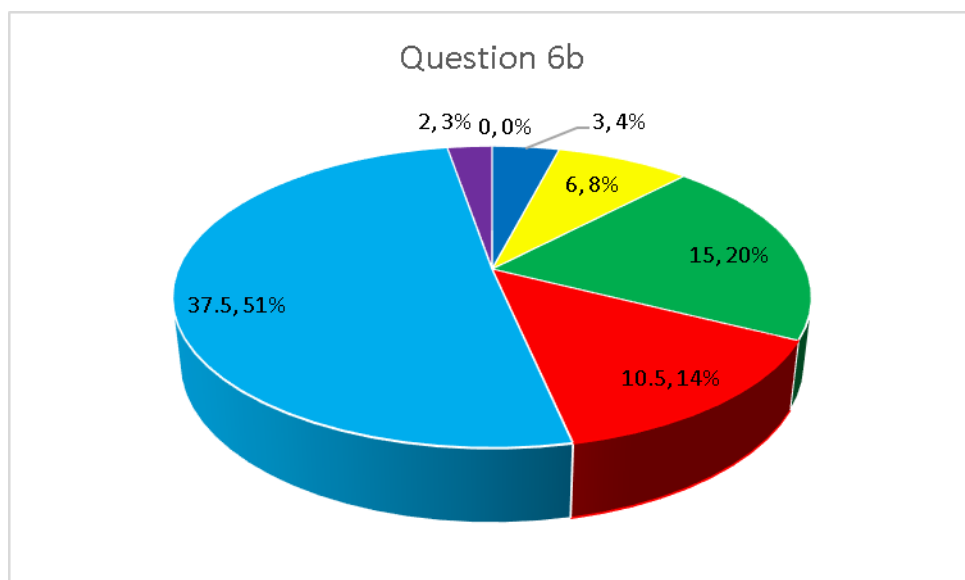
a) How **quickly** do you usually get seen?

DNA	Same Day	Within 2 to 4 working days	Within 5 to 7 working days	Within 7 to 10 working days	More than 10 working days	Does not apply
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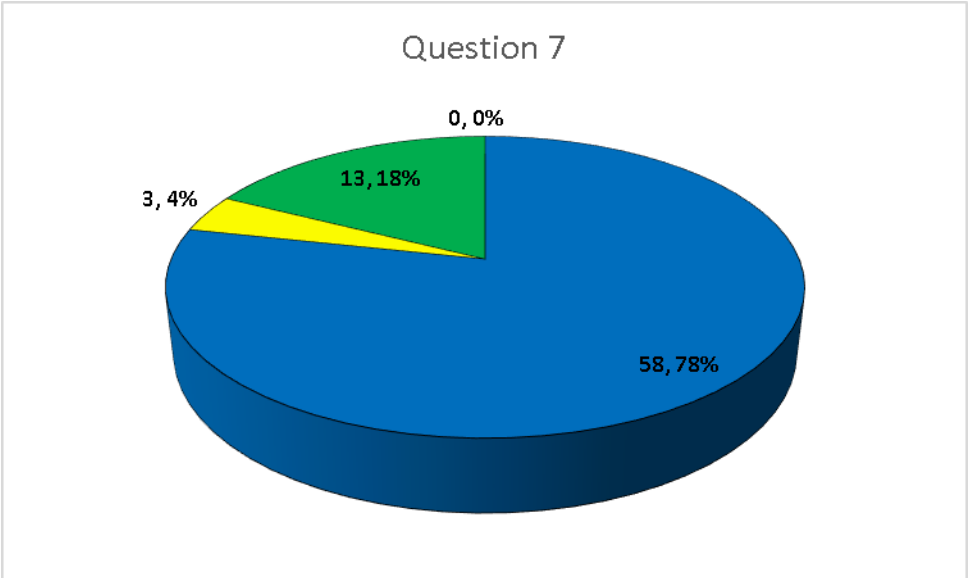
b) How do you rate this?

DNA	Very Poor	Poor	Fair	Good	Very Good	Does not apply
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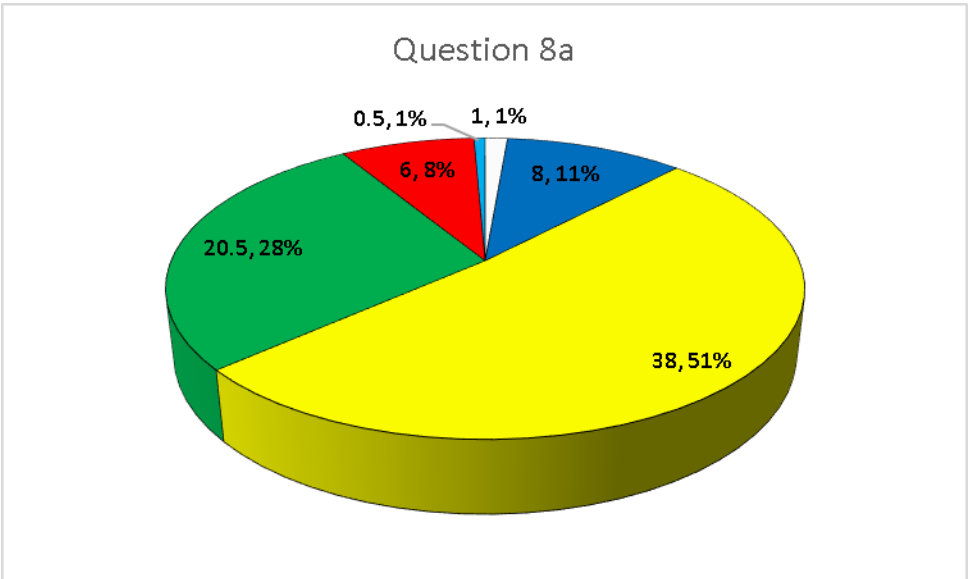
Q7. If you need to see a GP **urgently**, can you normally get seen on the same day?

DNA	Yes	No	Don't know/never needed to try
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Q8. How long do you usually have to **wait** at the practice for your consultations to begin?

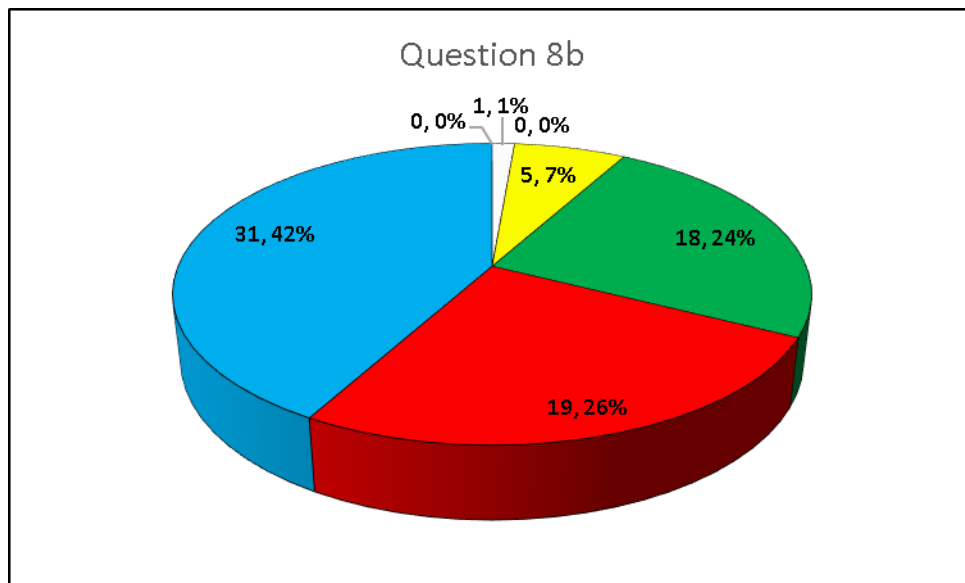
DNA	5 minutes or less	6-10 minutes	11-20 minutes	21-30 minutes	More than 30 minutes
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Question 8 Continued (How long do you usually have to wait at the practice for your consultations to begin?)

How do you rate this?

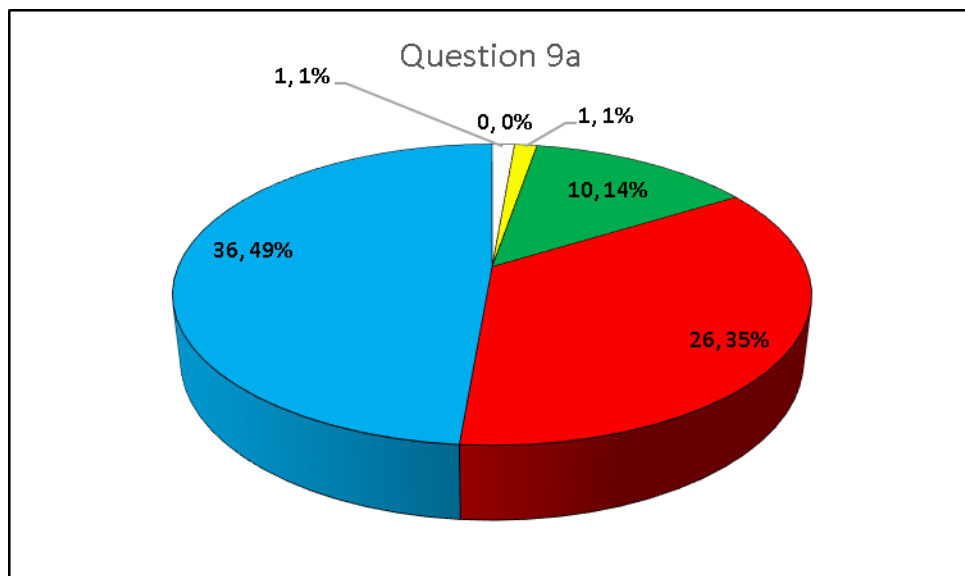
DNA	Very Poor	Poor	Fair	Good	Very Good	Does not apply
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Q9. Thinking of times you have phoned the practice, how do you rate the following:

a) Ability to get through to the practice via the telephone?

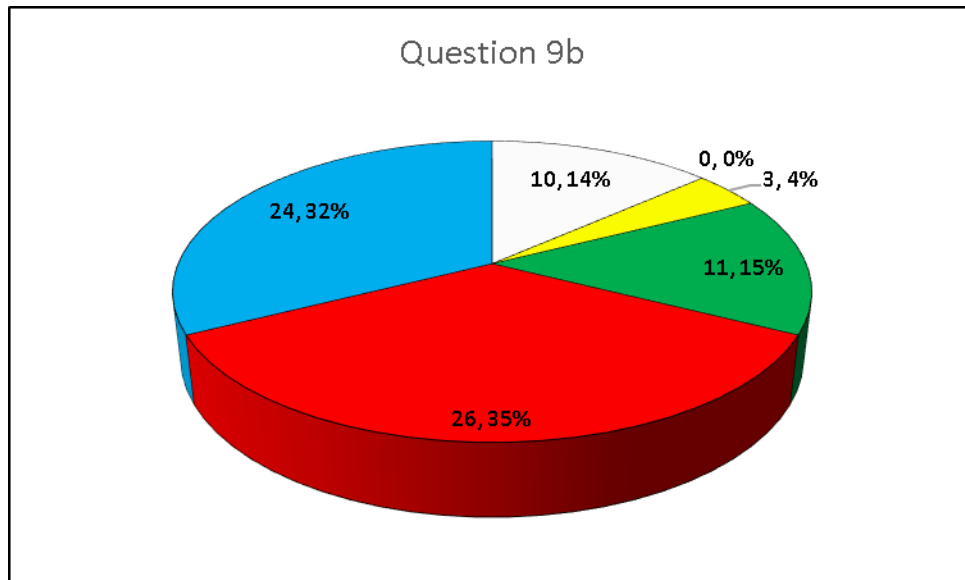
DNA	Very Poor	Poor	Fair	Good	Very Good
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Question 9 Continued. (Thinking of times you have phoned the practice, how do you rate the following:)

b) Ability to **speak to a doctor on the phone when you have a question or need medical advice?**

DNA	Very Poor	Poor	Fair	Good	Very Good
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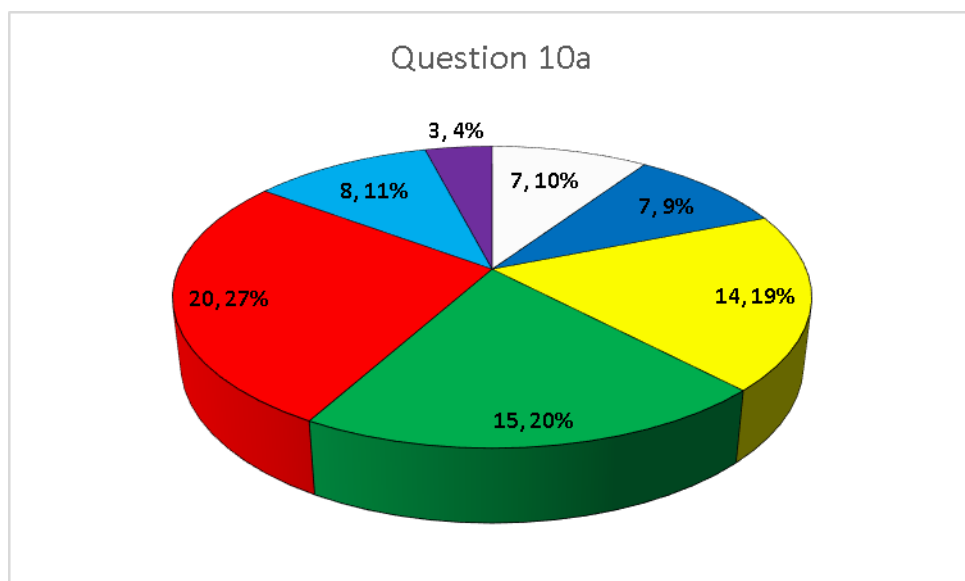


These next questions ask about your usual doctor. If you don't have a 'usual doctor', answer about the one doctor at your practice who you know best. If you don't know any of the doctors, go straight to question 11.

Q10. Thinking about **when you consult your doctor, how do you rate the following:**

a) In general, how often do you see your **usual doctor**

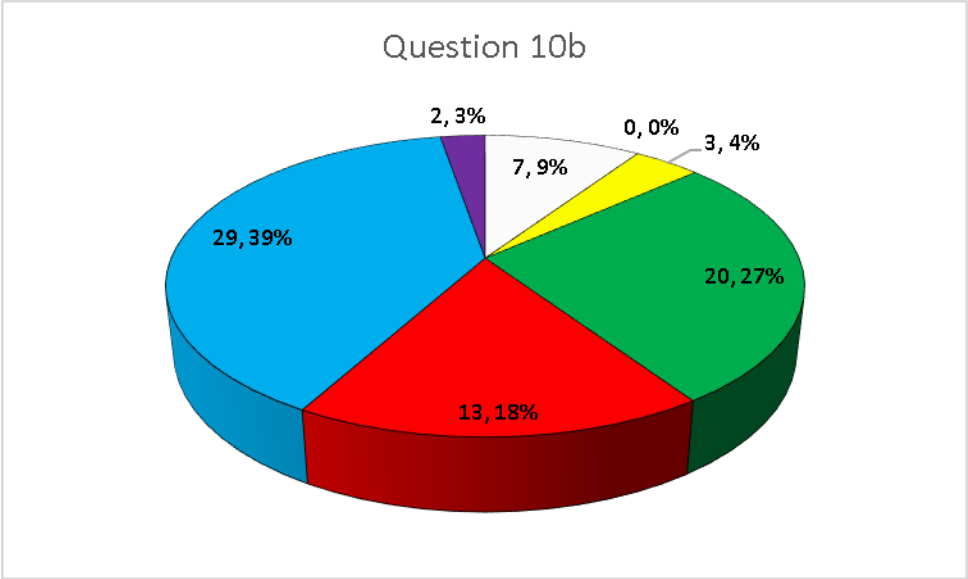
DNA	Always	Almost always	A lot of the time	Some of the time	Almost Never	Never
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Question 10 Continued. (Thinking about when you consult your doctor, how do you rate the following: a) In general, how often do you see your usual doctor)

b) How do you rate this?

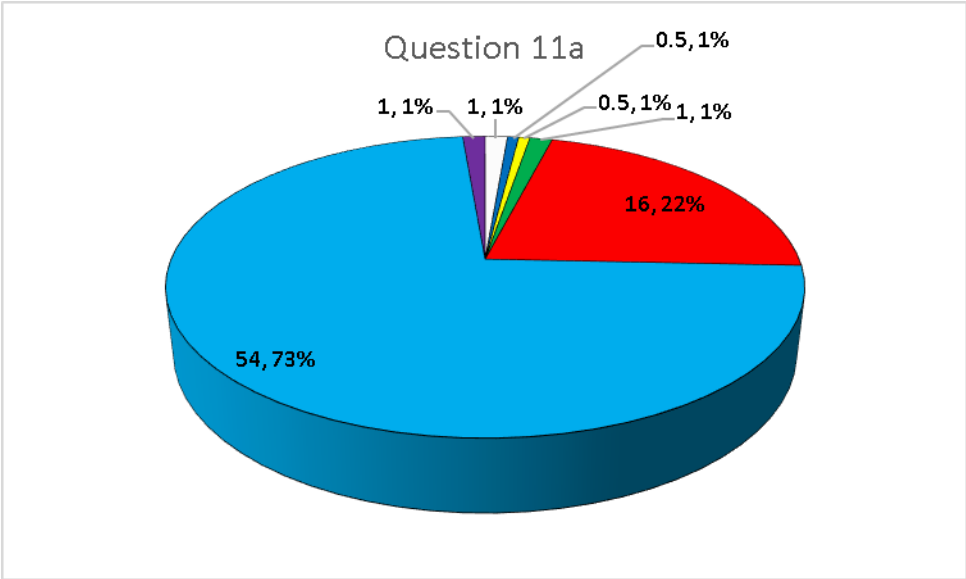
DNA	Very Poor	Poor	Fair	Good	Very Good	Does not apply
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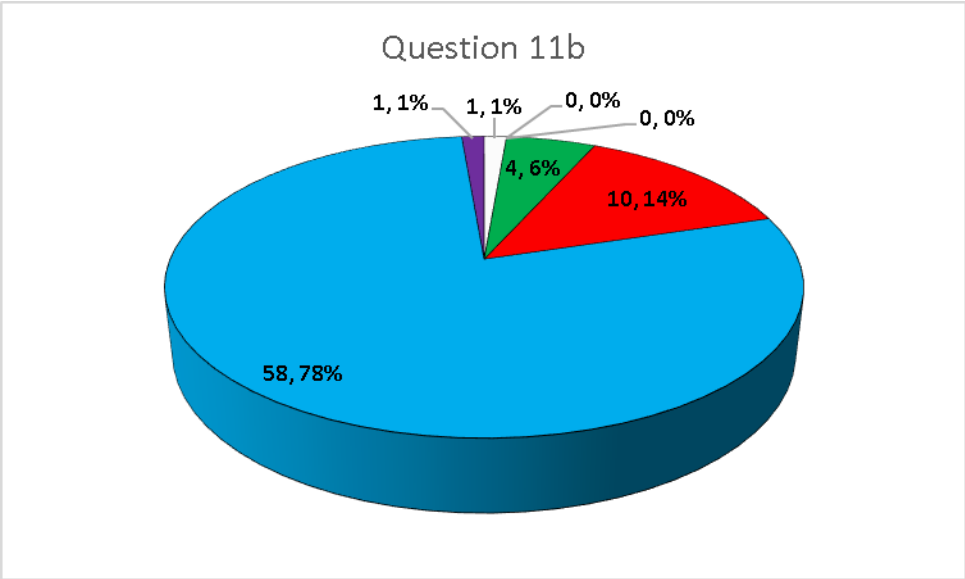
Q11. Thinking about **when you consult a doctor**, how do you rate the following:

DNA	Very Poor	Poor	Fair	Good	Very Good	Does not apply
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a) How **thoroughly** the doctor asked about your symptoms and how you are feeling?



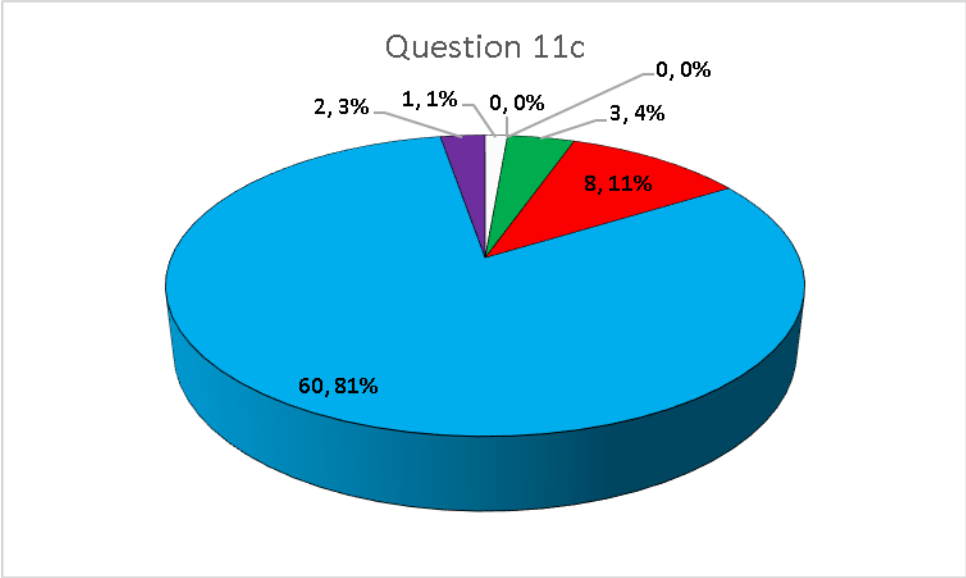
b) How well the doctor **listens** to what you had to say?



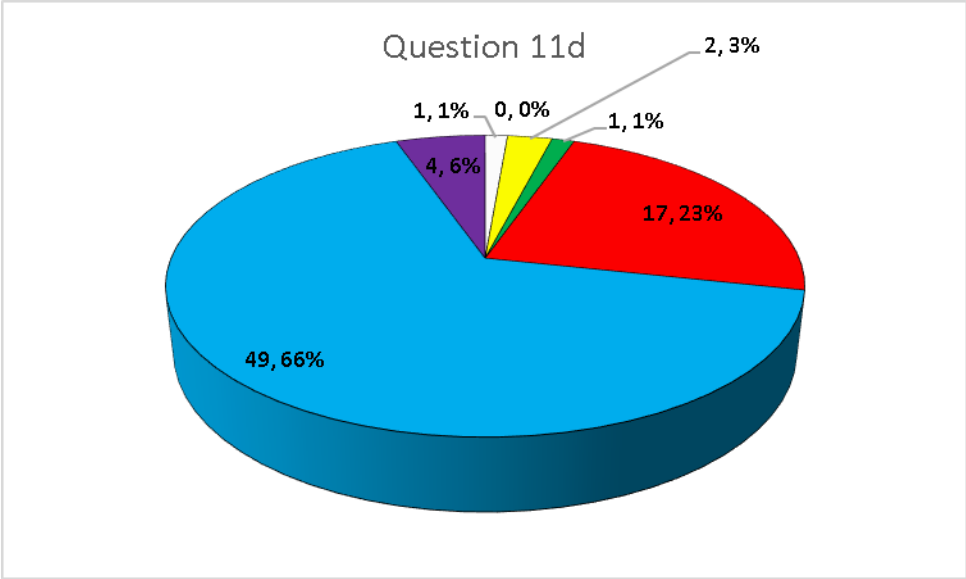
Q11. Continued (Thinking about when you consult a doctor, how do you rate the following)

DNA	Very Poor	Poor	Fair	Good	Very Good	Does not apply
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c) How well the doctor **puts you at ease** during your physical examination?



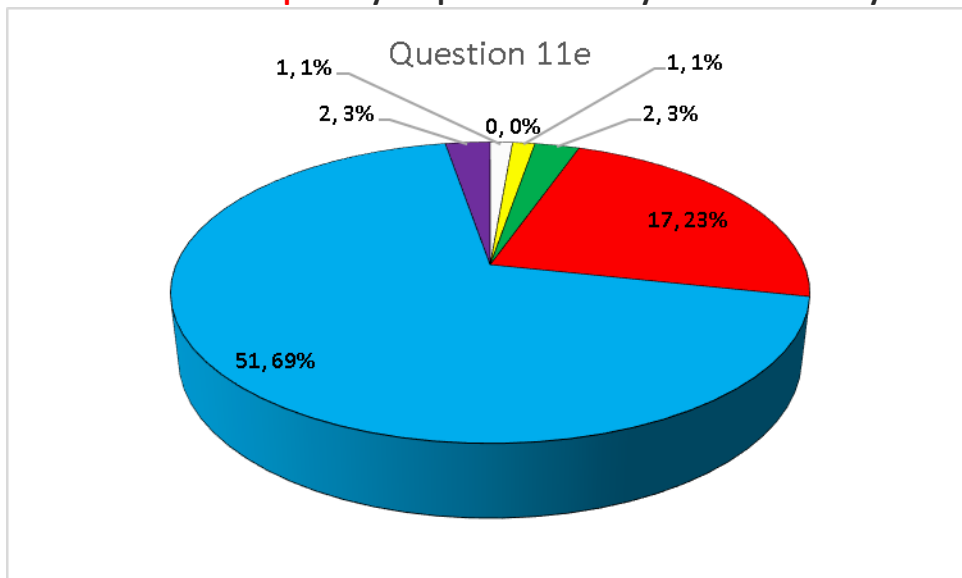
d) How much the doctor **involves you in decisions** about your care?



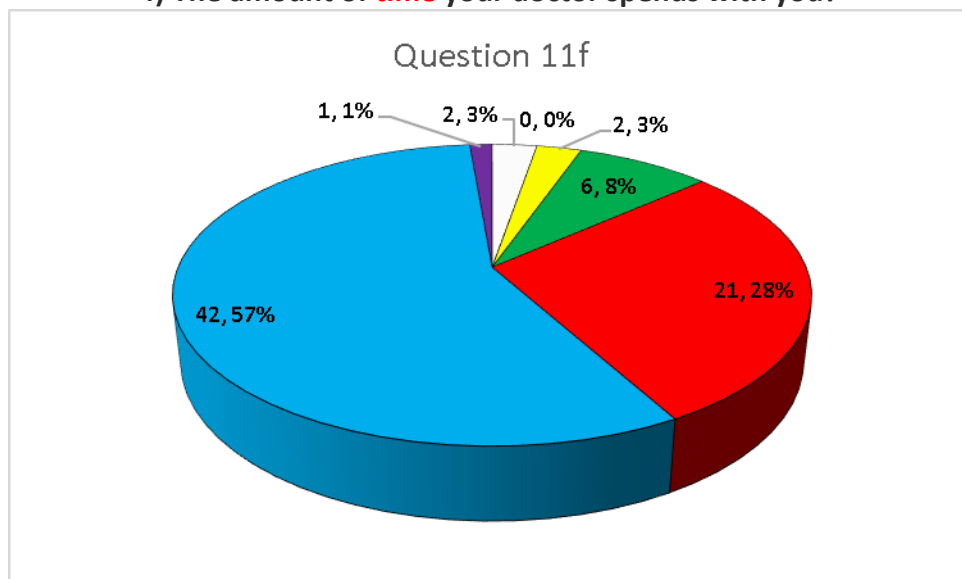
Q11. Continued (Thinking about when you consult a doctor, how do you rate the following)

DNA	Very Poor	Poor	Fair	Good	Very Good	Does not apply
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e) How well the doctor **explains** your problems or any treatment that you need?



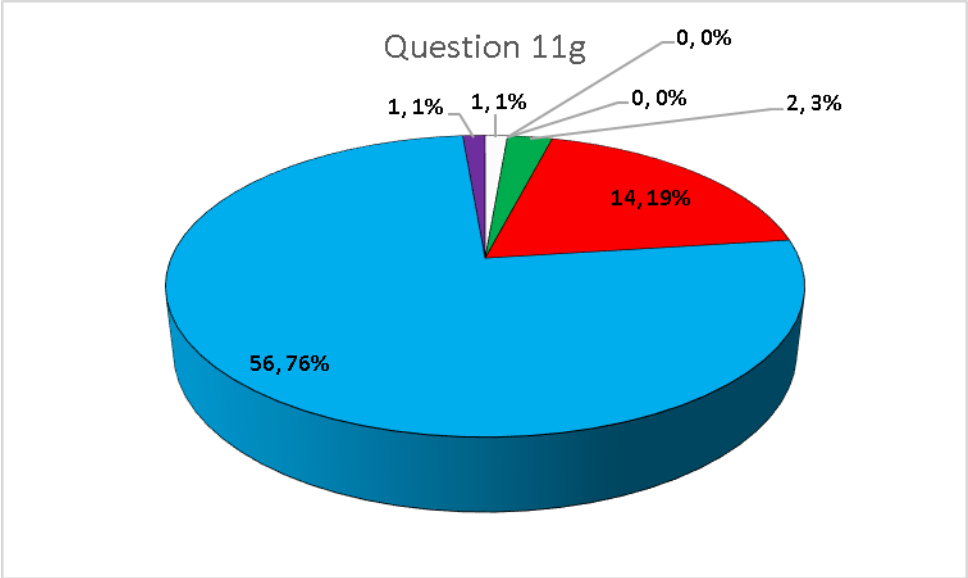
f) The amount of **time** your doctor spends with you?



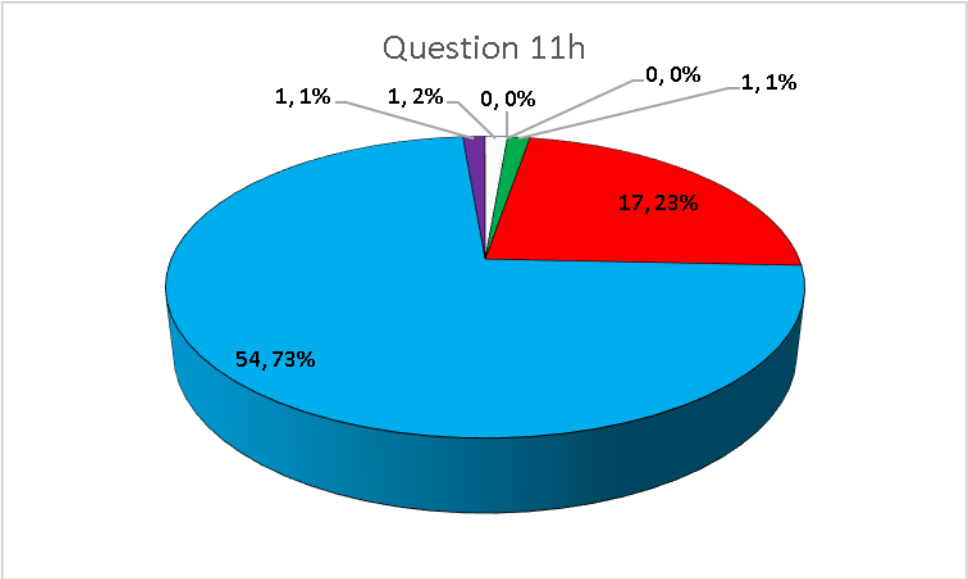
Q11. Continued (Thinking about when you consult a doctor, how do you rate the following)

DNA	Very Poor	Poor	Fair	Good	Very Good	Does not apply
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g) The doctor's **patience** with your questions or worries?

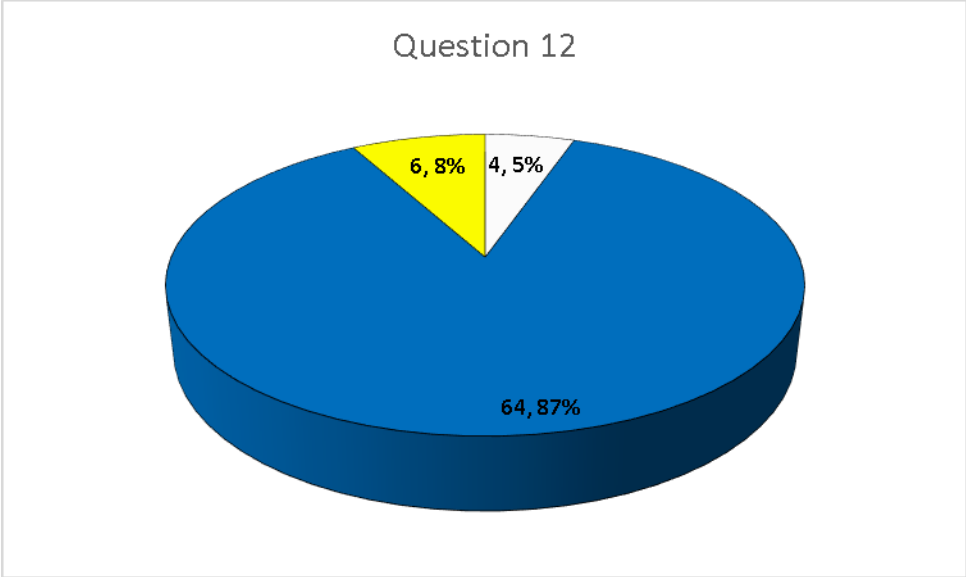


h) The doctor's **caring and concern** for you?



Q12. Have you seen a **nurse** from your practice in the past 12 months?

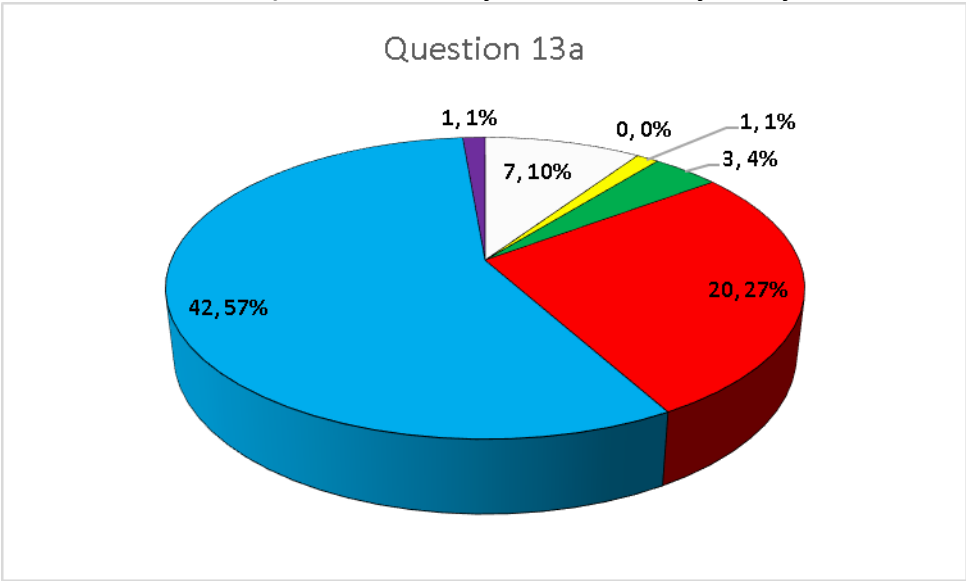
DNA	Yes – Go to question 13	No – Go to question 14
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Q13. Thinking about the nurse(s) you have seen, how do you rate the following?

DNA	Very Poor	Poor	Fair	Good	Very Good	Does not apply
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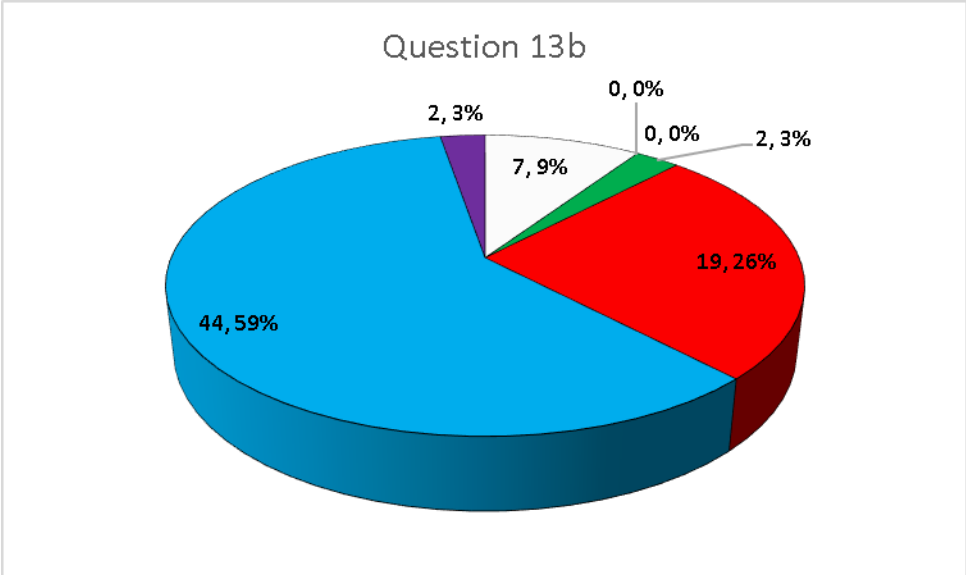
a) How well they listen to what you say?



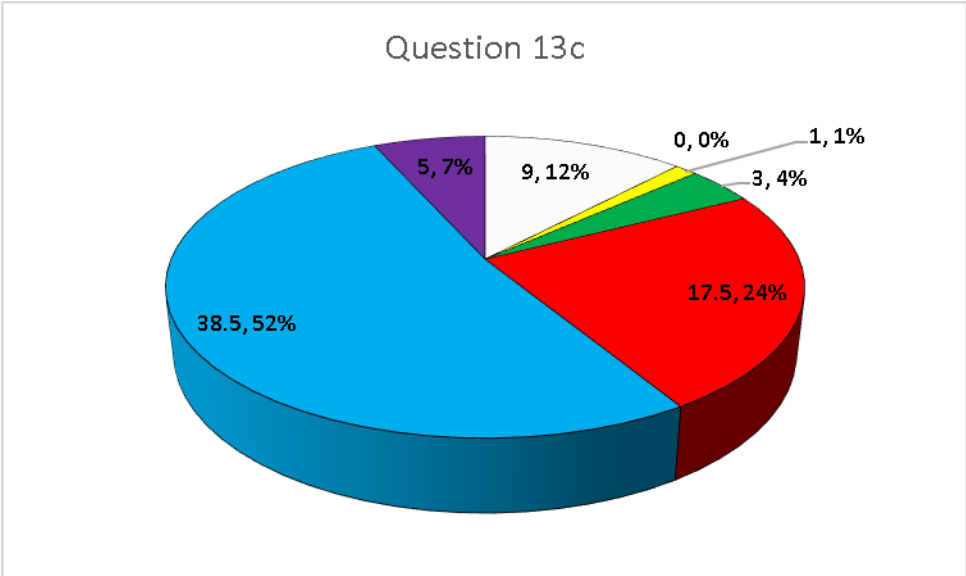
Q13. Continued. (Thinking about the nurse(s) you have seen, how do you rate the following?)

DNA	Very Poor	Poor	Fair	Good	Very Good	Does not apply
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b) The quality of care they provide?



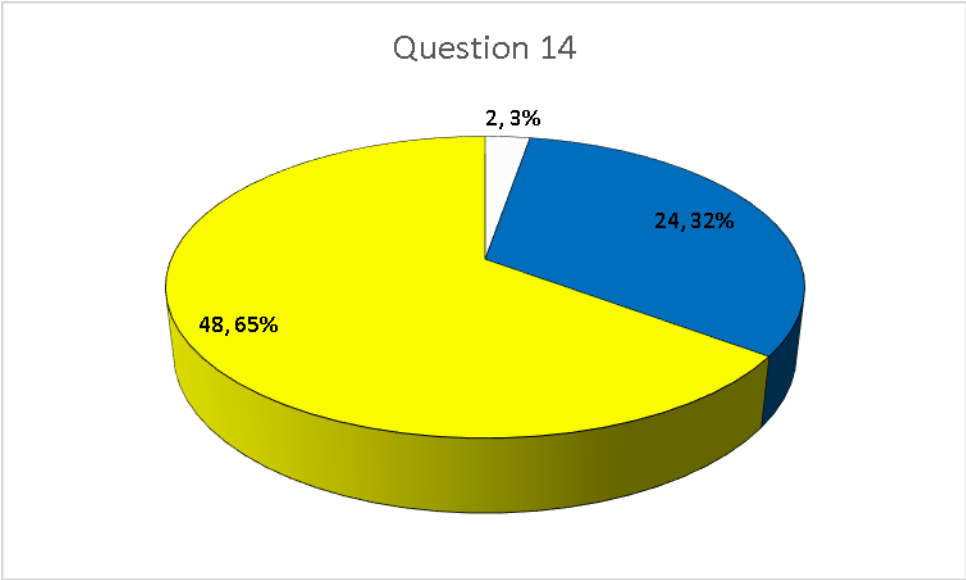
c) How well they explain your health problems or any treatment that you need?



Finally, it will help us to understand your answers if you could tell us a little about yourself:

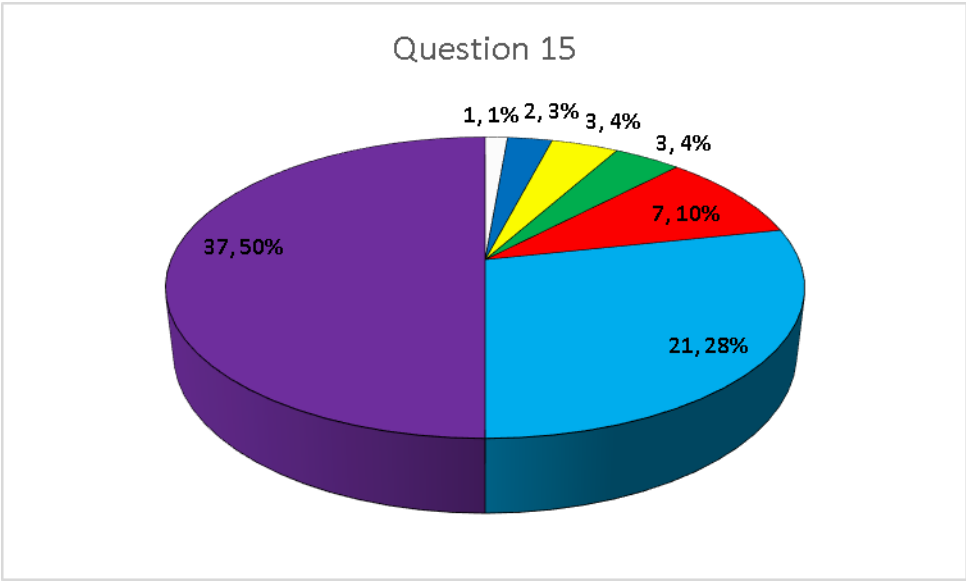
Q14. Are you:

DNA	Male	Female
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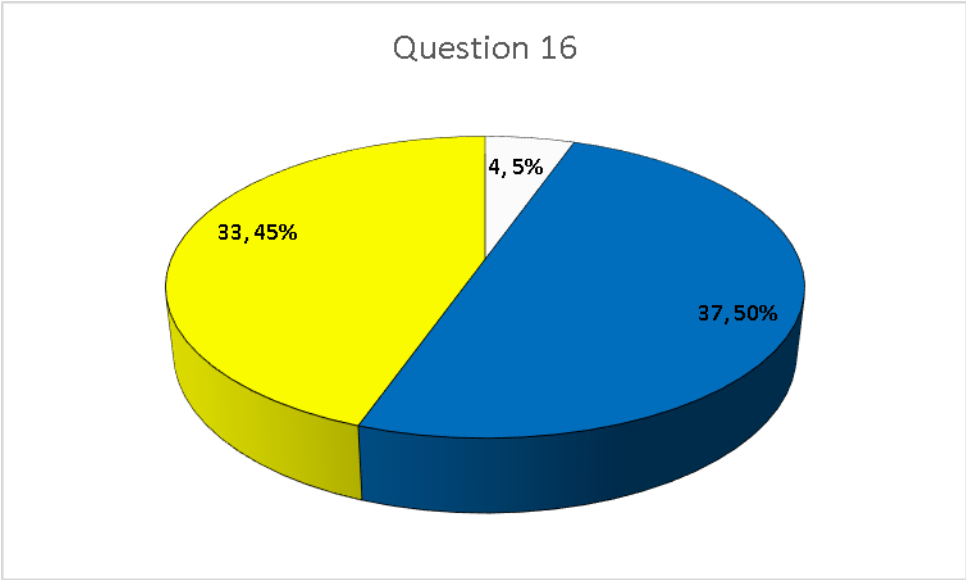
Q15. How old are you?

DNA	0-15	16-24	24-35	36-50	50-65	65 & over
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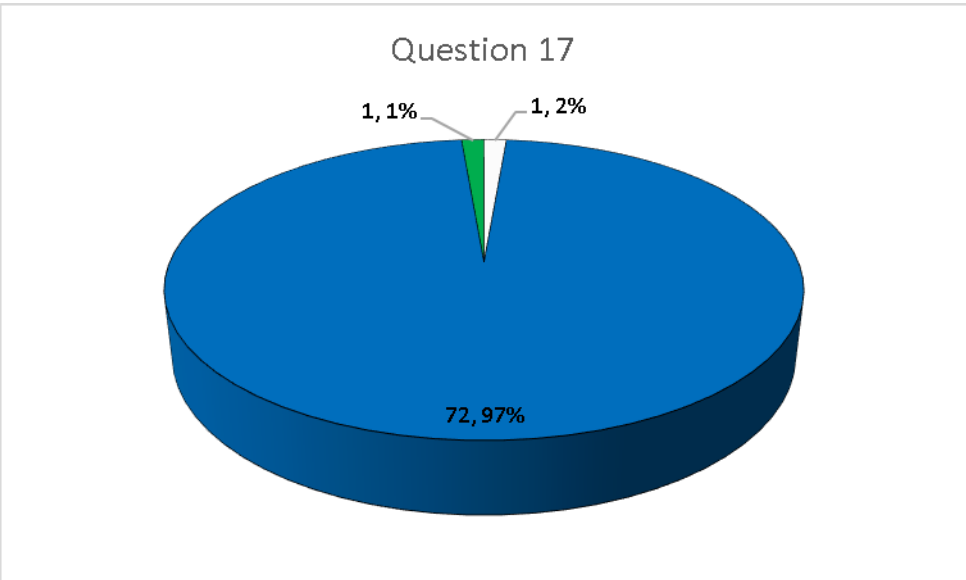
Q16. Do you have any long-standing illness, disability or infirmity?
 (By long-standing we mean anything that has troubled you over a period of time or that is likely to affect you over a period of time.)

DNA	Yes	No
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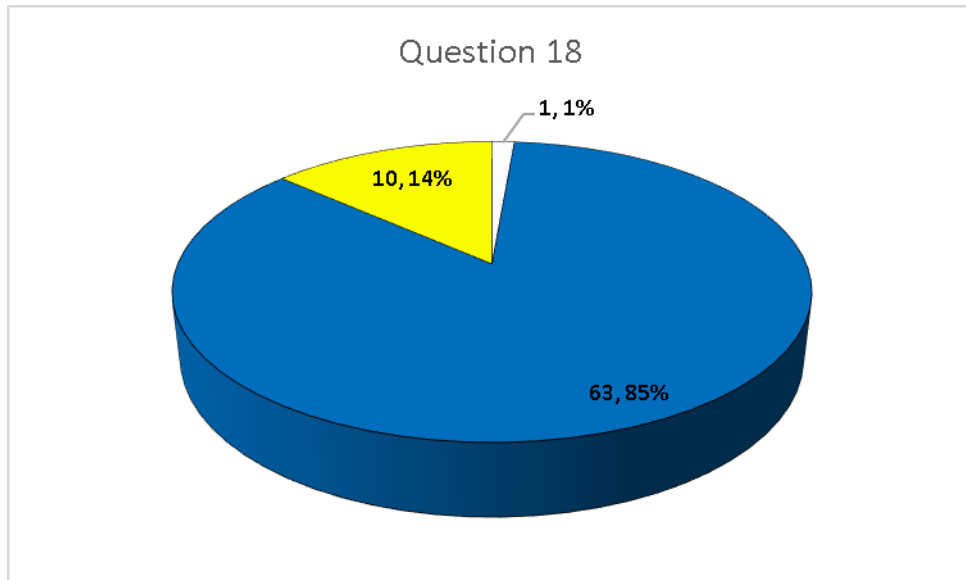
Q17. Which ethnic group do you belong to?

DNA	White	Black or Black British	Asian or Asian British	Mixed	Chinese	Other ethnic group
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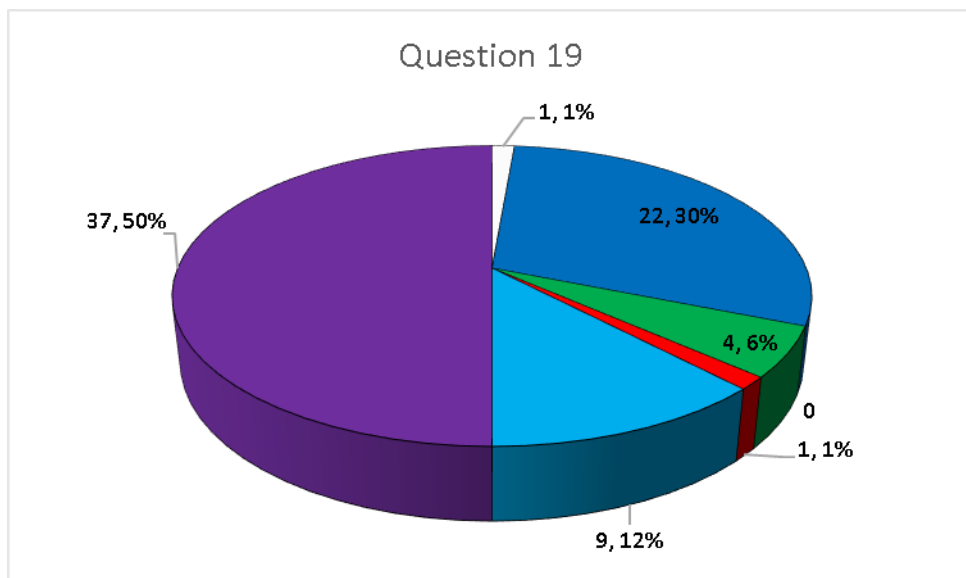
Q18. Is your accommodation?

DNA	Owner-occupied/ Mortgaged	Rented or other arrangements
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Q19. Which of the following best describes you? (please circle)

DNA	Employed (full or part-time, incl. elf- employed)	Unemployed and looking for work	At school or in full- time education	Unable to work due to long- term illness	Looking after your home/family	Retired or other
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Q20. We are interested in any other comments you may have. Please enter them below.

Comments were made in 42 of the 74 forms.

Thirty three comments praised the Practice and, frequently, thanked the staff for their efforts. A common theme was that a number of patients felt that the Practice was the best in the area.

The remaining comments covered a number of topics which may be summarised as follows:

- a) What are the plans for the Practice in relation to increases in local population?
- b) What is happening about the kerbs by the disabled bays?
- c) One patient requested medication for more than one month at a time.
- d) One patient felt that the health reviews were a waste of people's time (including Practice staff).
- e) One patient requested several higher chairs with arms for infirmed patients
- f) One patient asked for better magazines.
- g) One patient asked to return to the system of clinics without appointments
- h) One patient would like dispensing to be done during 12-14.00.
- i) Two patients were worried about lack of weekend cover given particularly difficulties with A & E and the 111 service/

**Tim Doel,
27 February 2015**

RAW DATA

Response							
Question	DNA	Response 1	Response 2	Response 3	Response 4	Response 5	Response 6
Q1	0	3	28	19	15	9	
Q2	0	1	2	3.5	12.5	24	31
Q3	0	0	5	12	18	25	14
Q4	2	6.66	0	11.66	26.66	27	
Q5a	0	6.66	15.66	7.66	17.66	20.16	6.16
Q5b	2	3	17	22	11	14	5
Q6a	0	32	26	6	4	4	2
Q6b	0	3	6	15	10.5	37.5	2
Q7	0	58	3	13			
Q8a	1	8	38	20.5	6	0.5	
Q8b	1	0	5	18	19	31	0
Q9a	1	0	1	10	26	36	
Q9b	10	0	3	11	26	24	
Q10a	7	7	14	15	20	8	3
Q10b	7	0	3	20	13	29	2
Q11a	1	0.5	0.5	1	16	54	1
Q11b	1	0	0	4	10	58	1
Q11c	1	0	0	3	8	60	2
Q11d	1	0	2	1	17	49	4
Q11e	1	0	1	2	17	51	2
Q11f	2	0	2	6	21	42	1
Q11g	1	0	0	2	14	56	1
Q11h	1	0	0	1	17	54	1
Q12	4	64	6				
Q13a	7	0	1	3	20	42	1
Q13b	7	0	0	2	19	44	2
Q13c	9	0	1	3	17.5	38.5	5
Q14	2	24	48				
Q15	1	2	3	3	7	21	37
Q16	4	37	33				
Q17	1	72	0	1	0	0	0
Q18	1	63	10				
Q19	1	22	0	4	1	9	37