

Aspatria Medical Group Patient Survey 2013/14



P O Box 27122
EDINBURGH
EH10 5WQ
Tel: 0131 337 6535
Fax: 0131 337 8703
info@InTimeData.com
www.intimedata.com

How good was the GP at;

Q1. Putting you at ease?

Very Good	Good	Satisfactory	Poor	Very Poor	Did not answer	Total
163	21	0	0	0	97	281
88.6%	11.4%	0.0%	0.0%	0.0%		

Q2. Being polite and considerate?

Very Good	Good	Satisfactory	Poor	Very Poor	Did not answer	Total
174	41	5	1	0	60	281
78.7%	18.6%	2.3%	0.5%	0.0%		

Q3. Listening to you?

Very Good	Good	Satisfactory	Poor	Very Poor	Did not answer	Total
186	28	6	0	0	61	281
84.5%	12.7%	2.7%	0.0%	0.0%		

Q4. Giving you enough time?

Very Good	Good	Satisfactory	Poor	Very Poor	Did not answer	Total
163	46	11	1	0	60	281
73.8%	20.8%	5.0%	0.5%	0.0%		

Q5. Assessing your medical condition?

Very Good	Good	Satisfactory	Poor	Very Poor	Did not answer	Total
160	46	11	0	0	64	281
73.7%	21.2%	5.1%	0.0%	0.0%		

Q6. explaining your condition and treatment?

Very Good	Good	Satisfactory	Poor	Very Poor	Did not answer	Total
170	37	10	1	0	63	281
78.0%	17.0%	4.6%	0.5%	0.0%		

Q7. Involving you in decisions about your care?

Very Good	Good	Satisfactory	Poor	Very Poor	Did not answer	Total
154	48	11	0	0	68	281
72.3%	22.5%	5.2%	0.0%	0.0%		

Aspatria Medical Group Patient Survey 2013/14

Q8. Providing or arranging treatment for you?

Very Good	Good	Satisfactory	Poor	Very Poor	Did not answer	Total
160	45	5	1	0	70	281
75.8%	21.3%	2.4%	0.5%	0.0%		

Q9. Did you have confidence and trust in the GP you saw or spoke to?

Yes, definitely	Yes to some extent	No, not at all	Don't know/ can't say	Did not answer	Total
196	14	0	4	67	281
93.3%	6.7%	0.0%			

Q10. Would you be completely happy to see this GP again?

Yes	No	Did not answer	Total
206	0	75	281
100.0%	0.0%		

Q11. How helpful do you find the receptionists at your GP practice

Very Helpful	Fairly Helpful	Not very helpful	Not at all helpful	Did not answer	Total
220	52	1	0	8	281
80.6%	19.0%	0.4%	0.0%		

Q12. Do you feel the automated check-in has reduced congestion at the reception desk?

Yes	No	Did not answer	Total
168	58	55	281
74.3%	25.7%		

Q13. Do you feel the automated check-in has improved privacy at the reception desk?

Yes	No	Did not answer	Total
173	45	63	281
79.4%	20.6%		

Q14. Do you use the facility to request repeat prescriptions on-line?

Yes	No	Did not answer	Total
62	202	17	281
23.5%	76.5%		

Q15. If not, is this a facility you would use in the future?

Yes	No	Did not answer	Total
110	101	70	281
52.1%	47.9%		

Q16. How easy is it to get through to someone at your GP practice on the phone?

Very easy	Fairly easy	Not very easy	Not at all easy	Haven't tried	Did not answer	Total
94	147	19	9	6	6	281
34.9%	54.6%	7.1%	3.3%			

Aspatria Medical Group Patient Survey 2013/14

Q17. How easy is it to speak to a doctor or nurse on the phone at your GP practice?

Very easy	Fairly easy	Not very easy	Not at all easy	Haven't tried	Did not answer	Total
56	120	38	3	57	7	281
25.8%	55.3%	17.5%	1.4%			

Q18. If you need to see a GP urgently can you normally get seen on the same day?

Yes	No	Did not answer	Total
186	53	42	281
77.8%	22.2%		

Q19. How easy is it to book ahead in your practice?

Very easy	Fairly easy	Not very easy	Not at all easy	Haven't tried	Did not answer	Total
104	121	30	9	10	7	281
39.4%	45.8%	11.4%	3.4%			

Q20. How do you normally book appointments at your practice?

In Person	By phone	Online	Did not answer
58	254	5	317*
18.30%	80.13%	1.58%	

* more than one answer was possible

Q21. Which of the following methods would you prefer to use to book appointments at your practice?

In Person	By phone	Online	Did not answer
68	240	42	350*
19.4%	68.6%	12.0%	

* more than one answer was possible

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

Q22. How quickly do you usually get seen?

Same day or next day	2 - 4 days	5 days or more	I don't usually need to be seen quickly	Did not answer	Total
41	122	69	40	9	281
15.1%	44.9%	25.4%	14.7%		

Q23. How do you rate how quickly you were seen?

Very Good	Good	Satisfactory	Poor	Very Poor	Did not answer	Total
77	105	78	7	1	13	281
28.7%	39.2%	29.1%	2.6%	0.4%		

Thinking of times when you want to see any doctor:

Q24. How quickly do you usually get seen?

Same day or next day	2 - 4 days	5 days or more	I don't usually need to be seen quickly	Don't know / never tried	Did not answer	Total
142	97	14	6	11	11	281
54.8%	37.5%	5.4%	2.3%			

Aspatia Medical Group Patient Survey 2013/14

Q25. How do you rate how quickly you were seen?

Very Good	Good	Satisfactory	Poor	Very Poor	Did not answer	Total
92	107	57	7	1	17	281
34.8%	40.5%	21.6%	2.7%	0.4%		

Thinking of your most recent consultation with a doctor or a nurse:

Q26. How long did you wait for your consultation to start?

Less than 5 minutes	5 - 10 mins	11 - 20 mins	21 - 30 mins	More than 30 mins	There was no set time for my consultation	Did not answer	Total
65	112	57	14	5	2	26	281
25.7%	44.3%	22.5%	5.5%	2.0%			

Q27. How do you rate how quickly you were seen?

Very Good	Good	Satisfactory	Poor	Very Poor	Did not answer	Total
89	80	72	16	3	21	281
34.2%	30.8%	27.7%	6.2%	1.2%		

Q28. Is your GP practice currently open at times that are convenient to you?

Yes	No	Did not answer	Total
244	22	15	281
91.7%	8.3%		

Q29. Which of the following additional hours would make it easier for you to see or speak to someone?

Before 8am	Lunch times	After 6.30pm	On a Saturday	On a Sunday	None of these	Did not answer	Total
20	17	31	32	14	15	152	281
11.9%	10.1%	18.5%	19.0%	8.3%	8.9%		

Q30. Is there a particular GP you usually prefer to see or speak to?

Yes	No	Did not answer	Total
153	114	14	281
57.3%	42.7%		

Q31. How often do you see or speak to the GP you prefer?

Always or almost always	A lot of the time	Some of the time	Never or almost never	Did not answer	Total
65	55	44	9	108	281
37.6%	31.8%	25.4%	5.2%		

How good was the nurse you last saw at;

Q32. Putting you at ease?

Very Good	Good	Satisfactory	Poor	Very Poor	Did not answer	Total
191	50	8	1	0	31	281
76.4%	20.0%	3.2%	0.4%	0.0%		

Q33 Giving you enough time?

Very Good	Good	Satisfactory	Poor	Very Poor	Did not answer	Total
173	63	13	1	0	31	281
69.2%	25.2%	5.2%	0.4%	0.0%		

Aspatria Medical Group Patient Survey 2013/14

Q34. Listening to you?

Very Good	Good	Satisfactory	Poor	Very Poor	Did not answer	Total
180	62	7	1	0	31	281
72.0%	24.8%	2.8%	0.4%	0.0%		

Q35. Explaining tests and treatments?

Very Good	Good	Satisfactory	Poor	Very Poor	Did not answer	Total
174	63	12	1	0	31	281
69.6%	25.2%	4.8%	0.4%	0.0%		

Q36. Involving you in decisions about your care?

Very Good	Good	Satisfactory	Poor	Very Poor	Did not answer	Total
163	65	16	0	0	37	281
66.8%	26.6%	6.6%	0.0%	0.0%		

Q37. Providing or arranging treatment for you?

Very Good	Good	Satisfactory	Poor	Very Poor	Did not answer	Total
160	72	11	1	0	37	281
65.6%	29.5%	4.5%	0.4%	0.0%		

Q38. Would you be completely happy to see this nurse again?

Yes	No	Did not answer	Total
247	1	33	281
99.6%	0.4%		

Thinking about the care you get from your doctors and nurses overall, how well does the practice help you to:

Q39. Understand your health problems

Very well	Unsure	Not very well	Did not answer	Total
249	18	3	11	281
92.2%	6.7%	1.1%		

Q40. Cope with your health problems

Very well	Unsure	Not very well	Did not answer	Total
236	28	3	14	281
88.4%	10.5%	1.1%		

Q41. Keep yourself healthy

Very well	Unsure	Not very well	Did not answer	Total
216	40	6	19	281
82.4%	15.3%	2.3%		

Q42. Overall, how would you describe your experience of your GP surgery?

Very Good	Good	Satisfactory	Poor	Very Poor	Did not answer	Total
173	81	16	0	0	11	281
64.1%	30.0%	5.9%	0.0%	0.0%		

Aspatia Medical Group Patient Survey 2013/14

Q43. Would you recommend your GP surgery to someone who has just moved to your local area?

Yes, definitely	Yes, probably	No, probably not	No, definitely not	Did not answer	Total
189	77	5	0	10	281
69.7%	28.4%	1.8%	0.0%		

Q44. Are you?

Male	Female	Did not answer	Total
100	171	10	281
36.9%	63.1%		

Q45. How old are you?

Under 16	16 to 44	45 to 64	65 to 74	75 or over	Did not answer	Total
2	80	107	55	27	10	281
0.7%	29.5%	39.5%	20.3%	10.0%		

Q46. Do you have a long-standing health condition?

Yes	No	Did not answer	Total
163	104	14	281
61.0%	39.0%		

Q47. What is your ethnic group?

White	Black or Black British	Asian or Asian British	Mixed	Chinese	Other ethnic group	Did not answer	Total
272	0	0	0	0	0	9	281
161.9%	0.0%	0.0%	0.0%	0.0%	0.0%		

Q48. Which of the following best describes you?

Employed (full or part time, inc. self employed)	Unemployed / looking for work	At school or in full time education	Unable to work due to long term sickness
113	9	5	25
41.4%	3.3%	1.8%	9.2%

Looking after your home / family	Retired	Other	Did not answer	Total
21	97	3	8	281
7.7%	35.5%	1.1%		