

THE BANKS SURGERY PATIENT SURVEY

The aim of this survey is to build on and improve the services that the surgery provides – your comments are valued. Thank you for taking time to complete the questionnaire.

A. Appointments at your GP Surgery

Q1. When did you last see a Doctor at The Banks Surgery?

In the past 3 months	93
Between 3 and 6 months ago	27
More than 6 months ago	35
I have never seen a GP at this practice	4

Q2. Which of the following methods would you prefer to use to book an appointment at the Surgery? Please tick all that apply

By dropping in at Reception	22
By phone	141
By fax	-
Online	27
No preference	6

B. Getting through on the phone

Q3. In the past 6 months how easy have you found the following?

Please put a tick in each row

	Very Easy	Fairly easy	Not very easy	Not at all easy	Haven't tried
Getting through on the phone	86	64	3	3	2
Speaking to a Doctor on the phone	62	51	8	3	16
Speaking to a Nurse on the phone	25	29	2	2	59
Obtaining test results by phone	38	25	1	3	53

C. Seeing a Doctor

Q4. The last time you tried to see a Doctor fairly quickly, excluding weekends and bank holidays, were you able to see a Doctor on the day of your choice?

Yes	119
No	8
Can't remember	9
Haven't tried	21

Q5. If you weren't able to be seen on the day of your choice, what was the reason?

Please tick all that apply

There weren't any appointments	2
Times offered didn't suit	2
Appointment was with a Doctor who I didn't want to see	3
A nurse was free but I wanted to see a doctor	1
Another reason	1
Can't remember	5
Haven't tried	6

Q6. Did you know that you are able to book an appointment ahead?

Yes	89
No	67

D. Arriving for your appointment**Q7. How easy do you find physically getting into the building at the surgery?**

Very easy	122
Fairly easy	32
Not very easy	5
Not at all easy	1

Q8. How clean is the GP surgery?

Very clean	105
Fairly clean	55
Not very clean	1
Not at all clean	-
Don't know	-

Q9. In the Reception Area, do you think that other patients might overhear what you say to the Receptionist?

Yes, but don't mind	93
Yes and am not happy about it	14
Yes and I sometimes mind	42
No, other patients can't overhear	4
Don't know	6

Q10. How helpful do you find the receptionists at the Surgery?

Very	128
Fairly	30
Not very	1
Not at all	0

Q11. How long after arriving for your appointment do you normally wait to be seen beyond your actual appointment time?*Please tick all that apply*

	By the Doctor	By the Nurse	By the Health Care Assistant	By the Midwife	By the Counsellor
I am normally seen on time	15	19	10	4	4
Less than 5 minutes	14	20	5	5	1
5 - 15 minutes	86	60	8	5	2
15 - 30 minutes	25	4	1		
More than 30 minutes	5	1			
Can't remember	2	6	8	5	7

E. Opening Hours**Q12. How satisfied are you with the opening hours at the surgery?**

Very	67
Fairly	55
Neither satisfied nor dissatisfied	24
Quite dissatisfied	5
Don't know opening hours	7

F. Seeing a Doctor at the GP Surgery

Q13. Please could you rate your OVERALL experience with Doctors at the surgery?

Please put a tick in one box for each row

	Very good	Good	Neither good nor poor	Poor	Very poor	Doesn't apply
Giving you enough time	52	73	23	5	1	2
Asking about your symptoms	43	80	20	3	-	2
Listening	48	67	28	4	1	2
Explaining tests and treatments	38	72	18	2	-	13
Involving you in decisions about your care	32	67	23	3	-	15
Treating you with care and concern	42	68	22	2	1	7
Taking your problems seriously	47	70	22	4	1	3

Q14. Do you usually have confidence and trust in the Doctors that you see at the surgery?

Yes, definitely	77
Yes, to some extent	66
No, not at all	7
Don't know/can't say	8

G. Seeing a Practice Nurse or Health Care Assistant at The Banks Surgery

Q15. How easy is it for you to get an appointment with a Practice Nurse or Health Care Assistant at the surgery?

	Practice Nurse	Health Care Assistant
Very	79	38
Fairly	40	9
Not very	4	0
Don't know	3	3
Haven't tried	32	37

Q16. Last time you saw a Practice Nurse at the Surgery, how good did you find them at each of the following? *Please put a tick in one box for each row*

	Very good	Good	Neither good nor poor	Poor	Very poor	Doesn't apply
Giving you enough time	93	33	3			14
Asking about your symptoms	56	38	7			18
Listening	59	41	5			19
Explaining tests and treatments	54	35	3	1		19
Involving you in decisions about your care	46	31	7	1		23
Treating you with care and concern	53	33	4	1		15
Taking your problems seriously	56	34	4	1		17

Q17. Last time you saw a Health Care Assistant at the Surgery, how good did you find them at each of the following? Please put a tick in one box for each row

	Very good	Good	Neither good nor poor	Poor	Very poor	Doesn't apply
Giving you enough time	46	22	3			58
Asking about your symptoms	38	22	3			59
Listening	41	21	3			57
Explaining tests and treatments	41	19	5			57
Involving you in decisions about your care	34	23	5			61
Treating you with care and concern	40	23	3			54
Taking your problems seriously	37	24	3			58

H. Your Overall Satisfaction

Q20. In general, how satisfied are you with the care you get at The Banks Surgery?

Please use Q22 to expand on your answers

Very	105
Fairly	49
Neither satisfied nor dissatisfied	8
Quite dissatisfied	2

Q21. Would you recommend the Surgery to someone who has just moved to your local area? Please use Q22 to expand on your answers

Yes	106
Might	27
Not sure	13
Probably not	7
Don't know	2

Q22. Are there any issues about the surgery, good or bad, that have not been covered in this questionnaire? If so, please explain below:

I. Some questions about you

The following questions will help us to see how experiences vary between different groups of the population. We will keep your answers completely confidential

Q23. Are you male or female?

Male	59
Female	94

Q24. How old are you?

Under 18	2	55 - 64	12
18 – 24	11	65 - 74	28
25 – 34	28	75 - 84	7
35 – 44	27	85 and over	7
45 – 54	31		

Q25. Which village do you live in.....Sileby 114

Barrow 15

Mountsorrel 3

Hoton 1

Queniborough 2

Seagrave 2

Rothley 1

Birstall 1

Q26. What method of transport do you use to get to the surgery and do you experience any problems on arrival.

Car 88
Bike 3
On Foot 84
Public Transport 3

Q27. Would you recommend the surgery to friends and family?

YES	130
NO	10

Thank you for helping to improve services to patients

The Patient Reference Group (PRG) is a group of volunteers who meet from time to time with professional health workers from the practice. The object of these meetings is to provide an interface where the views of the patients can be discussed with the surgery team and they can update us with what is happening in the NHS and at the Banks Surgery.

If you would be interested in joining the Patient Reference Group then please your contact details and we will be in touch

Name.....

Email.....

Mobile.....

Landline.....