

**Hereward Group Practice Results**  
**Patient Survey 2013 & 2014 – comparison**  
 298 patients surveyed – 2.5% practice population

**A. Appointments at your GP Surgery or Health Centre**

**Q1. When did you last see a Doctor at the GP Surgery?**

*Please tick the box that applies*

In the past 3 months	73%	<b>71%</b>
Between 3 and 6 months ago	16%	<b>23%</b>
More than 6 months ago	11%	<b>4%</b>
I have never been seen by my present GP	0%	<b>2%</b>

**Q2. How do you normally book your appointments to see a doctor or nurse at the Surgery?**

*Please tick all the boxes that apply*

In person	28%	<b>27%</b>
By phone	62%	<b>59%</b>
Online	10%	<b>13%</b>

**Q3. Which of the following methods would you prefer to use to book an appointment at the Surgery ?**

*Please tick all the boxes that apply*

In person	22%	<b>20%</b>
By phone	47%	<b>43%</b>
Online	20%	<b>26%</b>
No preference	11%	<b>11%</b>

**Q4. At Hereward Group Practice, we operate a triage system whereby if you feel your problem cannot wait for a routine appointment, a nurse will telephone and assess whether you need to see a doctor on the same day, urgently in the next few days or routinely.**

*Please tick all boxes that apply to your views on this service.*

	Strongly disagree	Disagree	No opinion/experience	Agree	Strongly agree
I was called back promptly	5% <b>3%</b>	3% <b>3%</b>	10% <b>7%</b>	52% <b>66%</b>	30% <b>21%</b>
I felt my concerns were listened to	5% <b>3%</b>	2% <b>3%</b>	10% <b>7%</b>	48% <b>63%</b>	34% <b>14%</b>
I was satisfied with the outcome of the service	6% <b>4%</b>	3% <b>3%</b>	10% <b>7%</b>	45% <b>48%</b>	36% <b>38%</b>
The service was efficient	7% <b>4%</b>	1% <b>2%</b>	11% <b>7%</b>	47% <b>48%</b>	34% <b>39%</b>

## B. Getting in touch with the Practice

**Q5. In the past 6 months how easy have you found the following?**

*Please put a tick in one box in each row*

	Haven't tried	Very Easy	Fairly easy	Not very easy	Not at all easy	Don't know
Getting through on the phone	7%	22%	36%	25%	8%	5%
	<b>6%</b>	<b>21%</b>	<b>35%</b>	<b>33%</b>	<b>5%</b>	<b>0</b>
Speaking to a Doctor on the phone	42%	10%	13%	10%	8%	17%
	<b>39%</b>	<b>12%</b>	<b>15%</b>	<b>9%</b>	<b>7%</b>	<b>18%</b>
Speaking to a Nurse on the phone	26%	21%	34%	7%	3%	10%
	<b>19%</b>	<b>26%</b>	<b>38%</b>	<b>5%</b>	<b>2%</b>	<b>10%</b>
Obtaining test results by phone	43%	12%	13%	4%	4%	24%
	<b>36%</b>	<b>14%</b>	<b>19%</b>	<b>5%</b>	<b>3%</b>	<b>23%</b>

**Q6. Do you use the Hereward Group Practice website?**

*Please tick the box that applies*

Yes	18%	<b>22%</b>
No	82%	<b>78%</b>

## C. Seeing a Doctor or Nurse

**Q7. In the past 6 months, have you tried to book ahead for an appointment with a Doctor?**

*By 'booking ahead' we mean booking an appointment more than two weekdays in advance.*

*Please tick the box that applies*

Yes	74%	<b>82%</b>
No	23%	<b>17%</b>
Can't remember	3%	<b>1%</b>

**Q8. Last time you tried, were you able to get an appointment with a Doctor within seven days?**

*Please tick the box that applies*

Yes	64	<b>61%</b>
No	32%	<b>34%</b>
Can't remember	5%	<b>5%</b>

## D. Arriving for your appointment

**Q9. How easy do you find parking at the surgery?**

*Please tick the box that applies*

Very easy	8%	<b>10%</b>
Fairly easy	29%	<b>27%</b>
Not very easy	41%	<b>38%</b>
Not at all easy	22%	<b>25%</b>

**Q10. How helpful do you find the receptionists at the Surgery?***Please tick the box that applies*

Very	67%	<b>71%</b>
Fairly	30%	<b>26%</b>
Not very	3%	<b>2%</b>
Not at all	1%	<b>1%</b>

**E. Seeing the Doctor you prefer****Q11. Is there a particular Doctor you prefer to see at the GP Surgery?***Please tick the box that applies*

Yes	76%	<b>73%</b>
No	70	<b>27%</b>

If your answer is no then proceed to question 12.

**Q12. How often do you see the Doctor you prefer?***Please tick the box that applies*

Always or most of the time	44%	<b>41%</b>
A lot of the time	23%	<b>26%</b>
Some of the time	26%	<b>22%</b>
Never or almost never	6%	<b>11%</b>

**F. Opening Hours****Q13. How satisfied are you with the opening hours at the surgery?***Please tick the box that applies*

Very	43%	<b>41%</b>
Fairly	36%	<b>36%</b>
Neither satisfied nor dissatisfied	13%	<b>13%</b>
Quite dissatisfied	4%	<b>4%</b>
Very dissatisfied	2%	<b>3%</b>
Don't know opening hours	4%	<b>1%</b>
uncompleted	0	<b>2%</b>

**Q14. As far as you know is the surgery open ...***Please put a tick in one box in each row*

	Yes	No	Sometimes	Don't know	incomplete
Before 8 am ?	8%	66%	0%	26%	0
	<b>4%</b>	<b>68%</b>	<b>1%</b>	<b>22%</b>	<b>5%</b>
At lunchtime ?	69%	9%	2%	20%	
	<b>68%</b>	<b>7%</b>	<b>3%</b>	<b>15%</b>	<b>7%</b>
After 6.30 pm ?	9%	53%	8%	30%	
	<b>11%</b>	<b>45%</b>	<b>13%</b>	<b>22%</b>	<b>9%</b>
On Saturdays ?	20%	44%	15%	20%	
	<b>32%</b>	<b>26%</b>	<b>15%</b>	<b>19%</b>	<b>8%</b>
On Sundays ?	1%	78%	0%	21%	
	<b>1%</b>	<b>73%</b>	<b>0%</b>	<b>17%</b>	<b>9%</b>

## G. Seeing a Doctor at the GP Surgery

**Q15. The last time you saw a Doctor at the surgery how good was the Doctor at each of the following?**

*Please put a tick in one box in each row*

	Very good	Good	Neither good nor poor	Poor	Very poor	Doesn't apply	incomplete
Giving you enough time	59%	34%	5%	1%	0.5%	0.5%	
	<b>60%</b>	<b>35%</b>	<b>2%</b>	<b>1%</b>	<b>1%</b>	<b>0</b>	<b>1%</b>
Asking about your symptoms	55%	35%	8%	1%	0%	1%	
	<b>56%</b>	<b>35%</b>	<b>5%</b>	<b>1%</b>	<b>0%</b>	<b>0%</b>	<b>3%</b>
Listening	57%	37%	3%	2%	0%	1%	
	<b>61%</b>	<b>31%</b>	<b>4%</b>	<b>1%</b>	<b>0</b>	<b>1%</b>	<b>2%</b>
Explaining tests and treatments	55%	32%	7%	2%	0%	5%	
	<b>58%</b>	<b>29%</b>	<b>4%</b>	<b>1%</b>	<b>0</b>	<b>5%</b>	<b>3%</b>
Involving you in decisions about your care	48%	33%	9%	2%	1%	7%	
	<b>53%</b>	<b>32%</b>	<b>6%</b>	<b>1%</b>	<b>0%</b>	<b>6%</b>	<b>2%</b>
Treating you with care and concern	53%	36%	7%	3%	1	1%	
	<b>60%</b>	<b>29%</b>	<b>7%</b>	<b>1%</b>	<b>0</b>	<b>1%</b>	<b>2%</b>
Taking your problems seriously	53%	34%	7%	3%	1%	2%	
	<b>62%</b>	<b>28%</b>	<b>6%</b>	<b>2%</b>	<b>0%</b>	<b>0%</b>	<b>2%</b>

**Q16. Did you have confidence and trust in the doctor you saw?**

*Please tick the box that applies*

Yes, definitely	77%	<b>78%</b>
Yes, to some extent	19%	<b>20%</b>
No, not at all	3%	<b>0.5%</b>
Don't know/can't say	1%	<b>0.5%</b>
Uncompleted	0%	<b>1%</b>

## H. Your Overall Satisfaction

**Q17. In general, how satisfied are you with the care you get at the Surgery?**

*Please tick the box that applies*

Very	67%	<b>65%</b>
Fairly	28%	<b>26%</b>
Neither satisfied nor dissatisfied	2%	<b>5%</b>
Quite dissatisfied	2%	<b>2%</b>
Very dissatisfied	0	<b>0%</b>
Incomplete	0	<b>2%</b>

**Q18. Would you recommend the Surgery to someone who has just moved to your local area?**

*Please tick the box that applies*

Yes	86%	<b>81%</b>
Might	8%	<b>8%</b>
Not sure	2%	<b>6%</b>
Probably not	2%	<b>2%</b>
Definitely not	1%	<b>1%</b>
Don't know	2%	<b>2%</b>

**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*

**Q19. Are you male or female ?**

*Please tick the box that applies*

Male	43%	<b>38%</b>
Female	57%	<b>62%</b>

**Q20. How old are you ?**

*Please tick the box that applies*

Under 18	1%	55 - 64	18%
	<b>0%</b>		<b>20%</b>
18 – 24	4%	65 - 74	23%
	<b>1%</b>		<b>33%</b>
25 – 34	9%	75 - 84	16%
	<b>3%</b>		<b>20%</b>
35 – 44	12%	85 and over	2%
	<b>9%</b>		<b>2%</b>
45 – 54	14%	Incomplete	2%
	<b>10%</b>		<b>0%</b>

**Q21. Which of these best describes what you are doing at present ?**

*If more than one of these applies to you, please tick the main one ONLY*

Full-time paid work (30 hours or more per week)	30%	<b>14%</b>
Part-time paid work (under 30 hours per week)	14%	<b>11%</b>
Full-time education (school, college, university)	2%	<b>1%</b>
Unemployed	2%	<b>1%</b>
Permanently sick or disabled	5%	<b>6%</b>
Fully retired from work	38%	<b>58%</b>
Looking after the home	6%	<b>4%</b>
Doing something else	2%	<b>4%</b>
Incomplete	0%	<b>1%</b>

**Q22. In general, would you say that your health is ...**

*Please tick the box that applies*

Excellent	6%	<b>4%</b>
Very good	30%	<b>21%</b>
Good	37%	<b>44%</b>
Fair	22%	<b>23%</b>
Poor	6%	<b>7%</b>
Incomplete		<b>1%</b>