

PATIENT SERVICE IMPROVEMENT QUESTIONNAIRE RESULTS 2012

Please place a tick in the box that best relates to your answer.

All the information that you give is used to monitor and improve our services and will be held in confidence in accordance with the data protection act.

The questions relate only to Sullivan Way Doctors and the practice NOT to any trainee doctors or any locum doctors you may have seen.

Please answer as accurately and as honestly as possible.

You can complete the form via our website - www.sullivansurgery.co.uk

1. When did you last see a doctor at your GP surgery?

In the past 3 months	220
Between 3 and 6 months ago	54
More than 6 months ago	31

2. If you haven't seen a doctor in the past 6 months, why is that? Please tick all that apply.

I have not had need to see a doctor	47
I couldn't be seen at a convenient time	5
I couldn't get to my appointment easily	1
I didn't like or trust the doctor	0
Another reason	3

3. Which of the following methods would you prefer to use to book appointments at the surgery?

Please tick all the boxes that apply to you

In person at surgery	75	
Online	83	
By phone	141	
By fax machine	0	
No preference	10	
Are you aware that you can book via website	YES 145	NO 59

4. Which of the following methods would you prefer for ordering repeat prescriptions?

Please tick all the boxes that apply to you

In person at surgery	111
Online	37
By pharmacy	127
By fax machine	2
No preference	28

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

Getting through on the phone	Very Easy 45	Not So Easy 116	Very Difficult 4
Obtaining test results by phone	Very Easy 101	Not So Easy 52	Very Difficult 6
Speaking to a Nurse by phone	Very Easy 74	Not So Easy 31	Very Difficult 20

6. In the past 6 months have you successfully tried

To see a Doctor fairly quickly?	Yes 195	No 86
To make an appointment more than two weeks in advance	Yes 112	No 90

If no to one or both of the above please give brief details

7. How easy or difficult do you find it to get into the building at the surgery?

Very Easy	222	Easy	74	Difficult	8	Very Difficult	2
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If you have answered difficult or very difficult please give a brief explanation.

7a. How do you get TO Sullivan Way surgery?

Own car	155	lift from family/friend	28	Walk	96	Bus	15	Taxi	15
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7b. If you have had to attend a clinic outside of Sullivan Way which Clinic did you attend?

Boston House 90 **Aspull** 14

If yes, please tell us how you found it to:

Make an Appointment	Very Difficult	9	Difficult	11	Easy	85
Travel to and from the clinic	Very Difficult	3	Difficult	14	Easy	73

Please comment on your experiences

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8. In the reception area, can other patients overhear what you say to the receptionist?

Yes, but I don't mind	194
Yes, and I am not happy about it	46
No, other patients can't overhear	10
Don't know	28

9. How helpful do you find the receptionists at your GP surgery?

Very helpful	231
Fairly helpful	65
Not very helpful	2
Not at all helpful	0

10. How long after your appointment time do you normally wait to be seen?

I am normally seen at my appointment time	111						
I am rarely seen at my appointment time	152						
Do you wait?							
Less than 5 minutes	19	5 to 15 minutes	150	16 to 30 minutes	74	More than 30 minutes	19

If more than 30 minutes please say:- On regular basis 3 On an irregular basis 7

11. Is there a particular Doctor you prefer to see at the Surgery?

Yes 185 No 112

Do you get to see your preferred doctor:- All the time 64 Most of the time 116 Occasionally 36

12. Last time you saw Doctor at your surgery how good was the doctor at each of the following?

	Very Good	Good	Poor	Very Poor
Giving you enough time	225	64	3	0
Asking about your symptoms	209	69	3	0
Listening to you	217	65	4	0
Explaining tests and treatments	198	67	5	0
Involving you in decisions about your care	192	72	8	0
Taking your problems seriously	208	60	10	0

Comments:.....

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13. Last time you saw a Practice Nurse at the Surgery, how good did you find the Practice Nurse at each of the following.

	Very Good	Good	Poor	Very Poor
Giving you enough time	217	40	1	0
Asking about your symptoms	207	40	0	0
Listening to you	208	45	0	0
Explaining tests and treatments	199	48	0	0
Involving you in decisions about your care	200	46	0	0
Taking your problems seriously	204	42	1	0

14. Do you feel that you are always treated with care and concern?

By the receptionists	Yes	270	No	23
By the Doctors	Yes	284	No	10
By the Practice Nurses	Yes	271	No	3

Comments:

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15. Do you find the waiting room at you GP's surgery suitable for your needs?

Yes 287 No 7 (if no please say briefly why not)

Lay-out Furniture Cleanliness Posters / Information Play Area
Reception Area

Other please give a brief comment:

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16. Do you know the opening times of the surgery: Yes 233 No 48

17. Do you know what the Health Trainers do? Yes 100 No 178

18. Do you use the surgery web site? Yes 66 No 243

If Yes have you used it for the following?

Book appointments	Yes	37	No	36				
Order repeat prescriptions	Yes	29	No	28				
Just for information purposes	Yes	24	No	22				
Do you rate the site as	Excellent	13	Good	46	Poor	8	Difficult to navigate	1

19. Do you have any long-standing, health problem, disability or infirmity?

Please include anything that has troubled you over a period of time or that is likely to affect you over a period of time. (Please do not give us specific information)

Yes 192 No 109

20. Have you had discussions in the past 12 months with a doctor or nurse about how best to deal with your health problem?

Yes 200 No 82

21. If help and information were available to help you manage your long term condition would you be interested?

Yes 220 No 30

22. Are you aware of any of the following services being provided by your GP's surgery?

Asthma Management	147	Counselling Services	99
Family planning Services	155	Child Health surveillance	67
Minor Surgery	108	Travel Immunisations	94
Ante Natal Services	133	Post Natal Services	98
Diabetes Management	144	Chronic Disease management	71
Cervical Smears	161	Healthy Lifestyle Advice	143
Immunisations/vaccinations	137	Well Man / Woman screening	110
Alcohol Awareness	95	Sexual Health	128

23. Have you been referred to a Consultant or Specialist Doctor in the last 12 months?

Yes 146 No 154

(a) If yes, were you given a choice of hospitals to attend?

Yes 82 No 74

(b) If yes, did you have enough information on which to base your choice?

Yes 83 No 21

(c) If no, what information would you need to make an informed choice?

(d) How would you like to have received that information?

A comprehensive leaflet 63 More information from the Surgery 43 Directions to a web site 19 Other 5

If other please give brief details

24. Have you had to used the Choose & Book System?

Yes 94 No 178

If yes have you. Booked on line 23 By telephone 61

Please say which you prefer Telephone 43 On line 14

25. Are you familiar with the complaints procedure at the surgery? Yes 48 No 186

Have you had reason to complain about our services? Yes 22 No 204

Any further comments or compliments would be appreciated and would be shared with doctors and staff.

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THANK YOU FOR YOUR HELP.

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.

Are you male or female?

Male 100 Female 191

How old are you?

Under 18 2
18 to 24 19
25 to 34 33
35 to 44 54
45 to 54 63
55 to 64 49
65 to 74 52
75 to 84 22
85 and over 4

What is your ethnic group?

Choose one section from A to E below, then select the appropriate option to indicate your ethnic group.

A. White

British 282
Irish 10
Any other White background 3

Please write in

B. Mixed

White and Black Caribbean	0
White and Black African	0
White and Asian	0
Any other Mixed background	0

Please write in

C. Asian or Asian British

Indian	0
Pakistani	0
Bangladeshi	0
Any other Asian background	1 Iranian

Please write in

D. Black or Black British

Caribbean	1
African	0
Any other Black background	0

Please write in

E. Chinese or other ethnic group

Chinese	0
Any other ethnic group	0

Please write in