## PATIENT QUESTIONNAIRE 2013

A survey of our patients was carried out over a number of days during March 2013. The results were discussed by the Patient Participation Group and by the GPs. These were compared to last year's survey results and were found to be very similar. The most dissatisfaction was with the difficulty of getting an appointment with a GP of choice. In the comments section most negative comments were about the appointment system. We will continue to review the situation to see if changes are possible which would improve the situation. The results and the comments follow.

RESULTS	2012	2013

How easy is it to get appointment for the day/time you want?

Not easy	42%	41%
Fairly easy	19.66%	20%
Acceptable	30%	33%
Very Easy	8.33%	6%

How easy is it to get appointment with the GP you want?

Not easy	34%	45%
Fairly easy	18.33%	14%
Acceptable	23.66%	27%
Don't mind who I see	24%	14%

How important is it to see a specific GP?

Prefer not to say	2.66%	2%
Not at all important	26.33%	24%
Fairly important	44.33%	50%
Very important	26.66%	24%

How satisfied are you with the surgery opening times?

Not at all satisfied	1.33%	2%
Fairly satisfied	13.33%	6%
Acceptable	37.33%	48%
Very satisfied	48%	47%

In Reception, can other patients overhear what you say to the receptionist?

Yes, not happy	10%	9%
Yes but acceptable	73%	72%
Cannot be overheard	3.33%	5%
Don't know	13.66%	14%

<u>2012</u>	<u>2013</u>
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## How helpful are the receptionists?

Not at all helpful	1.33%	1%
Not very helpful	1.66%	2%
Fairly helpful	37.66%	31%
Very helpful	59.33%	66%

On arriving at the surgery how long do you have to wait to see your doctor?

Too long	12%	22%
Acceptable wait	65.33%	54%
No wait	3.33%	2%
Do not mind waiting	19.33%	22%

## How well does the doctor listen to your concerns?

Never listens	0.66%	0%
Not very well	3%	3%
Fairly well	32.33%	34%
Very well	64%	63%

How well does the doctor explain things to you?

Very poor explanations	0.66%	0%
Not very well	2%	3%
Fairly well	38%	39%
Very Well	59.33%	58%

How satisfied are you with the services provided by the practice nurses?

Very dissatisfied	0.66%	1%
Fairly dissatisfied	1%	1%
Acceptable	29.33%	26%
Very satisfied	69%	72%

What is your opinion on the comfort of the waiting areas?

Not comfortable	3%	4%
Fairly comfortable	21%	13%
Acceptable	58.33%	70%
Very comfortable	17.66%	13%

If you consider yourself to have a disability of any kind, does the surgery/practice meet your needs?

Yes		28%	30%
No		4.33%	2%
Did not answer so			
assume no			
disability	203	67.66%	68%