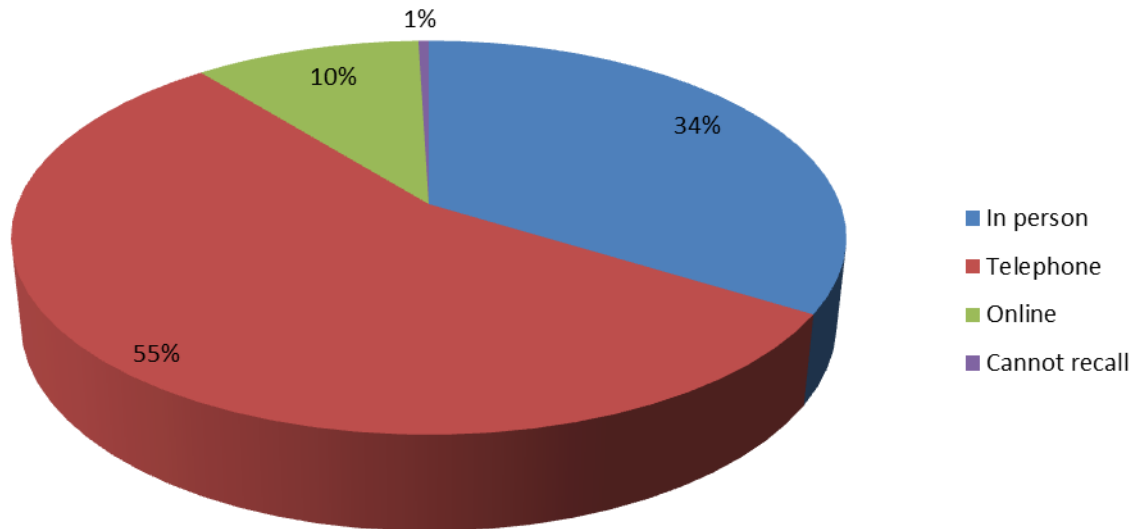


ST.DAVID'S FAMILY PRACTICE

PATIENT PARTICIPATION GROUP

2014 Survey Analysis

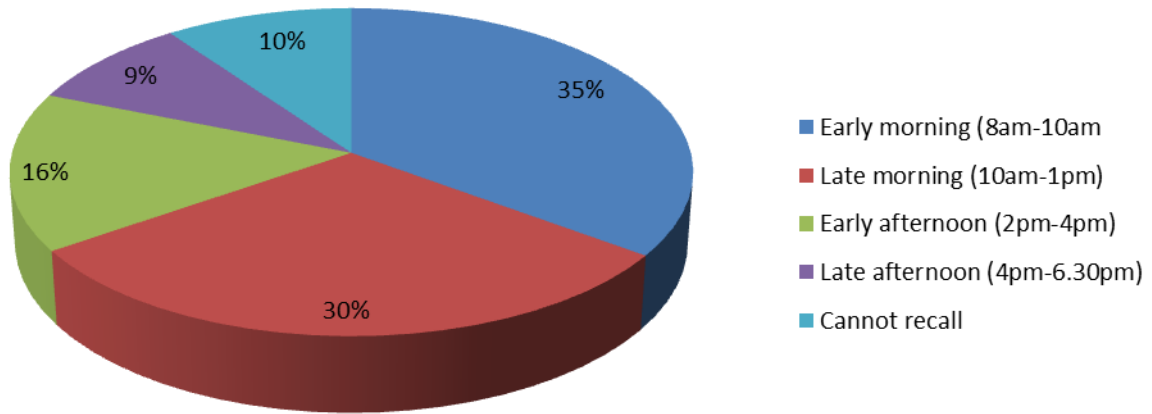
1. How did you make today's appointment at St.David's Family Practice?



Patient Comments:

None received

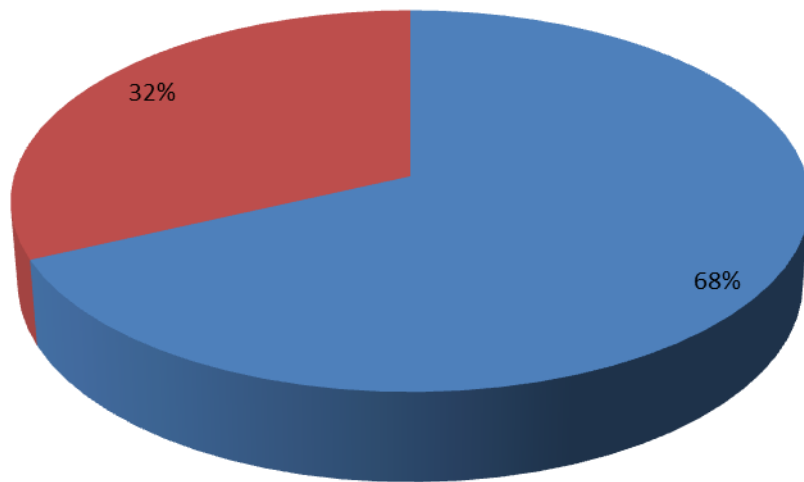
2. What time of day did you contact the practice to make the appointment?



Patient Comments:

"sometimes a long hold for an answer"

3. What type of appointment did you need?

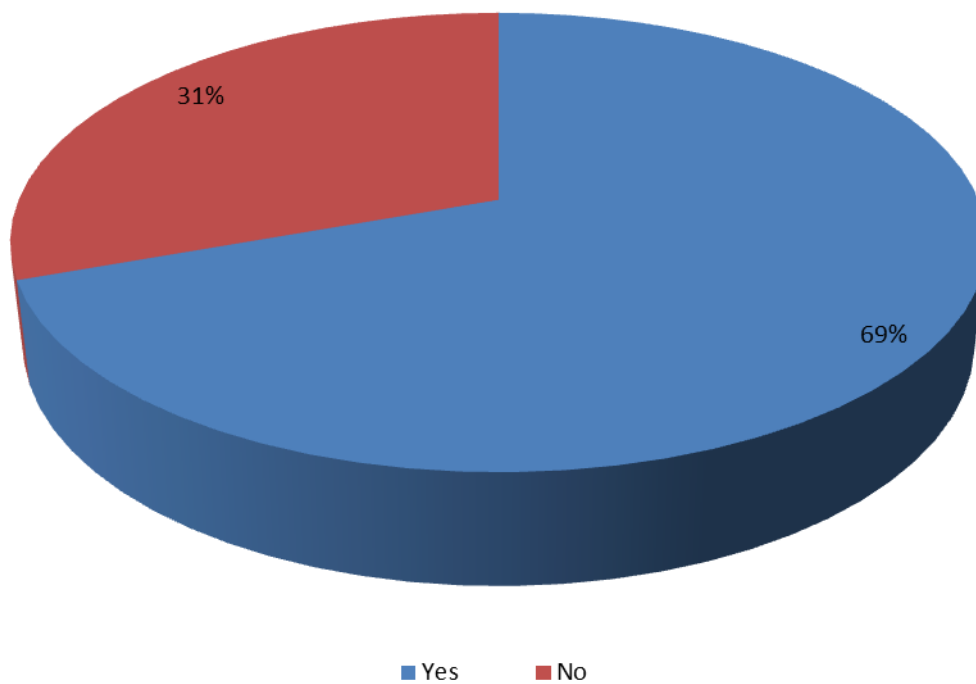


■ Routine ■ Urgent (something which could not wait until the next available routine appointment)

Patient Comments:

“service was very good”

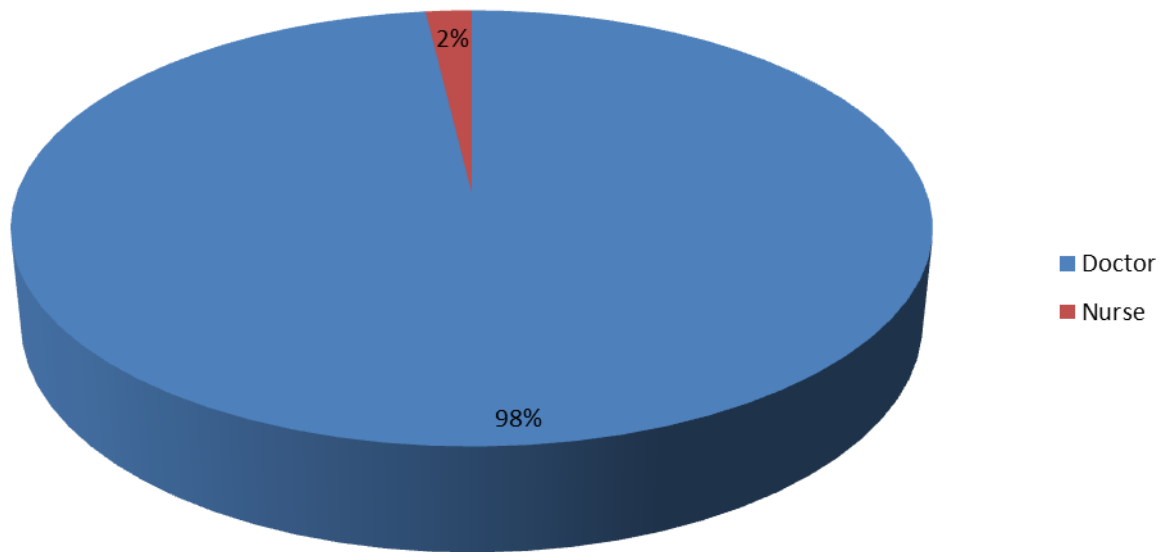
4. If telephone consultation appointments were available, would you accept one?



Patient Comments:

*“if not serious” “cannot speak clearly on the phone” “if it could be dealt with on the phone”
“not for under 14 year olds” “if for an on-going condition” “if it was a follow-up” “if I’m not
serious” “if they answer the phone” “sometimes just need advice” “depends on what it was for”
“depends on problem” “if it was for a follow-up appointment” “not for today’s appointment –
otherwise possibly” “if for an on-going condition”*

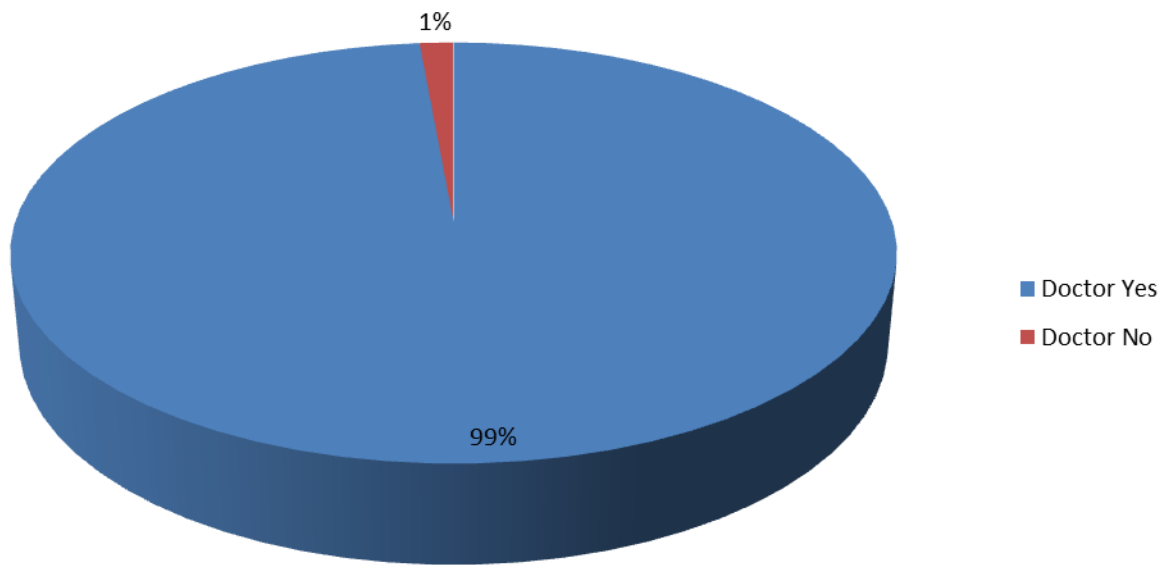
5. Was your most recent consultation with a Doctor or Nurse?



Patient Comments:

None received

6. Were you able to get a suitable appointment for your most recent consultation with that Doctor or Nurse?

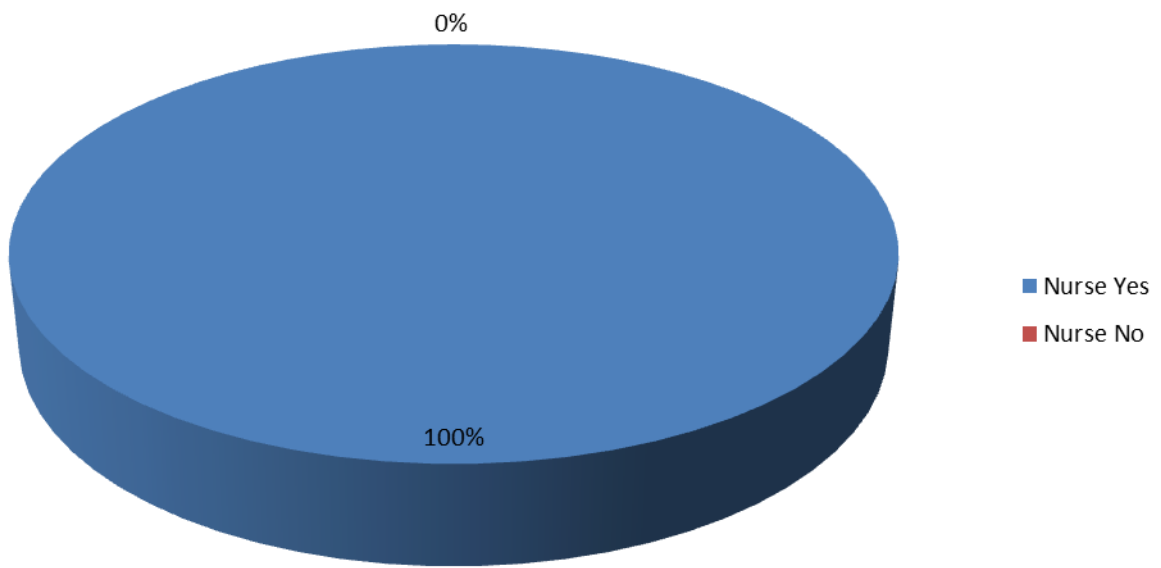


Patient Comments:

Doctor: "Xmas wait was 2 weeks plus" "very helpful" "efficient as usual" "yes, always very helpful" "very pleased with the Doctor I saw" "very prompt"

Nurse: "should be 2 nurses"

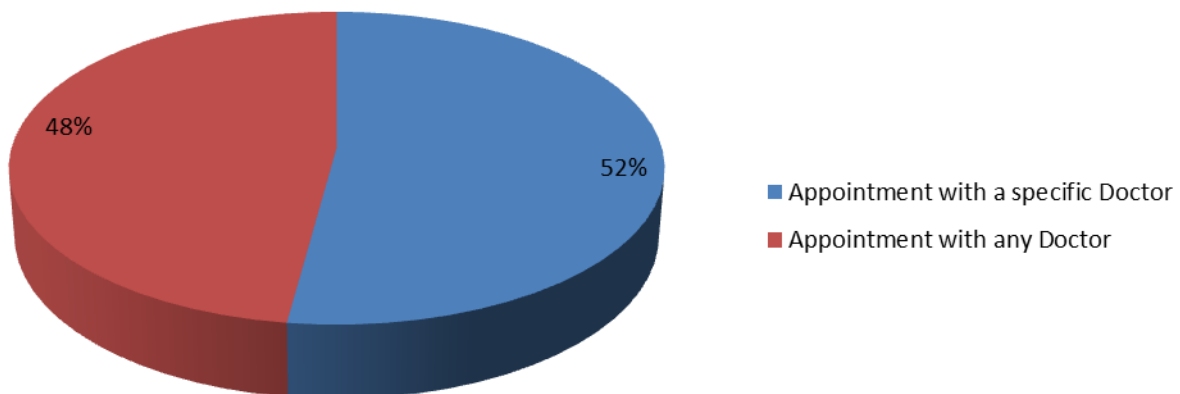
6b. Were you able to get a suitable appointment for your most recent consultation with that Doctor or Nurse?



Patient Comments:

None received

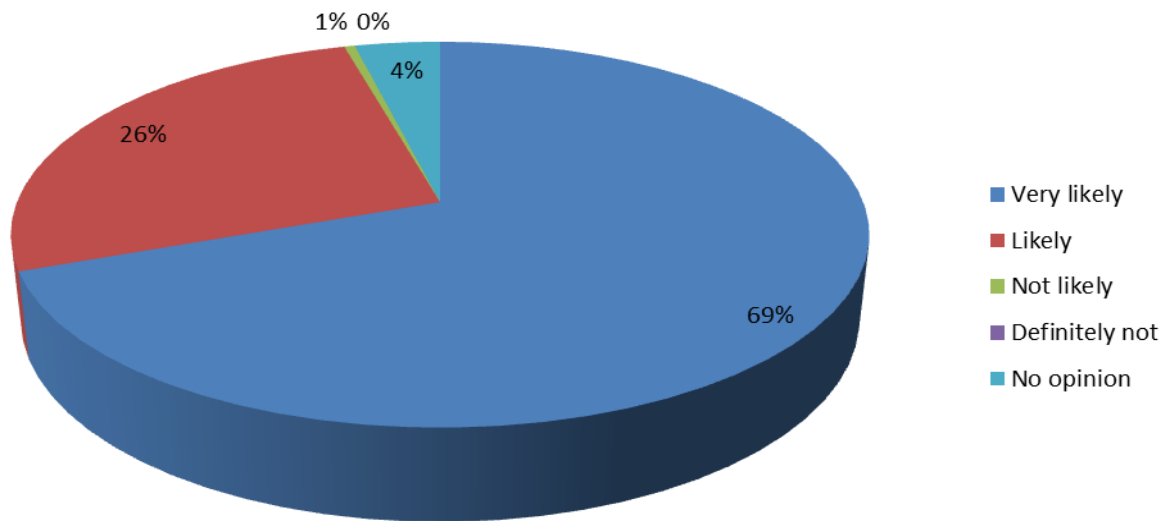
7. If your answer to Q.5 was "Doctor" did you ask to see a specific Doctor or were you happy to see any Doctor?



Patient Comments:

"like to see own GP particularly as she knows my problems" "always prefer to see specific Doctor" "prefer usual Doctor but as urgent, don't mind" "see anybody" "40 minute wait to be seen" "had to wait longer to see specific Doctor" "week wait for specific Doctor" "very nice Doctor" "happy with any in the future" "our Doctor is Dr...but the rest of the Doctors are good and kind" "I like continuity" "I feel my Doctor knows my history and I don't have to go through things explaining" "I had made an appointment with a nurse but this was changed by the surgery to a Doctor's appointment. Not a problem though" "always like to see same Doctor" "always have no problem" "don't think I've seen the same Doctor for any appointments" "same Doctor has been seeing me over the years and I am pleased with Dr ... services" "didn't mind who I saw" "I was happy to be seen by one of my regular Doctors"

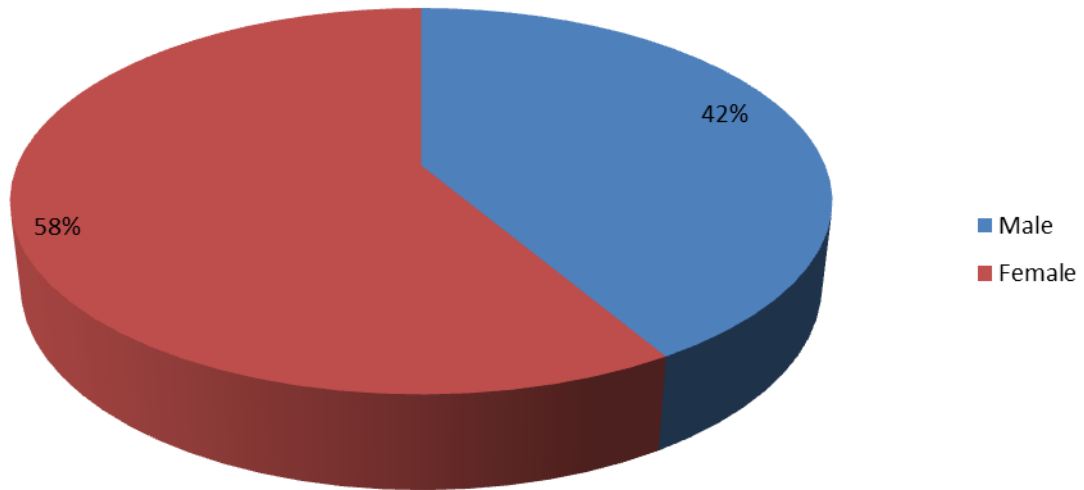
8. How likely are you to recommend St.David's Family Practice to other people?



Comments:

“very happy with St. David’s Practice” “Receptionists very helpful and polite” “always helpful and polite” “staff exceptionally friendly” “has improved services” “Drhas diagnosed a problem which has been ongoing for some time and thru’ his determination to get to the root of the problem, my quality of life has vastly improved” “they are very helpful at understanding the needs of patients. Receptionists are polite and always listening” “recommend absolutely” “excellent services” “it’s brilliant but can still improve” “the atmosphere in the Waiting Area is a lot calmer and waiting time was minimal” “always polite and courteous and very helpful” “the Doctors, Receptionists and Nurses are all very kind” “very satisfied with level of service, especially online facility” “very accommodating with choices” “no problems with Doctors, Nurses or Receptionists” “the care and consultation I get is very good” “I have no problem with the surgery – very helpful” “outstanding service, professionally run” “I have always been able to see my GP within reasonable time” “I’ve never had any problems making appointments etc and the staff are helpful and approachable” “good service, friendly staff” “always” “quite a good practice” “most happy to recommend” “they are very helpful at understanding the needs of patients. Polite and always listening are the Receptionists”

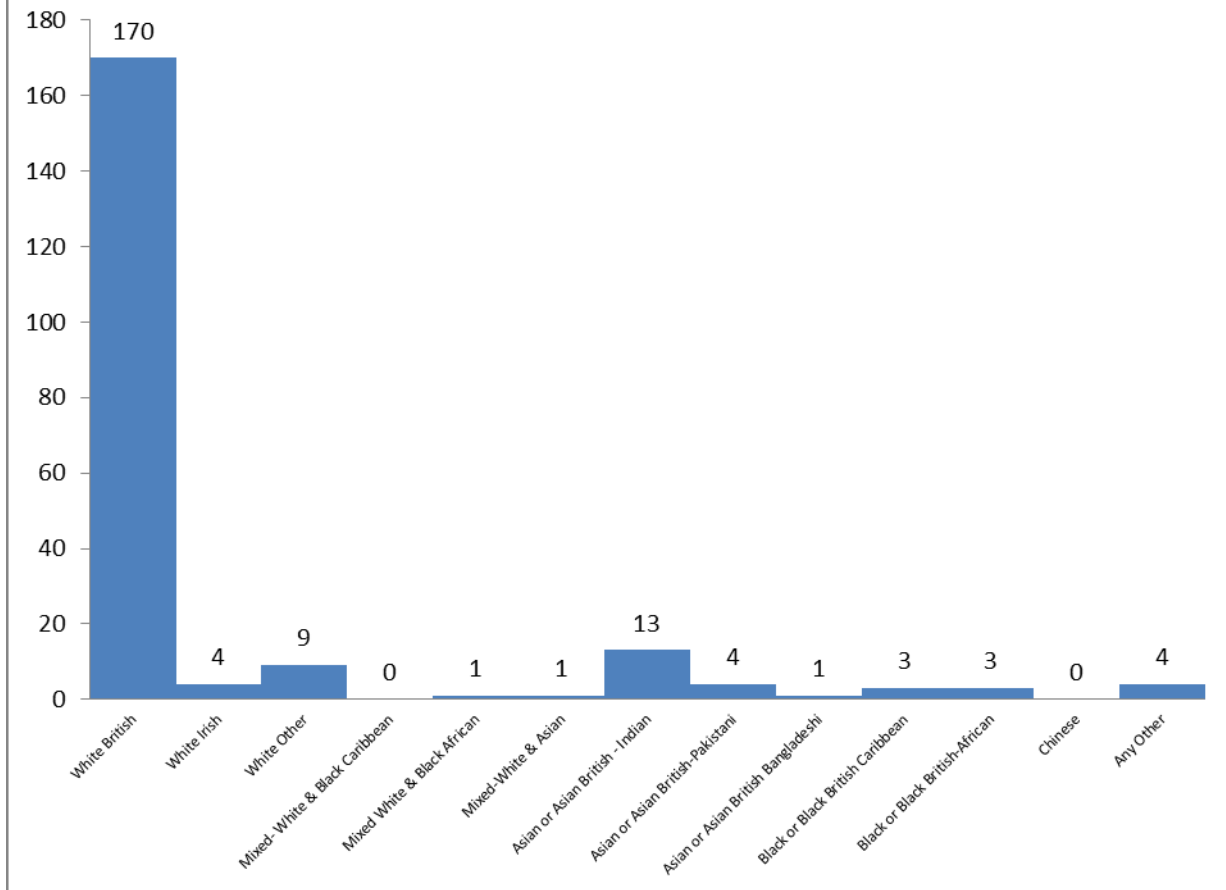
10. Gender



Comments:

None received

11. Which of the following ethnic backgrounds do you most closely identify with?



Comments:

None received