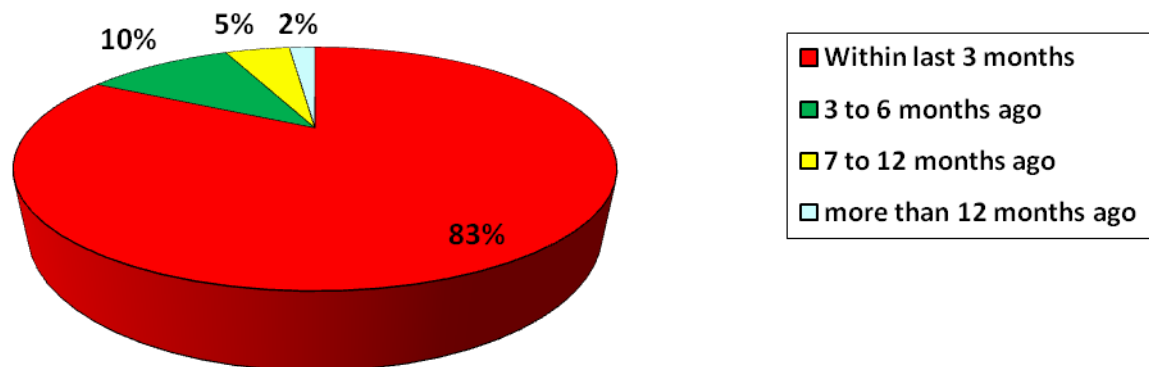


St.David's Family Practice Patient Participation Group PATIENT SURVEY RESULTS ANALYSIS 2012

Q.1 When did you last have an appointment at St.David's Family Practice?

0	0	0	0
Within the last 3 months	3 to 6 months ago	7 to 12 months ago	More than 12 months ago
86	11	5	2

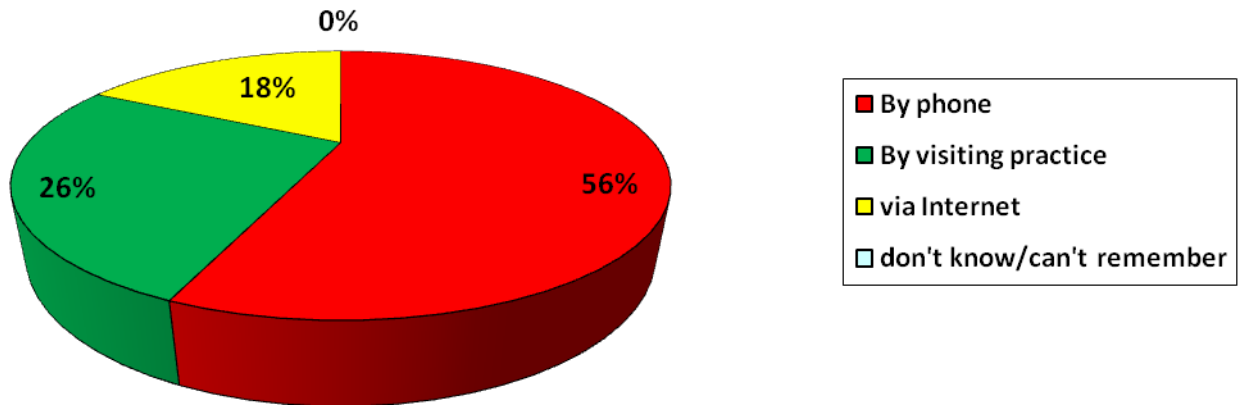


Q.2 How did you book your last appointment?

0	0	0	0
By phone	By visiting the Practice	via internet	Don't know/can't remember
58	27	18	0

Comments:

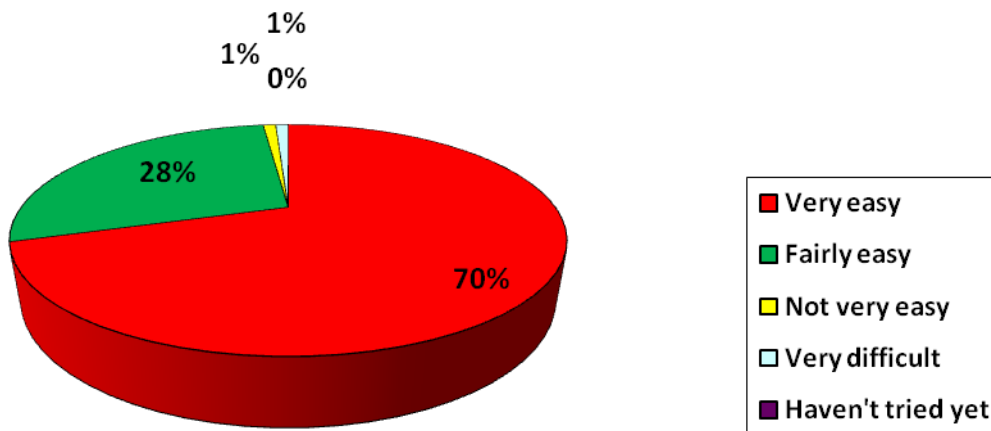
"very good service" "always willing to get you seen – impressed" "very easy" "the Receptionist who answered the phone was professional and kind" "had to get one through Ashford Hospital as Receptionist would not allow me to see Doctor urgently"



Q.3 How easy was it for you to make an appointment when you last needed one?

Very easy	Fairly easy	Not very easy	Very difficult	Haven't tried yet
73	29	1	1	0

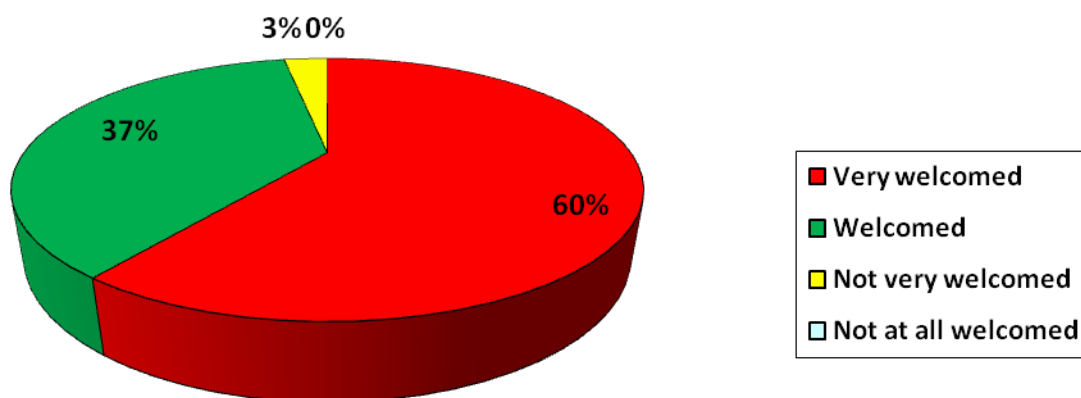
Comments:
"sometimes difficult getting through – busy tone" "no problems, depends how busy it is" "no problems" received one same day" "Receptionist booked wrong date" "quick" "it was easy"



Q.4 How well received are you made to feel when you arrive at the Reception desk?

Very welcomed	Welcomed	Not very welcomed	Not at all welcomed
62	36	3	0

Comments:
"varies according to who is on the desk" "always very welcomed" "always polite" "all it needs is a smile and a hello" "all Receptionists are most helpful" "very friendly staff" "depends on who is on Reception. Some make you feel welcomed others always appear cross and that you are made to feel a nuisance" "treated with courtesy" "didn't use Reception as self checked-in" "they are always pleasant and welcoming"

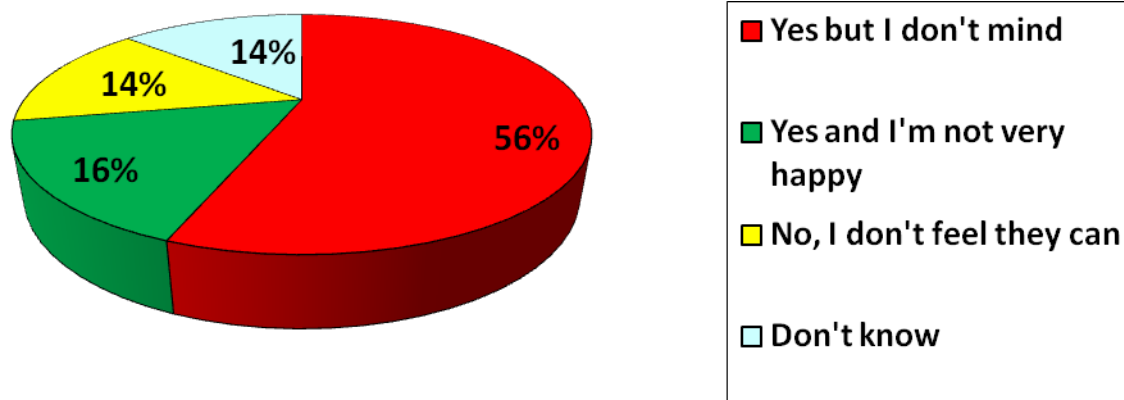


Q.5 In Reception, do you feel that patients can hear what you say to the Receptionist?

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Yes but I don't mind	Yes and I'm not very happy	No, I don't feel they can	Don't know
58	17	15	14

Comments:

"if you want to discuss anything confidential, there is no other provision" "feel Reception desk is too opposite people in Waiting Room. Not right for them to hear your information. Are there any improvements going to be made?" "other people too close to Reception" "people do not wait behind line" "as long as not asked to answer personal questions i.e. what's wrong with you / why do you want to see the Doctor?" "can appreciate this cannot be done on a one to one basis in a private area" "never noticed"

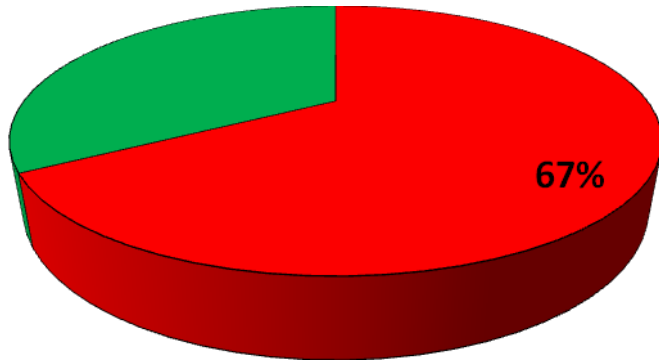


Q.6 (a) As far as you know, when is the Practice open during the working week? (tick as many boxes as necessary)

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Before 8.30am	Lunchtimes	After 6.30pm	Saturday mornings
68			

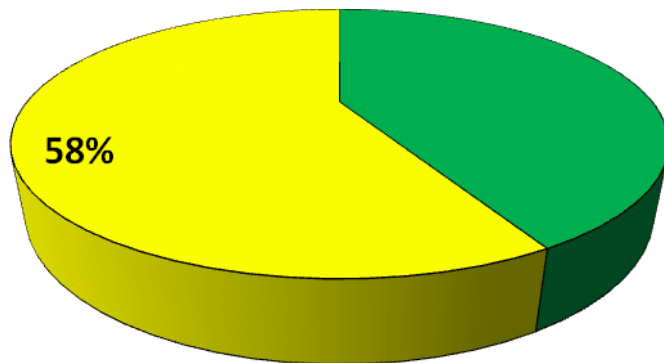
Comments:

"not sure"



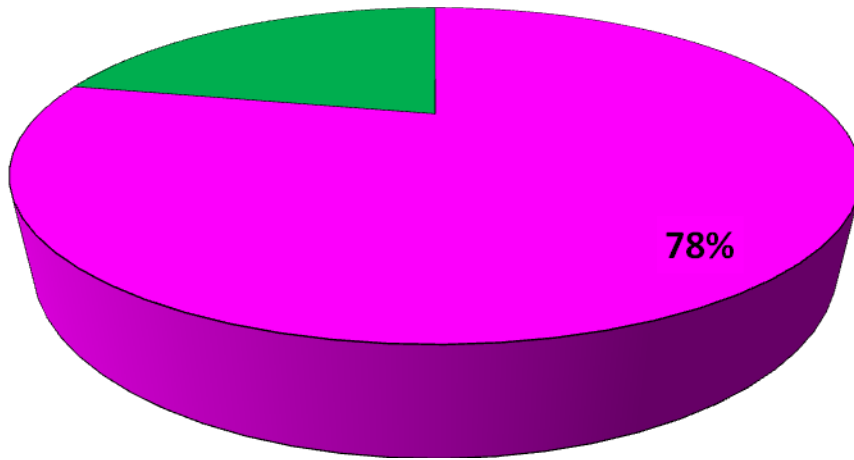
**Q.6 (b) As far as you know, when is the Practice open during the working week?
(tick as many boxes as necessary)**

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Before 8.30am	Lunchtimes 59	After 6.30pm	Saturday mornings
Comments: "not sure"			



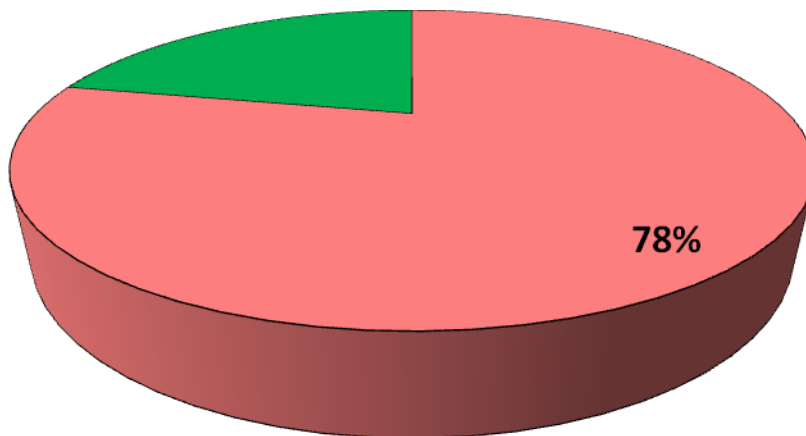
**Q.6 (c) As far as you know, when is the Practice open during the working week?
(tick as many boxes as necessary)**

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Before 8.30am	Lunchtimes	After 6.30pm 81	Saturday mornings
Comments: "times are fine. Evening opening makes it easier to attend" "open after 6.30pm only on certain days so far as I am aware"			



**Q.6 (d) As far as you know, when is the Practice open during the working week?
(tick as many boxes as necessary)**

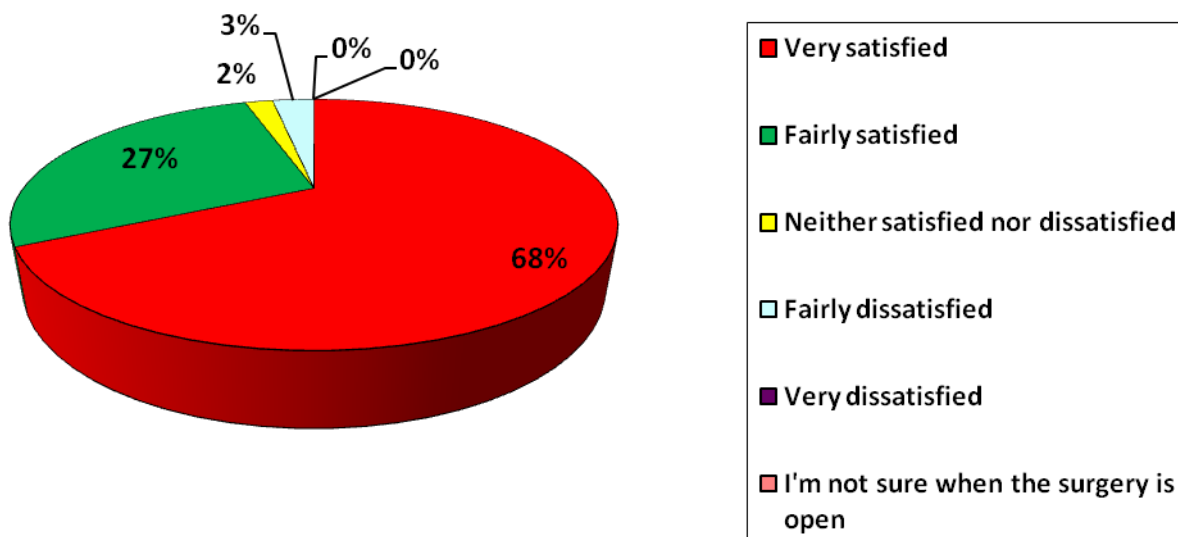
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Before 8.30am	Lunchtimes	After 6.30pm	Saturday mornings
			81
Comments: <i>"only for appointments"</i>			



Q.7 How satisfied are you with the hours that our Medical Centre is open?

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Very satisfied	Fairly satisfied	neither satisfied nor dissatisfied	Fairly dissatisfied	very dissatisfied	I'm not sure when the surgery is open
69	28	2	3	0	0
Comments: <i>"no point in closing for Bank Holidays. People fall ill anytime" "I prefer 8am appointments, so opening</i>					

times are ideal" opening hours have improved in recent years" "very satisfied with the hours"

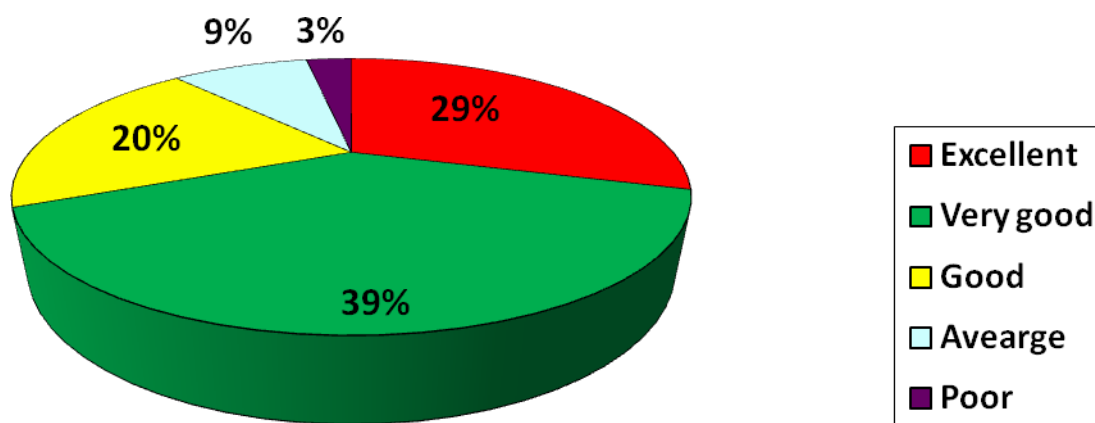


Q.8 How good is our system for providing you with an appointment on the same day with a Doctor when you have an URGENT problem?

Excellent	Very Good	Good	Average	Poor
29	39	20	9	3

Comments:

"only able to see Duty Doctor, not always own GP. OK for emergencies" "cannot fault, always accommodating and very helpful" "critical cases should be attended to first and favouritism is not a good thing" "never used this request, not required urgent" "Receptionists are very helpful always"



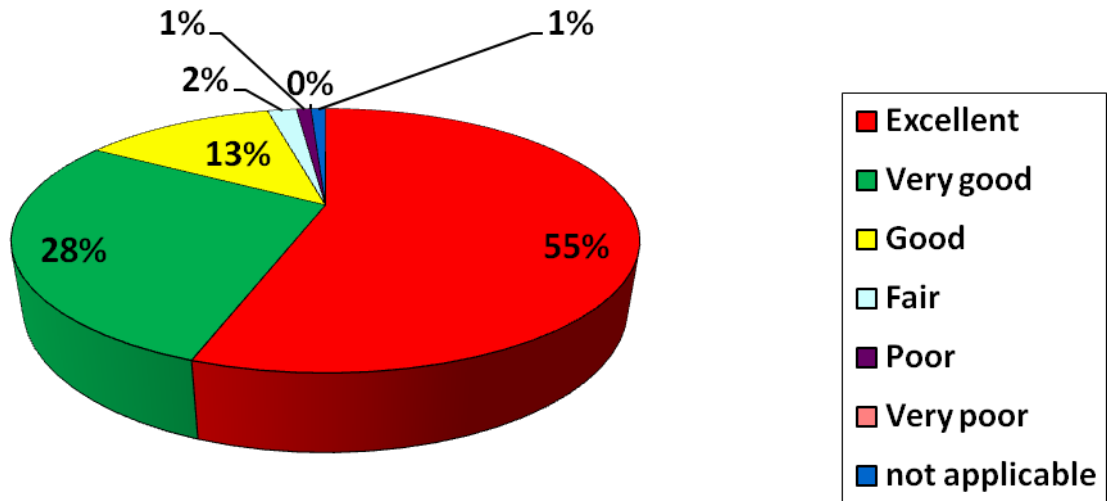
Q.9 At your last appointment, how would you rate the treatment you received from the Doctor?

Excellent	Very good	Good	Fair	Poor	Very poor	Haven't visited Doctor
57	29	13	2	1	0	1

Comments:

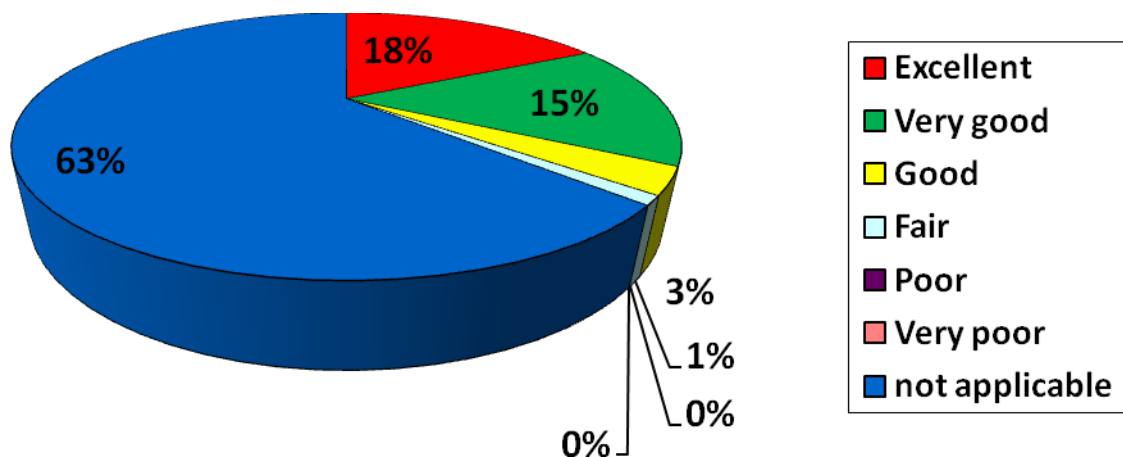
"outstanding service" "Dr Oh is superb". Other Doctors have been really friendly" "Doctors should do physical check ups and tests done where necessary". If there is a need for a revisit the Doctor should state that" "feel very confident in diagnosis and follow ups of any treatment recommended" "at last, a

Doctor who listens to you. Thank you Dr Vasistha” “very supportive” “the Doctors are excellent and our Doctor which is Dr Sodhi is very good and excellent”



Q.10 At your last appointment, how would you rate the treatment you received from the Nurse?

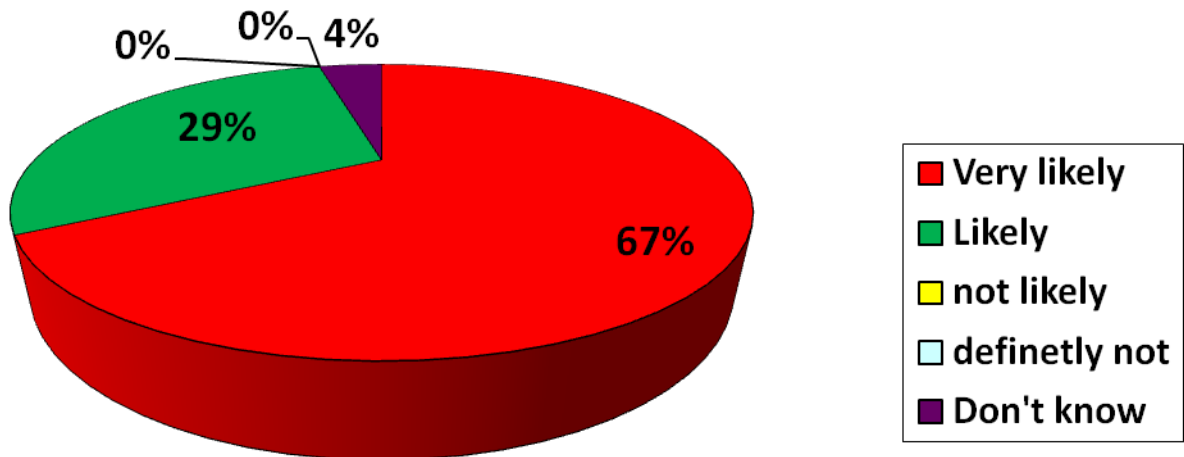
○	○	○	○	○	○	○
Excellent	Very good	Good	Fair	Poor	Very poor	Haven't visited Nurse (not applicable)
17	15	3	1	0	0	61
Comments: "very professional and caring"						



Q.11 How likely are you to recommend St.David's Family Practice to other people?

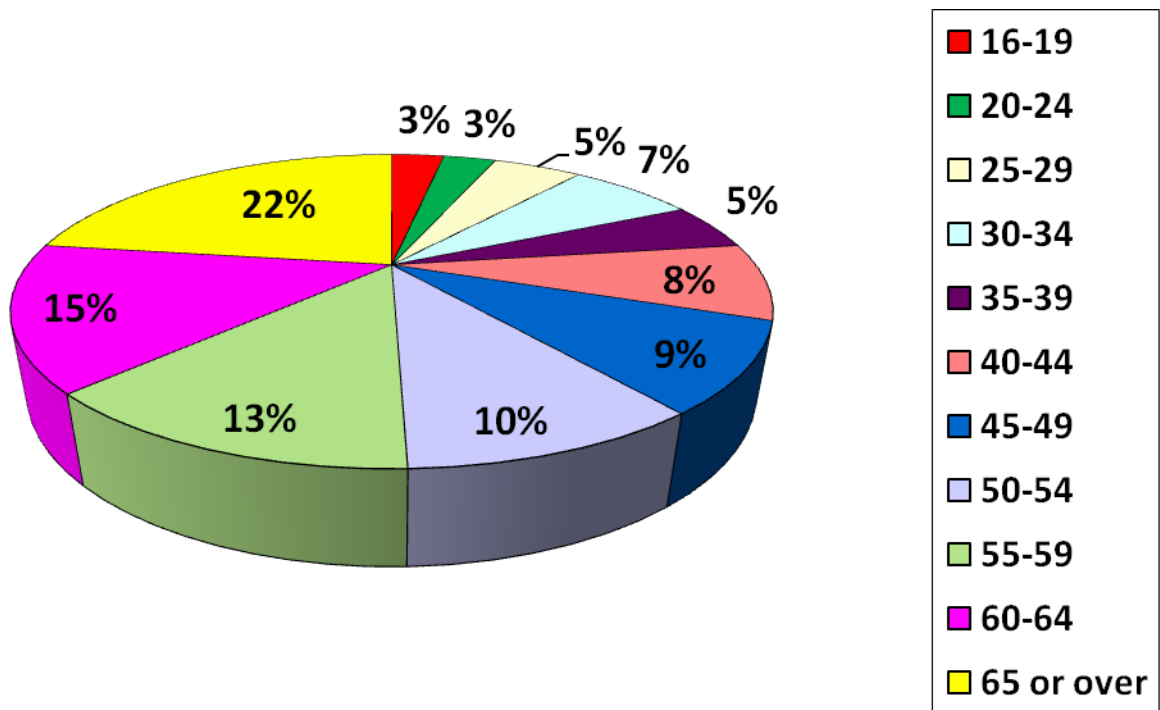
○	○	○	○	○
Very likely	Likely	Not likely	Definitely not	Don't know
69	30	0	0	4
Comments: "highly recommend" "there is no doubt that there is room for improvement. Dealing with the learned is a pleasure because they take criticism" "complaint as a feedback of the quality of"				

service and make improvements. Once made I think we have a good medical centre and certainly recommend to other people” “shame you no longer take blood samples” “we are very happy with the clinic. I will recommend to anybody”



Q.12 Age Group

<input type="radio"/> 16-19	<input type="radio"/> 20-24	<input type="radio"/> 25-29	<input type="radio"/> 30-34	<input type="radio"/> 35-39	<input type="radio"/> 40-44
3	3	5	7	9	9
<input type="radio"/> 45-49	<input type="radio"/> 50-54	<input type="radio"/> 55-59	<input type="radio"/> 60-64	<input type="radio"/> 65 or over	
9	10	13	15	24	



Q.13 Gender

○	Male	46
○	Female	57

