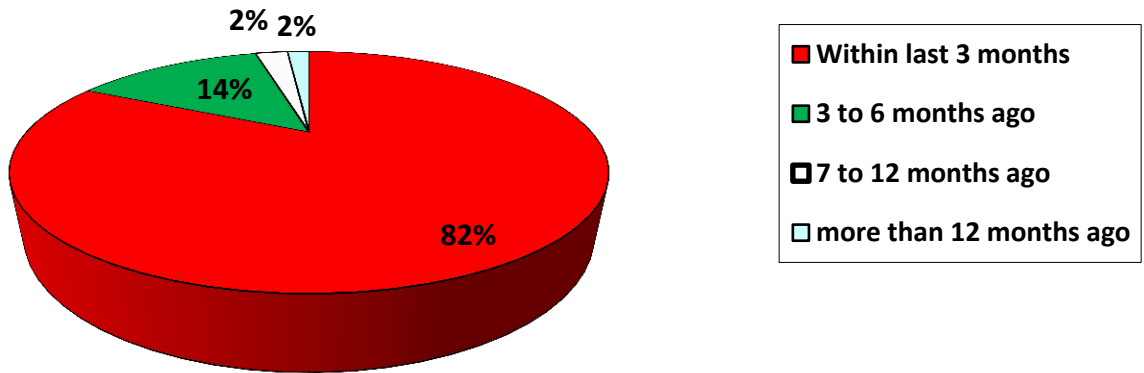


# St.David's Family Practice Patient Participation Group

## PATIENT SURVEY RESULTS ANALYSIS

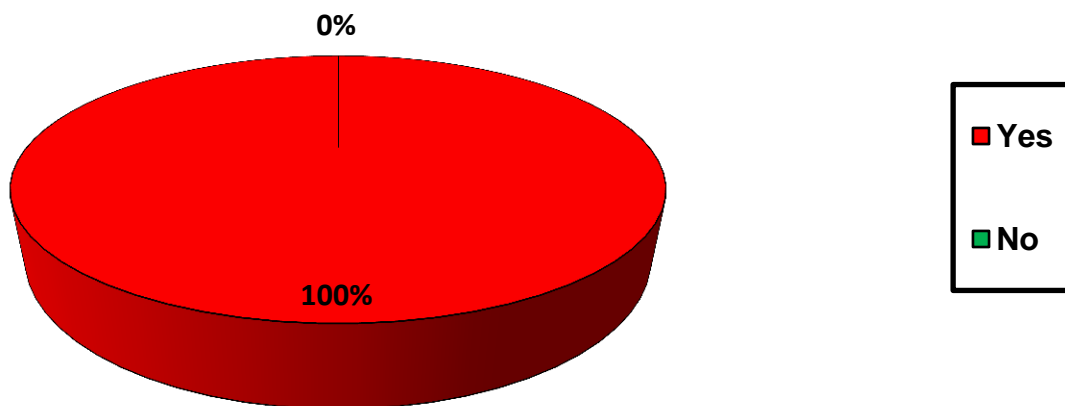
Q.1 When did you last have an appointment at St. David's Family Practice?

0	0	0	0
Within the last 3 months	3 to 6 months ago	7 to 12 months ago	More than 12 months ago
<b>102</b>	<b>17</b>	3	<b>2</b>



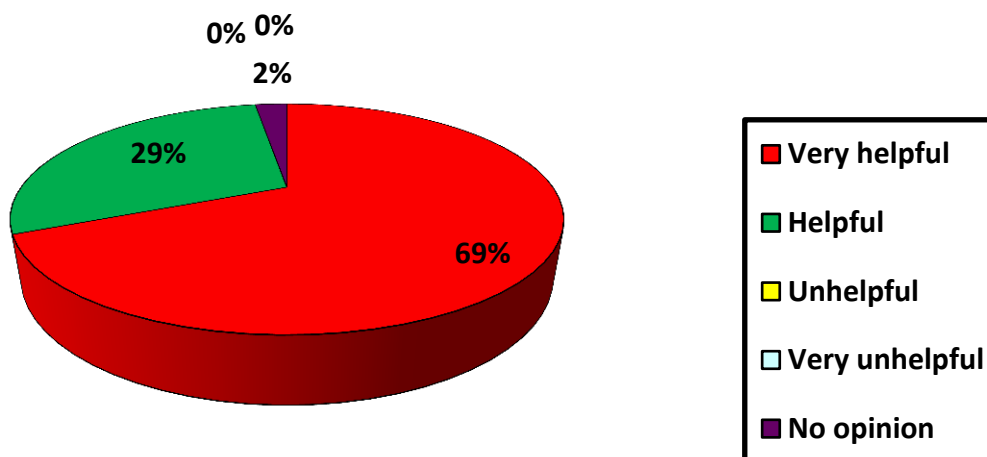
Q.2 Was the Waiting Room clean and tidy?

0	0
Yes	No
<b>124</b>	<b>0</b>
Comments: <i>Always is - A strange odour I think from cleaning chemicals – Always very clean – Very tidy and clean</i>	



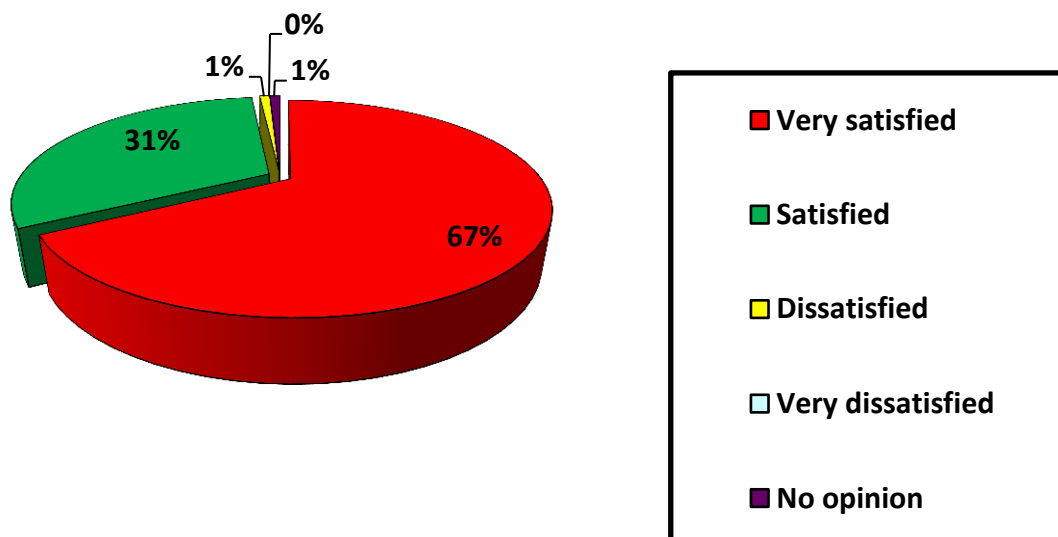
### Q.3 How helpful do you find the Reception staff?

○	○	○	○	○
Very helpful	Helpful	Unhelpful	Very unhelpful	No opinion
<b>85</b>	<b>36</b>	<b>0</b>	<b>0</b>	<b>3</b>
Comments: <i>They are great – Used automated sign in – All very nice ladies – Sometimes abrupt, one in particular – they are always helpful</i>				



### Q.4 How satisfied are you with the Practice opening hours?

○	○	○	○	○
Very satisfied	Satisfied	Dissatisfied	very dissatisfied	No opinion
<b>83</b>	<b>39</b>	<b>1</b>	<b>0</b>	<b>1</b>
Comments: <i>Good working hours – practice open late – the service is very good because of the extra hours</i>				

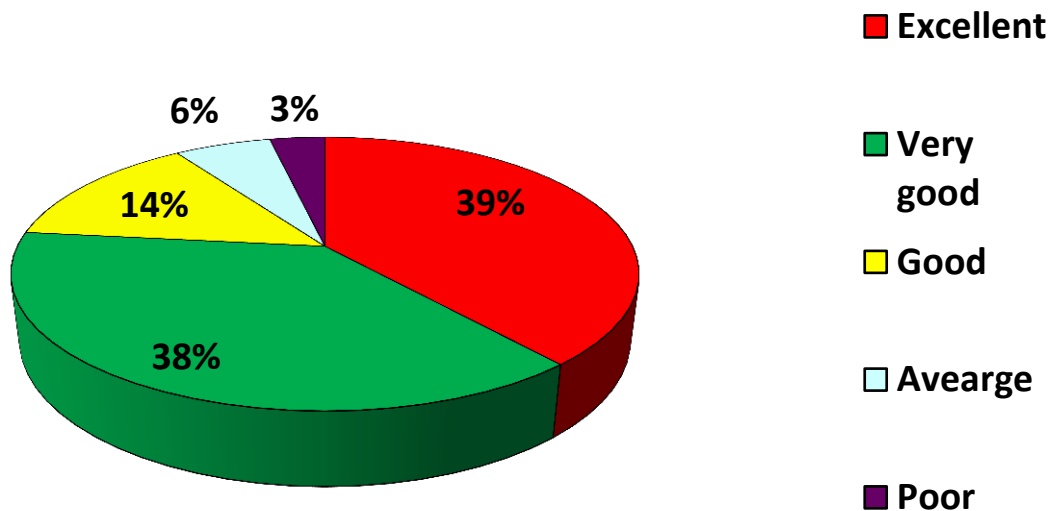


**Q.5 How good is our system for providing you with an appointment on the same day with a Doctor when you have an URGENT problem?**

○	○	○	○	○	○
Excellent 45	Very Good 44	Good 16	Average 7	Poor 4	No opinion 6

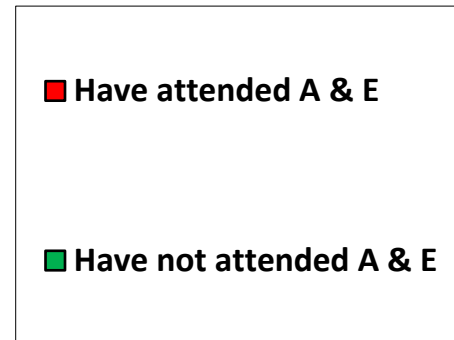
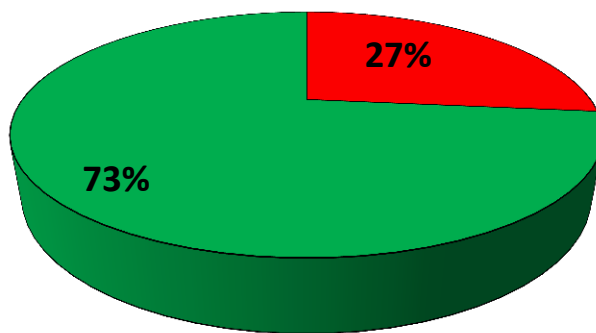
**Comments:**

*Never had a problem with this – I'm not familiar with this service – Never tried. Use online booking system – Not brilliant as very often no appointments left – Never used this service – Had a phone call with the Duty Doctor within the hour, saw him the next day – I never had a problem for an urgent problem*



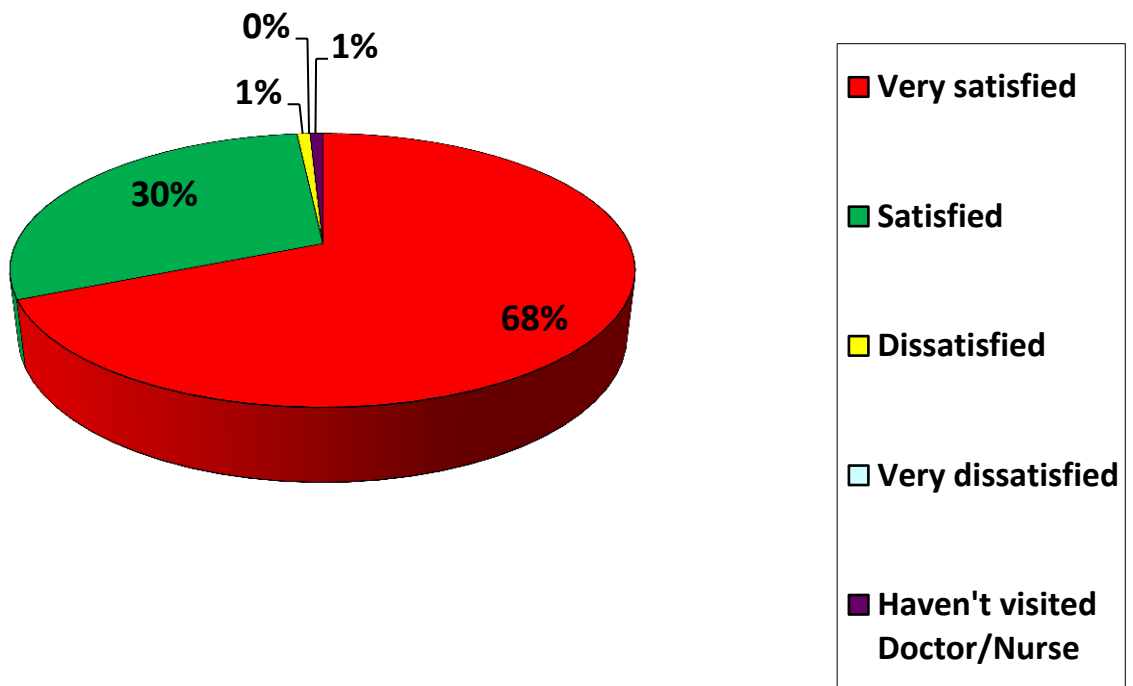
**Q.6 If you have attended the hospital Accident & Emergency department in the last year, is there any reason why you went there and not to your GP first?**

O	O
Have attended A & E in the last year <b>33</b>	Have not attended A & E in the last year <b>91</b>
<p>Comments:</p> <p><i>Involved children – GP closed – wasn't impressed with A &amp; E with over a 5 hour wait – Just needed some advice – Thought I had heart attack – Seeing a Doctor at night is impossible – Due to angina pain – Middle of night and Surgeon said come back – Very urgent problem requiring A &amp; E – Heart problem – Urgency – Accident on bike, needed x-ray – Couldn't get an appointment – Needed x-ray – Evening attendance – Attended after a fall – Doctors wasn't open – Emergency – They didn't have any appointments and was not classed as an emergency – Broken leg – Referred by ambulance – eye clinic</i></p>	



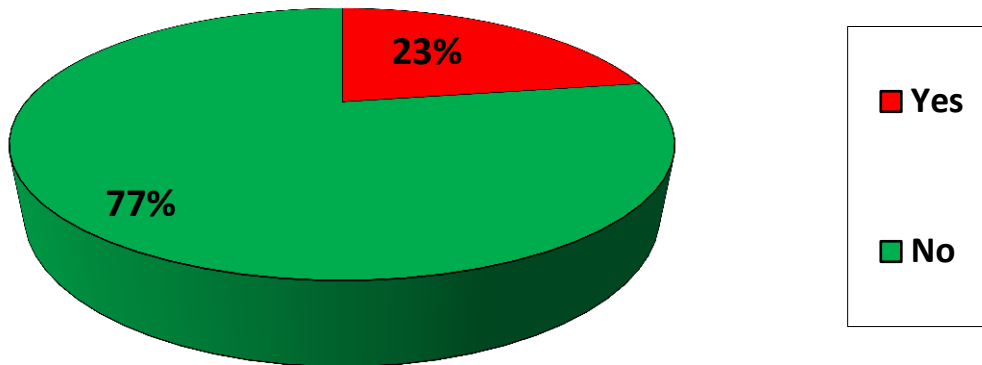
**Q.7 How satisfied are you with the level of care provided by our Doctors and Nurses in helping you with your condition?**

○	○	○	○	○
Very satisfied	Satisfied	Dissatisfied	Very dissatisfied	Haven't visited Doctor/Nurse
<b>85</b>	<b>37</b>	<b>1</b>	<b>0</b>	<b>1</b>
Comments: <i>Understanding, very helpful - 100% satisfied – Not all of them are the same. It could be improved – Always helpful and friendly – Most Doctors usually very good – Good care provided – They are straight to the point – I would like you to keep it like this – great, no problems</i>				



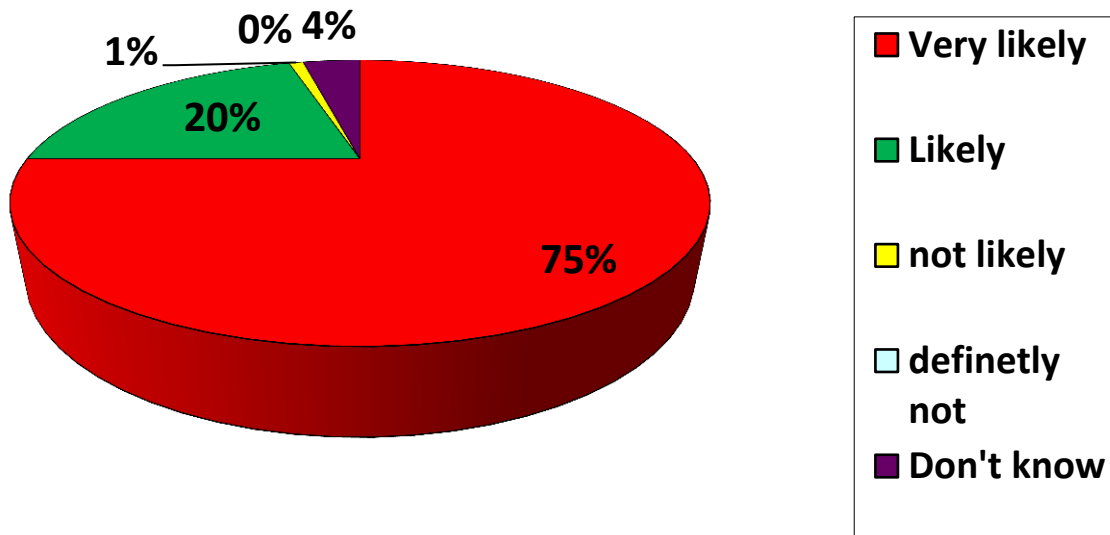
**Q.8 Do you look after or give any regular unpaid support for any family member, friend or neighbour with a long term illness, disability or problems related to old age?**

0	0
Yes	No
<b>25</b>	<b>36</b>
Comments: <i>My wife – Help Mum out – I look after my husband and other family members – My Mum, she is 84 – Mother – Grandad – Disability</i>	



**Q.9 How likely are you to recommend St.David’s Family Practice to other people?**

0	0	0	0	0
Very likely	Likely	Not likely	Definitely not	Don't know
<b>84</b>	<b>23</b>	<b>1</b>	<b>0</b>	<b>4</b>
Comments: <i>I find all the Doctors very helpful – Would recommend the Doctors but not the service due to time factor** - Could not fault the service – Good Practice</i>				



**Q.10 If there was something we could implement that is relatively simple to do to improve services, what would it be?**

**Comments:**

*Phone line rings a lot. Online service down a lot of the time*  
*Make it easier to see the same Doctor*  
*Be able to just walk in*  
*Chiropody perhaps*  
*Access to Nurses*  
*The level of service is already to a very high standard*  
*Double yellow lines outside*  
*Make sure theres an appointment when you need one*  
*Put more Doctors on emergency or stand-by or have Thames Doctor who would attend us before going to A& E*  
*Sometimes it is the delay in getting an appointment with the Doctor you want to see, reason being he is busy, booked etc*  
*I think everything is OK*  
*I am a very happy patient here. I don't think you need to improve*  
*I am very satisfied*  
*No helpline*  
*Make sure most appointments are seen on time\*\**  
*Family friendly*  
*You are doing your best at present*  
*Separate queue for collection of prescriptions at Reception*  
*Be able to give an appointment to see a Doctor of my choosing in less than a good week*  
*To have appointments with the same GP rather than different ones*  
*Offer Botox*  
*Not really, everything is fine*

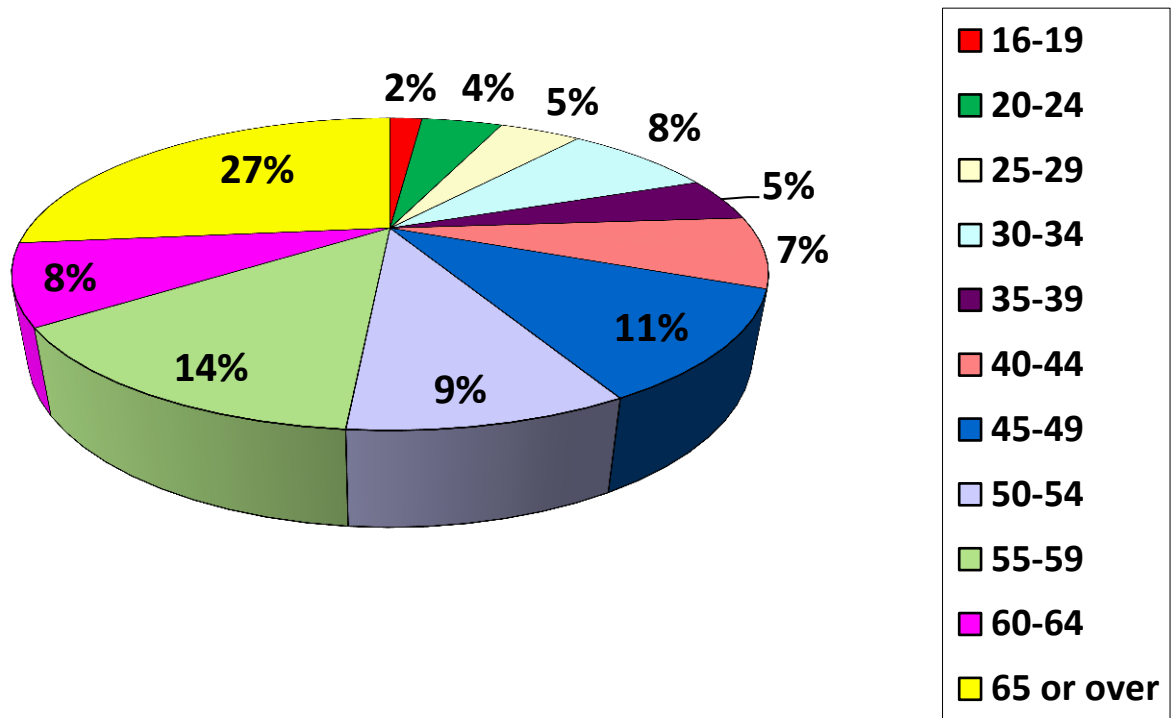
**Q.11 Do you have any suggestions for any areas for inclusion in next year's Practice survey?**

**Comments:**

*Access to Nurses – How satisfied are you?*  
*No, everything is OK*  
*Put more Doctors. Attend to problems quickly e.g. referring. Also follow up must improved.*  
*Improve appointment between GP's and hospital has poor communication*  
*Why can't you have Physio facilities at the clinic*  
*Waiting time – was excellent! Went in right on time.*  
*Need a box to put these questionnaires in, rather than waiting*  
*Self checking Pathology reports*  
*More space for parking. Dangerous for crossing road*  
*Offer Botox*  
*Have surveys for the different age groups*

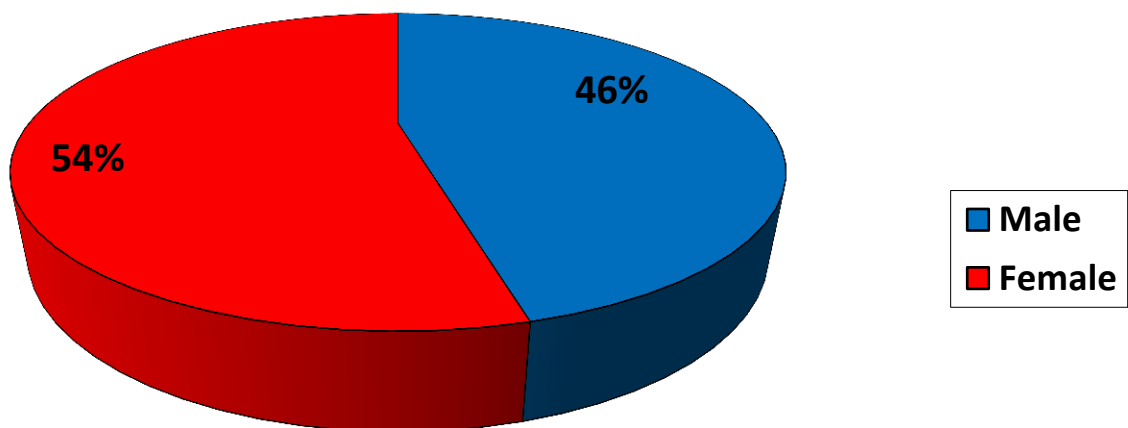
### Q.12 Age Group

<input type="radio"/> 16-19 2	<input type="radio"/> 20-24 3	<input type="radio"/> 25-29 5	<input type="radio"/> 30-34 9	<input type="radio"/> 35-39 5	<input type="radio"/> 40-44 8
<input type="radio"/> 45-49 9	<input type="radio"/> 50-54 10	<input type="radio"/> 55-59 14	<input type="radio"/> 60-64 15	<input type="radio"/> 65 or over 25	



### Q.13 Gender

<input type="radio"/> Male	57
<input type="radio"/> Female	67





**Q.14 Which of the following ethnic backgrounds do you most closely identify with?**

<b>White British</b>	<b>0</b> 95	<b>White Irish</b>	<b>0</b> 1	<b>White Other</b>	<b>0</b> 7
<b>Mixed – White &amp; Black Caribbean</b>	<b>0</b> 0	<b>Mixed – White &amp; Black African</b>	<b>0</b> 0	<b>Mixed – White &amp; Asian</b>	<b>0</b> 1
<b>Asian or Asian British - Indian</b>	<b>0</b> 8	<b>Asian or Asian British - Pakistani</b>	<b>0</b> 2	<b>Asian or Asian British - Bangladeshi</b>	<b>0</b> 4
<b>Black or Black British - Caribbean</b>	<b>0</b> 0	<b>Black or Black British - African</b>	<b>0</b> 1		
<b>Chinese</b>	<b>0</b> 2	<b>Any Other</b>	<b>0</b> 3		

