

**St. David's Family
Practice Patient
Participation Group**

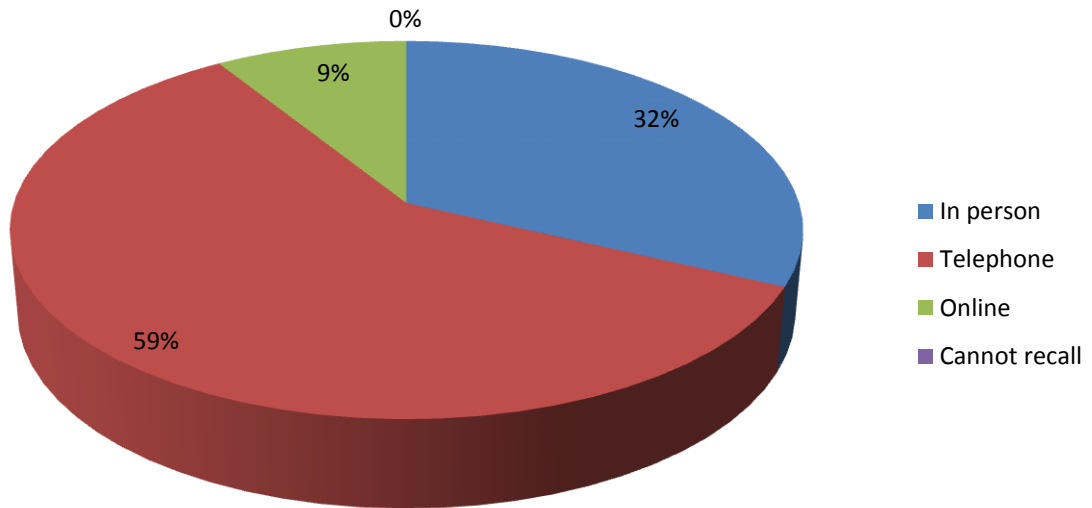
**Survey Results
January 2015**

Introduction

This survey was handed out in January 2015 to our patients. In total there were 168 returned surveys with a few spoilt or incomplete ones. The results of this survey are presented in graphical representation with results displayed in percentages, except for the last question for which there are too many variables for a pie chart to clearly identify.

Results will also be discussed at the next PPG meeting and displayed in the waiting areas and online from March 2015.

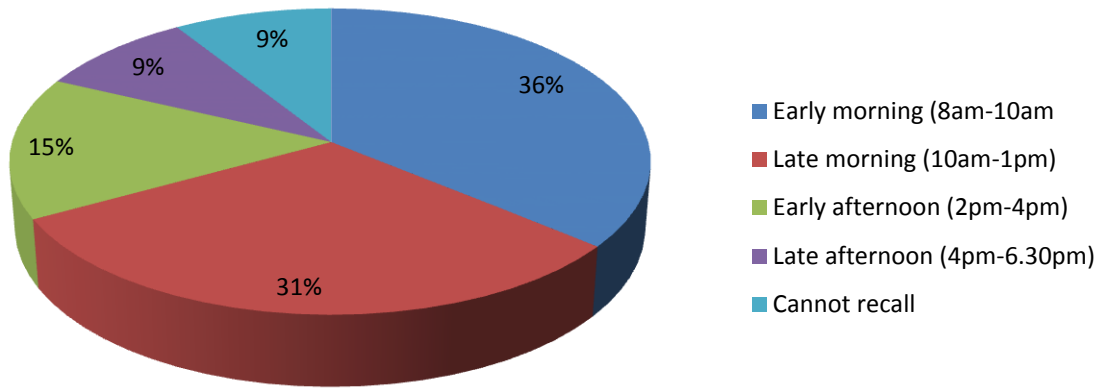
1. How did you make today's appointment at St. David's Family Practice?



Patient comments:

Question did not require comments

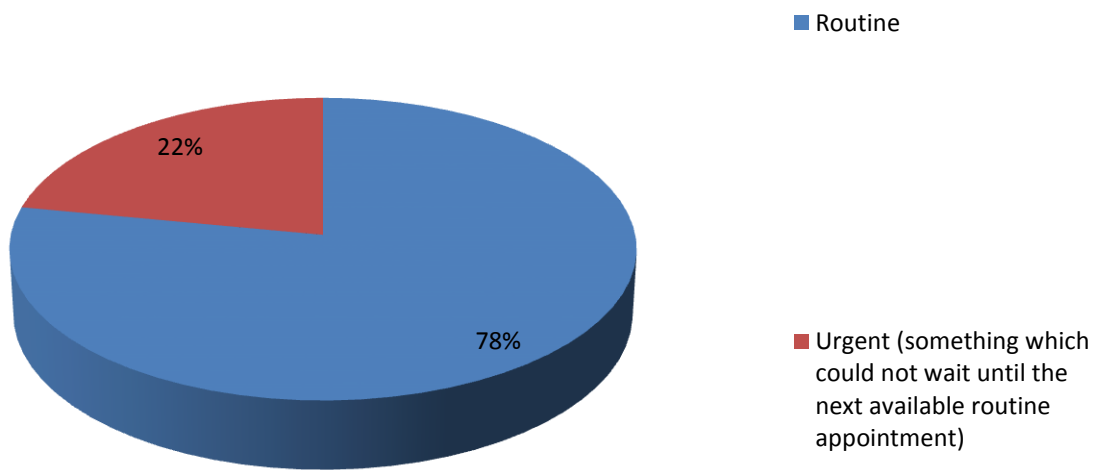
2. What time of day did you contact the practice to make the appointment?



Patient Comments:

“always a nightmare to get through”

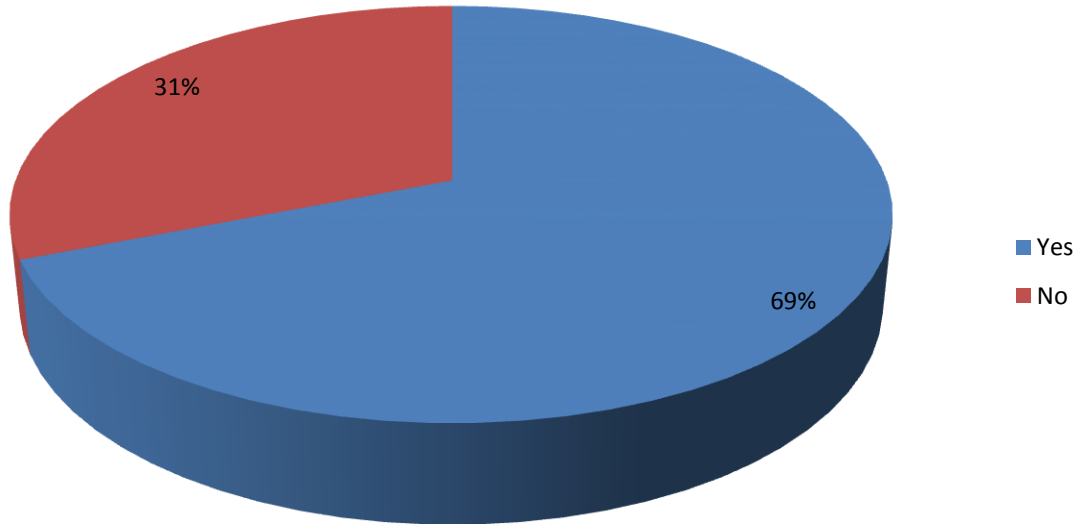
3. What type of appointment did you need?



Patient comments:

“wait longer now to get appointment”

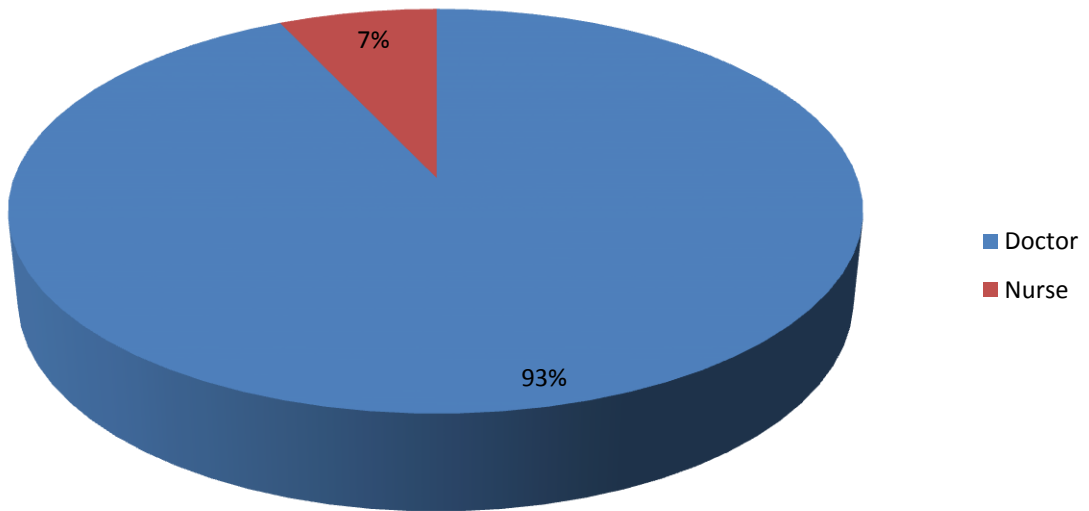
4. If telephone consultation appointments were available, would you accept one?



Patient comments:

“yes and referred to A&E” “Depending on reason”

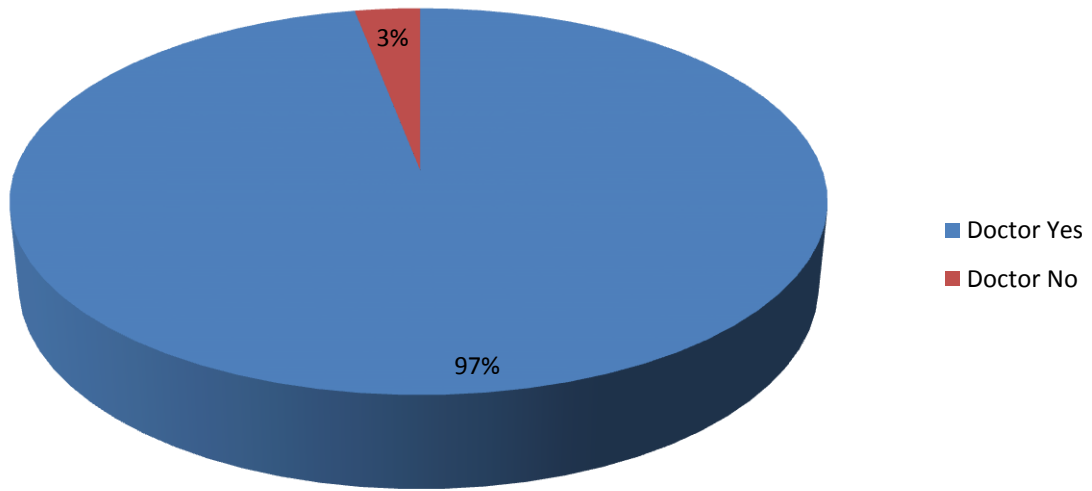
5. Was your most recent consultation with a Doctor or Nurse?



Patient comments:

Question did not require comments

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

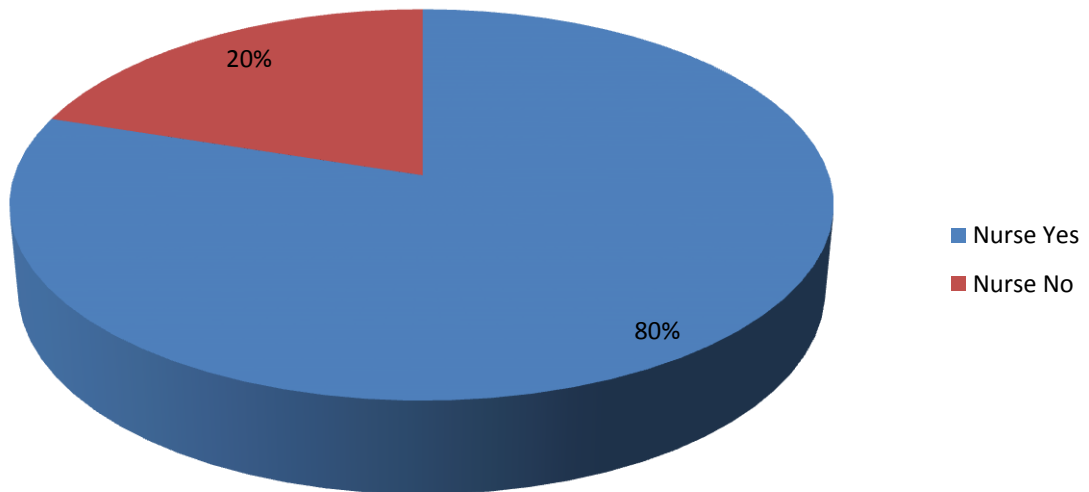


Patient comments:

*“difficult to get evenings after 5pm” “not with Doctor of choice”
“eventually took 2 weeks”*

“Awkward/difficult if working”

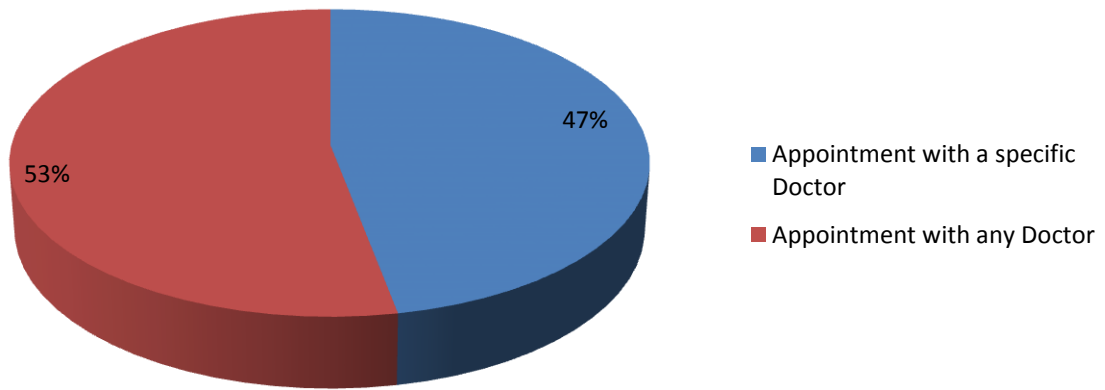
6b. Were you able to get a suitable appointment for your most recent consultation with that Doctor or Nurse?



Patient comments:

“waited 10 days”

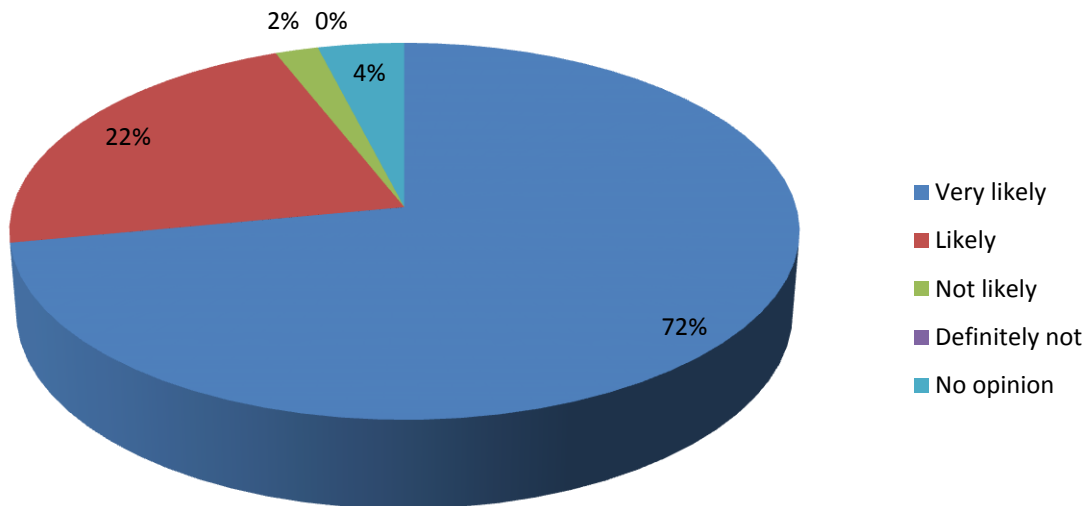
7. If your answer to Q.5 was “Doctor” did you ask to see a specific Doctor or were you happy to see any Doctor?



Patient comments:

“Lady Doctor requested and given” “Can never seem to see the same Doctor twice, they always seem to leave” “Would prefer own Doctor” “She was excellent” “I like to stick with the same Doctor”

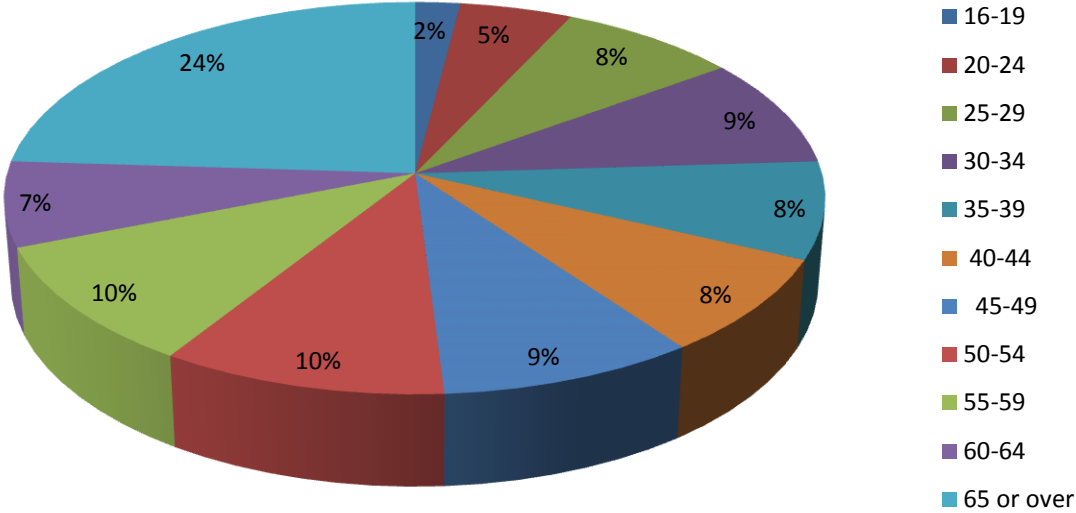
8. How likely are you to recommend St.David's Family Practice to other people?



Patient comments:

“Had bad experience with the Receptionists and not felt the Doctors response was accurate as later had to return to A&E” “Excellent practice” “Always a great service” “very happy – I get listened to. Receptionists are always helpful and polite ... don’t forget about them!!!” “Doctors are nice and helpful” “Very pleasant and approachable” “funny question. You just go to the nearest one” “Would recommend as I feel people are very helpful”

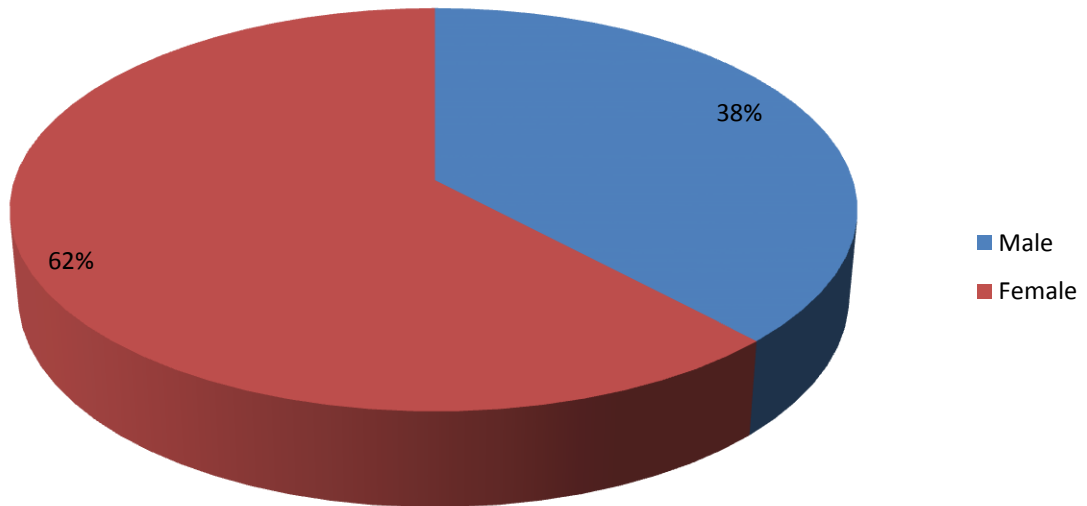
9. Age Group



Patient comments:

Question did not require comments

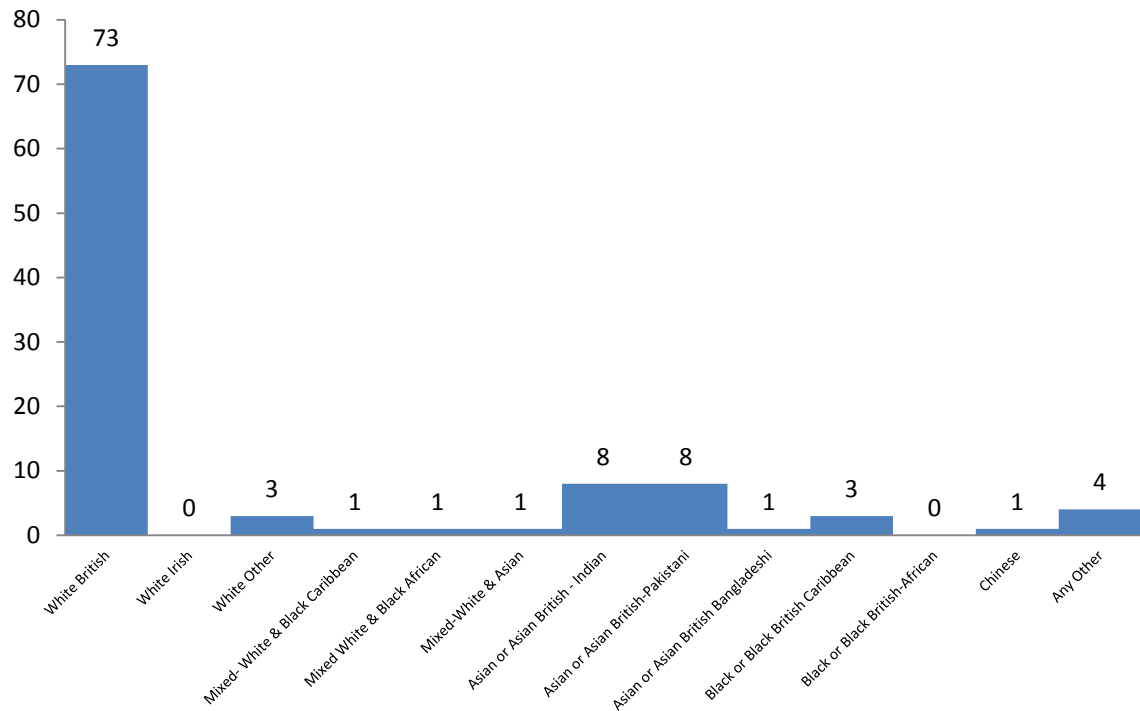
10. Gender



Patient comments:

Question did not require comments

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



Patient comments:

Question did not require comments