

Results of Practice Questionnaire - Dr Nam

Patient details		
	Number	%
Male	23	38%
Female	37	62%

Age		
	Number	%
Up to 16	2	3%
17-25	7	12%
26-35	10	17%
36-45	7	12%
46-55	14	23%
56-65	11	18%
65+	7	12%
prefer not to say	2	3%

Ethnicity		
	Number	%
White	58	97%
Asian/Asian British	0	0%
Black/Blcak British	0	0%
Other Ethnic group	1	2%
Prefer not to say	1	2%

Religion		
	Number	%
Atheism	3	5%
Buddhism	0	0%
Christianity	31	52%
Hinduism	0	0%
Islam	1	2%
Jainism	0	0%
Sikhism	0	0%
Other	10	17%
Prefer not to say	15	25%

Disability		
	Number	%
No	38	63%
Learning disability/difficulty	0	0%
Mental Health Condition	4	7%
Sensory Impairment	0	0%
Long standing illness	9	15%
Physical impairment	5	8%
other	1	2%
prefer not to say	3	5%

Q1. How do you rate the cleanliness of the building?		
	Number	%
Poor	0	0%
Fair	0	0%
Average	7	12%
Good	38	63%
Excellent	15	25%

Q2. How do you rate the confidentiality of the reception area?		
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	Number	%
Poor	0	0%
Fair	1	2%
Average	18	30%
Good	28	47%
Excellent	13	22%

Q3. How do you rate the ease of getting into the building, toilet and consulting rooms?

	Number	%
Poor	0	0%
Fair	1	2%
Average	10	17%
Good	33	55%
Excellent	16	27%

Q4. Have you phoned the GP surgery to speak to a receptionist in the last 6 months?

	Number	%
Yes	51	85%
No	9	15%

If yes, how do you rate the ease of getting through on the phone?

	Number	%
Poor	6	10%
Fair	7	12%
Average	15	25%
Good	16	27%
Excellent	7	12%

Q5. Have you tried to speak to the doctor or nurse on the telephone in the last 6 months?

	Number	%
Yes	10	17%
No	50	83%

If yes, how do you rate the ease of getting to speak to him/her?

	Number	%
Poor	0	0%
Fair	2	3%
Average	1	2%
Good	5	8%
Excellent	2	3%

Q6. In the last 6 months have you tried to pre-book an appointment with a doctor up to 2 weeks in advance during normal hours or late night Wednesday/Saturday morning?

	Number	%
Yes	25	42%
No	35	58%

If yes, how do you rate the ease of getting an appointment?

	Number	%
Poor	0	0%
Fair	3	5%
Average	2	3%
Good	13	22%
Excellent	7	12%

Q7. In the last 6 months have you tried to see a doctor the same or next day?

	Number	%
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Yes	48	80%
No	12	20%

If yes, how do you rate the ease of getting one?		
	Number	%
Poor	4	7%
Fair	4	7%
Average	10	17%
Good	16	27%
Excellent	14	23%

Q8. In the last 6 months, how do you rate the ability to get to see the doctor of your choice?		
	Number	%
Poor	1	2%
Fair	1	2%
Average	9	15%
Good	33	55%
Excellent	16	27%

Q9. How do you rate the courteousness/helpfulness/politeness of the receptionists?		
	Number	%
Poor	0	0%
Fair	1	2%
Average	4	7%
Good	25	42%
Excellent	30	50%

Q10. Have you seen the nurse/health care assistant in the last 6 months?		
	Number	%
Nurse		
Yes	35	58%
No	25	42%

Health Care Assistant		
Yes	15	25%
No	45	75%

Q11. How do you rate the clinical competence/ability of the Health Care Assistant /Nurse?		
	Number	%
Poor	0	0%
Fair	0	0%
Average	2	3%
Good	14	23%
Excellent	34	57%

Q12. Have you ever used the monthly extended hours surgeries, Wednesday 6:30pm - 9pm or Saturday morning 9am - 11:30am?		
	Number	%
Yes	9	15%
No	51	85%

How do you rate the usefulness of these?		
	Number	%
Poor	0	0%
Fair	0	0%
Average	1	2%
Good	5	8%

Excellent	3	5%
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Q13. How long did you have to wait after your appointment time in the waiting room?

	Number	%
0-10 mins	43	72%
11-20 mins	15	25%
21-30 mins	2	3%
31-60 mins	0	0%
60 mins +	0	0%

How do you rate this?

	Number	%
Poor	0	0%
Fair	1	2%
Average	12	20%
Good	23	38%
Excellent	24	40%

Q14. How did you rate the politeness/respectfulness of the doctor?

	Number	%
Poor	0	0%
Fair	0	0%
Average	1	2%
Good	19	32%
Excellent	40	67%

Q15. How well did the doctor assess your condition or request?

	Number	%
Poor	0	0%
Fair	0	0%
Average	1	2%
Good	26	43%
Excellent	33	55%

Q16. How appropriate was the doctor's treatment/explanation or action?

	Number	%
Poor	0	0%
Fair	0	0%
Average	2	3%
Good	21	35%
Excellent	37	62%

Q17. How do you rate the confidence/trust you have in this doctor?

	Number	%
Poor	0	0%
Fair	0	0%
Average	0	0%
Good	22	37%
Excellent	38	63%

Additional Feedback (optional)

40 patients did not make any comment.

20 patients provided the following feedback:

What do we do well?

- A great doctor who understands and listens.
- All around.
- Everything.
- Everything seems to run quite well.
- Appointments.
- Politeness.
- Very helpful at all times.
- Confidentiality. The doctor's are very good.
- Friendly, efficient receptionists. Very happy with Dr Nam's manner and care – great doctor.
- Almost everything, but there's room for improvement.
- Good response at reception and appointments.
- Easy to book appointments as needed with preferred doctor. Friendly surgery. Doctor's listen.
- Keep checks on my visits and notify me of any changes in my condition.
- Dr Nam is very helpful and thorough.
- A good job.

What could we do better?

- No problems.
- Nothing.
- It's right as it is.
- Perhaps a change to the way you make appointments as struggle to get through at 8:30am onwards
- Get through on the phone better in the morning. Give the doctor requested.
- Have easier access to making appointments in the morning. Phones are usually engaged pretty solid!
- Understanding the problem better.
- Telephone access is limited when lines are open, which does mean we have to try for up to 20 minutes on occasions.
- I find it difficult/awkward to have to come into the surgery for a repeat prescription request. There must be an easier way.
- Be sure that I know of any information received from hospital.
- Listen a bit more.

How do you think we could improve?

- Everything okay.
- You cannot improve what you already know you do well.
- I don't know.
- Get more doctor's like Dr Nam.
- Have phones open from 8:15am possibly, as when at work I am only able to ring up to 8:40am.
- Internet booking appointments.
- Earlier appointments for fasting bloods.
- Online bookings system possibly and online repeat prescription requests definitely.