

Results of Practice Questionnaire - Dr Oza

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

Age		
	Number	%
Up to 16	5	8%
17-25	11	18%
26-35	12	20%
36-45	11	18%
46-55	11	18%
56-65	3	5%
65+	7	12%
prefer not to say	0	0%

Ethnicity		
	Number	%
White	59	98%
Asian/Asian British	1	2%
Black/Blcak British	0	0%
Other Ethnic group	0	0%
Prefer not to say	0	0%

Religion		
	Number	%
Atheism	4	7%
Buddhism	0	0%
Christianity	28	47%
Hinduism	0	0%
Islam	0	0%
Jainism	0	0%
Sikhism	1	2%
Other	10	17%
Prefer not to say	17	28%

Disability		
	Number	%
No	43	72%
Learning disability/difficulty	2	3%
Mental Health Condition	4	7%
Sensory Impairment	0	0%
Long standing illness	2	3%
Physical impairment	4	7%
other	0	0%
prefer not to say	5	8%

Q1. How do you rate the cleanliness of the building?		
	Number	%
Poor	0	0%
Fair	1	2%
Average	9	15%
Good	32	53%
Excellent	18	30%

Q2. How do you rate the confidentiality of the reception area?		
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	Number	%
Poor	2	3%
Fair	2	3%
Average	10	17%
Good	25	42%
Excellent	21	35%

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

	Number	%
Poor	0	0%
Fair	1	2%
Average	7	12%
Good	34	57%
Excellent	18	30%

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	4	7%
Fair	6	10%
Average	15	25%
Good	16	27%
Excellent	10	17%

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

	Number	%
Yes	7	12%
No	53	88%

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

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

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	17	28%
No	43	72%

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

	Number	%
Poor	1	2%
Fair	2	3%
Average	3	5%
Good	7	12%
Excellent	4	7%

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

	Number	%

Yes	47	78%
No	13	22%

If yes, how do you rate the ease of getting one?		
	Number	%
Poor	3	5%
Fair	3	5%
Average	11	18%
Good	21	35%
Excellent	9	15%

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	2	3%
Average	14	23%
Good	32	53%
Excellent	11	18%

Q9. How do you rate the courteousness/helpfulness/politeness of the receptionists?		
	Number	%
Poor	0	0%
Fair	1	2%
Average	1	2%
Good	25	42%
Excellent	33	55%

Q10. Have you seen the nurse/health care assistant in the last 6 months?		
	Number	%
Nurse		
Yes	26	43%
No	34	57%

Health Care Assistant		
Yes	8	13%
No	52	87%

Q11. How do you rate the clinical competence/ability of the Health Care Assistant /Nurse?		
	Number	%
Poor	0	0%
Fair	1	2%
Average	5	8%
Good	14	23%
Excellent	14	23%

Q12. Have you ever used the monthly extended hours surgeries, Wednesday 6:30pm - 9pm or Saturday morning 9am - 11:30am?		
	Number	%
Yes	10	17%
No	50	83%

How do you rate the usefulness of these?		
	Number	%
Poor	0	0%
Fair	0	0%
Average	0	0%
Good	6	10%

Excellent	4	7%
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Q13. How long did you have to wait after your appointment time in the waiting room?

	Number	%
0-10 mins	52	87%
11-20 mins	7	12%
21-30 mins	1	2%
31-60 mins	0	0%
60 mins +	0	0%

How do you rate this?

	Number	%
Poor	0	0%
Fair	3	5%
Average	13	22%
Good	25	42%
Excellent	19	32%

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

	Number	%
Poor	0	0%
Fair	2	3%
Average	3	5%
Good	27	45%
Excellent	28	47%

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

	Number	%
Poor	0	0%
Fair	3	5%
Average	6	10%
Good	34	57%
Excellent	17	28%

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

	Number	%
Poor	1	2%
Fair	2	3%
Average	8	13%
Good	28	47%
Excellent	21	35%

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

	Number	%
Poor	1	2%
Fair	2	3%
Average	6	10%
Good	23	38%
Excellent	28	47%

Additional Feedback (optional)

43 patients did not comment.

17 patients provided the following feedback:

What do we do well?

- Today's visit deserved an excellent all around.
 - Polite staff and doctors, great service. Thanks for your continued support.
 - Appointments much improved and getting through – Thank you.
 - Staff are all polite.
 - Giving the people the right tablets/description to help them “what to do”.
 - Nearly all.
 - Appointments are always quick.
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- Generally I find that overall the service and politeness of doctors and receptionists – good to excellent.
 - Everything, kind, helpful, considerate, caring and confidential.
 - Receptionist are very polite and helpful, which isn't always the case in other surgery's, so that's very relaxing and really nice for a change.
 - All fine for me.
 - Everything is perfect how it is.
 - Treat patients.
 - Fulfil appointments well.

What could we do better?

- Light outside could be better as quite dark during the winter.
- I always feel like I am here for no reason – like my concerns are unimportant.
- Make it easier to get to see a doctor.
- Be able to make appointments in advance.
- The phones are quite often engaged, but don't know if that's something that could be altered, as surgery is very busy.
- Nothing.
- Not sure.
- Make getting an appointment easier.

How do you think we could improve?

- The lighting outside could be brighter during the dark winter nights.
- Getting children seen straight away.
- Easier to get an appointment.
- No need to.
- A neon sign showing patient name and room number as old people can't hear the receptionists.
- Not sure.
- Not much.