

THE HEALTH CARE COMPLEX QUESTIONNAIRE SUMMARY

PLEASE NOTE:

First two columns are for Dr Oza

Second two columns are for Dr Nam

The red numbers represent the results of the last survey.

	Dr Oza	%		Dr Nam	%
Q1. How do you rate the cleanliness of the building?					
	2011/2012	2012/2013		2011/2012	2012/2013
Poor					
Fair	2	5			2
Average	15	17		12	16
Good	53	50		63	52
Excellent	30	28		25	30

Q2. How do you rate the confidentiality of the reception area?					
Poor	3	3			3
Fair	3	7		2	5
Average	17	18		30	24
Good	42	50		46	38
Excellent	35	22		22	30

Q3. How do you rate the ease of getting into the building, toilet and consulting rooms?					
Poor					
Fair	2	2		2	5
Average	12	16		17	17
Good	56	50		54	48
Excellent	30	32		27	30

Q4. Have you phoned the GP surgery to speak to a receptionist in the last 6 months?					
Yes	85	92		85	88
No	15	8		15	12

If yes, how do you rate the ease of getting through on the phone?					
Poor	8	7		12	23
Fair	12	14		14	20
Average	29	27		29	5
Good	31	36		31	29
Excellent	20	14		14	23

Q5. Have you tried to speak to the doctor or nurse on the telephone in the last 6 months?					
Yes	12	15		17	12
No	88	85		83	88

If yes, how do you rate the ease of getting to speak to him/her?					
Poor	13				14
Fair	13			20	
Average	13	33		10	14

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Good	48	33	50	72
Excellent	13	34	20	

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

Yes	28	22	42	38
No	72	78	58	62

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

Poor	6	8		7
Fair	12		12	4
Average	18	23	8	26
Good	41	38	52	43
Excellent	23	31	28	17

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

Yes	78	85	80	70
No	22	15	20	30

If so, how do you rate the ease of getting one?

Poor	6	4	8	5
Fair	6	10	8	9
Average	24	20	21	40
Good	45	39	34	29
Excellent	19	27	29	17

Q8. In the last 6 months: how do you rate the ability to get to see the doctor of your choice?

Poor	2	3	2	
Fair	3	5	2	10
Average	23	20	15	13
Good	53	57	55	43
Excellent	18	15	27	34

Q9. How do you rate the courteousness/helpfulness/politeness of the receptionists?

Poor				
Fair	2	3	2	
Average	2	5	7	10
Good	42	42	42	48
Excellent	55	50	50	42

Q10. Have you seen the Nurse/Health Care Assistant in the last 6 months?

Nurse				
Yes	43	52	58	63
No	57	48	42	37
Health Care Assistant				
Yes	13	20	25	22
No	87	80	75	78

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Q11. How do you rate the clinical competence/ability of the Nurse/Health Care Assistant?				
Poor				
Fair	3			
Average	15	5	4	6
Good	41	39	28	43
Excellent	41	59	68	51

Q12. Have you ever used the monthly extended hours surgeries on a Wednesday evening or Saturday morning?				
Yes	17	18	15	17
No	83	82	85	83

How do you rate the usefulness of these?				
Poor				
Fair				
Average			11	10
Good	60	36	56	30
Excellent	40	64	33	60

Q13. How long did you have to wait after your appointment time in the waiting room?				
0 - 10 mins	87	74	72	70
11 - 20 mins	12	22	25	30
21 - 30 mins	2	4	3	
31 - 60 mins				
60 mins +				

How do you rate this?				
Poor		2		
Fair	5	5	2	7
Average	22	20	20	22
Good	42	33	38	36
Excellent	32	40	40	35

Q14. How did you rate the politeness/respectfulness of the doctor?				
Poor				
Fair	3			3
Average	5	15	2	8
Good	45	27	32	35
Excellent	47	58	67	54

Q15. How well did the doctor assess your condition or request?				
Poor				
Fair	5	2		2
Average	10	12	2	8
Good	57	38	43	37
Excellent	28	48	55	53

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Q16. How appropriate was the doctor's treatment/explanation or action?				
Poor	2			
Fair	3			3
Average	13	12	3	8
Good	47	43	35	53
Excellent	35	45	62	36

Q17. How do you rate the confidence/trust you have in this doctor?				
Poor	2			
Fair	3			3
Average	10	15		7
Good	38	30	37	40
Excellent	47	55	63	50

Q18. Are you Male or Female?				
Male	38	53	38	43
Female	62	47	62	57

Q19. How old are you?				
Up to 16	8	10	3	6
17 - 25	18	17	12	10
26 - 35	20	12	17	10
36 - 45	18	15	12	12
46 - 55	18	24	23	25
56 - 65	5	12	18	15
65 +	12	10	12	22
Prefer not to say			3	

Q20. What is your ethnic group?				
White	98	96	96	100
Asian/Asian British	2	2		
Black/Black British				
Other ethnic group		2	2	
Prefer not to say			2	

Q21. Which of the following best describes your religion?				
Atheism	7	5	5	3
Buddhism				
Christianity	47	55	52	52
Hinduism				
Islam			2	
Jainism				
Sikhism	2	2		
Other	17	12	17	7
Prefer not to say	28	26	25	38

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Q22. Do you have any of the following long standing conditions?				
No	72	67	63	35
Learning Disability/Difficulty	3	3		5
Mental Health Condition	7	6	7	3
Sensory Impairment		2		
Any other long standing illness	3	12	15	22
Physical Impairment	7		8	5
Other		5	2	8
Prefer not to say	8	5	5	22

Q23. Are you interested in joining our Patient Participation Group?				
Yes	3	7	3	8
No	97	93	97	92

What do we do well?

- Ø Brilliant with children.
- Ø Very welcoming atmosphere and fun people to be around when waiting for an appointment.
- Ø Same day appointment if you ring early enough.
- Ø Excellent service.
- Ø I have always got to see the GP in good time.
- Ø Great – keep it up.
- Ø Easy to change appointment when weather is bad.
- Ø Show care and consideration.
- Ø Everything.
- Ø All medical aspects are excellent.
- Ø Same day appointments.
- Ø Politeness.
- Ø Polite nurses, receptionists.
- Ø Look after all ages both young and old.
- Ø Having good GP's.
- Ø Communicating and solving problems and being polite and honest.
- Ø Everything - Keep up the work you do – very impressed.
- Ø Polite, friendly and confidential.
- Ø Overall, I am very pleased with this practice.
- Ø Just generally friendly polite staff.
- Ø Good level of patient care. Friendly, approachable reception and nursing staff.
- Ø Making appointment on the same day.
- Ø Always happy to help and fit me in.
- Ø Polite always made welcome with general chat & helpful in all 37 years I've been with this surgery.
- Ø Staff – both medical and reception deal with patients very well.
- Ø Good reception nothing to change.

What could we do better?

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- Ø Very hard to get through on the phone at 8:30am.
- Ø Longer hours or Saturday appointments.
- Ø Better understanding and listening.
- Ø All good.
- Ø More time with the GP, but realise they have only allotted some much time with workload.
- Ø Better on reception.
- Ø Nothing really, everything is fine.
- Ø Nothing.
- Ø The toilet area was really quite dirty last time I used it – toilet roll everywhere on previous visit.
- Ø A bit more privacy at the reception for those that need it.
- Ø Improve the waiting area, very dull at the minute.
- Ø Difficulty in phoning at 8:30am if at work.
- Ø Phoning on the day you need an appointment is not acceptable; anyone should be able to book an advanced appointment with the GP of their choice.
- Ø Nothing to criticise.

How do you think we could improve?

- Ø More privacy in the reception.
- Ø Better phone service.
- Ø More late surgeries Monday – Friday.
- Ø I am not sure about always trying new medicines when tried ones that already work.
- Ø Change the adult magazines.
- Ø More time.
- Ø Bit bigger waiting room.
- Ø The seating in the reception – it all faces the reception desk like you are watching TV makes patients feel self conscious.
Redesign seating.
- Ø Decoration new chairs or more chairs.
- Ø Being able to book appointments in advance not just on the day.
- Ø New carpet.
- Ø Use a "next day" appointment system too.