

BOUGHTON HEALTH CENTRE

GP PATIENT SURVEY PRACTICE REPORT JULY/AUGUST 2014

Survey total 577 (4.8% of list) GPs 433 (3.6%) Nurses 144 (1.2%)

(Q1 & Q2 were about the name of the GP or nurse and how long since their last consultation here)

	PRACTICE	GPs	NURSES
3. How long did you have to wait to see the GP/Nurse after booked appointment time?			
0-5 mins	31%	24%	51%
5-10 mins	35%	34%	39%
10-15 mins	20%	23%	9%
15-20 mins	7%	9%	<1%
More than 20	7%	9%	<1%
Average	8.75 mins	9.8 mins.	5.6 mins

4. Last time you saw or spoke to a Doctor or Nurse at this GP surgery, how good were they at involving you in decisions about your care?

Very good	61%	61%	65%
Good	31%	31%	30%
Neither good nor poor	6%	7%	3%
Poor	<1%	<1%	-
Very poor	<1%	<1%	-
Does not apply	1%	1%	1%
Very Good/Good (Total)	92%	92%	95%
2013 total	87.5%	90%	87%

5. Last time you saw or spoke to a Doctor or nurse at this GP surgery, how good were they at giving you enough time?

Very good	59%	56%	68%
Good	35%	37%	31%
Neither good nor poor	4%	5%	1%
Poor	1%	<1%	-
Very poor	1%	1%	-
Does not apply		<1%	-
Very Good/Good (Total)	94%	93%	99%
2013 total	93%	95%	91%

6. How easy do you find it to get an appointment within 48 hrs to see a GP or Nurse?

Very easy	17%	14%	26%
Easy	30%	31%	30%
Neither easy nor difficult	25%	27%	17%
Difficult	17%	16%	17%
Very difficult	9%	9%	7%
Does not apply	2%	3%	3%
Very Easy/Easy (Total)	47%	45%	56%
2013 total	57.5%	56%	57%

7. How easy do you find it to get an appointment more than 2 days in advance to see a GP or Nurse?

Very easy	14%	12%	18%
Easy	27%	26%	29%
Neither easy nor difficult	24%	25%	24%
Difficult	18%	19%	16%
Very difficult	8%	9%	4%
Does not apply	9%	9%	9%
Very Easy/Easy (Total)	41%	38%	47%
2013 total	50%	46%	52%

8. How satisfied are you with the quality of health care you receive from our Practice Nurses/ Nurse Practitioners?

Very satisfied	60%	57%	71%
Satisfied	36%	38%	28%
Neither satisfied nor dissatisfied.	3%	4%	1%
Dissatisfied	1%	1%	-
Very dissatisfied	-	-	-
Very Satisfied/Satisfied (Total)	96%	95%	99%
2013 total	94.5%	94%	96%

9. How satisfied are you with the service you receive from our Reception staff.

Very satisfied	51%	49%	59%
Satisfied	41%	43%	33%
Neither satisfied nor dissatisfied	6%	6%	6%
Dissatisfied	1%	1%	2%
Very dissatisfied	<1%	<1%	-
Very Satisfied/Satisfied (Total)	92%	92%	92%
2013 total	96%		

10. How easy do you find it to get through to the practice by telephone.

Very easy	14%	12%	17%
Easy	31%	30%	36%
Neither easy nor difficult	26%	28%	20%
Difficult	22%	21%	22%
Very difficult	5%	6%	4%
Does not apply	2%	3%	1%
Very Easy/Easy (Total)	45%	42%	53%
2013 total	60%		

11. How easy do you find it to have a telephone conversation with a GP.

Very easy	7%	8%	6%
Easy	14%	14%	13%
Neither easy nor difficult	16%	16%	16%
Difficult	6%	7%	3%
Very difficult	4%	4%	2%
Does not apply	53%	50%	60%
Very Easy/Easy (Total)	21%	22%	19%
2013 total	21%		

12. How likely are you to recommend our practice to friends and family if they needed similar care or treatment.

Yes definitely	54%	52%	60%
Yes probably	33%	34%	29%
Not sure	8%	8%	8%
Probably not	3%	3%	1%
Definitely not	1%	1%	1%
Don't know	1%	1%	1%
Yes (Total)	87%	86%	89%

13. In your opinion has our patient health care service improved or declined over the past 12 mths.

Improved	27%	27%	30%
Stayed the same	56%	56%	56%
Declined	4%	3%	5%
Not sure	13%	14%	9%
Negative (Declined) (Total)	4%	3%	5%