

# Dr Dean and Partners

## Access and Availability Survey 2013/14

**Number of Responses: 251**

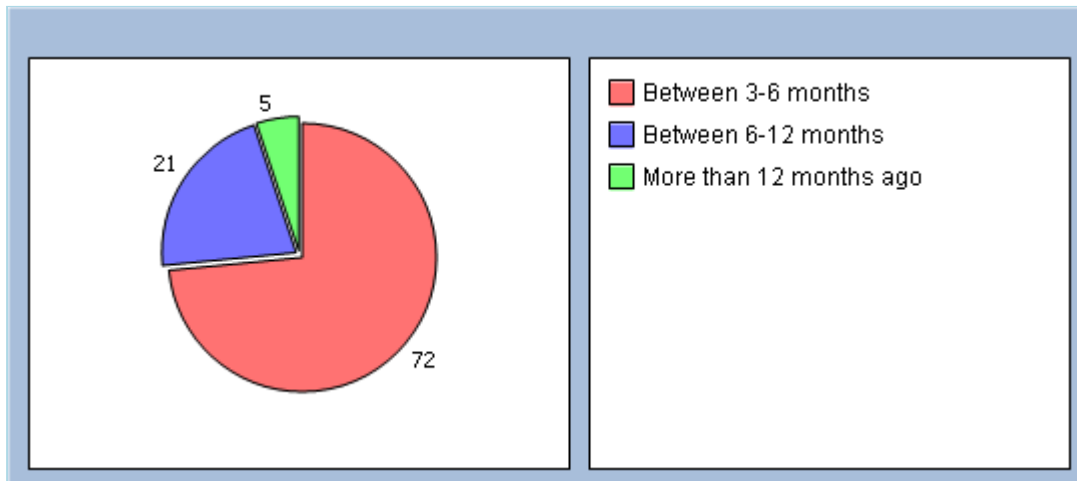
Dear Patient,

Based on the results of last year's National GP Patient Survey the Practice has liaised with the Patient Participation Group to develop an in-house survey which focuses on our patients views on the access and availability of the services we provide.

Please answer all of the questions and click Send when you are done.

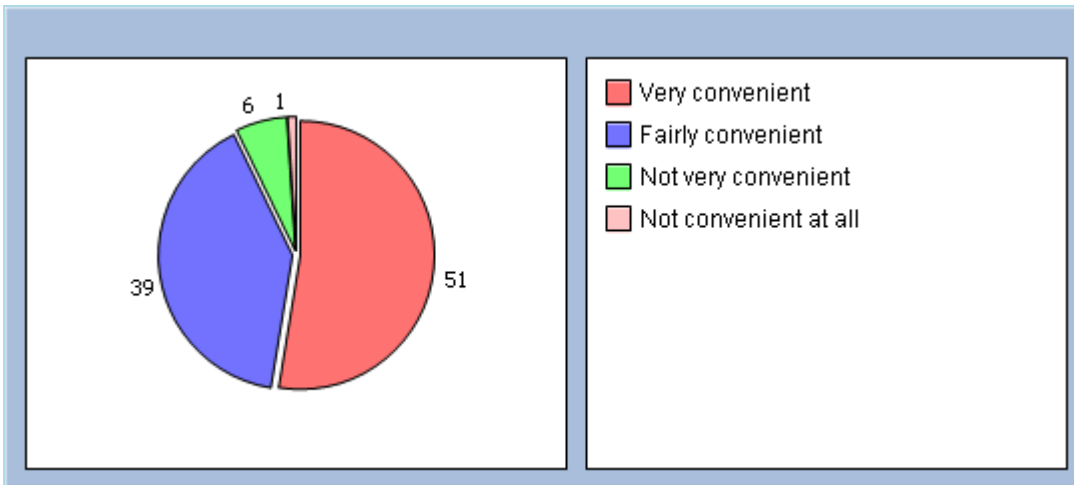
**Q1: When did you last see or speak to a GP or Nurse at the practice.**

<b>Between 3-6 months</b>	<b>72%</b>
<b>Between 6-12 months</b>	<b>21%</b>
<b>More than 12 months ago</b>	<b>5%</b>
<b>I have never seen a GP or Nurse at the Practice.</b>	<b>0%</b>



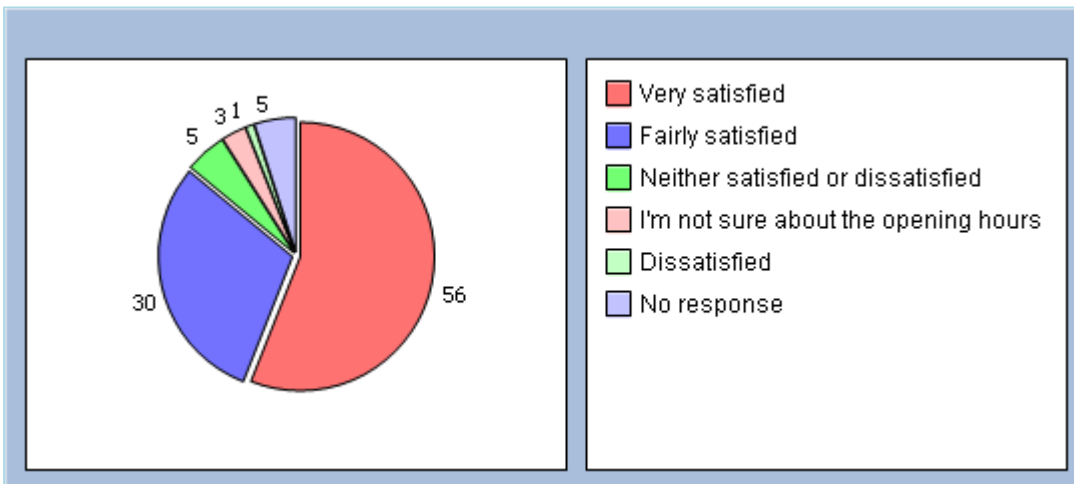
**Q2: How convenient was the appointment you were able to get?**

<b>Very convenient</b>	<b>51%</b>
<b>Fairly convenient</b>	<b>39%</b>
<b>Not very convenient</b>	<b>6%</b>
<b>Not convenient at all</b>	<b>1%</b>
<b>Not applicable</b>	<b>0%</b>



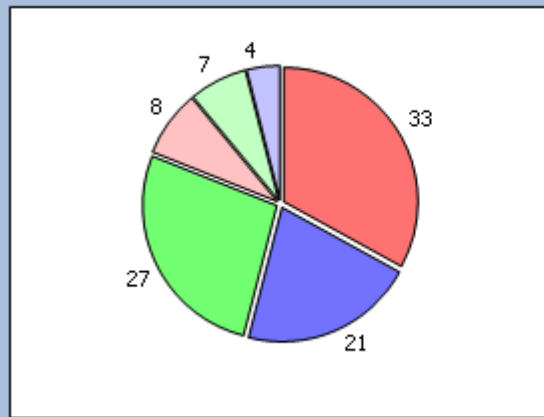
**Q3: How satisfied are you with our opening hours?**

<b>Very satisfied</b>	<b>56%</b>
<b>Fairly satisfied</b>	<b>30%</b>
<b>Neither satisfied or dissatisfied</b>	<b>5%</b>
<b>I'm not sure about the opening hours</b>	<b>3%</b>
<b>Dissatisfied</b>	<b>1%</b>
<b>Very dissatisfied</b>	<b>0%</b>
<b>No response</b>	<b>5%</b>



**Q4: When is it convenient for you to see a GP or Nurse?**

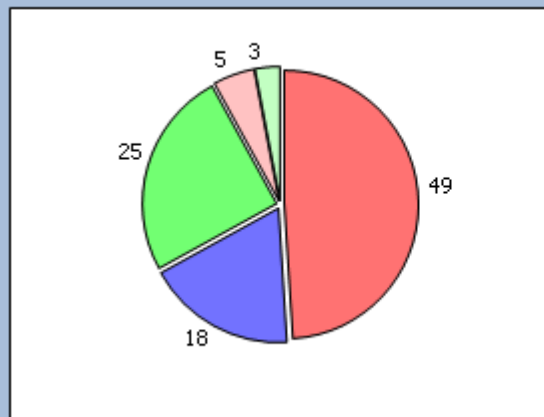
<b>I have no preference</b>	<b>33%</b>
<b>I prefer early morning appointments</b>	<b>21%</b>
<b>I prefer daytime appointments</b>	<b>27%</b>
<b>I prefer evening appointments</b>	<b>8%</b>
<b>I prefer weekend appointments</b>	<b>7%</b>
<b>No response</b>	<b>4%</b>



- I have no preference
- I prefer early morning appointments
- I prefer daytime appointments
- I prefer evening appointments
- I prefer weekend appointments
- No response

**Q5: Did you know we offer telephone appointments in addition to face to face consultations?**

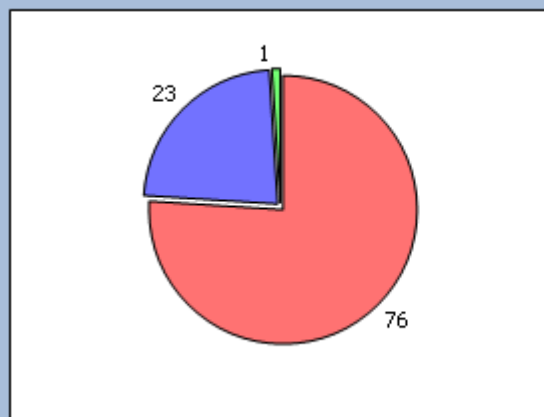
<b>Yes, I have used them</b>	<b>49%</b>
<b>Yes, but I have not used them</b>	<b>18%</b>
<b>No, but I may use them</b>	<b>25%</b>
<b>No and I prefer not to use them</b>	<b>5%</b>
<b>No response</b>	<b>3%</b>



- Yes, I have used them
- Yes, but I have not used them
- No, but I may use them
- No and I prefer not to use them
- No response

**Q5: How do you usually book your appointments at the practice?**

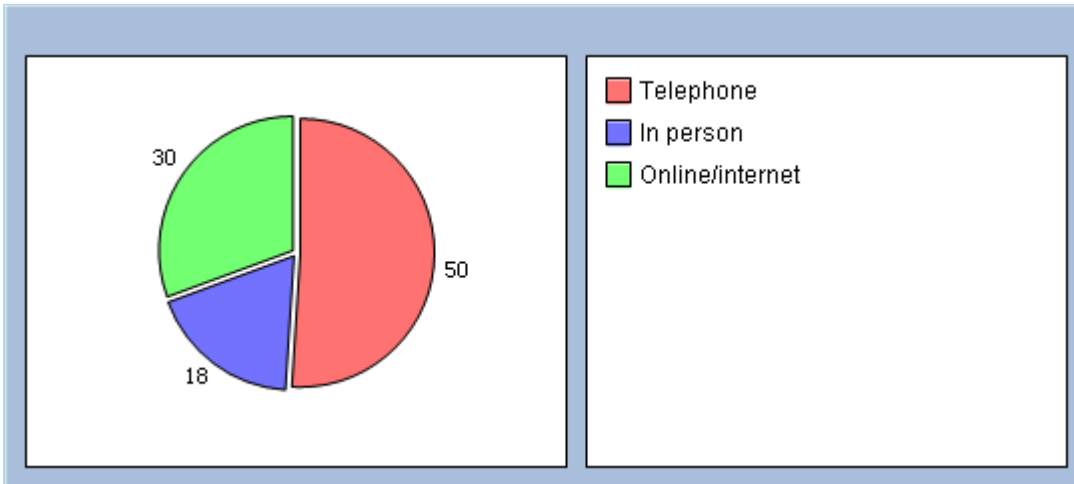
<b>By telephone</b>	<b>76%</b>
<b>In person</b>	<b>23%</b>
<b>No response</b>	<b>1%</b>



- By telephone
- In person
- No response

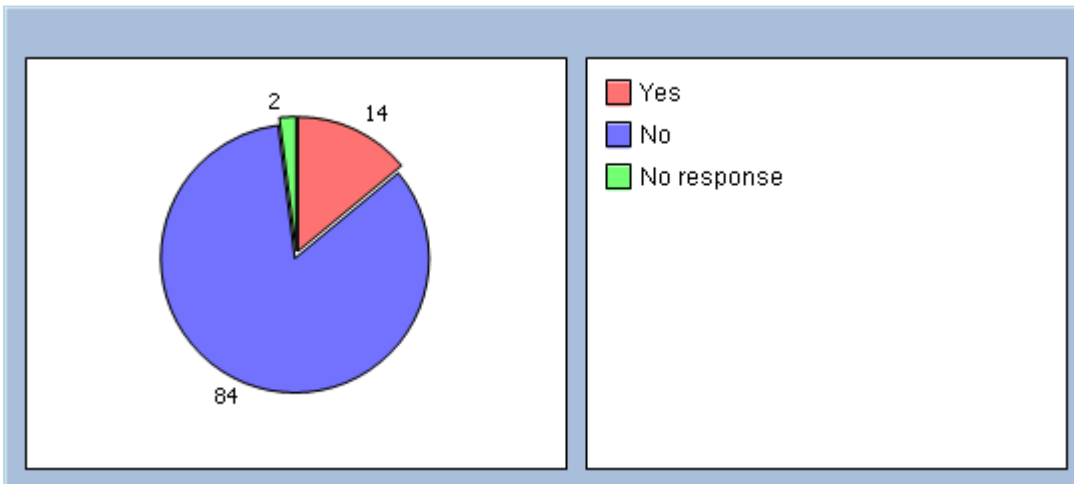
**Q6: Which of the following would you prefer to use to book appointments at the surgery?**

<b>Telephone</b>	<b>50%</b>
<b>In person</b>	<b>18%</b>
<b>Online/internet</b>	<b>30%</b>



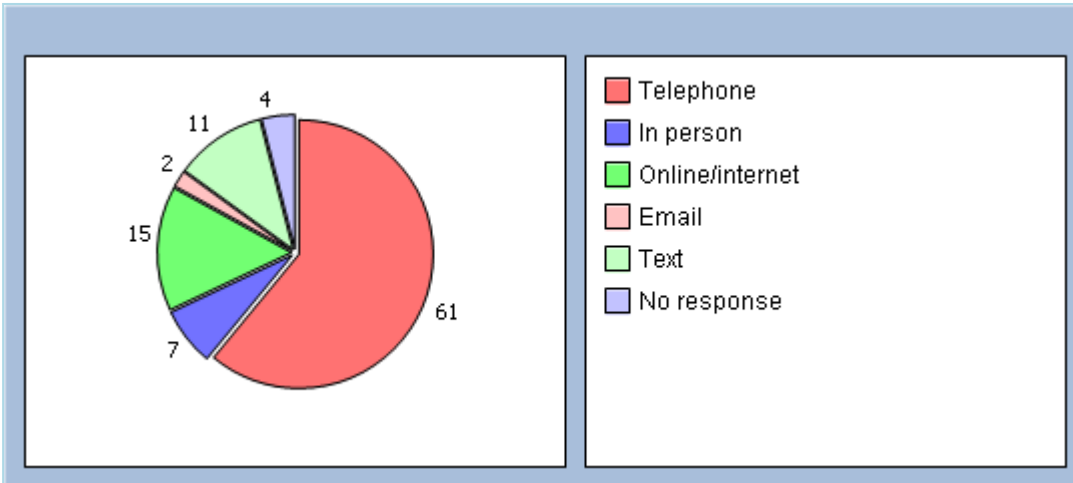
**Q7: Have you ever made an appointment at the Practice that you failed to keep?**

<b>Yes</b>	<b>14%</b>
<b>No</b>	<b>84%</b>
<b>No response</b>	<b>2%</b>



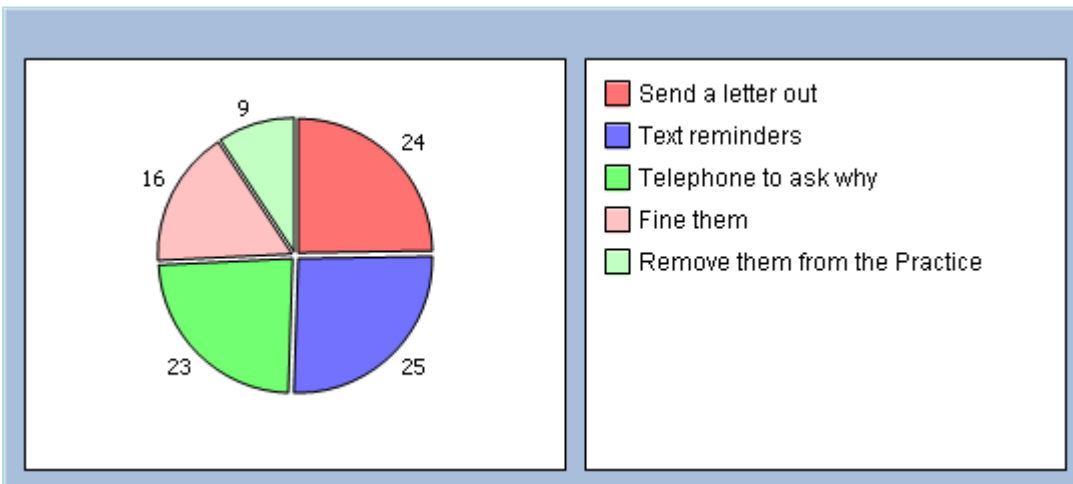
**Q8: Which of the following methods would you prefer to use to cancel appointments at the Practice?**

<b>Telephone</b>	<b>61%</b>
<b>In person</b>	<b>7%</b>
<b>Online/internet</b>	<b>15%</b>
<b>Email</b>	<b>2%</b>
<b>Text</b>	<b>11%</b>
<b>No response</b>	<b>4%</b>



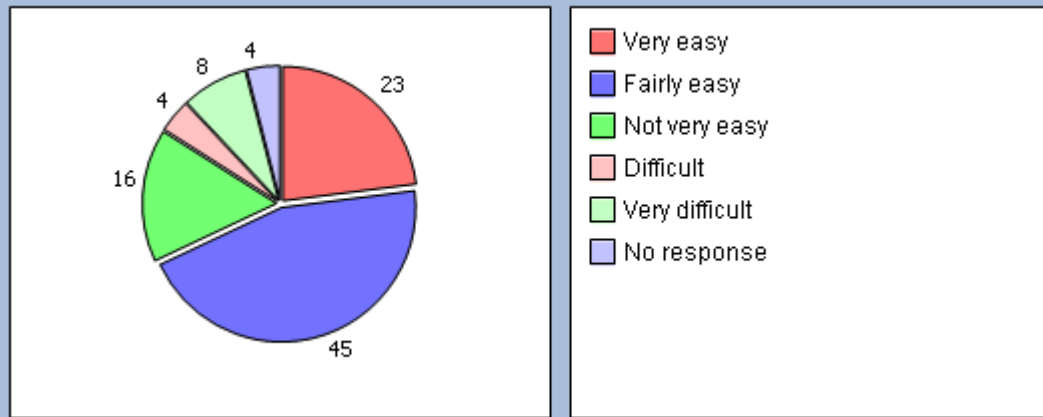
**Q9: The practice has a big problem with the number of appointments lost due to patients who fail to turn up. How do you think we should tackle this?**

<b>Do nothing</b>	<b>0%</b>
<b>Send a letter out</b>	<b>24%</b>
<b>Text reminders</b>	<b>25%</b>
<b>Telephone to ask why</b>	<b>23%</b>
<b>Fine them</b>	<b>16%</b>
<b>Remove them from the Practice</b>	<b>9%</b>



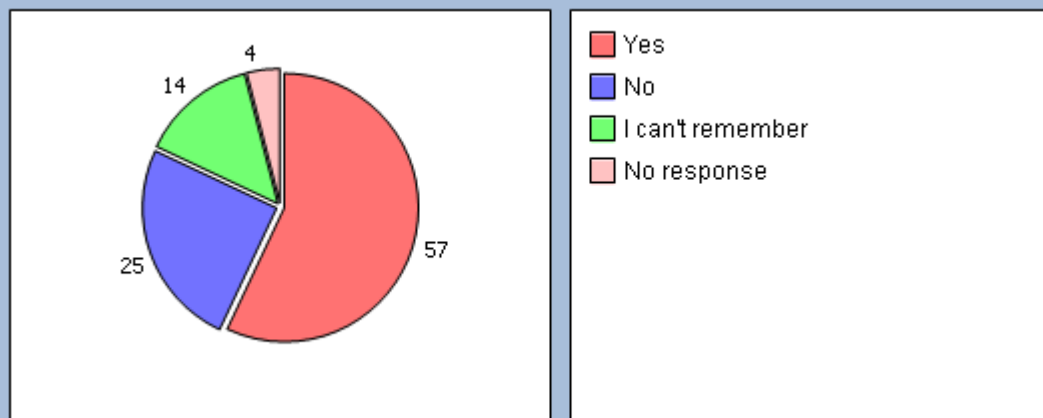
**Q10: In the last 6 months, how have you found getting through on the telephone?**

<b>Very easy</b>	<b>23%</b>
<b>Fairly easy</b>	<b>45%</b>
<b>Not very easy</b>	<b>16%</b>
<b>Difficult</b>	<b>4%</b>
<b>Very difficult</b>	<b>8%</b>
<b>No response</b>	<b>4%</b>



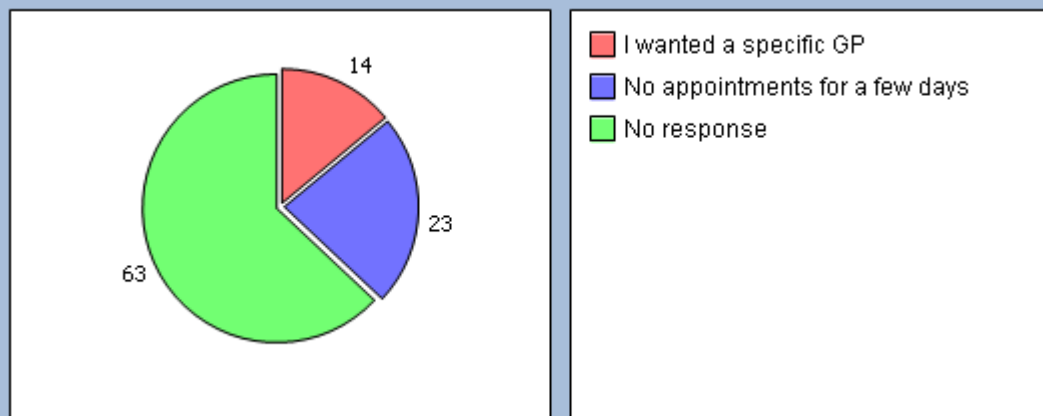
**Q11: The last time you needed to see a doctor fairly quickly, were you able to get an appointment the same day or in the next two week days the surgery was open?**

<b>Yes</b>	<b>57%</b>
<b>No</b>	<b>25%</b>
<b>I can't remember</b>	<b>14%</b>
<b>No response</b>	<b>4%</b>



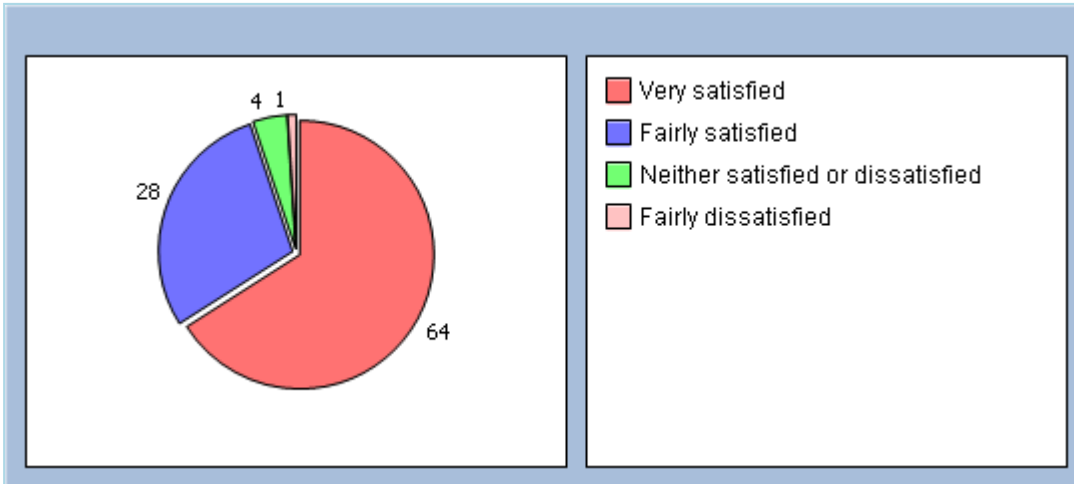
**Q12: If you couldn't be seen in the next two working days why was that?**

<b>I wanted a specific GP</b>	<b>14%</b>
<b>No appointments for a few days</b>	<b>23%</b>
<b>No response</b>	<b>63%</b>



**Q13: In general, how satisfied are you with the care you receive at the Practice?**

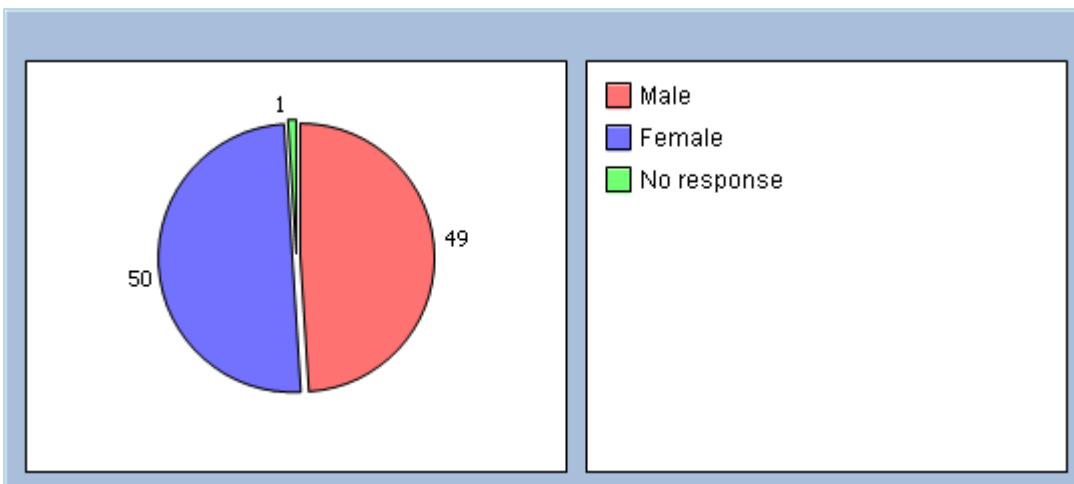
<b>Very satisfied</b>	<b>64%</b>
<b>Fairly satisfied</b>	<b>28%</b>
<b>Neither satisfied or dissatisfied</b>	<b>4%</b>
<b>Fairly dissatisfied</b>	<b>1%</b>
<b>Very dissatisfied</b>	<b>0%</b>



**To help us analyse your answers please tell us a few things about yourself:**

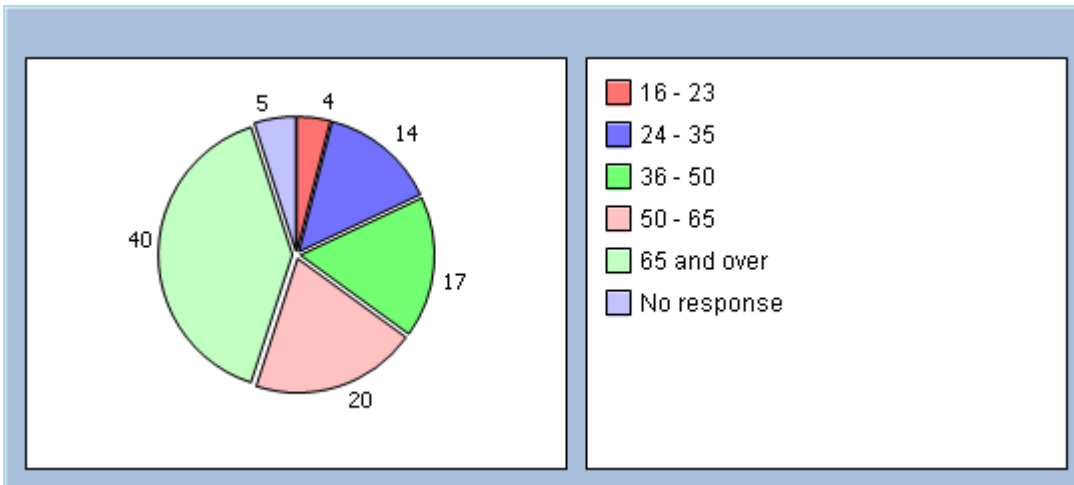
**Are you male or female?**

<b>Male</b>	<b>49%</b>
<b>Female</b>	<b>50%</b>
<b>No response</b>	<b>1%</b>



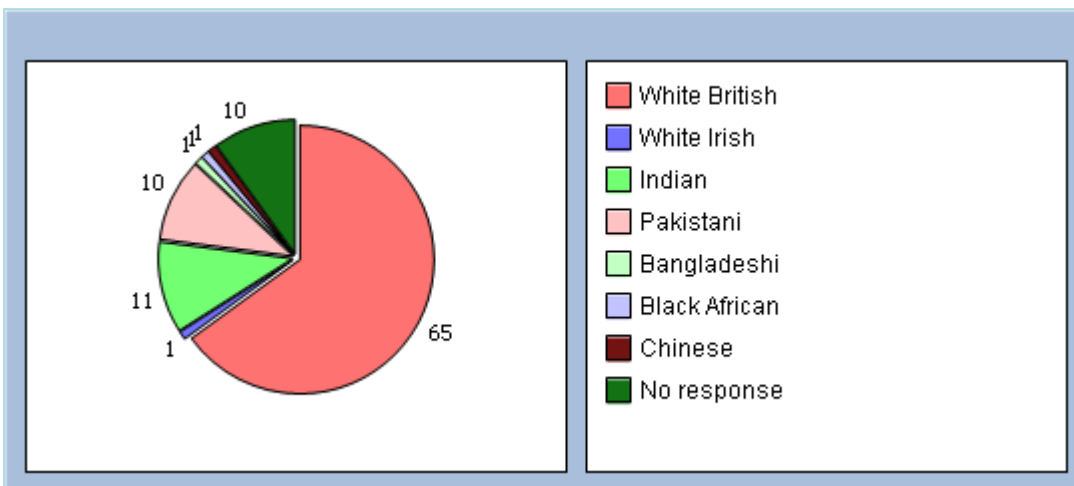
**What age are you?**

<b>Under 15</b>	<b>0%</b>
<b>16 - 23</b>	<b>4%</b>
<b>24 - 35</b>	<b>14%</b>
<b>36 - 50</b>	<b>17%</b>
<b>50 - 65</b>	<b>20%</b>
<b>65 and over</b>	<b>40%</b>
<b>No response</b>	<b>5%</b>



**What is the ethnic background with which you most identify?**

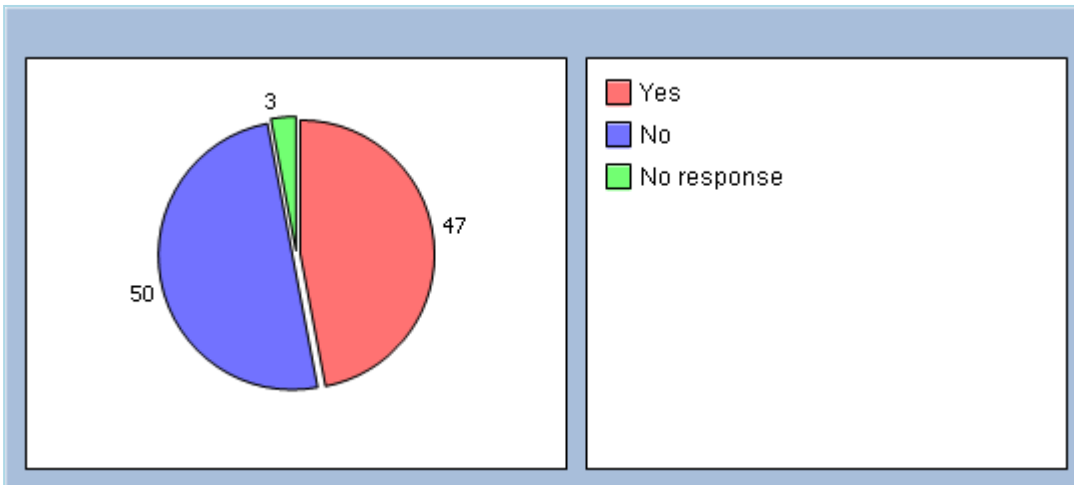
<b>White British</b>	<b>65%</b>
<b>White Irish</b>	<b>1%</b>
<b>Mixed White &amp; Black Caribbean</b>	<b>0%</b>
<b>Mixed White &amp; Black African</b>	<b>0%</b>
<b>Mixed White &amp; Black Asian</b>	<b>0%</b>
<b>Indian</b>	<b>11%</b>
<b>Pakistani</b>	<b>10%</b>
<b>Bangladeshi</b>	<b>1%</b>
<b>Black Caribbean</b>	<b>0%</b>
<b>Black African</b>	<b>1%</b>
<b>Chinese</b>	<b>1%</b>
<b>Other</b>	<b>0%</b>
<b>No response</b>	<b>10%</b>



**Do you have any long-standing illness, disability or infirmity? By long-standing we mean anything that has troubled you over a period of time or is likely to affect you over a period of time.**

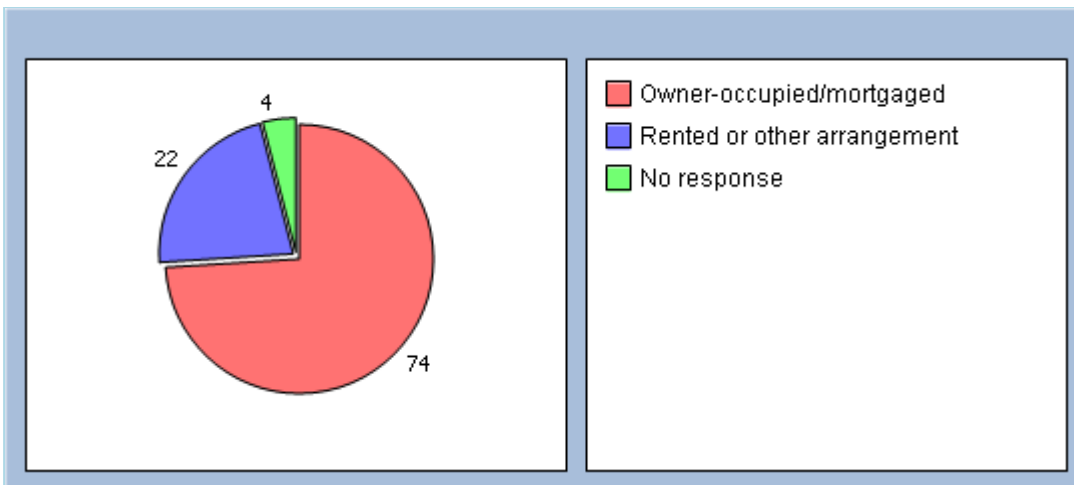
<b>Yes</b>	<b>47%</b>
<b>No</b>	<b>50%</b>
<b>No response</b>	<b>3%</b>





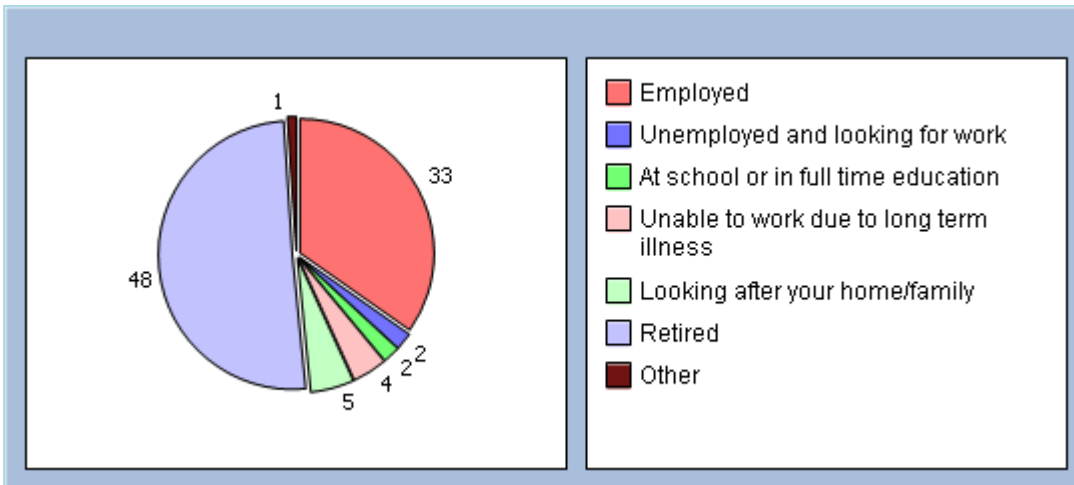
**Is your accomodation?**

<b>Owner-occupied/mortgaged</b>	<b>74%</b>
<b>Rented or other arrangement</b>	<b>22%</b>
<b>No response</b>	<b>4%</b>



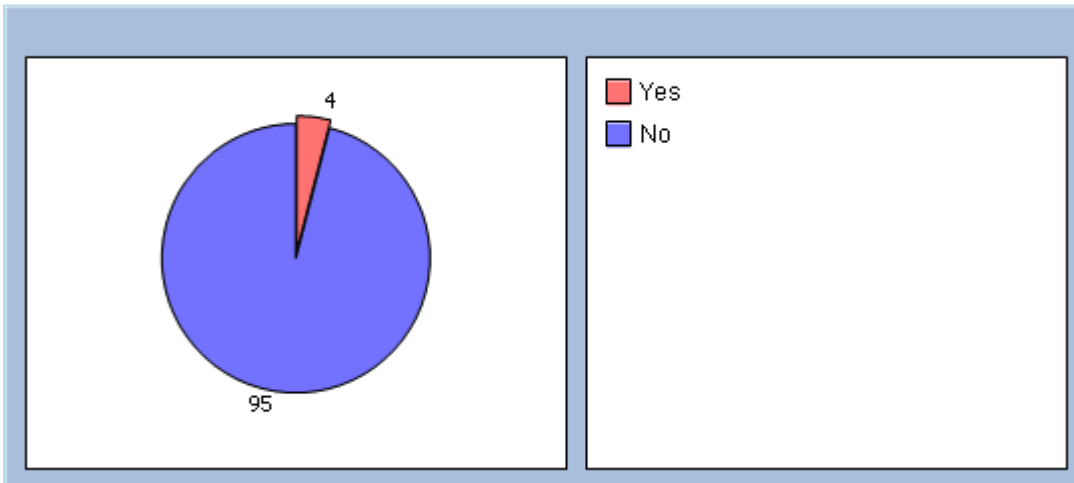
**Which of the following best describes you?**

<b>Employed</b>	<b>33%</b>
<b>Unemployed and looking for work</b>	<b>2%</b>
<b>At school or in full time education</b>	<b>2%</b>
<b>Unable to work due to long term illness</b>	<b>4%</b>
<b>Looking after your home/family</b>	<b>5%</b>
<b>Retired</b>	<b>48%</b>
<b>Other</b>	<b>1%</b>



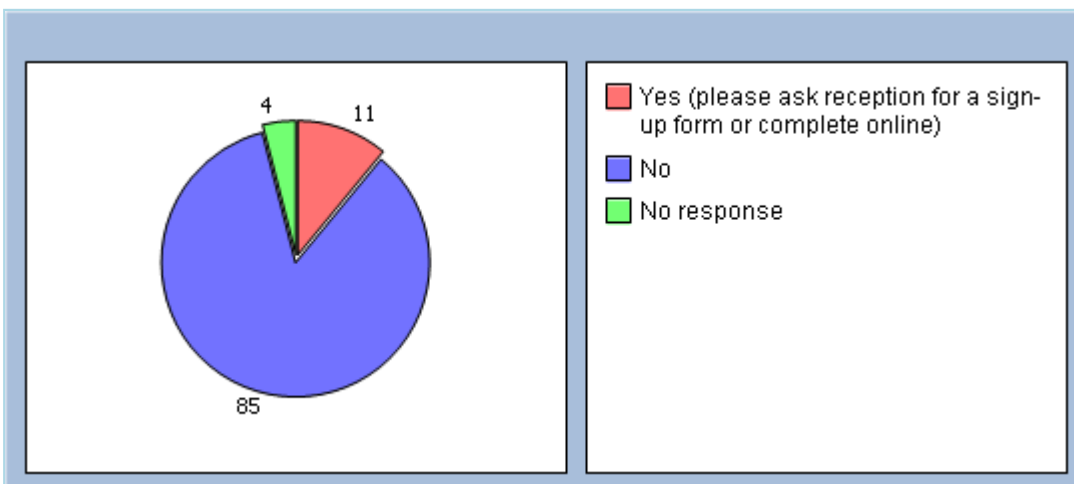
**Are you a member of the Patient Reference Group?**

**Yes 4%**  
**No 95%**



**If you are not already a member. would you be interested in joining the Group and having a chance to be heard and help the surgery develop in a way its patients want it to?**

**Yes (please ask reception for a sign-up form or complete online) 11%**  
**No 85%**  
**No response 4%**



Many thanks for your time in answering the questions on this survey. Your views are important to the decisions we make.