

Dr Wright and Partners

Access and Availability Survey 2013

Number of Responses: 250

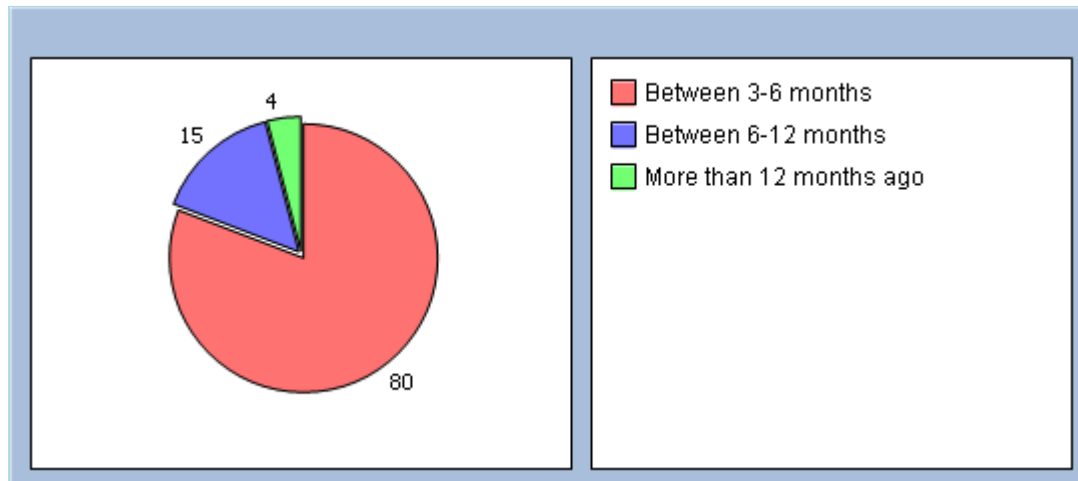
Dear Patient,

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.

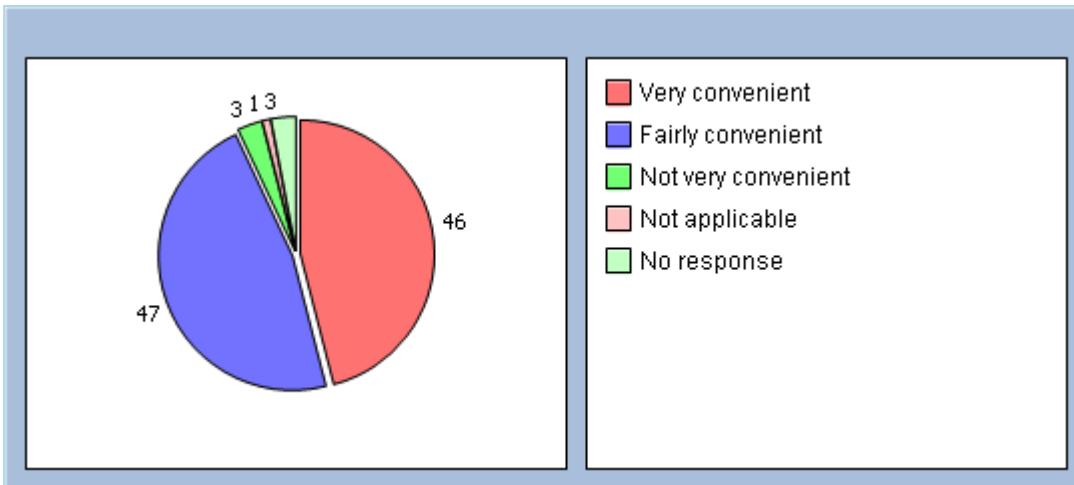
Q1: When did you last see or speak to a GP or Nurse at the practice.

Between 3-6 months	80%
Between 6-12 months	15%
More than 12 months ago	4%
I have never seen a GP or Nurse at the Practice.	0%



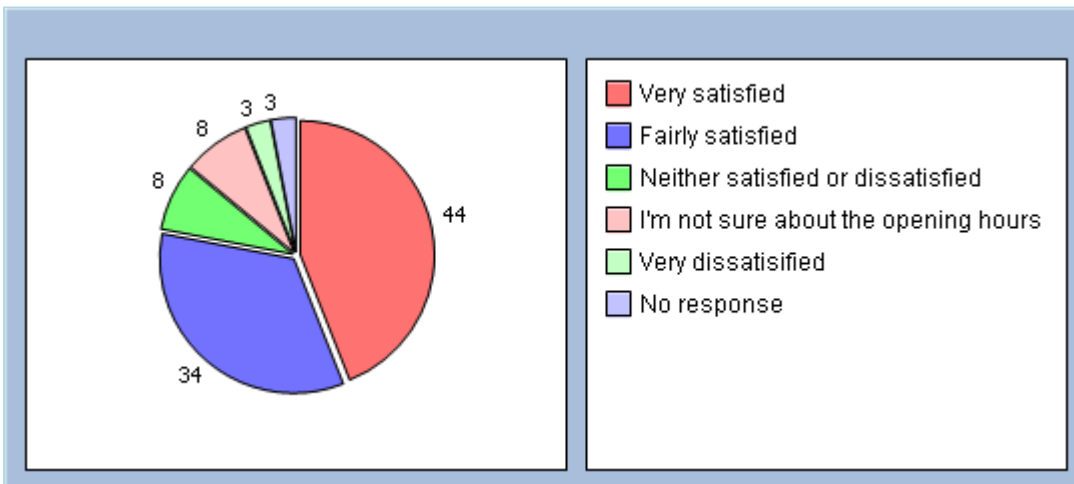
Q2: How convenient was the appointment you were able to get?

Very convenient	46%
Fairly convenient	47%
Not very convenient	3%
Not convenient at all	0%
Not applicable	1%
No response	3%



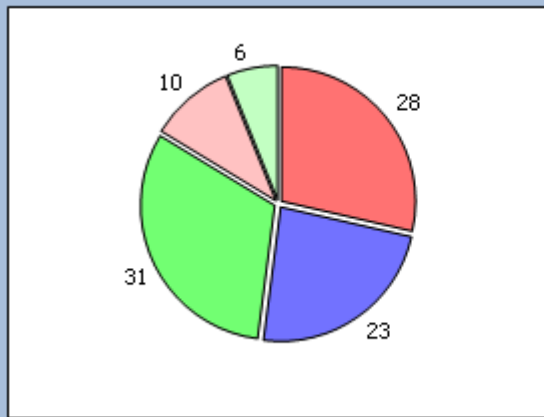
Q3: How satisfied are you with our opening hours?

Very satisfied	44%
Fairly satisfied	34%
Neither satisfied or dissatisfied	8%
I'm not sure about the opening hours	8%
Dissatisfied	0%
Very dissatisfied	3%
No response	3%



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

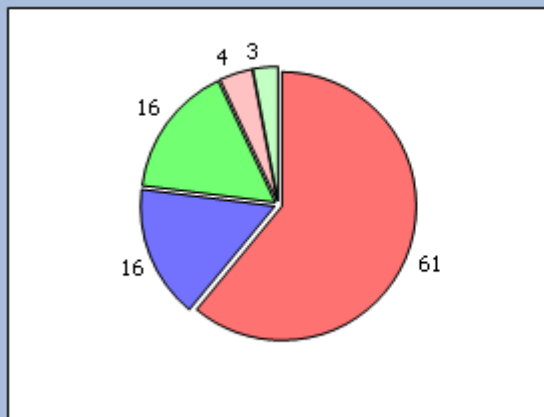
I have no preference	28%
I prefer early morning appointments	23%
I prefer daytime appointments	31%
I prefer evening appointments	10%
I prefer weekend appointments	6%



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

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

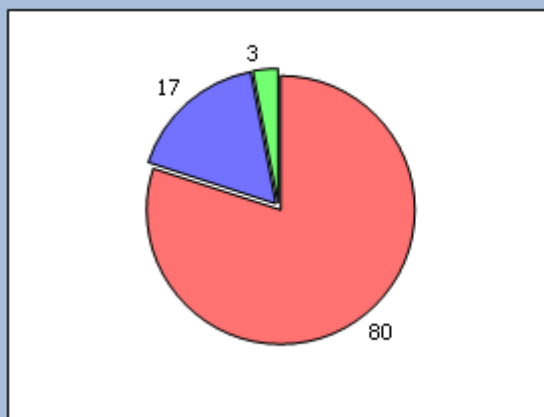
Yes, I have used them	61%
Yes, but I have not used them	16%
No, but I may use them	16%
No and I prefer not to use them	4%
No response	3%



- 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?

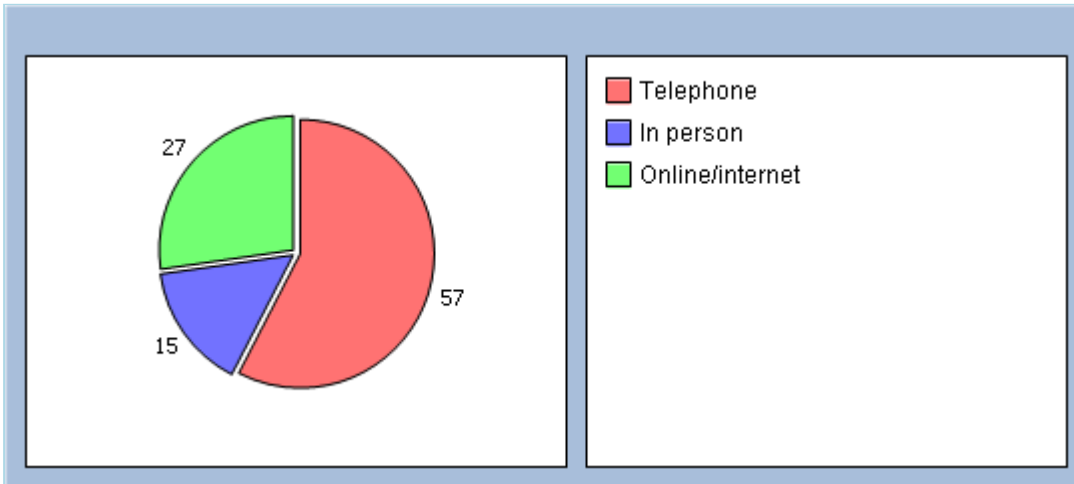
By telephone	80%
In person	17%
No response	3%



- By telephone
- In person
- No response

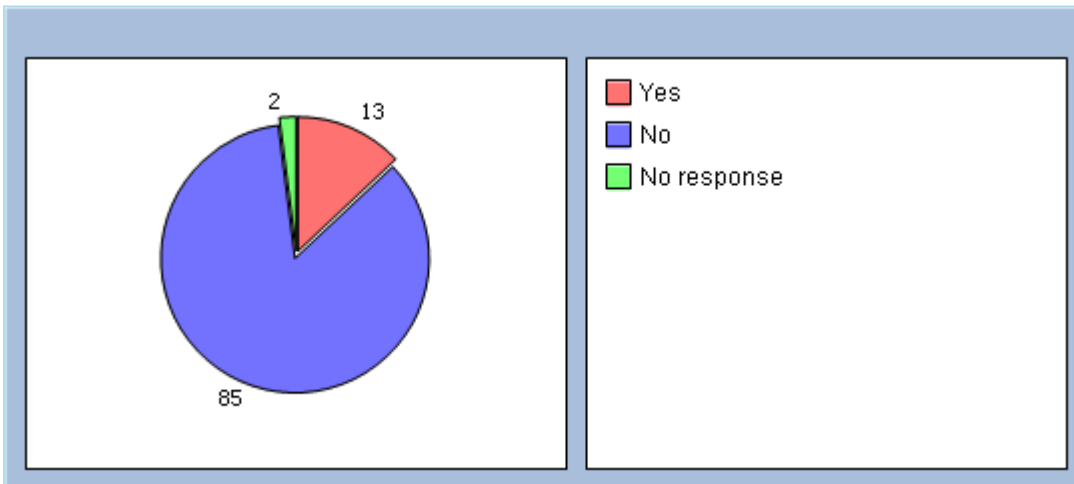
Q6: Which of the following would you prefer to use to book appointments at the surgery?

Telephone	57%
In person	15%
Online/internet	27%



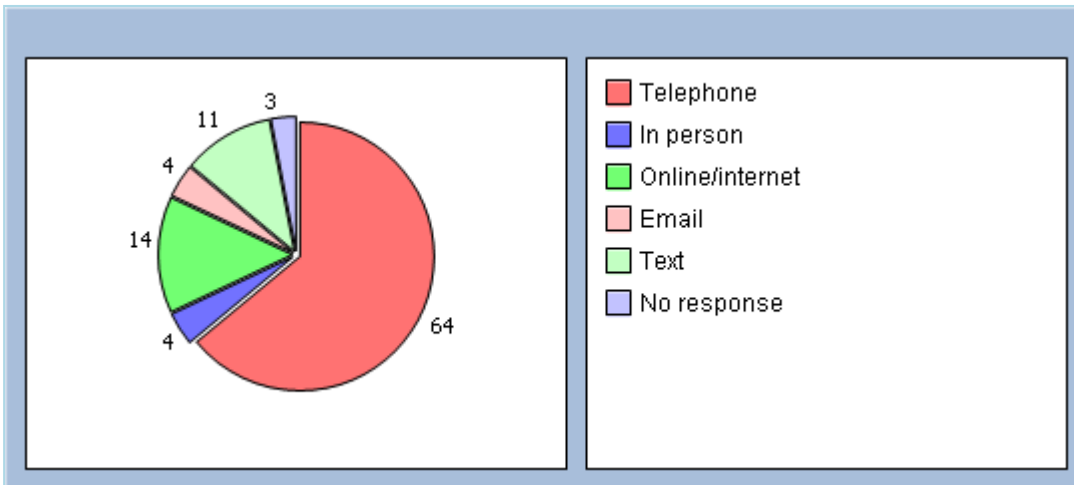
Q7: Have you ever made an appointment at the Practice that you failed to keep?

Yes	13%
No	85%
No response	2%



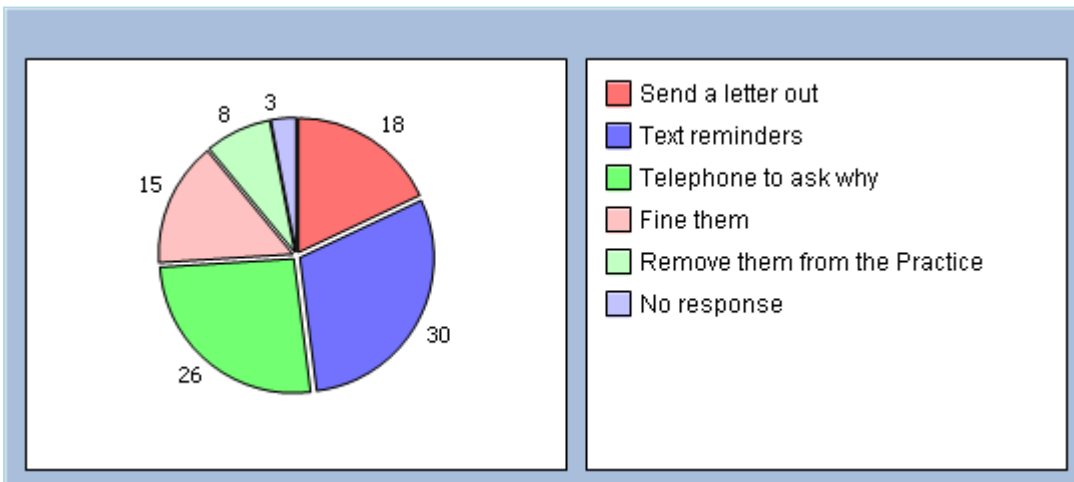
Q8: Which of the following methods would you prefer to use to cancel appointments at the Practice?

Telephone	64%
In person	4%
Online/internet	14%
Email	4%
Text	11%
No response	3%



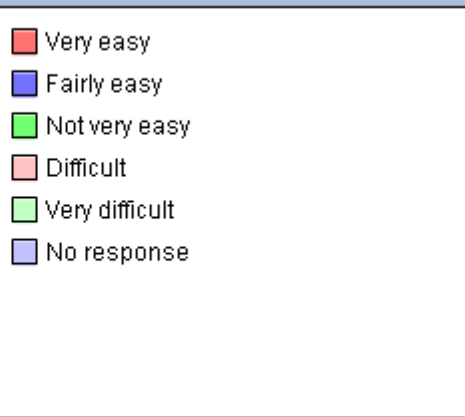
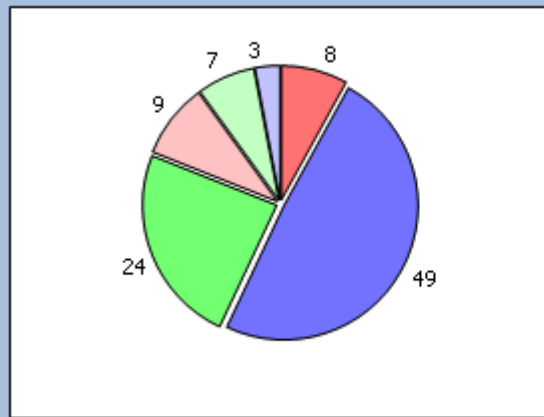
Q9: The practice has a big problem with the number of appointments lost due to patients who fail to turn up. How do you think we should tackle this?

Do nothing	0%
Send a letter out	18%
Text reminders	30%
Telephone to ask why	26%
Fine them	15%
Remove them from the Practice	8%
No response	3%



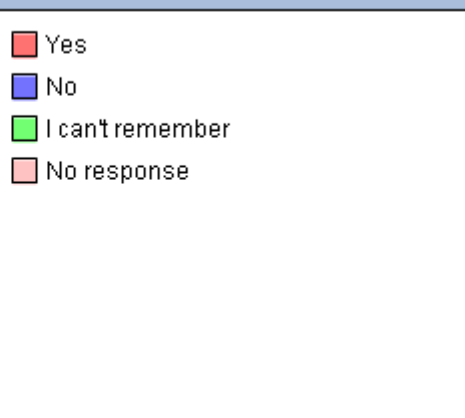
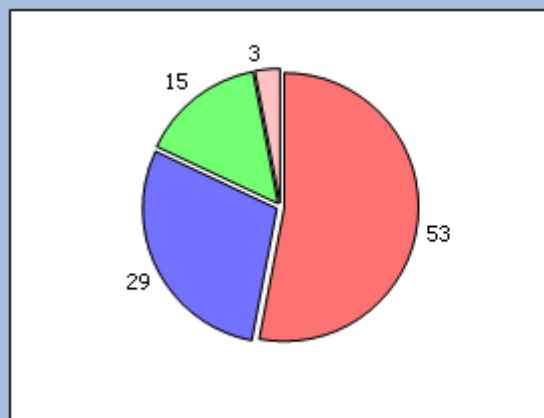
Q10: In the last 6 months, how have you found getting through on the telephone?

Very easy	8%
Fairly easy	49%
Not very easy	24%
Difficult	9%
Very difficult	7%
No response	3%



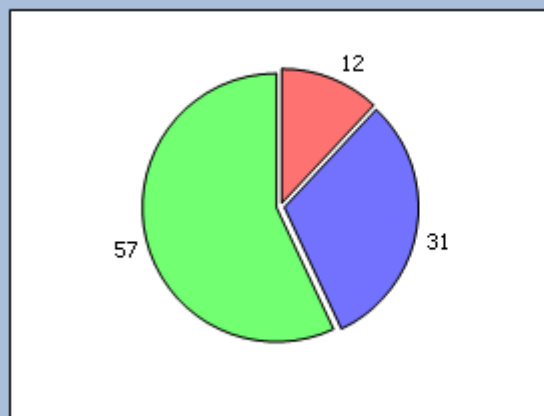
Q11: The last time you needed to see a doctor fairly quickly, were you able to get an appointment the same day or in the next two week days the surgery was open?

Yes	53%
No	29%
I can't remember	15%
No response	3%



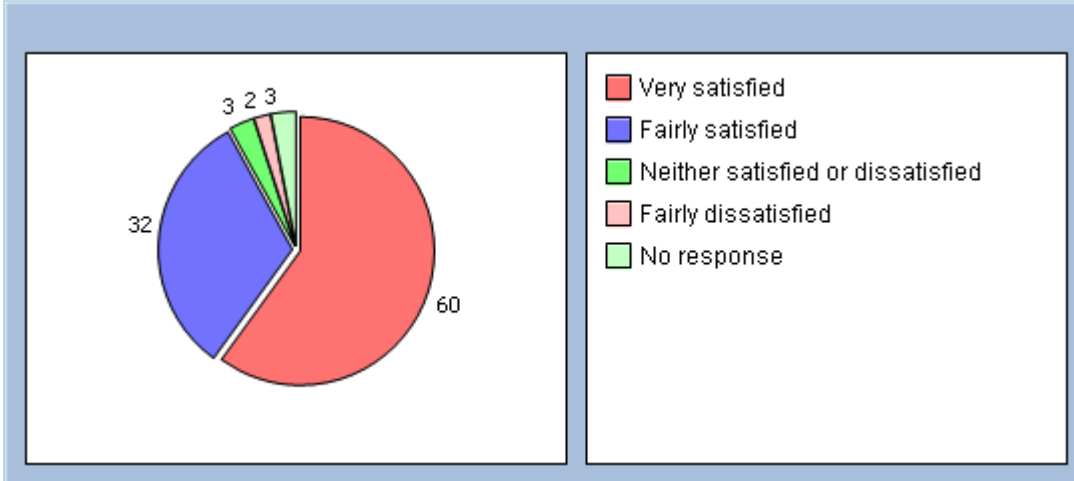
Q12: If you couldn't be seen in the next two working days why was that?

I wanted a specific GP	12%
No appointments for a few days	31%
No response	57%



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

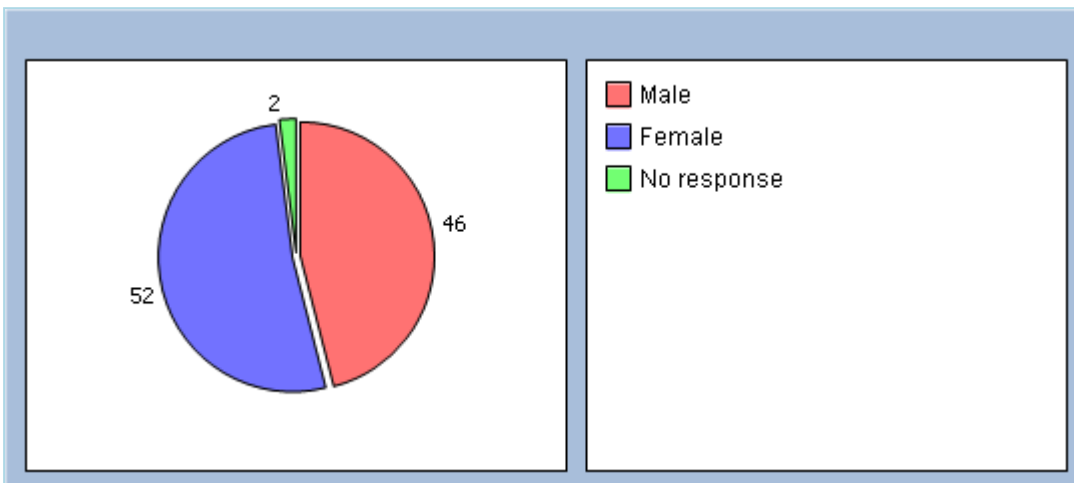
Very satisfied	60%
Fairly satisfied	32%
Neither satisfied or dissatisfied	3%
Fairly dissatisfied	2%
Very dissatisfied	0%
No response	3%



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

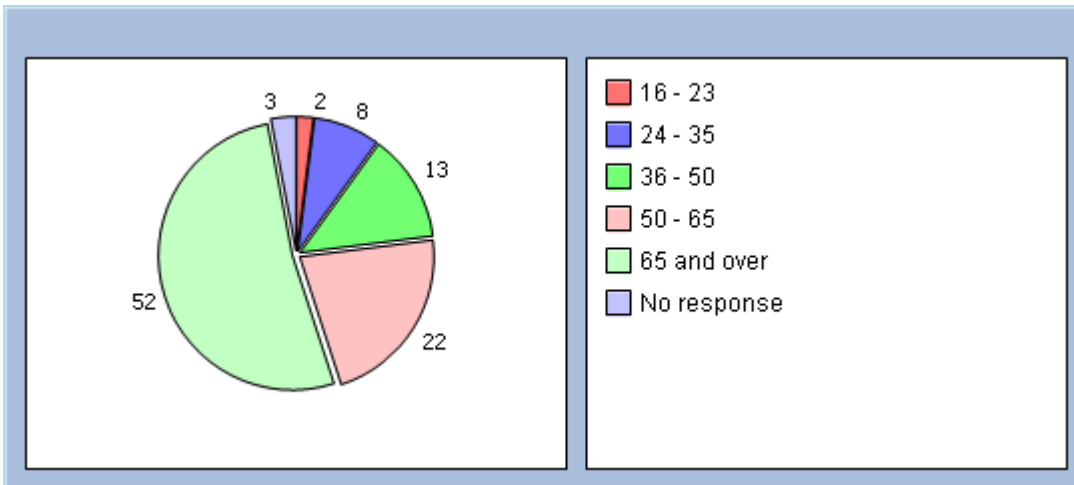
Are you male or female?

Male	46%
Female	52%
No response	2%



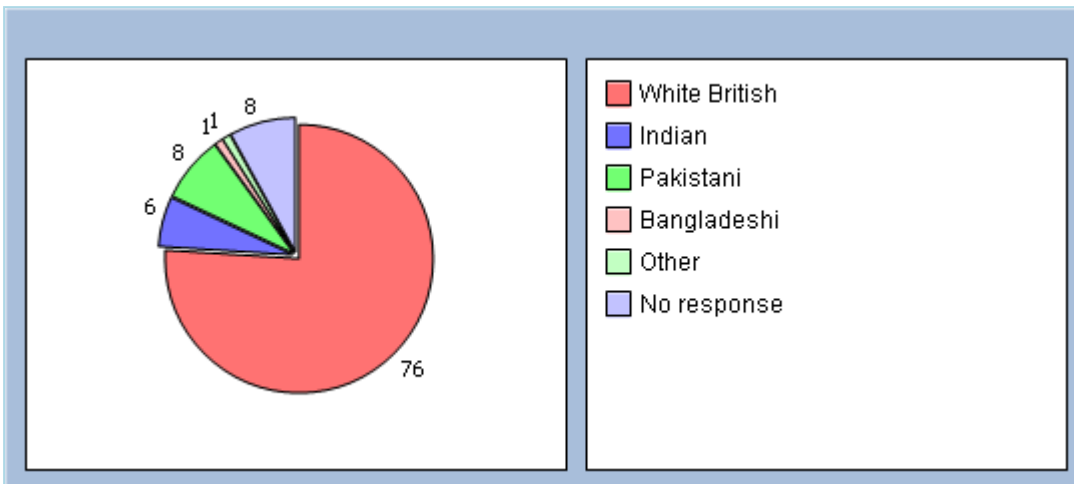
What age are you?

Under 15	0%
16 - 23	2%
24 - 35	8%
36 - 50	13%
50 - 65	22%
65 and over	52%
No response	3%



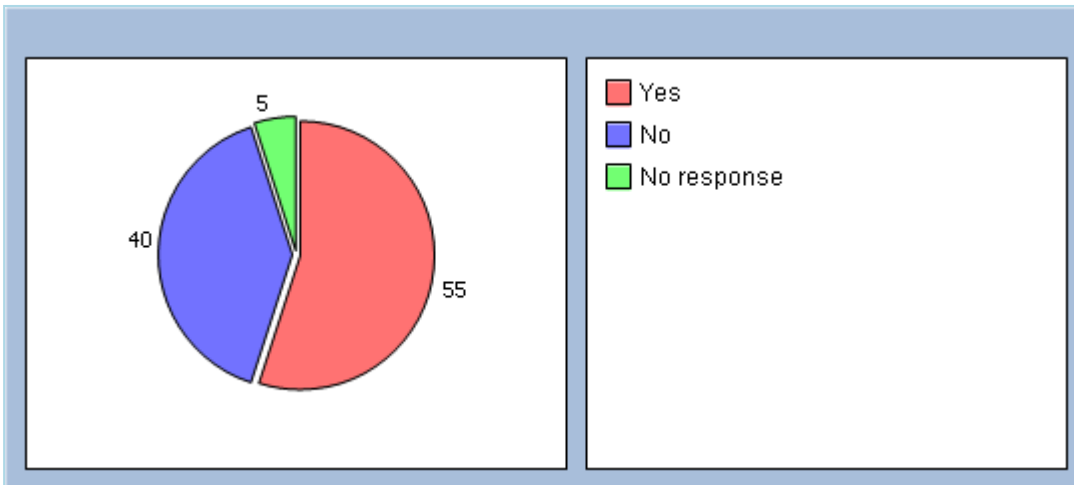
What is the ethnic background with which you most identify?

White British	76%
White Irish	0%
Mixed White & Black Caribbean	0%
Mixed White & Black African	0%
Mixed White & Black Asian	0%
Indian	6%
Pakistani	8%
Bangladeshi	1%
Black Caribbean	0%
Black African	0%
Chinese	0%
Other	1%
No response	8%



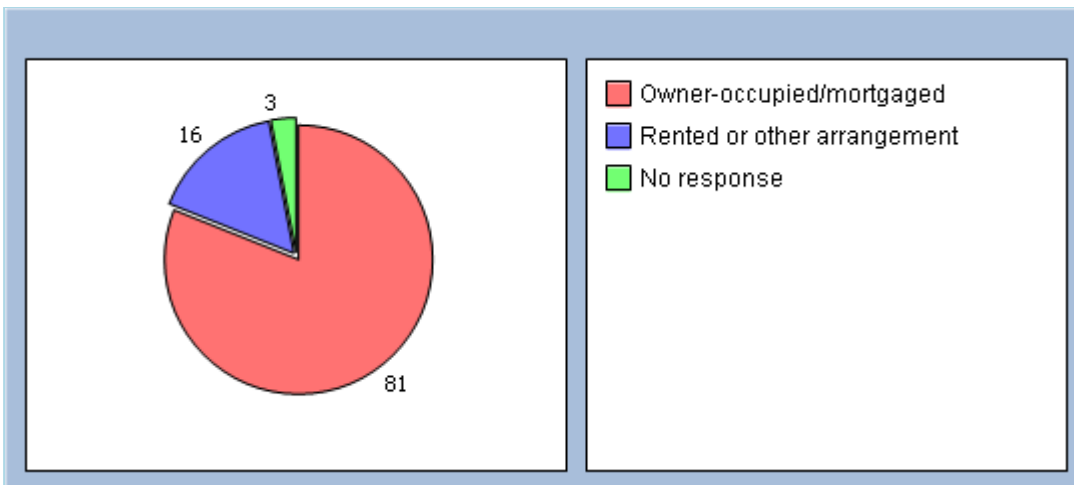
Do you have any long-standing illness, disability or infirmity? By long-standing we mean anything that has troubled you over a period of time or is likely to affect you over a period of time.

Yes	55%
No	40%
No response	5%



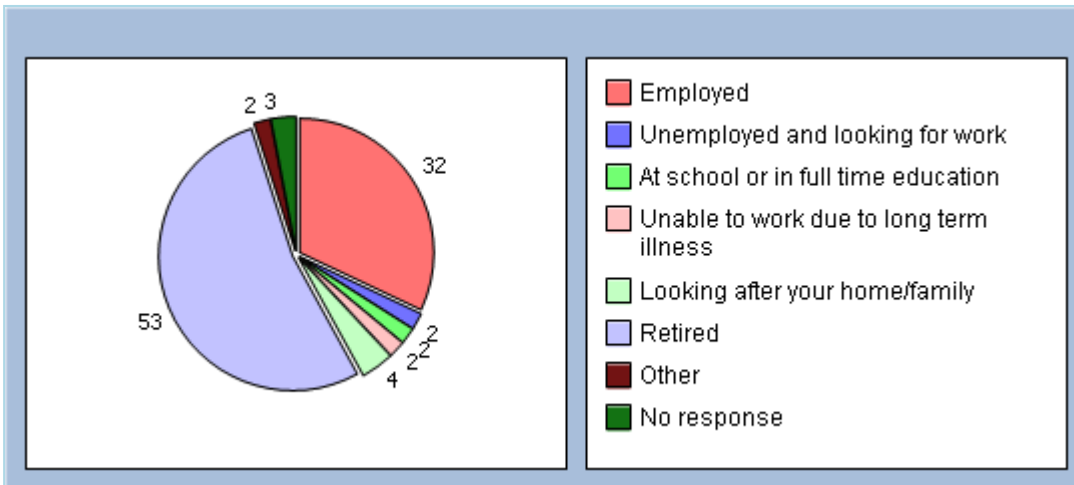
Is your accomodation?

Owner-occupied/mortgaged	81%
Rented or other arrangement	16%
No response	3%



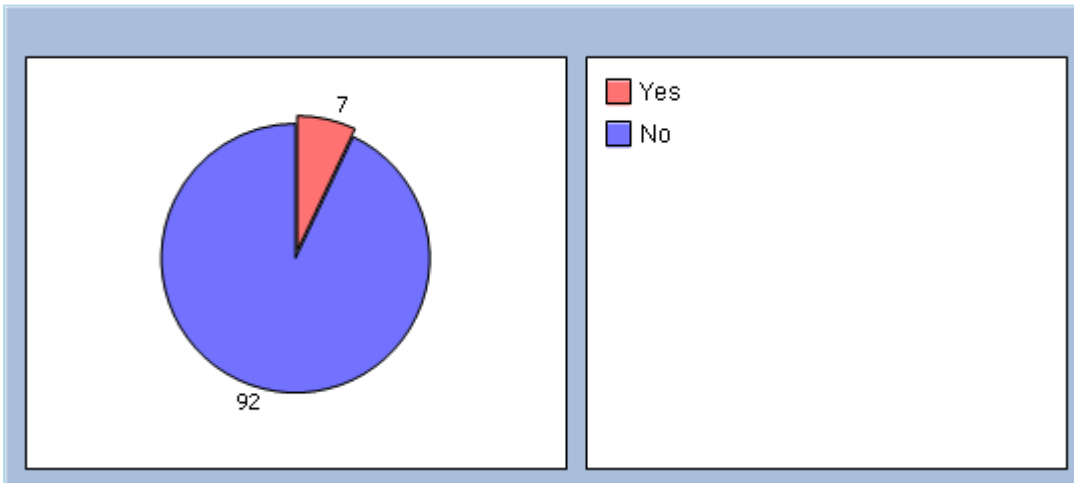
Which of the following best describes you?

Employed	32%
Unemployed and looking for work	2%
At school or in full time education	2%
Unable to work due to long term illness	2%
Looking after your home/family	4%
Retired	53%
Other	2%
No response	3%



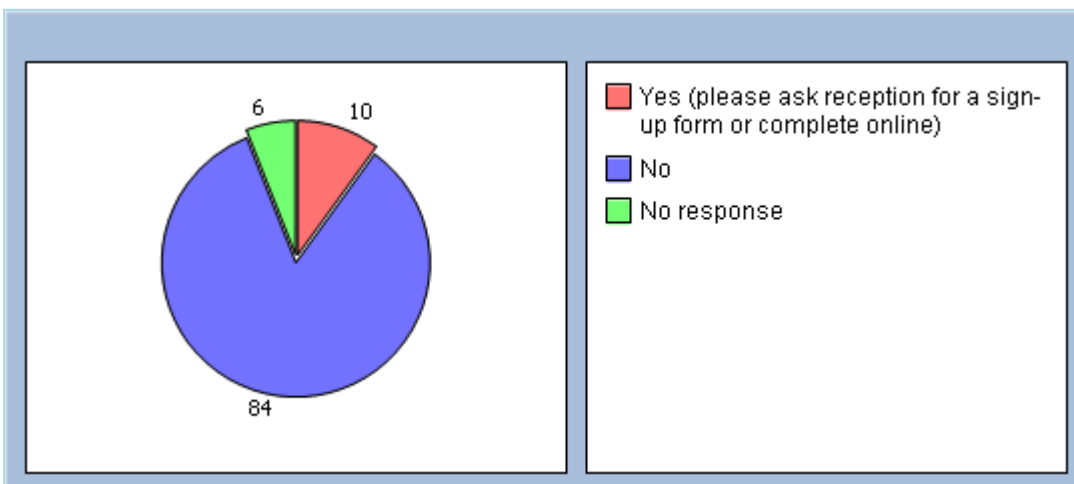
Are you a member of the Patient Reference Group?

Yes 7%
No 92%



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) 10%
No 84%
No response 6%



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