

Harbury Surgery

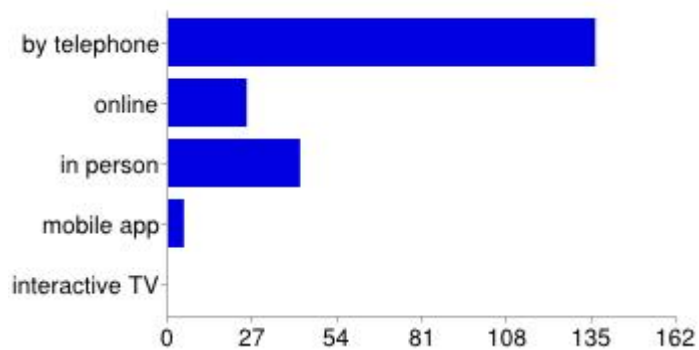
2013-14 Patient Survey

153 responses

Summary

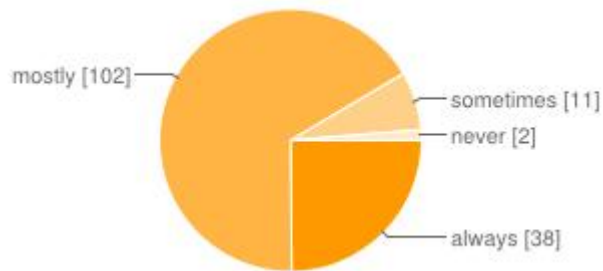
Access to appointments

How do you prefer to book appointments?



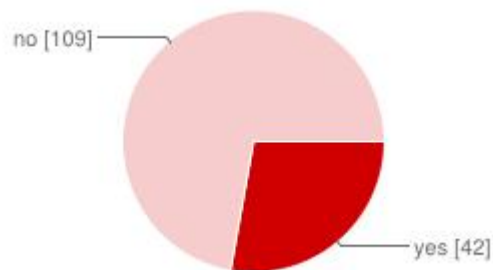
by telephone	136	65%
online	25	12%
in person	42	20%
mobile app	5	2%
interactive TV	0	0%

Do you find it easy to get through to the surgery on the telephone?



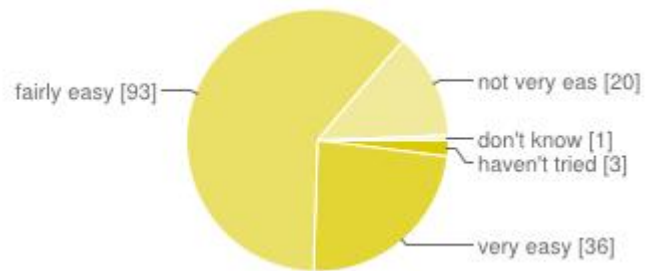
always	38	25%
mostly	102	67%
sometimes	11	7%
never	2	1%

Did you know you can book, change or cancel an appointment if you sign up to Patient Access?



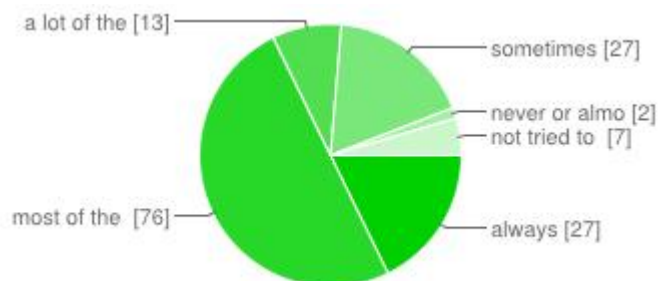
yes	42	28%
no	109	72%

How easy is it to get an appointment with the doctor at the surgery?



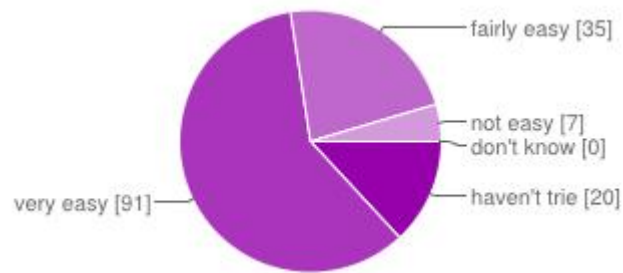
haven't tried	3	2%
very easy	36	24%
fairly easy	93	61%
not very easy	20	13%
don't know	1	1%

How often do you get to see the doctor you prefer?



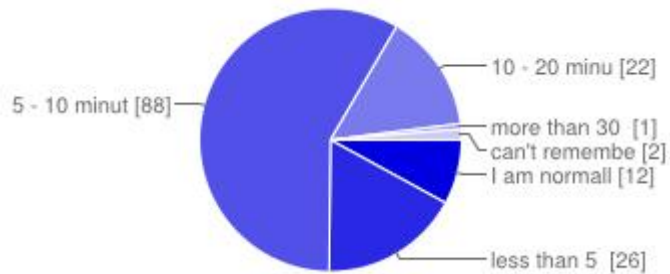
always	27	18%
most of the time	76	50%
a lot of the time	13	9%
sometimes	27	18%
never or almost never	2	1%
not tried to get an appointment	7	5%

How easy is it to get an appointment with the nurse?



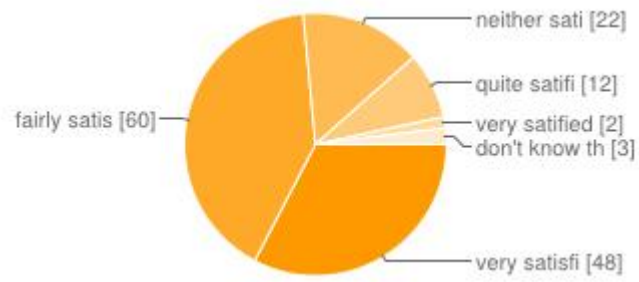
haven't tried	20	13%
very easy	91	59%
fairly easy	35	23%
not easy	7	5%
don't know	0	0%

How long after your appointment time do you normally wait to be seen?



I am normally seen on time	12	8%
less than 5 minutes	26	17%
5 - 10 minutes	88	58%
10 - 20 minutes	22	15%
more than 30 minutes	1	1%
can't remember	2	1%

How satisfied are you with the opening hours?



very satisfied	48	33%
fairly satisfied	60	41%
neither satisfied or dissatisfied	22	15%
quite satisfied	12	8%
very satisfied	2	1%
don't know the opening hours	3	2%

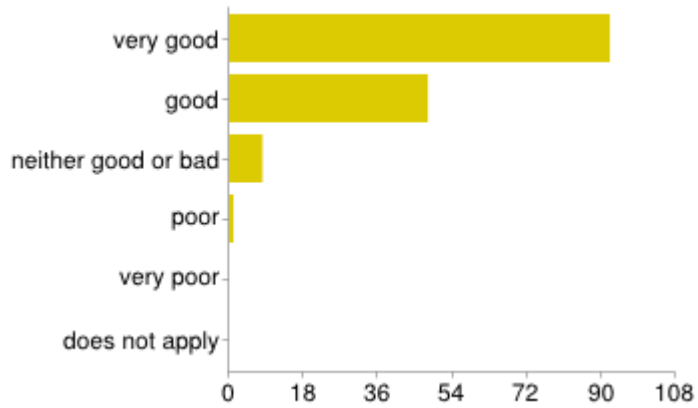
Clinical Care

Have you had a discussion in the last 12 months with a doctor or nurse about how to deal with your health problems?



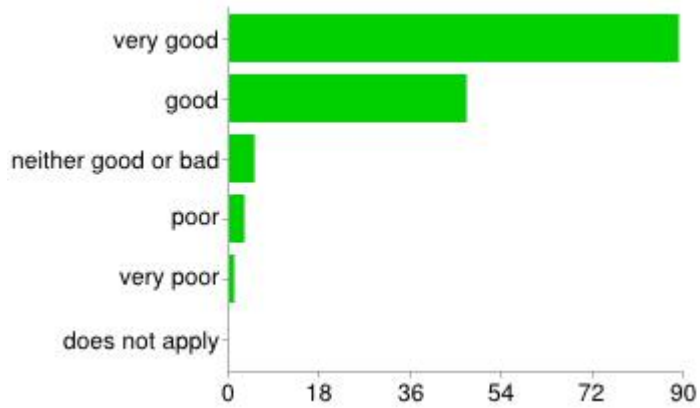
yes	104	72%
no	41	28%

Giving you enough time [The last time you saw a Doctor at the surgery how good was the doctor at each of the following?]



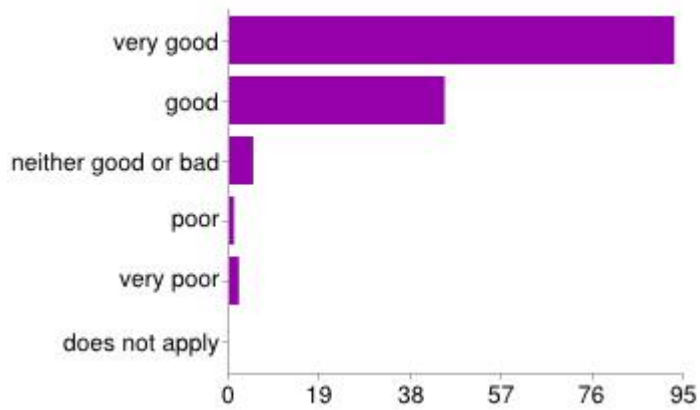
very good	92	62%
good	48	32%
neither good or bad	8	5%
poor	1	1%
very poor	0	0%
does not apply	0	0%

Asking about your symptoms [The last time you saw a Doctor at the surgery how good was the doctor at each of the following?]



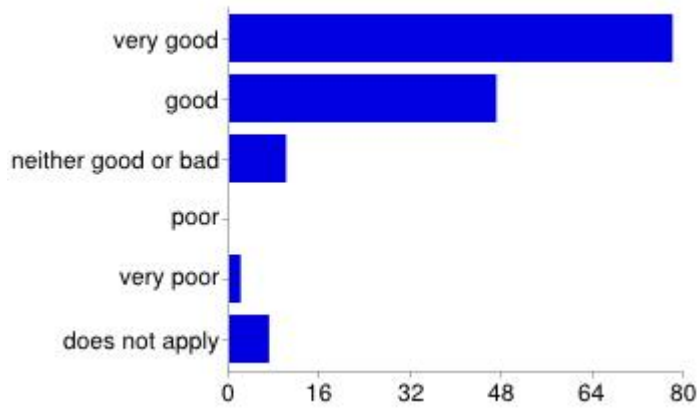
very good	89	61%
good	47	32%
neither good or bad	5	3%
poor	3	2%
very poor	1	1%
does not apply	0	0%

Listening [The last time you saw a Doctor at the surgery how good was the doctor at each of the following?]



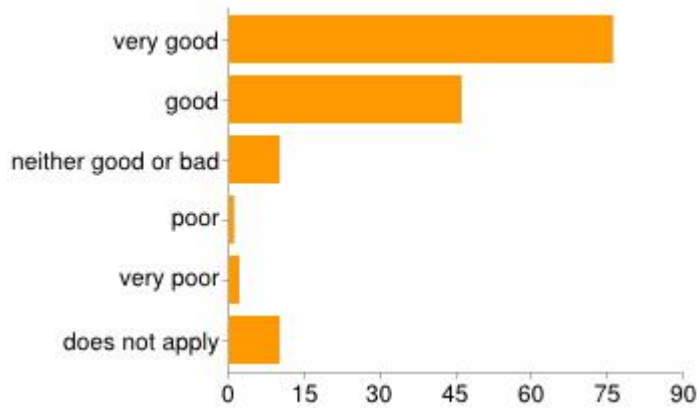
very good	93	64%
good	45	31%
neither good or bad	5	3%
poor	1	1%
very poor	2	1%
does not apply	0	0%

Explain tests and treatments [The last time you saw a Doctor at the surgery how good was the doctor at each of the following?]



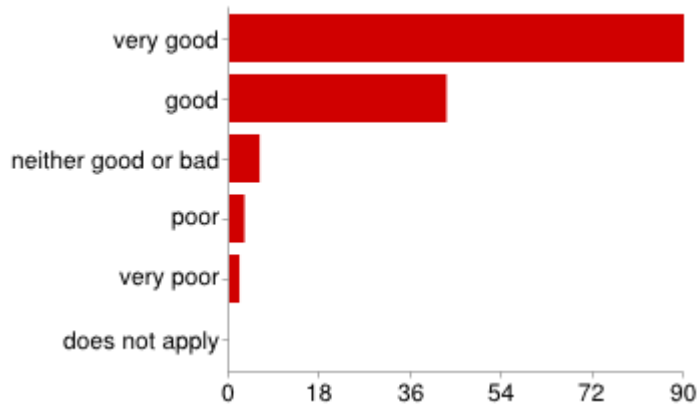
very good	78	54%
good	47	33%
neither good or bad	10	7%
poor	0	0%
very poor	2	1%
does not apply	7	5%

Involving you in decisions about your care and concern [The last time you saw a Doctor at the surgery how good was the doctor at each of the following?]



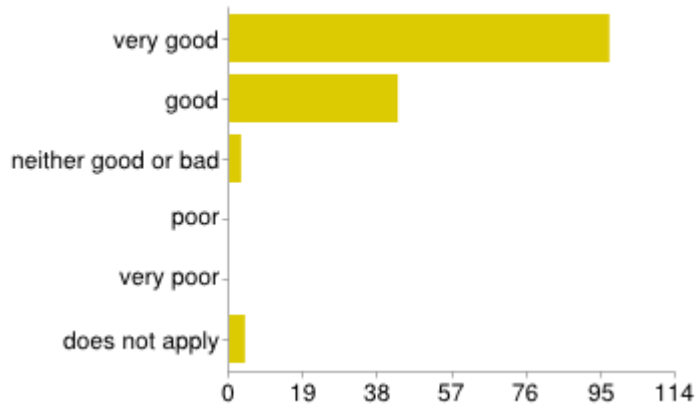
very good	76	52%
good	46	32%
neither good or bad	10	7%
poor	1	1%
very poor	2	1%
does not apply	10	7%

Taking your problems seriously [The last time you saw a Doctor at the surgery how good was the doctor at each of the following?]



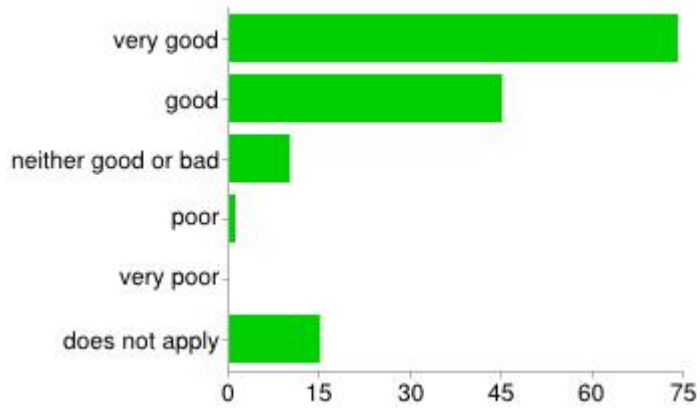
very good	90	63%
good	43	30%
neither good or bad	6	4%
poor	3	2%
very poor	2	1%
does not apply	0	0%

Giving you enough time [The last time you saw a Nurse at the surgery how good was the nurse at each of the following?]



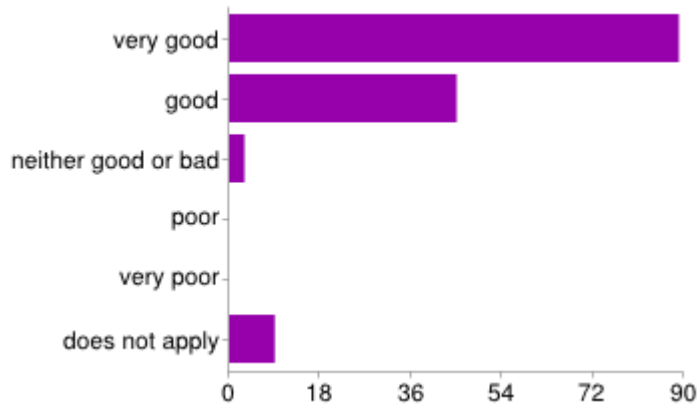
very good	97	66%
good	43	29%
neither good or bad	3	2%
poor	0	0%
very poor	0	0%
does not apply	4	3%

Asking about your symptoms [The last time you saw a Nurse at the surgery how good was the nurse at each of the following?]



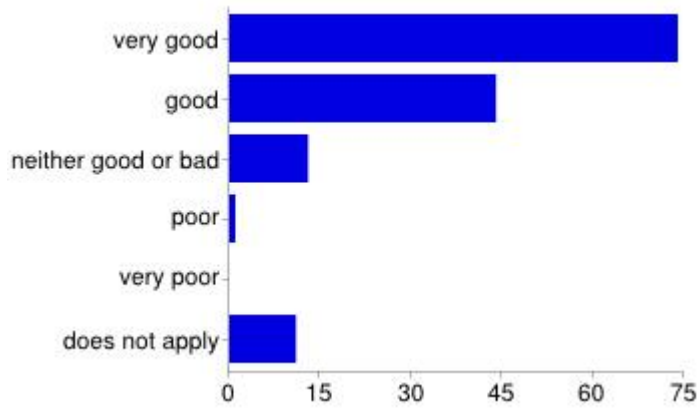
very good	74	51%
good	45	31%
neither good or bad	10	7%
poor	1	1%
very poor	0	0%
does not apply	15	10%

Listening [The last time you saw a Nurse at the surgery how good was the nurse at each of the following?]



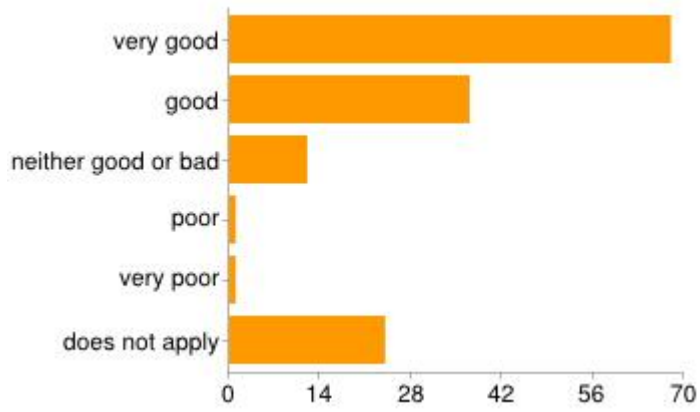
very good	89	61%
good	45	31%
neither good or bad	3	2%
poor	0	0%
very poor	0	0%
does not apply	9	6%

Explain tests and treatments [The last time you saw a Nurse at the surgery how good was the nurse at each of the following?]



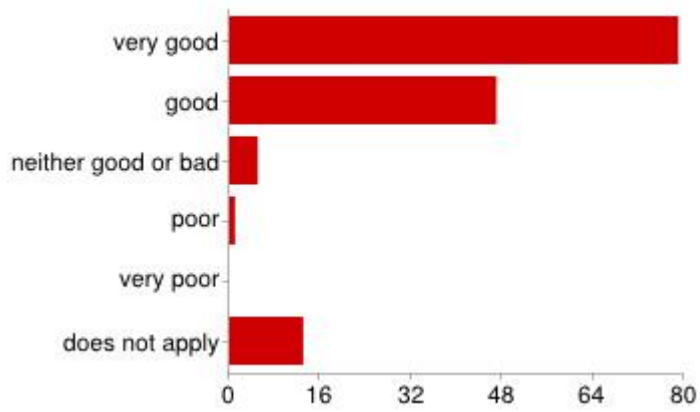
very good	74	52%
good	44	31%
neither good or bad	13	9%
poor	1	1%
very poor	0	0%
does not apply	11	8%

Involving you in decisions about your care and concern [The last time you saw a Nurse at the surgery how good was the nurse at each of the following?]



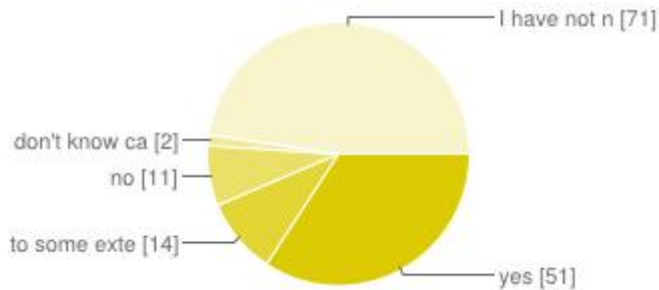
very good	68	48%
good	37	26%
neither good or bad	12	8%
poor	1	1%
very poor	1	1%
does not apply	24	17%

Taking your problems seriously [The last time you saw a Nurse at the surgery how good was the nurse at each of the following?]



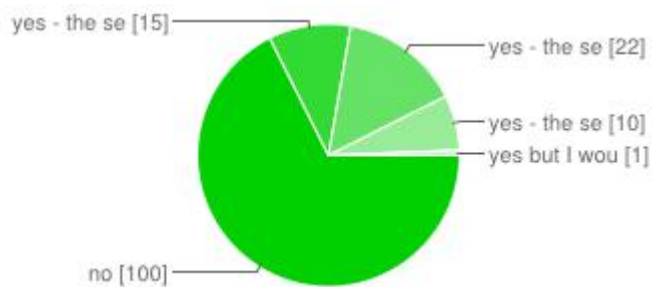
very good	79	54%
good	47	32%
neither good or bad	5	3%
poor	1	1%
very poor	0	0%
does not apply	13	9%

In the past 6 months have you had enough support from your locals services or organisations to help you manage your long-term conditions?



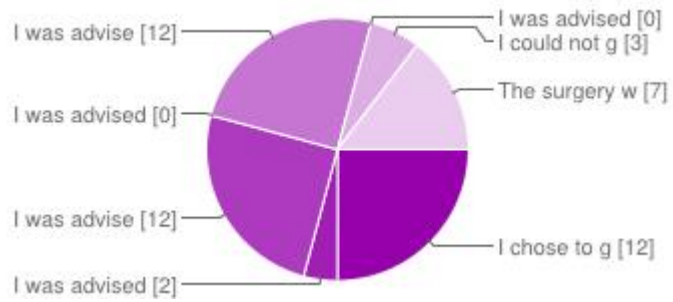
yes	51	34%
to some extent	14	9%
no	11	7%
don't know can't remember	2	1%
I have not needed such support	71	48%

Have you used the A&E service in the last 12 months?



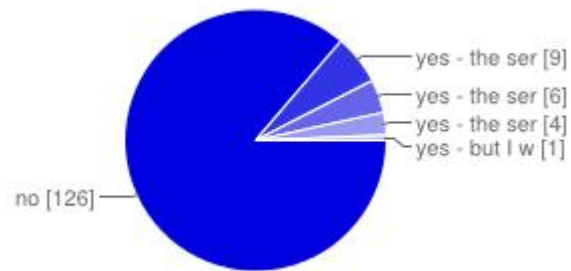
no	100	68%
yes - the service was excellent	15	10%
yes - the service was good	22	15%
yes - the service was poor	10	7%
yes but I would have preferred to see my GP	1	1%

If Yes why did you choose to go to A&E rather than make an appointment to see your GP?



I chose to go myself	12	25%
I was advised to go by a colleague/family member/friend	2	4%
I was advised to go by NHS 111/another health professional	12	25%
I was advised to go by the nurse at the surgery	0	0%
I was advised to go by the doctor at the surgery	12	25%
I was advised to go by the receptionist at the surgery	0	0%
I could not get an appointment at the surgery	3	6%
The surgery was closed	7	15%

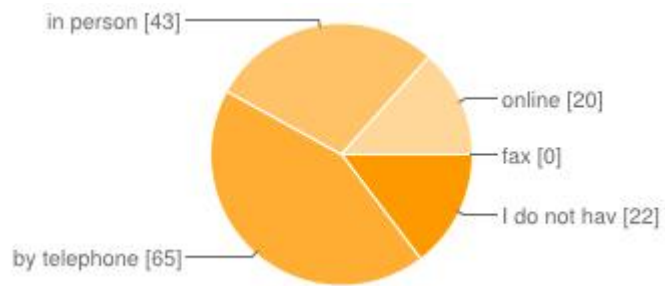
Have you used the Out of Hours or Walk-in Centre service in the last 12 months?



no	126	86%
yes - the service was excellent	9	6%
yes - the service was good	6	4%
yes - the service was poor	4	3%
yes - but I would have preferred to see my GP	1	1%

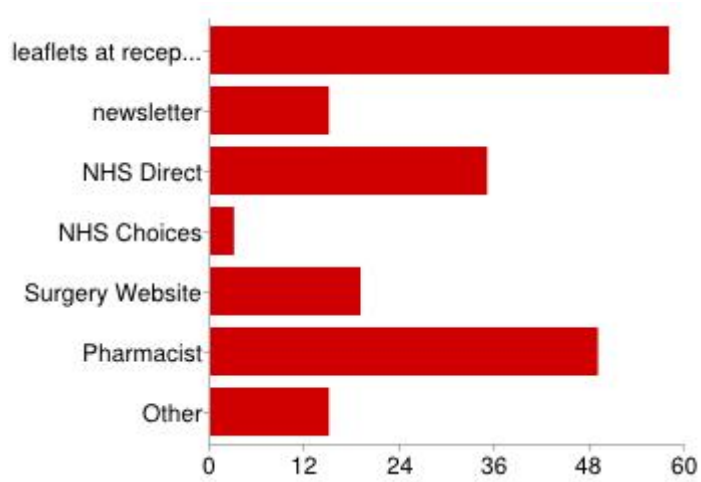
Accessing our services

How do you usually order your repeat prescriptions?



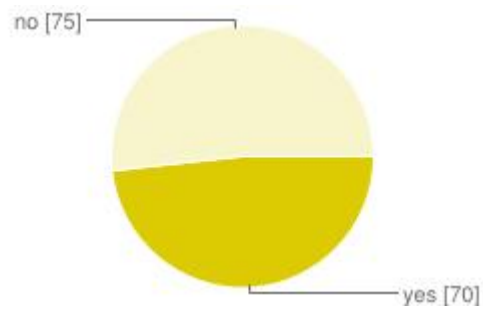
I do not have repeat medication	22	15%
by telephone	65	43%
in person	43	29%
online	20	13%
fax	0	0%

Which of the following sources of information do you use?



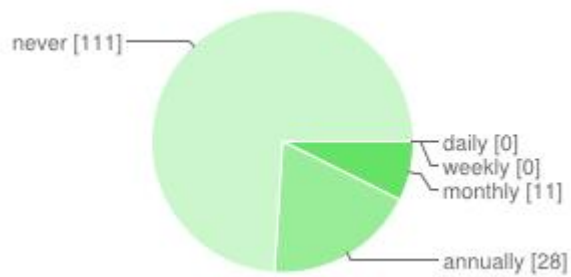
leaflets at reception	58	30%
newsletter	15	8%
NHS Direct	35	18%
NHS Choices	3	2%
Surgery Website	19	10%
Pharmacist	49	25%
Other	15	8%

Would you be happy to be contacted by email instead of by post?



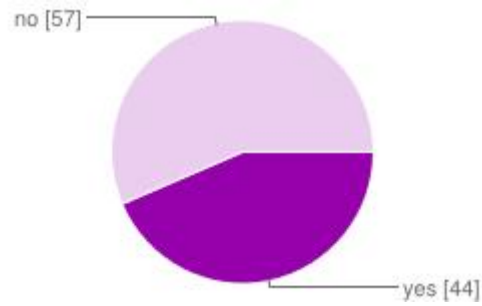
yes	70	48%
no	75	52%

How often do you access the surgery website to find out about the services we provide?



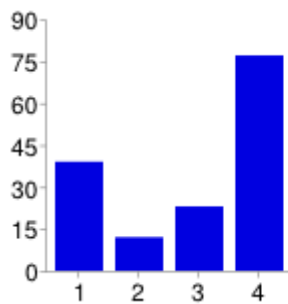
daily	0	0%
weekly	0	0%
monthly	11	7%
annually	28	19%
never	111	74%

If you do not already receive electronic versions of our newsletter would you like us to email them to you?



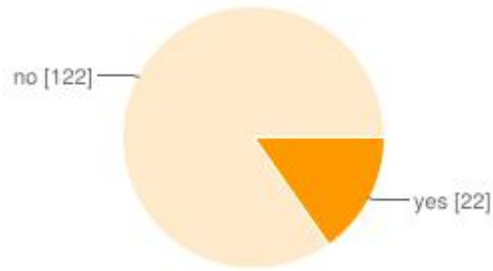
yes	44	44%
no	57	56%

How interested would you be in being able to read your records and results online via your own computer?



1	39	26%
2	12	8%
3	23	15%
4	77	51%

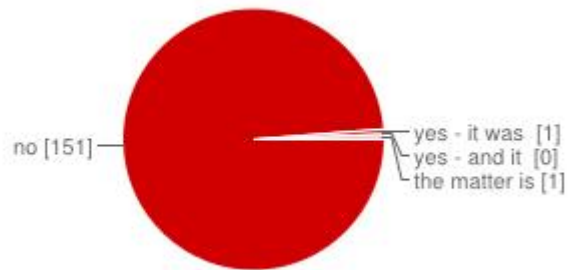
Would you be interested in joining our 'Patient Participation Group' which meets regularly to discuss matter affecting patients?



yes	22	15%
no	122	85%

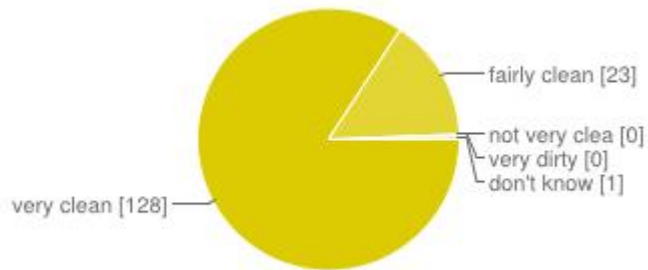
Patient Experience

Have you made a complaint about the surgery in the last 12 months?



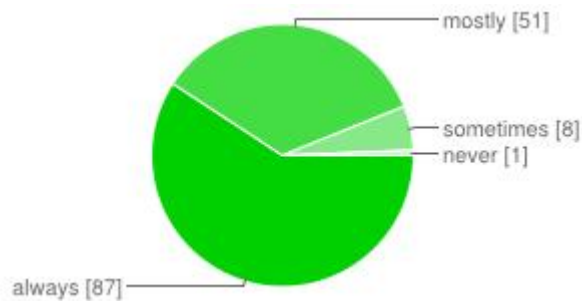
no	151	99%
yes - it was handled to my satisfaction	1	1%
yes - and it was not handled to my satisfaction	0	0%
the matter is ongoing	1	1%

How clean was the surgery?



very clean	128	84%
fairly clean	23	15%
not very clean	0	0%
very dirty	0	0%
don't know	1	1%

Do you find the reception staff helpful and welcoming?



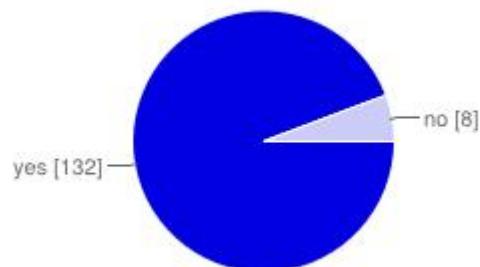
always	87	59%
mostly	51	35%
sometimes	8	5%
never	1	1%

In the reception area can other patients overhear what you say to the receptionists?



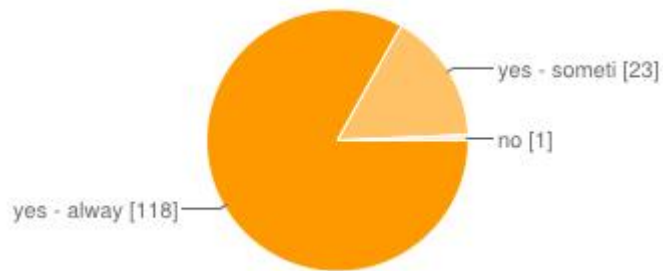
yes but I do not mind	105	73%
yes and I am not happy about this	15	10%
no other patients cannot overhear	8	6%
don't know	16	11%

Would you recommend Harbury surgery to someone new to the area?



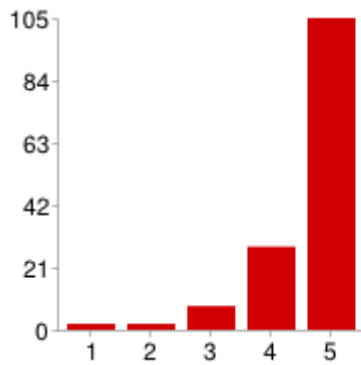
yes	132	94%
no	8	6%

Do you feel that you are treated with respect and dignity by the doctors and staff at the surgery?



yes - always	118	83%
yes - sometimes	23	16%
no	1	1%

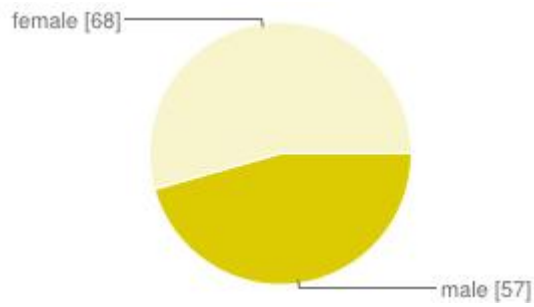
In general how satisfied are you with the care that you receive at the surgery?



1	2	1%
2	2	1%
3	8	6%
4	28	19%
5	105	72%

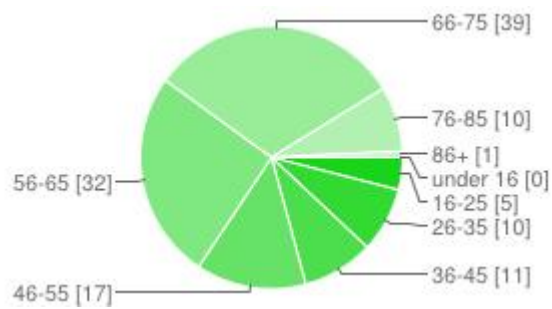
Monitoring Information

Are you



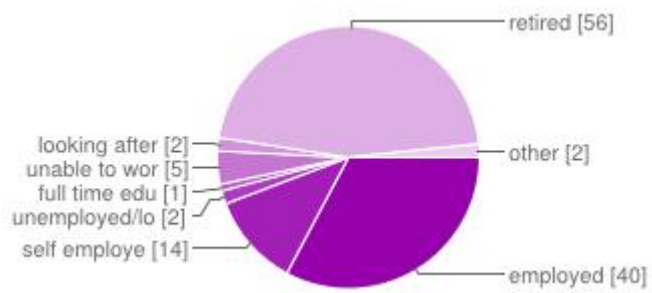
male	57	46%
female	68	54%

Age



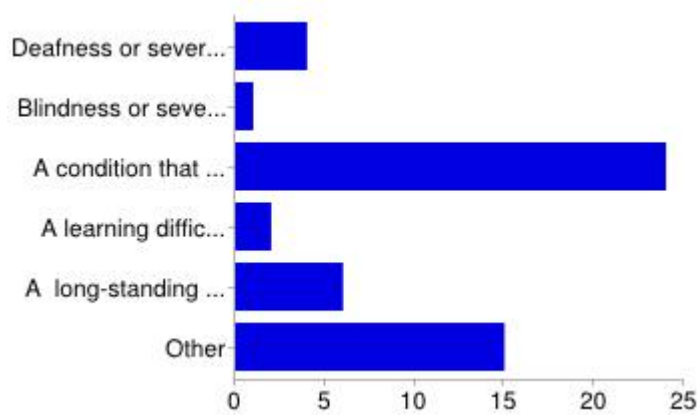
under 16	0	0%
16-25	5	4%
26-35	10	8%
36-45	11	9%
46-55	17	14%
56-65	32	26%
66-75	39	31%
76-85	10	8%
86+	1	1%

Employment status



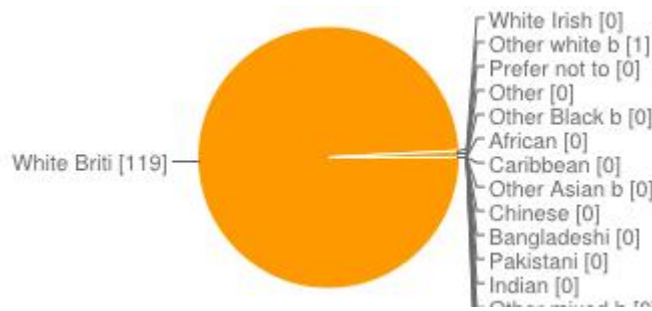
employed	40	33%
self employed	14	11%
unemployed/looking for work	2	2%
full time education	1	1%
unable to work due to ill health	5	4%
looking after home or family	2	2%
retired	56	46%
other	2	2%

Disability: Do you have any of the following conditions?



Deafness or severe hearing impairment	4	8%
Blindness or severe visual impairment	1	2%
A condition that substantially limits physical activity, such as walking, climbing stairs, lifting or carrying	24	46%
A learning difficulty	2	4%
A long-standing emotional or psychological condition	6	12%
Other	15	29%

Ethnicity: Are you



White British	119	99%
White Irish	0	0%
Other white background	1	1%
Black British	0	0%
Mixed White and Black Caribbean	0	0%
Mixed White and Black African	0	0%
White and Asian	0	0%
Other mixed background	0	0%
Indian	0	0%
Pakistani	0	0%
Bangladeshi	0	0%
Chinese	0	0%
Other Asian background	0	0%
Caribbean	0	0%
African	0	0%
Other Black background	0	0%
Other	0	0%
Prefer not to say	0	0%