

AW Surgeries Annual Patient Survey 2013

How easy is it to get an appointment in advance with a GP?

Very easy	Fairly easy	Not very easy	Not at all easy	Haven't tried
96	369	311	149	23

When you have booked an appointment how convenient is the time of the appointment you are able to get?

Very convenient	Fairly convenient	Not very convenient	Not at all convenient
204	373	142	29

How often are you able to see the doctor of your choice?

Always	Mostly	Sometimes	Occasionally	Never
66	274	374	165	69

If you need to see a doctor in an emergency can you normally be seen on the same day?

Always	Mostly	Sometimes	Occasionally	Never
149	318	268	105	68

How happy would you be to consider a telephone consultation with a doctor?

Very happy	Fairly happy	Not very happy	Would never consider this
185	399	247	105

Generally how easy is it to get through to the surgery by phone?

Very easy	Fairly easy	Not very easy	Not at all easy	Haven't tried
65	318	308	194	8

Getting an engaged phone can be very frustrating. Have you found the telephone queueing system with information on your position in the queue preferable?

Definitely yes	Probably yes	No preference	Probably not	Definitely not
177	344	249	88	85

When your phone call is answered how helpful do you find the receptionist?

Very helpful	Fairly helpful	Quite helpful	Not very helpful	Not at all helpful
464	288	155	30	7

Overall how would you describe your experience of making an appointment

Excellent	Good	Fair	Not very good	Poor
129	369	284	109	41

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Missed appointments are a problem for the practice. How easy do you find it to contact the practice when you wish to cancel an appointment?

Very easy	Fairly easy	Not very easy	Not at all easy	Haven't tried
205	387	144	34	175
Excellent	Good	Fair	Not very good	Poor
94	191	275	80	23
298	336	51	0	1

How would you rate the comfort of the waiting room at

1. Albion House
2. Withymoor

Excellent	Good	Fair	Not very good	Poor
215	340	162	30	15
327	217	40	0	2

How would you rate the cleanliness of the waiting room at

1. Albion House
2. Withymoor

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

Seen on time	5-10 mins	10-20 mins	30 mins	More than 30 mins
62	358	403	92	24

How important is the availability of reading material in the waiting room?

Very important	Quite important	Not very important	Not at all important
85	354	407	96

How helpful would you rate the staff on the reception desk?

Very helpful	Quite helpful	Not very helpful	Not at all helpful
466	361	22	84

Would you be happy to see a pharmacist for advice on medication or treatment of minor illness?

Very happy	Fairly happy	Quite happy	Not very happy	Not at all happy
336	341	157	98	7

There is currently a pharmacy attached to the Withymoor site. Would you find having a pharmacy attached to the Albion House site helpful?

Very helpful	Fairly helpful	No preference	Not very helpful	Not at all helpful
468	283	154	17	4

Are you aware of the practice's Patient Reference Group?

Yes	No
245	448

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How would you rate the range and quality of services provided by the practice?

Excellent	Very good	Good	Fair	Poor
207	414	265	90	7

Overall how would you describe your level of satisfaction with your GP surgery?

Excellent	Very good	Good	Fair	Poor
286	318	265	90	11

Now some questions about yourself:

Are you:

Male	Female
212	673

How old are you?

18 - 24	25 - 34	35 - 44	45 - 54	55 - 64
83	241	188	110	139
65 - 74	75 - 84	Over 85		
83	58	19		