

AW Surgeries Annual Patient Survey 2014

Thinking of your recent experience at this surgery how happy would you be to recommend this surgery to family or friends?

Extremely happy	Happy	Neither happy nor unhappy	Unhappy	Extremely unhappy
173	270	100	40	15

Please could you tell us why you would/would not recommend us to your friends/family.

Patients expressed satisfaction with the service received when arriving at the surgery. Some negative comments were received about the telephone system, access to appointments and continuity of care

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

Always	Mostly	Sometimes	Occasionally	Never
83	213	144	93	45

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
81	213	141	100	27

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

Always	Mostly	Sometimes	Occasionally	Never
57	155	181	176	47

How important do you feel it is to see the same doctor each time for an ongoing medical problem

Extremely important	Very important	Important	Not very important	Not at all important
248	203	89	41	6

How long would you be prepared to wait to see a doctor of your choice

2 weeks	4 weeks	6 weeks	8 weeks	Haven't tried
357	58	0	0	177

How happy would you be to see the next available doctor, rather than your usual doctor for a new or acute medical problem?

Extremely happy	Very happy	Not very happy	Not at all happy
110	315	146	16

Are you aware that telephone consultations have been introduced

Yes	No
327	263

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If you have had a telephone consultation did you find it helpful?

Very helpful	Fairly helpful	Not very helpful	Not at all helpful	Have not had a telephone consultation
80	60	45	30	<u>359</u>

How do you rate the comfort of the waiting room
Albion House
Withymoor

Excellent	Very Good	Good	Fair	Poor
88	131	182	123	44
156	195	136	44	2

Appropriate use of healthcare services is currently topical. Where do you think it would be helpful to have information on this and any new services?

posters in surgery	website	Newsletter	All three	None of these
178	145	159	258	8

Do you think the introduction of a Facebook Page is likely engage a broader age range of the practice and provide them with information.

Extremely likey	Very likely	Quite likely	Not very likely	Could be improved
91	140	187	147	9

How do you find the receptionists manner and helpfulness?

Excellent	Very Good	Good	Fair
201	215	110	63

How confident are you that you are able to manage your own health?

Very Confident	Fairly confident	Not very confident	Not at all confident
158	328	73	25

Are you aware of the practice's Patinet Refernce Group?

Yes	No
150	411

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

Excellent	Very good	Good	Fair	Poor
118	200	165	90	10

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

Excellent	Very good	Good	Fair
134	209	156	84

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Now some questions about yourself:

Are you:

Male	Female
174	416

How old are you?

18 - 24	25 - 34	35 - 44	45 - 54	55 - 64
63	118	110	109	75
65 - 74	75 - 84	Over 85		
77	31	10		