

HUDDERSFIELD ROAD SURGERY
PATIENT SURVEY
2012/13

The Practice values your thoughts on the service we provide to patients. We ask that you take a few minutes to complete our patient survey to help us prioritise areas for improvement.

Communication/Access

1	Yes	No
Do you know about our telephone consultations?	192	63

2	Yes	No
Have you booked a telephone consultation over the last year?	43	212

3	Excellent	Very Good	Good	Not Very Good	Poor
How did you rate this service?	28	8	7	-	-

4	Yes	No
The Practice has invested in a new clinical computer system to enable patients to request prescriptions on-line. Will you be able to take advantage of this service?	166	89

5
If not why?
No access to pc – wishes to hand script in personally – don't trust computers

6	Yes	No	Sometimes
Do you use our self checking in screen when attending an appointment?	162	34	59

7	Yes	No
Do you find it easy to use?	188	33

8
If No – what sort of problems have you experienced?
Not always working – does not always book me in – tells me to go to reception – awkward to access.

9	Very Easy	Easy	Neither Easy or Difficult	Difficult	Very Difficult
Do you find it easy to contact the surgery by phone?	2	25	17	151	50

10	Yes	No
The Practice are planning on introducing an automated telephone system to improve answering times. Would you be in favour of this?	213	42

11	Yes	No
Would you be happy to receive an appointment reminder by text?	198	57

About the Practice

12	All of the time	Most of the time	Some of the time	Never or hardly ever
Are the Receptionists as helpful as you think they should be?	42	189	21	3

13	All of the time	Most of the time	Some of the time	Never or hardly ever
Are you able to get a seat in the waiting room?	227	28	-	-

14	No	Yes and I have made at least 1 complaint	Yes, but I have not made a complaint
In the last 12 months have you felt like making a complaint about a GP, Nurse, Receptionist or other member of staff?	214	3	38

15	Please Tick
Who have you complained about in the last 12 months	
A GP/Doctor	2
A Nurse or Health Care Assistant	
A Receptionist	1
Other staff at the Surgery	

16	Yes	No	Too early to say
The last time you made a complaint, was it sorted out to your satisfaction	3		

Planning your care

17
Do you have any long-standing health problem, disability or infirmity? Please include anything that has troubled you over a period of time or that is likely to affect you over a period of time?

Yes	89	Go to Q18
No	159	Go to Q22
Don't know/Can't say	7	Go to Q22

18
Have you had discussions in the past 12 months with a Doctor or Nurse about how best to deal with your health problems?

Yes	60	Go to Q19
No	29	Go to Q22

19				
In these discussions	Yes	No	Don't know	N/A
Did the doctor or nurse take notice of your views about how to deal with your health problem?	80			9
Did the doctor or nurse give you information about the things you might do to deal with your health problem?	79	3	7	
Did you and the doctor or nurse agree how best to manage your health problem?	87		2	
Did the doctor or nurse give you a written document about the discussions you had about managing your health problem?	28	55	6	
Would you have liked a written plan summarising your discussion with the doctor or nurse?	85		4	
Did the doctor or nurse ever mention that you had something called a care plan?	47	8	34	

20	Yes	To some extent	No	Don't know
Do you think that having these discussions with your doctor or nurse will/has help/ed improve how you manage your health problems?	73	10		6

21	Yes	To some extent	No	Don't know	I have not needed such support
In the past 6 months have you had enough support from local services or organisations to help you manage your long-term condition(s)? <i>Please think about all services and organisations, not just health services</i>	12	30	9	12	26

Your Overall Satisfaction

22	Very	Fairly	Neither satisfied nor dissatisfied	Quite dissatisfied	Very dissatisfied
In general how satisfied are you with the care you get at the Surgery?	149	45	61	-	-

23	Yes	Might	Not sure	Probably Not	Definitely not	Don't know
Would you recommend the surgery to someone who has just moved to your local area?	229	6	7	-	-	13

24	Male	Female
Gender	118	137

25	75+	65-74	55-64	45-54	35-44	25-44	25-34	16-24
Age	19	24	47	58	35	31	20	21

Please tick appropriate ethnicity

Ethnicity

White British

Irish

Any Other White Background

White and Black Caribbean

White and Black African

White and Asian

Any Other Mixed Background

Indian

Pakistani

Bangladeshi

Any Other Asian Background

Caribbean

African

Chinese