

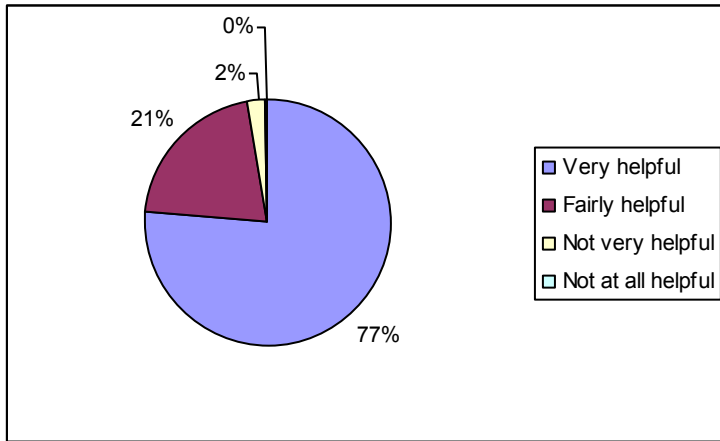
GROVE HOUSE SURGERY PATIENT SURVEY RESULTS: 2013/2014

Total Responses = 298

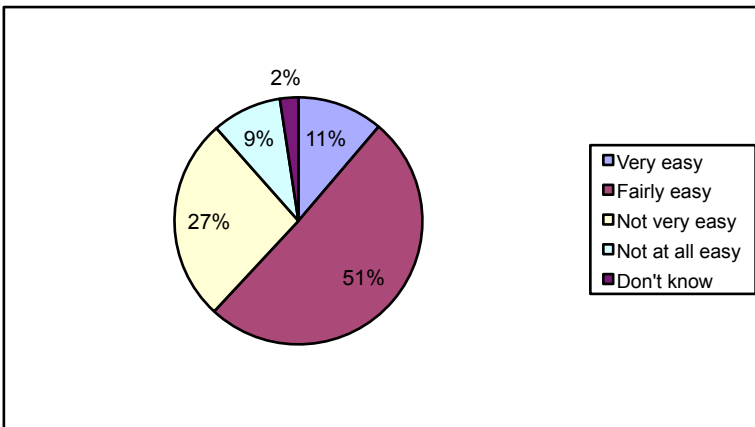
In cases where the results do not add up to 100%, this reflects the percentage of questions unanswered.

About Reception and Appointments

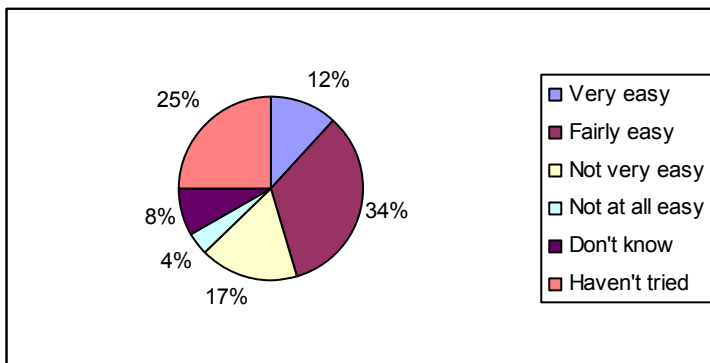
Q1. How helpful do you find the receptionists?



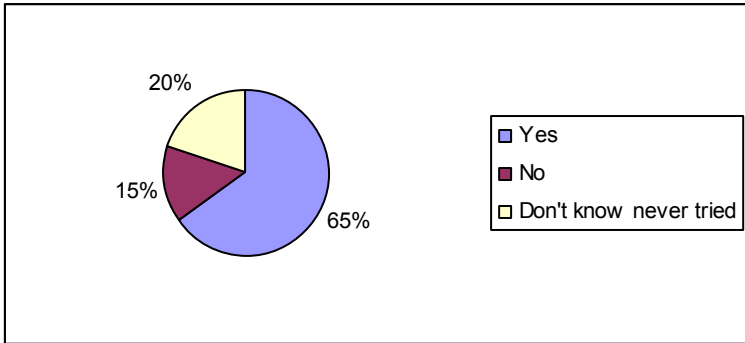
Q2. How easy is it to get through to someone on the phone?



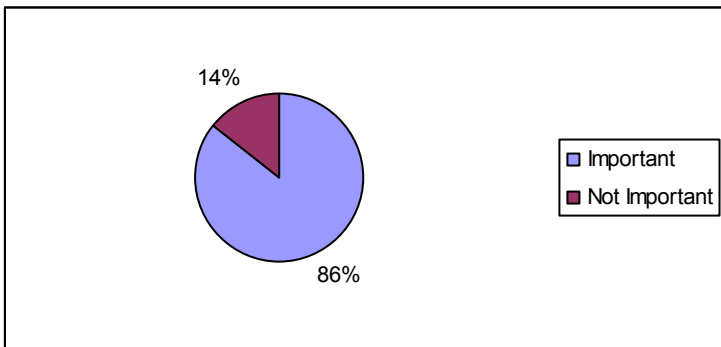
Q3. How easy is it to speak to a doctor or nurse on the phone?



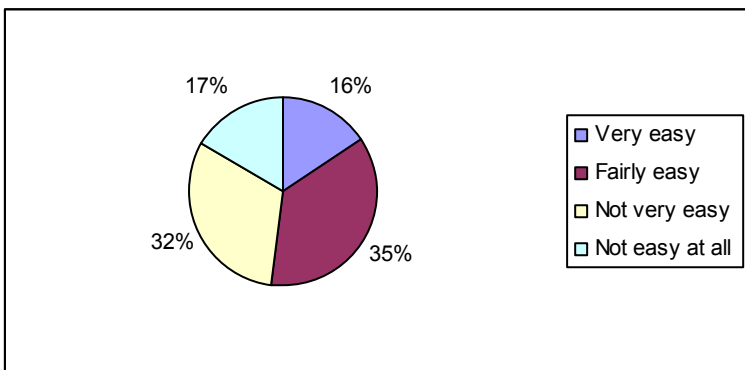
Q4. If you need to see a GP urgently, can you normally get seen on the the same day?



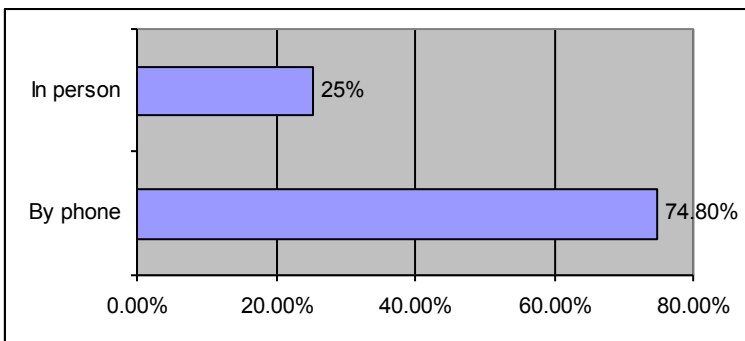
Q5. How important is it to you to be able to book appointments ahead of time in your practice?



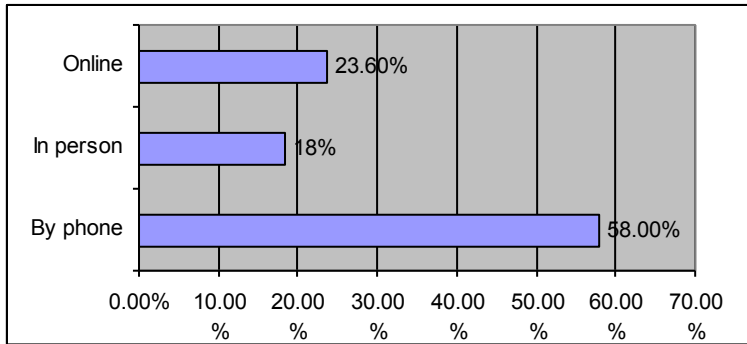
Q.6 How easy is it to book ahead at your surgery?



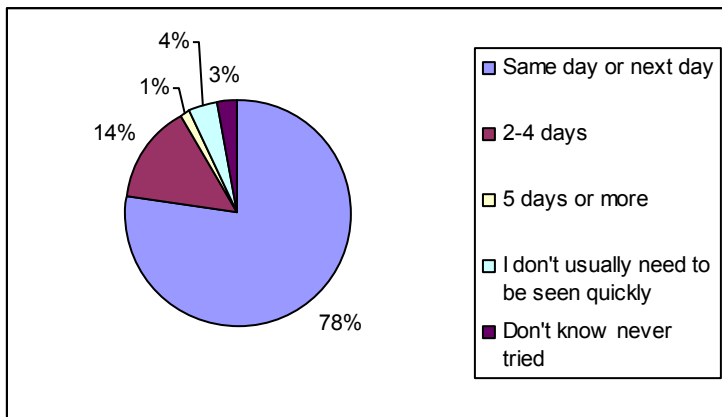
Q.7 How do you normally book your appointment at you practice



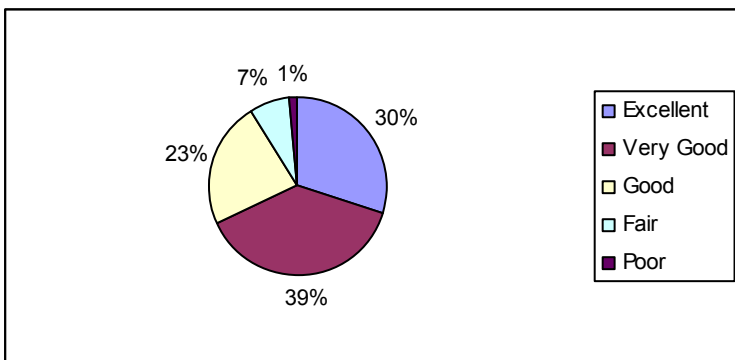
Q8. Which of the following methods would you prefer to use to book your appointment?



Q9. How quickly do you usually get seen?

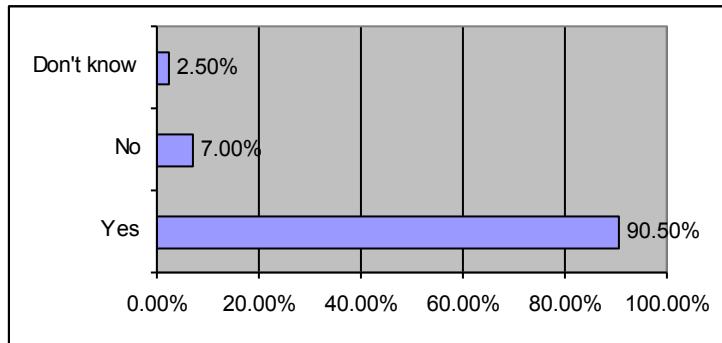


Q.10 How do you rate this?

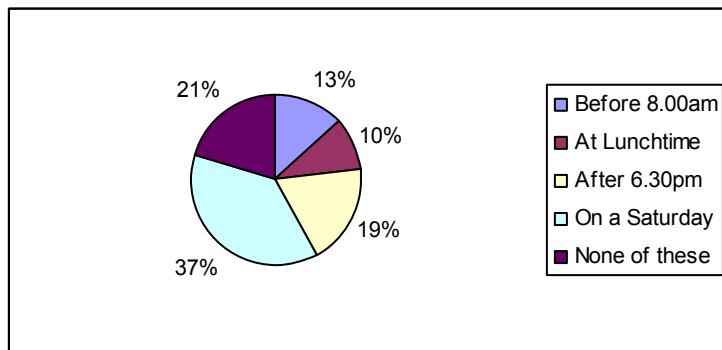


About Opening Times

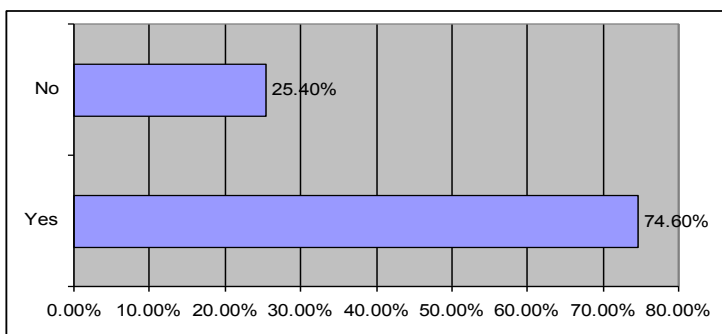
Q11. Is your GP practice currently open at times that are convenient to you?



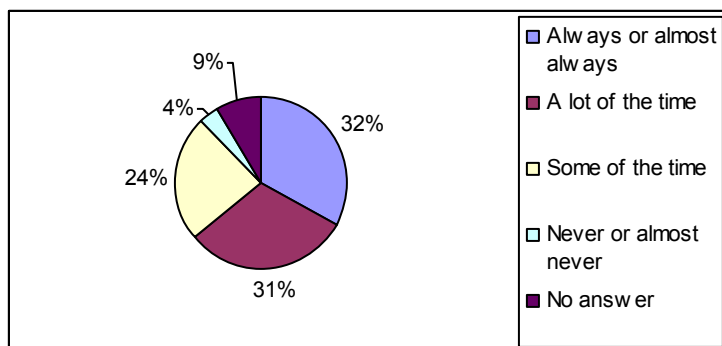
Q12. Which of the additional opening hours would make it easier for you to see or speak to someone?



Q13. Is there a particular GP you usually prefer to see?



Q14. How often do you see or speak to the GP you prefer?



Q15. How good was the last GP you saw at each of the following?

	Very Good	Good	Fair	Poor	Very poor	Does not apply
Giving you enough time	60.60%	28.90%	8.50%	1.60%	0.40%	
Listening to you	64.00%	28.90%	5.80%	0.80%	0.40%	
Explaining tests and treatment	58.30%	32.30%	5.80%	0.40%		3.10%
Involving you in decisions about your care	57.10%	29.50%	5.50%	1.80%	0.50%	5.50%
Treating you with care and concern	65.80%	28.30%	5%	0.80%		

Q16. If you know the name of the GP you last saw please write it here.....

Dr M Banna	11.60%	Dr Paterson	11.60%
Dr J Bramall	1.90%	Dr Terris	11.20%
Dr P Hanan	11.60%	Dr Leahy	14.30%
Dr A Napier	10.50%	Other	10.10%
Dr H Parkinson	17.10%		

Q17. How good was the last nurse you saw at each of the following?

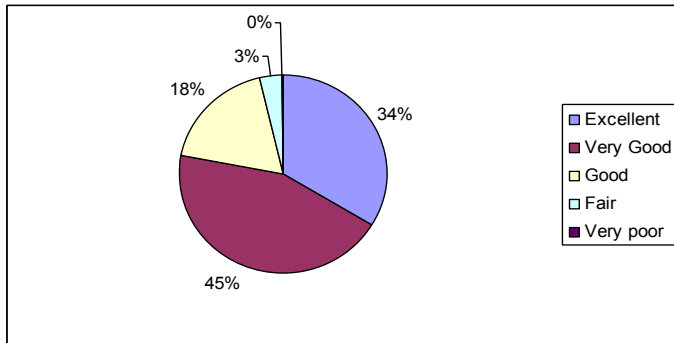
	Very Good	Good	Fair	Poor	Very poor	Does not apply
Did you have confidence and trust in the nurse you saw	63.60%	28.30%	2.00%	1.50%		4.50%
Listening to you	62.60%	30.30%	1.50%	0.50%		5.10%
Explaining tests and treatment	59.70%	30.10%	1.10%	0.50%		8.60%
Involving you in decisions about your care	58.00%	23.20%	6.10%	0.60%		12.20%
Giving you enough time	67.80%	24.50%	2.40%	0.50%	0.50%	4.30%

**Thinking about the care you get from your doctors and nurses overall,
How well does the practice help you to:**

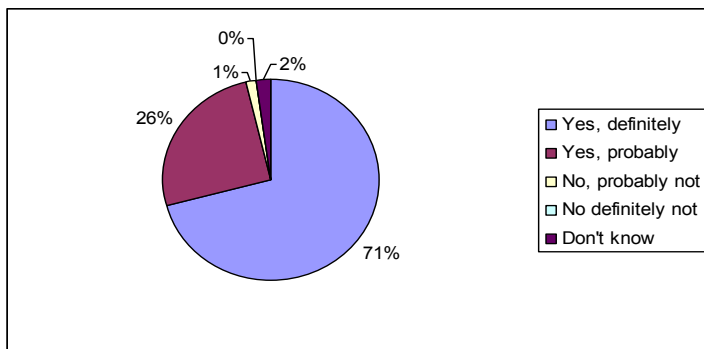
Q18. Understand your health problems?

	Very Well	Unsure	Not very well	Does not apply
Understand your health problems	80.70%	12.40%	1.10%	5.80%
Cope with your health problems	77.40%	12.90%	2.00%	7.70%
Keep yourself healthy	71.90%	15.30%	2.80%	10.00%

Q19. Overall, how would you describe your experience of your GP surgery?

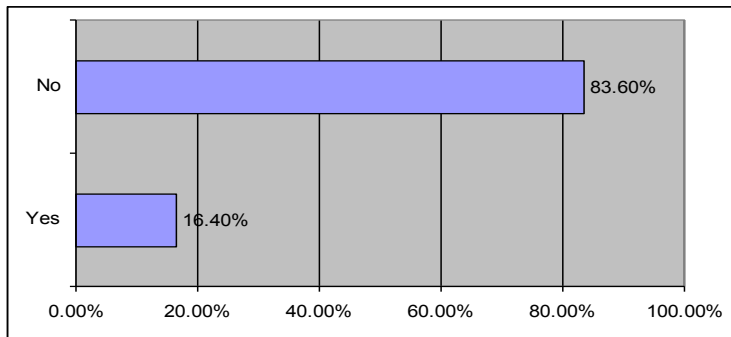


Q20. Would you recommend your GP surgery to someone who has just moved to your local area?

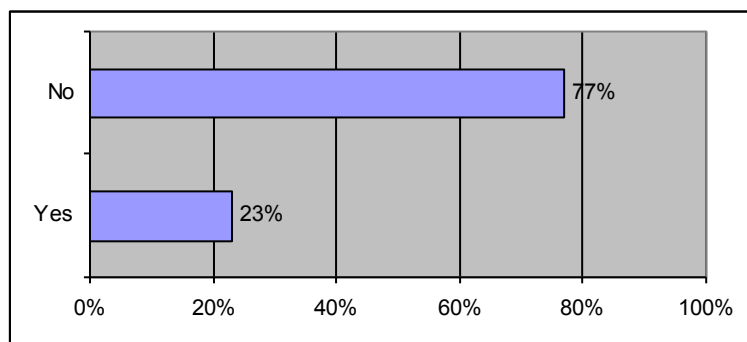


Q21 Practice Matters

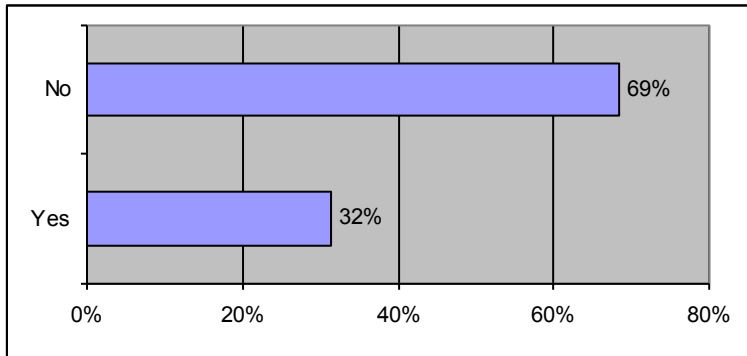
Have you been on the surgery's website www.grovehouse-surgery.co.uk?



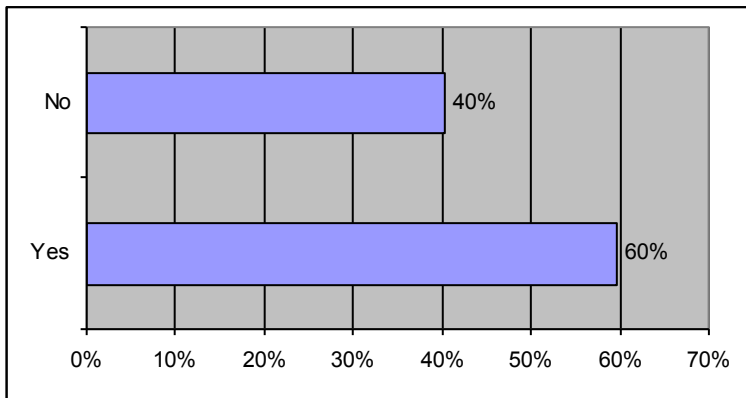
Did you know you can now order your repeat prescriptions on line?



Did you know you can book an appointment up to 2 weeks in advance subject to availability?

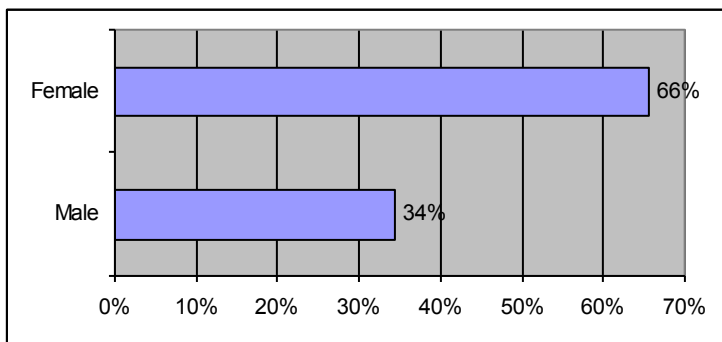


Did you know that Grove House Surgery has a patient group that any registered patient can join?

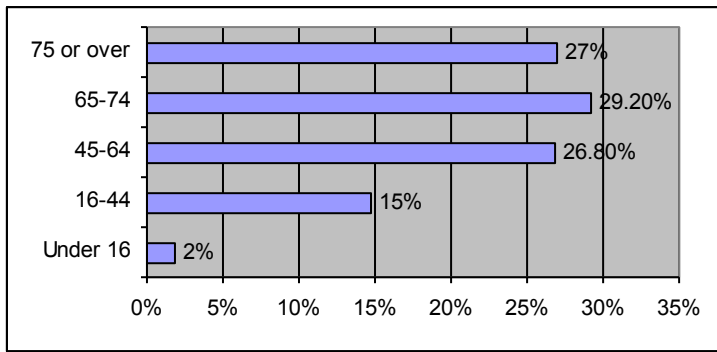


It will help us to understand your answers if you could tell us a little about yourself

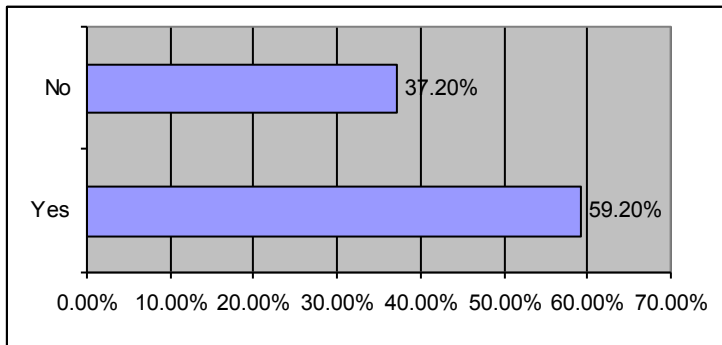
Q 22. Are you?



Q23. How old are you?



Q24. Do you have a long standing condition?



Q25. What ethnic group are you?

