

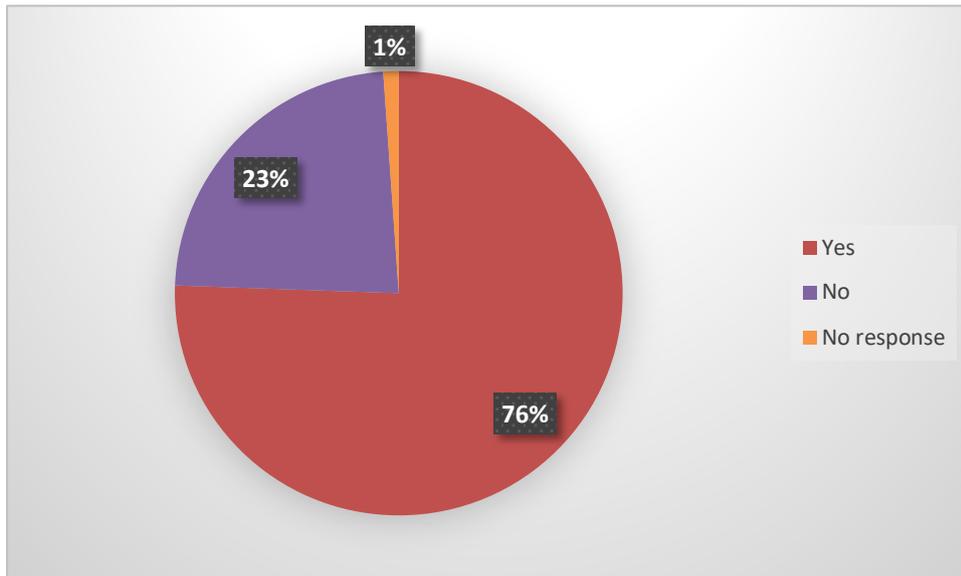
Survey 2019 Results Report

Improving Your Practice Questionnaire 2019 Doctor

Number of Responses: 90

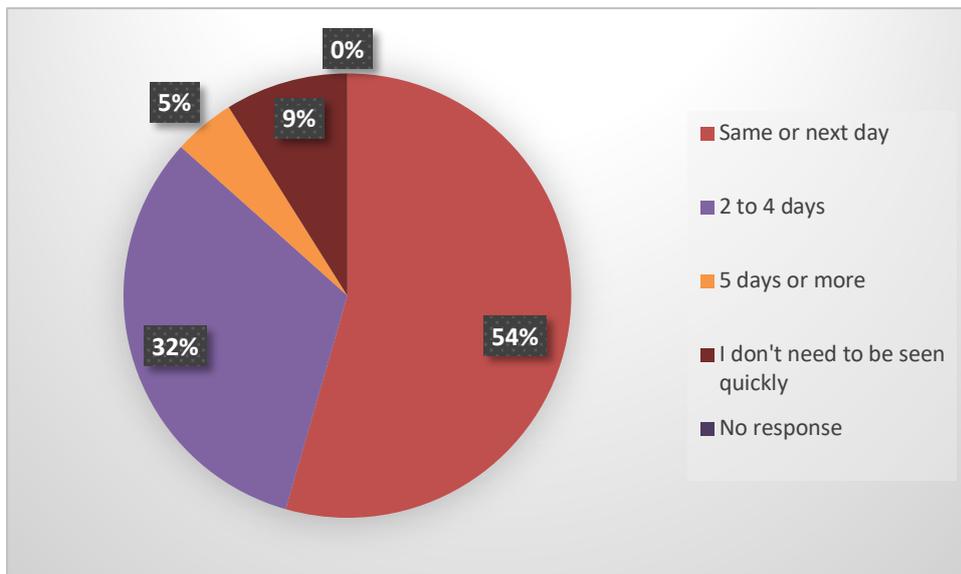
Q1d If you need to see the doctor urgently, can you normally get seen the same day?

Yes	68
No	21
No response	1



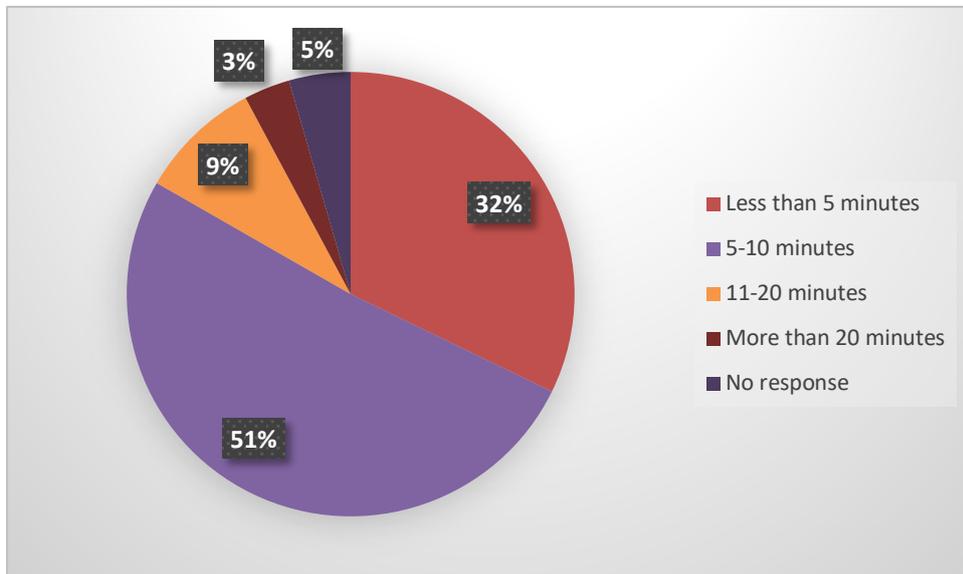
Q2d How quickly do you usually get seen?

Same or next day	49
2 to 4 days	29
5 days or more	4
I don't need to be seen quickly	8
No response	0



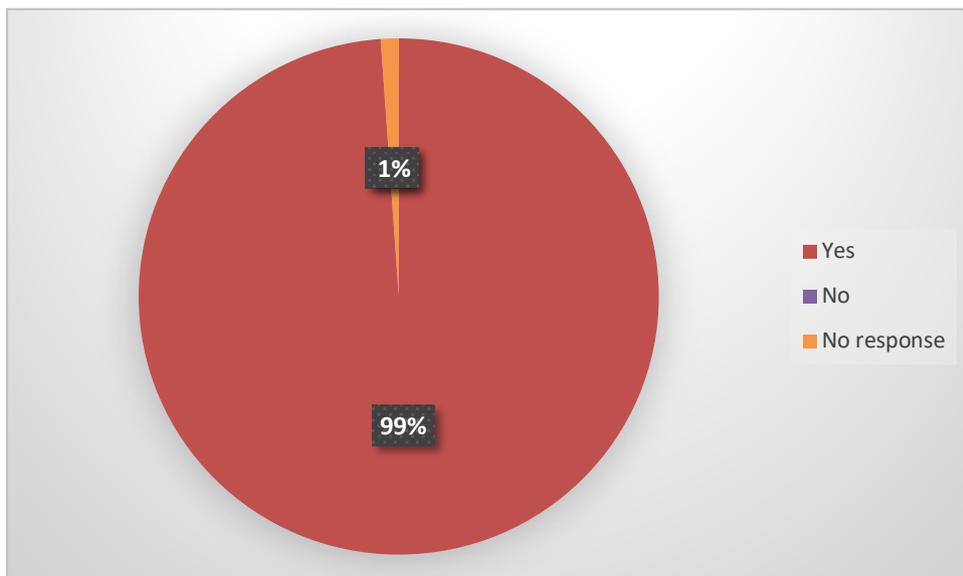
Q3d How long did you wait to be called for your consultation?

Less than 5 minutes	29
5-10 minutes	46
11-20 minutes	8
More than 20 minutes	3
No response	4



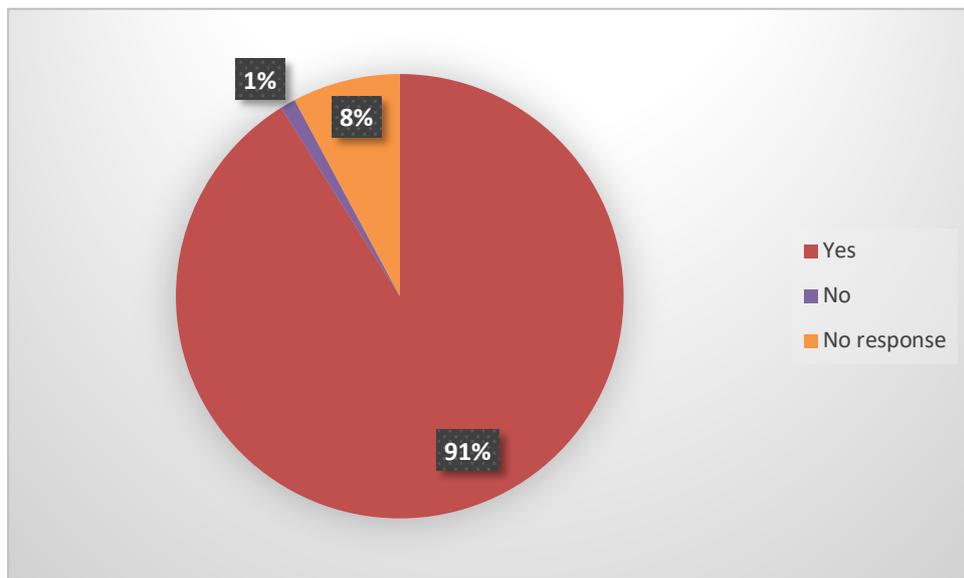
Q4d Do you feel the doctor gave you enough time?

Yes	89
No	0
No response	1



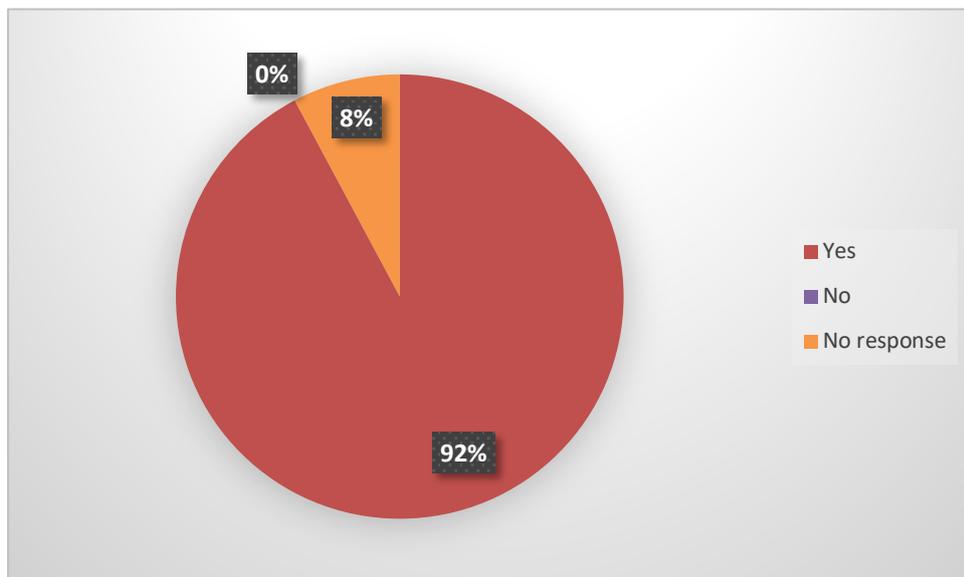
Q5d Did he explain tests and treatments to you sufficiently?

Yes	82
No	1
No response	7



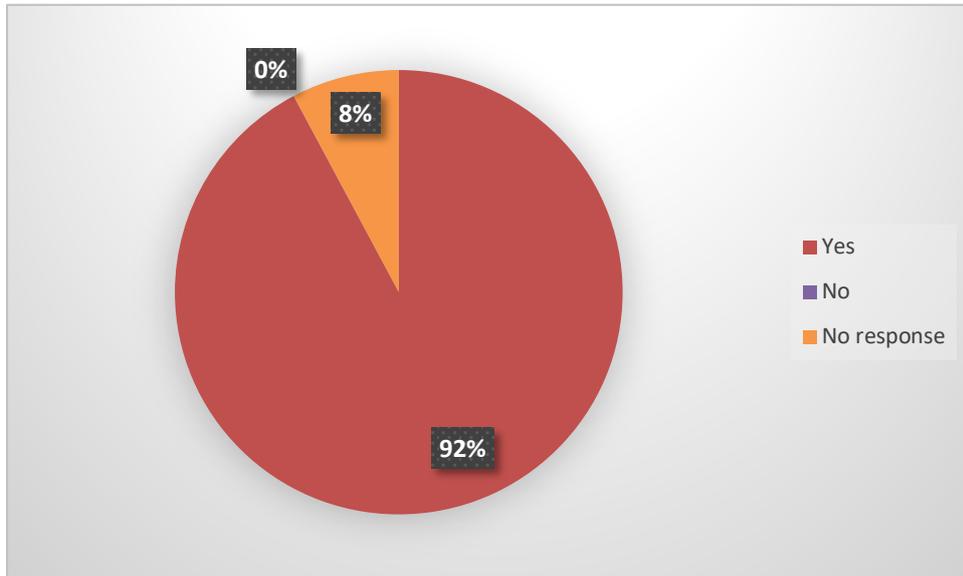
Q6d Did he treat you with care and concern?

Yes	83
No	0
No response	7



Q7d Do you have trust and confidence in the GP? (Dr Matharu)

Yes	83
No	0
No response	7

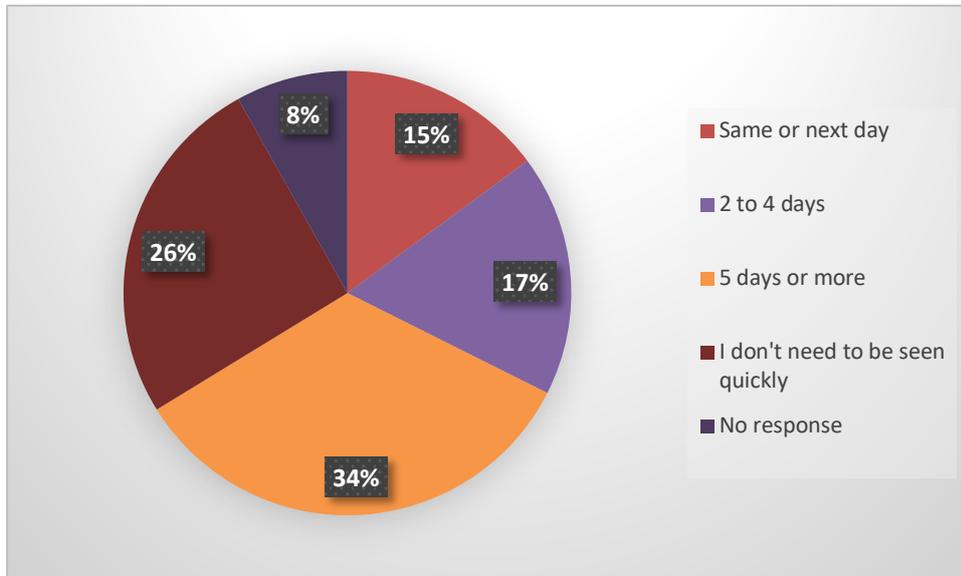


Improving Your Practice Questionnaire 2019 Nurse

Number of Responses: 74

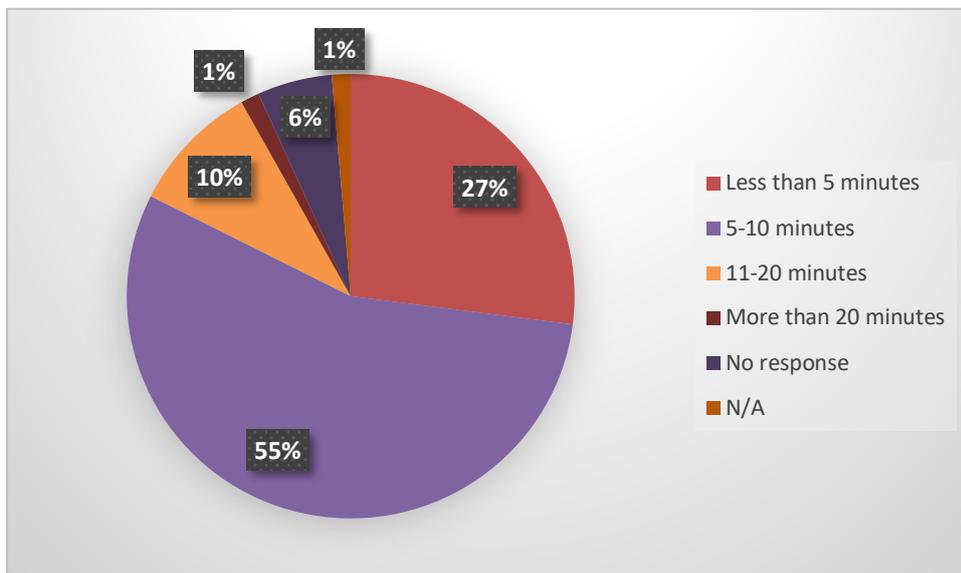
Q1n How quickly do you usually get seen?

Same or next day	11
2 to 4 days	13
5 days or more	25
I don't need to be seen quickly	19
No response	6



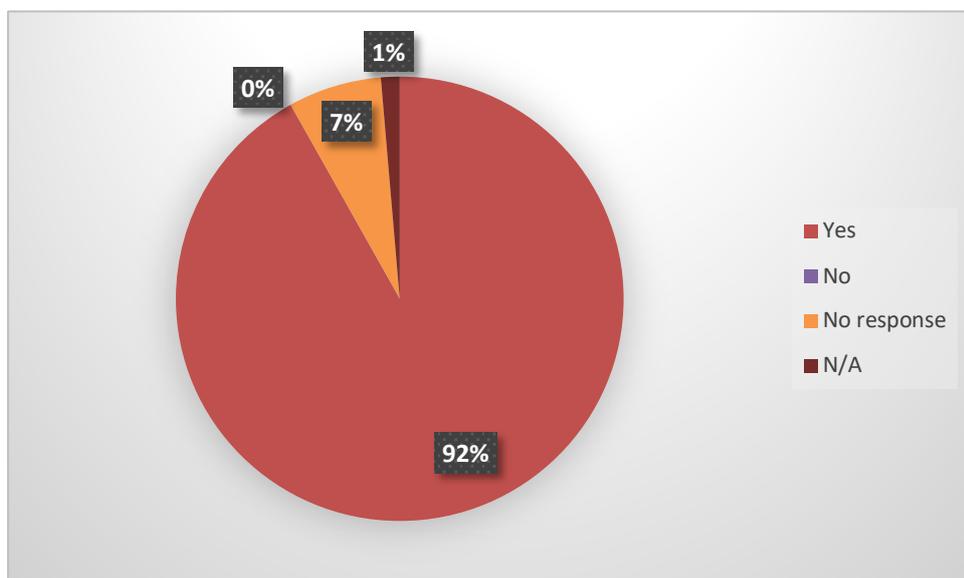
Q2n How long did you wait to be called for your consultation?

Less than 5 minutes	20
5-10 minutes	41
11-20 minutes	7
More than 20 minutes	1
No response	4
N/A	1



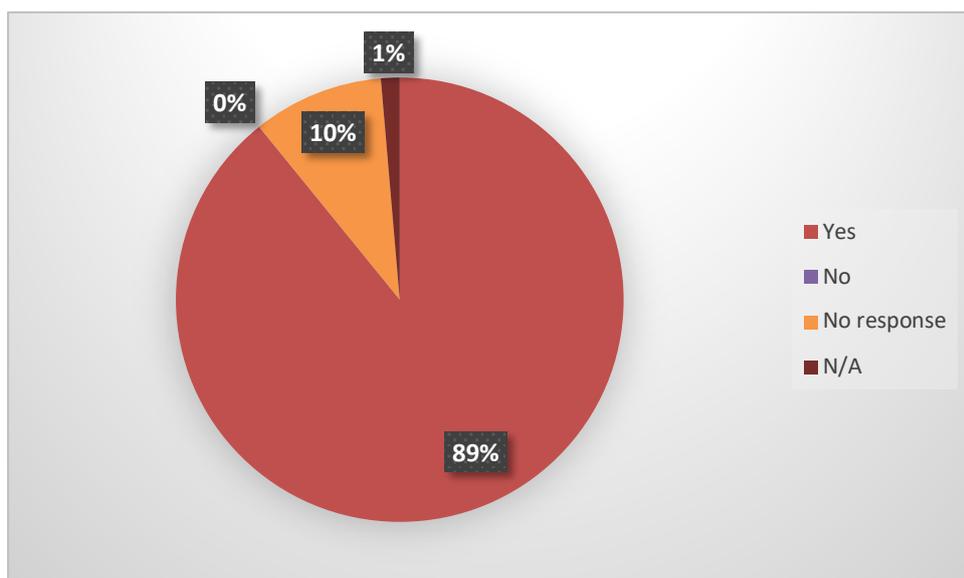
Q3n Do you feel the nurse gave you enough time?

Yes	68
No	0
No response	5
N/A	1



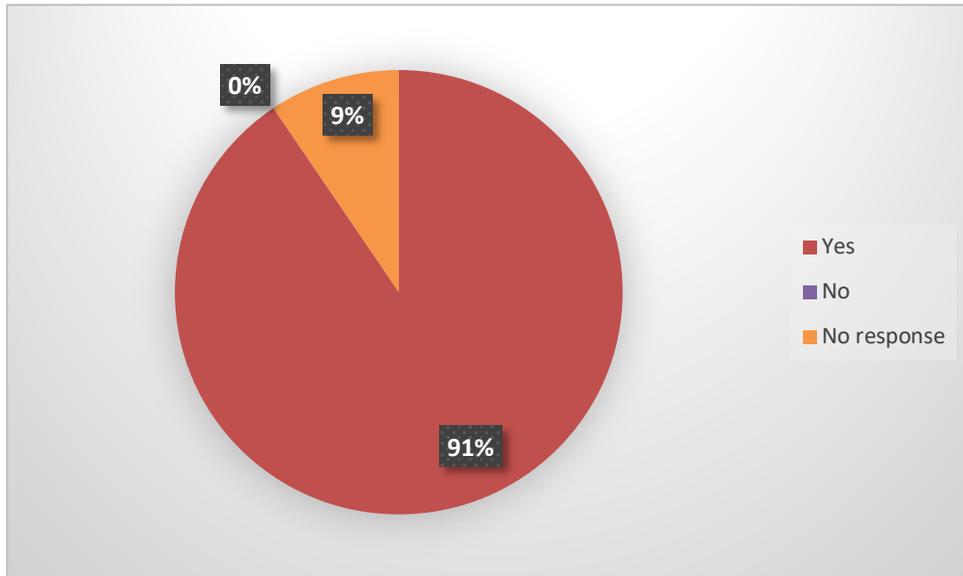
Q4n Did he explain tests and treatments to you sufficiently?

Yes	66
No	0
No response	7
N/A	1



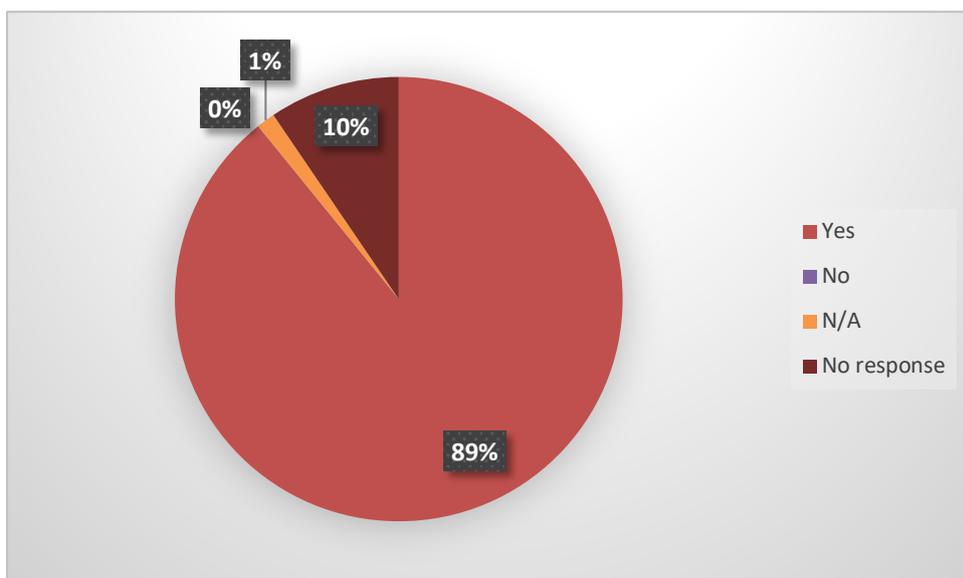
Q5n Did he treat you with care and concern?

Yes	67
No	0
No response	7



Q6n Do you have trust and confidence in the nurse?

Yes	66
No	0
N/A	1
No response	7

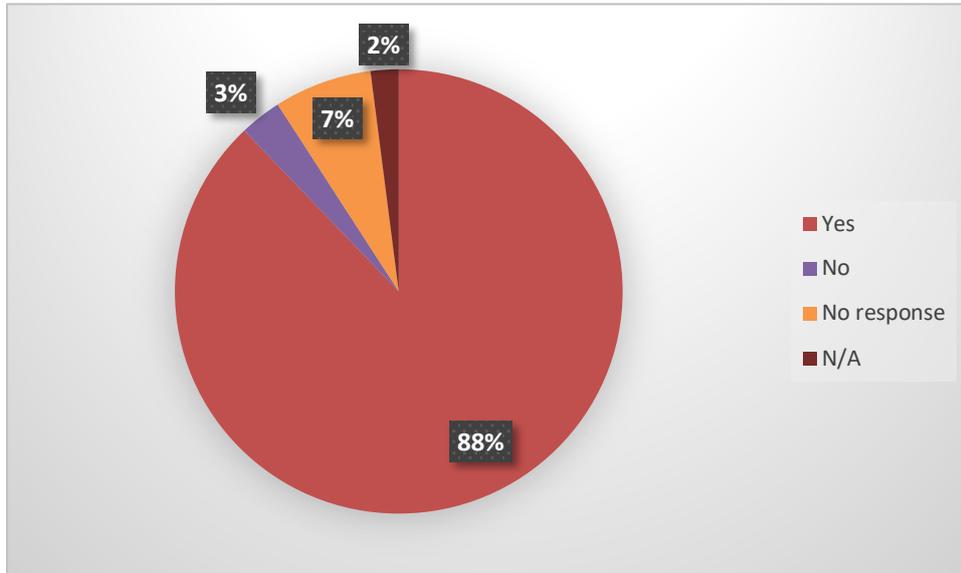


Improving Your Practice Questionnaire 2019 General

Number of Responses: 99

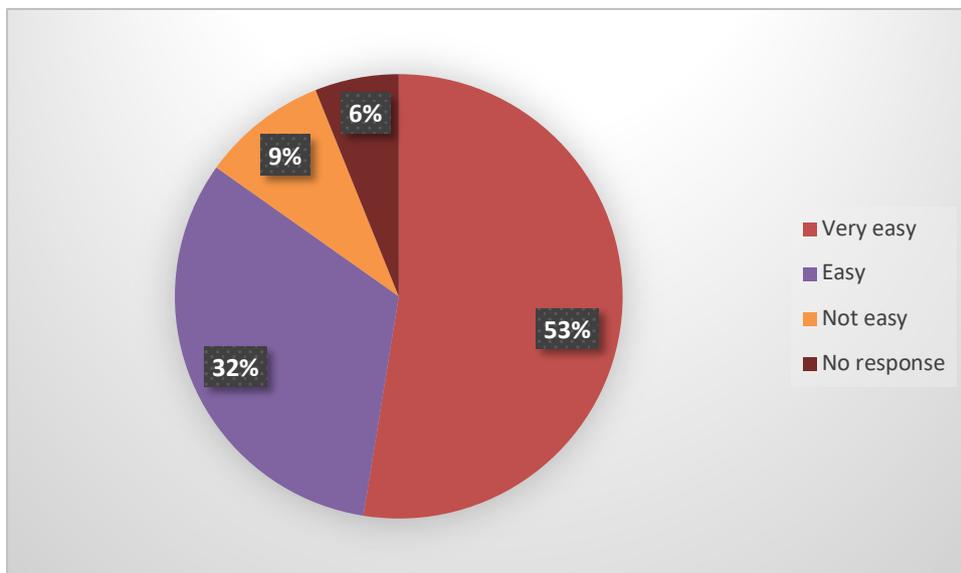
Q1g Do you find the receptionists helpful?

Yes	87
No	3
No response	7
N/A	2



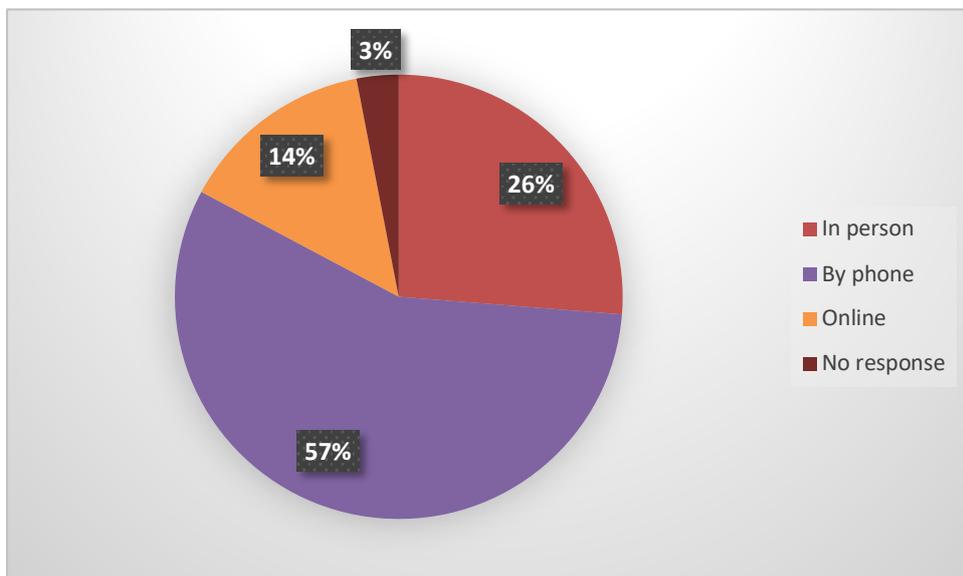
Q2g How easy is it to book an appointment in advance?

Very easy	52
Easy	32
Not easy	9
No response	6



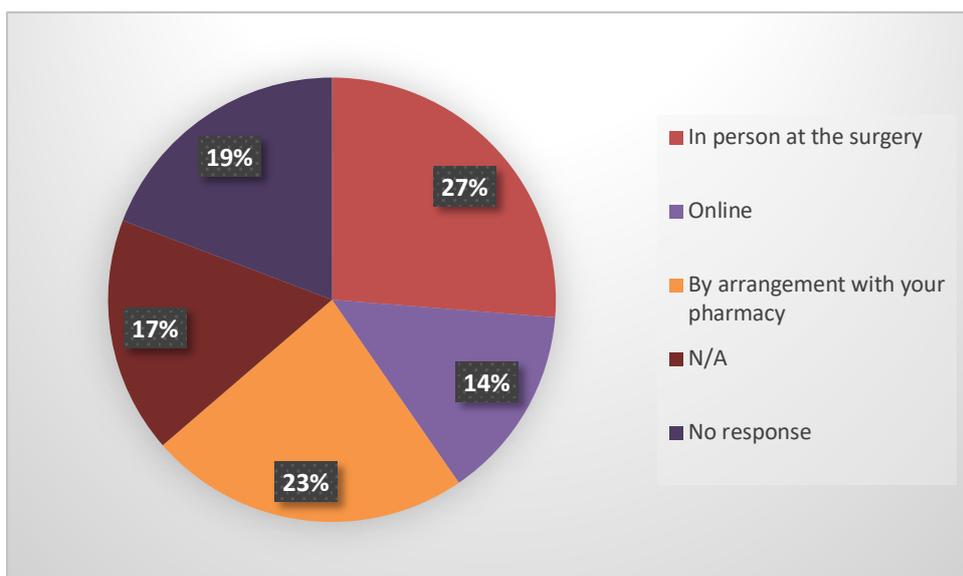
Q3g Which method would you prefer to book your appointment?

In person	26
By phone	56
Online	14
No response	3



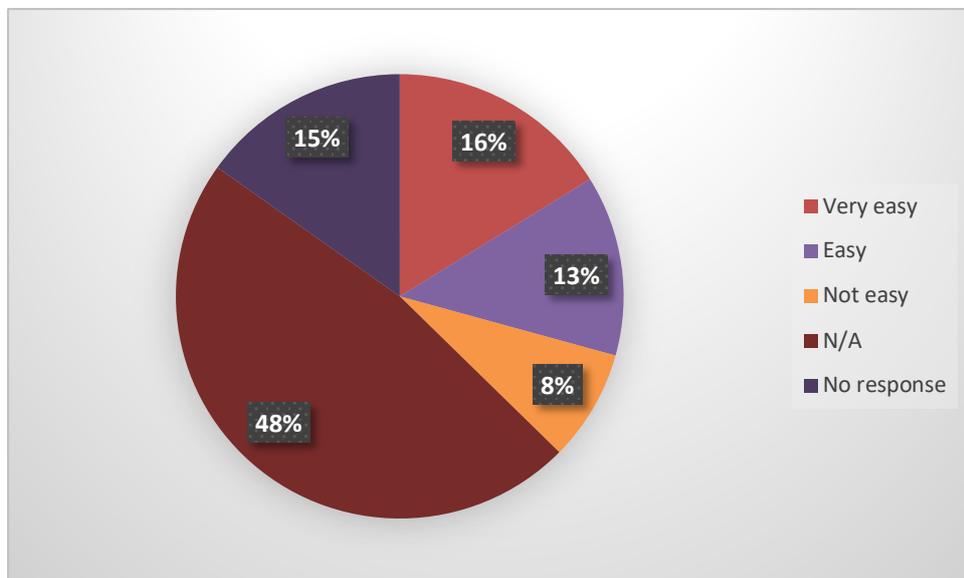
Q4g How do you order your repeat prescriptions?

In person at the surgery	26
Online	14
By arrangement with your pharmacy	23
N/A	17
No response	19



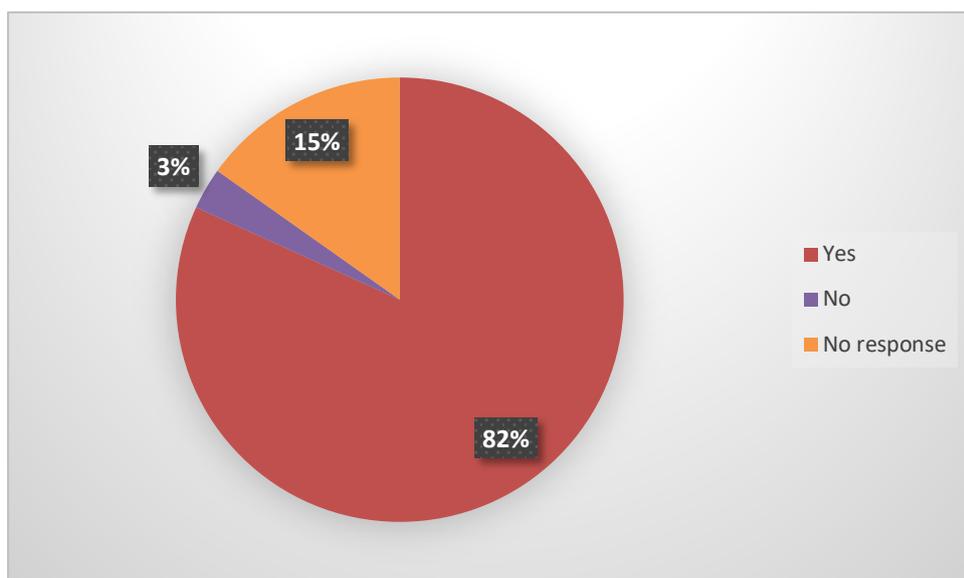
Q5g How easy do you find it to use the online facilities?

Very easy	16
Easy	13
Not easy	8
N/A	47
No response	15



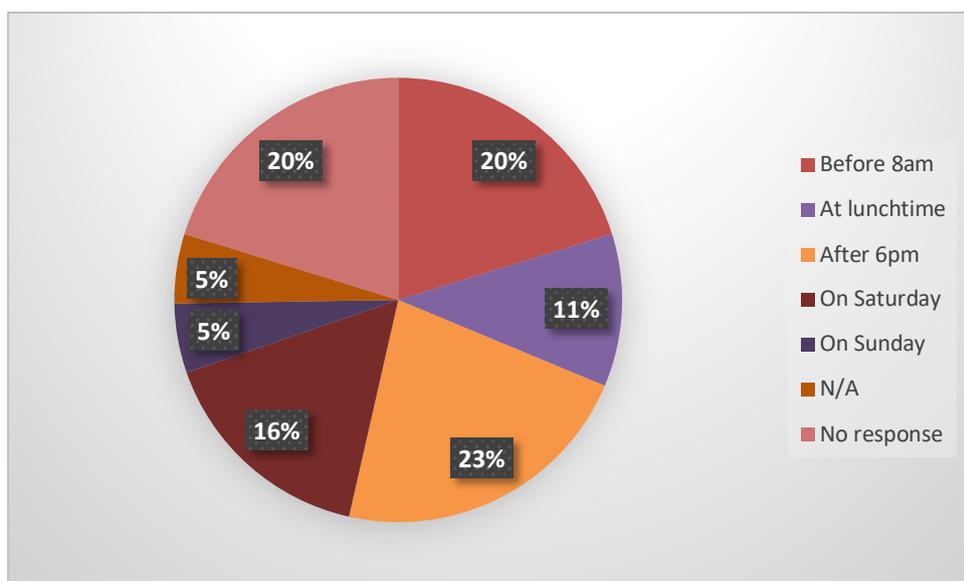
Q6g Is the practice open at times convenient to you?

Yes	81
No	3
No response	15



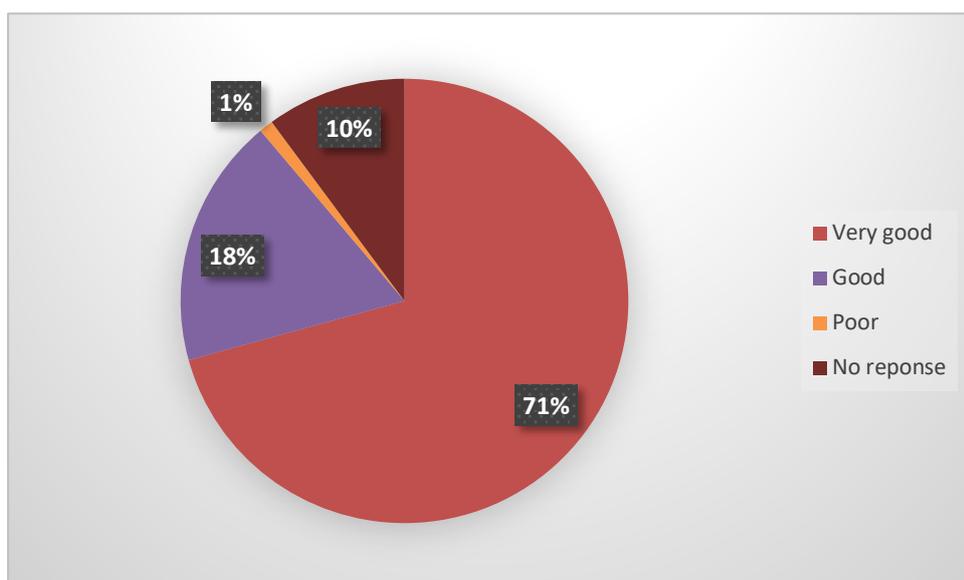
Q7g Which additional opening hours would make it easier for you to see or speak to someone?

Before 8am	20
At lunchtime	11
After 6pm	22
On Saturday	16
On Sunday	5
N/A	5
No response	20



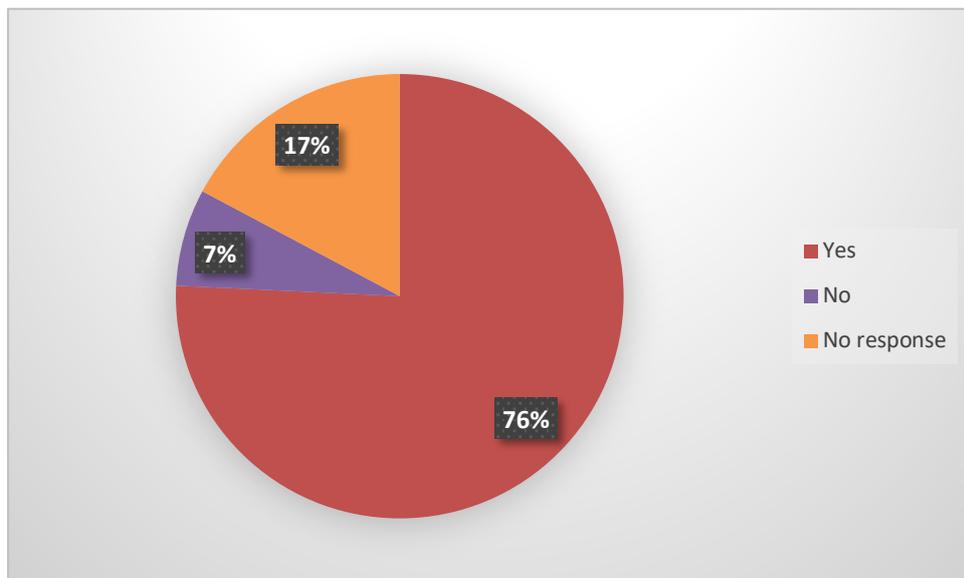
Q8g How do you rate the practice reminder system for ongoing health checks?

Very good	70
Good	18
Poor	1
No response	10



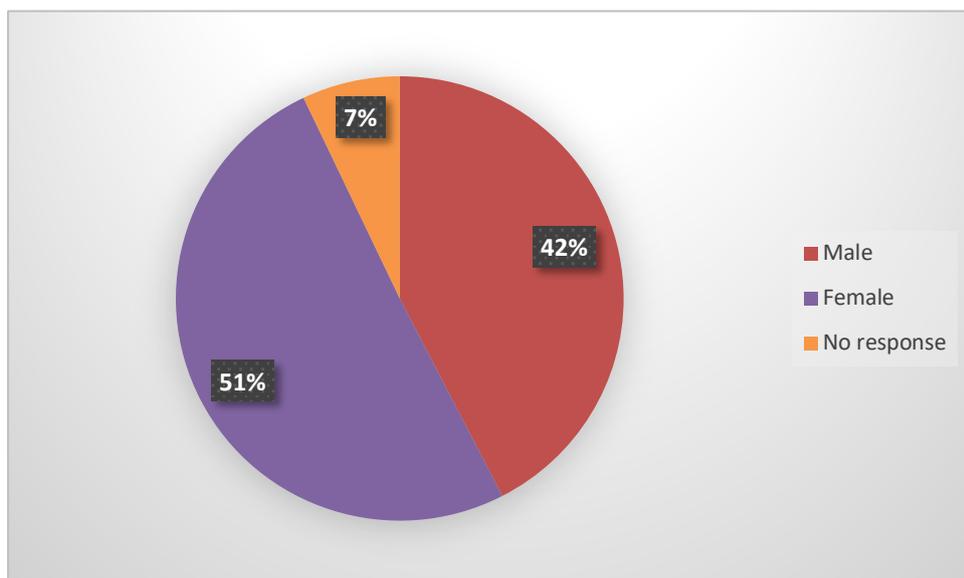
Q9g Would you recommend our surgery to someone else?

Yes	75
No	7
No response	17



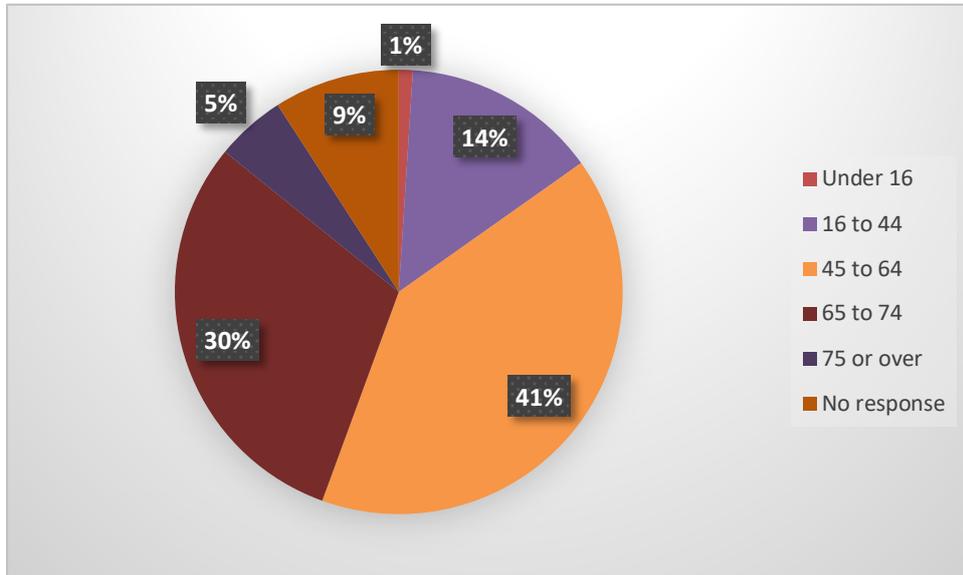
Q10g Are you?

Male	42
Female	50
No response	7



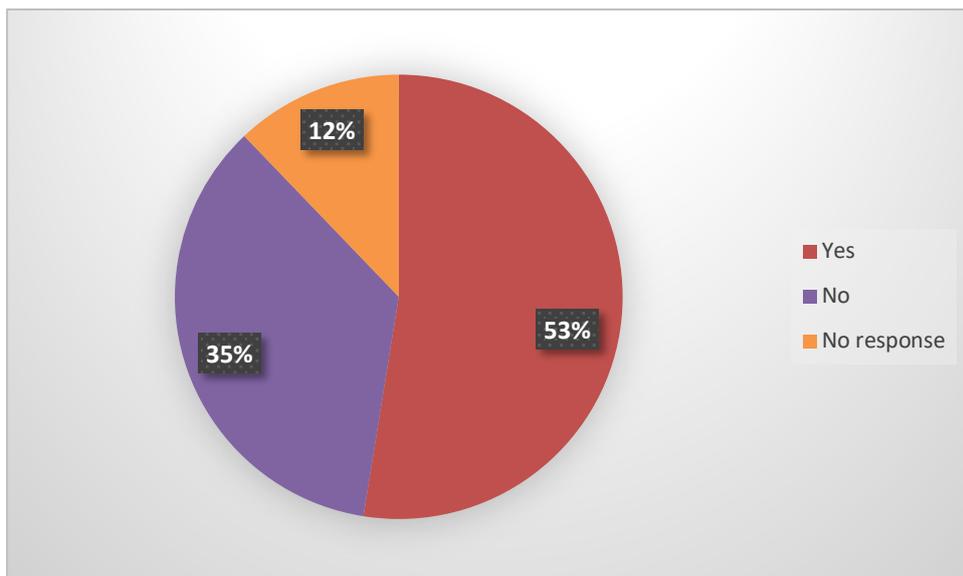
Q11g How old are you?

Under 16	1
16 to 44	14
45 to 64	40
65 to 74	30
75 or over	5
No response	9



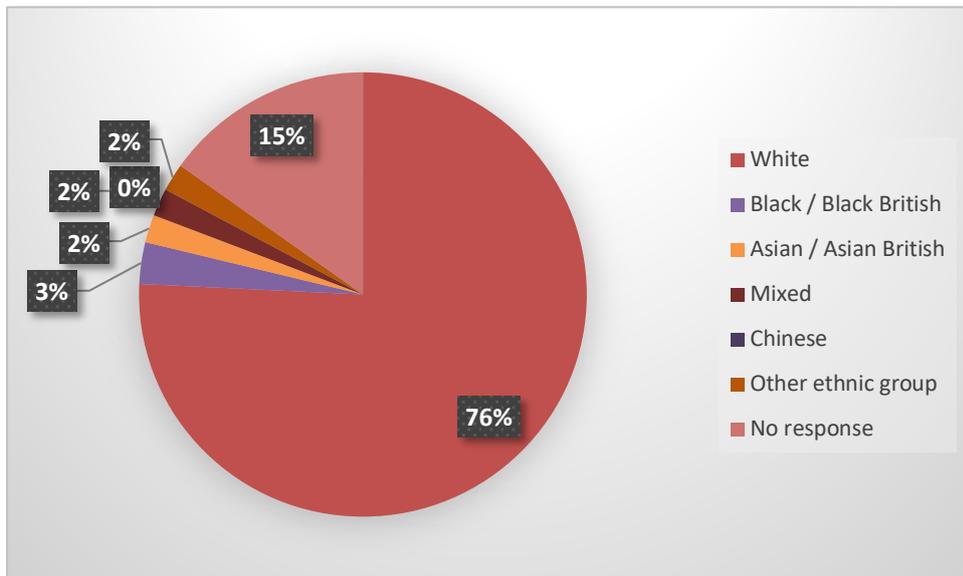
Q12g Do you have a long standing health condition?

Yes	52
No	35
No response	12



Q13g What is your ethnic group?

White	75
Black / Black British	3
Asian / Asian British	2
Mixed	2
Chinese	0
Other ethnic group	2
No response	15



Q14g Which of the following best describes you?

Employed or self employed	43
Unemployed	5
In full time education	0
Unable to work due to long-term sickness	0
Looking after your home/family	3
Retired	35
Other	1
No response	12

