

Clay Cross Medical Centre Patient Survey (Overall Data)

Question

No.

Question

% Response

1	Please tell us what age group you class yourself in		
		2013	2014
	Under 16	8.3%	9.0%
	16-24	11.1%	12.6%
	25-34	11.1%	12.8%
	35-44	23.6%	24.1%
	45-54	12.5%	13.6%
	55-64	20.8%	21.8%
	65-74	9.7%	10.9%
	75+	2.8%	3.2%
		99.9%	108.0%

 indicates slight increase

2	When did you last see a Dr at the GP Surgery?		
		2013	2014
	In the past 3 months	81.6%	82.4%
	Between 3 and 6 months ago	6.4%	10.2%
	More than 6 months ago	8.8%	8.1%
	I have never been seen at my present GP's	3.2%	3.8%
		100.0%	104.5%

3	Which of the following methods would you prefer to use to book an appointment at the Surgery? (Tick all that apply)		
		2013	2014
	In person	30.6%	26.3%
	By phone	52.6%	60.2%
	By fax	0.6%	0.2%
	Online	6.9%	13.1%
	Digital TV	2.3%	0.9%
	No preference	6.9%	8.5%
		99.9%	109.2%

4	In the past 6 months how easy have you found the following - Getting through on the phone?		
		2013	2014
	Haven't tried	5.6%	8.6%
	Very easy	19.8%	20.4%
	Fairly easy	41.5%	45.3%

	Not very easy	17.2%	16.2%
	Not at all easy	12.7%	6.7%
	Don't know	3.2%	2.8%
		100.0%	100.0%

5	In the past 6 months how easy have you found the following - Speaking to a Dr on the phone?		
		2013	2014
	Haven't tried	51.2%	60.5%
	Very easy	8.7%	9.1%
	Fairly easy	5.5%	8.6%
	Not very easy	6.3%	6.0%
	Not at all easy	7.9%	5.4%
	Don't know	20.5%	10.4%
		100.1%	100.0%

6	In the past 6 months how easy have you found the following - Speaking to a Nurse on the phone?		
		2013	2014
	Haven't tried	56.8%	52.6%
	Very easy	8.8%	13.2%
	Fairly easy	7.2%	9.8%
	Not very easy	4.8%	3.4%
	Not at all easy	7.2%	4.6%
	Don't know	15.2%	16.4%
		100.0%	100.0%

7	In the past 6 months how easy have you found the following - Obtaining test results by phone?		
		2013	2014
	Haven't tried	46.7%	42.3%
	Very easy	15.6%	20.1%
	Fairly easy	18.9%	20.8%
	Not very easy	4.1%	2.3%
	Not at all easy	1.6%	1.0%
	Don't know	13.1%	13.5%
		100.0%	100.0%

8	In the past 6 months have you tried to see a Dr fairly quickly? (same day or within 2 working days)		
		2013	2014
	Yes	64.2%	62.5%
	No	27.5%	30.1%
	Can't remember	8.3%	7.4%

		100.0%	100.0%
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9 If you weren't able to be seen during the next 2 working days then why was that? (tick all that apply)

	2013	2014
There weren't any appointments	51.1%	48.2%
Times offered didn't suit	3.3%	10.6%
Appointment was with a Dr who I didn't want to see	4.4%	5.4%
A nurse was free but I wanted to see a Dr	1.1%	3.2%
Was offered an appointment at a different branch of my surgery	12.2%	8.7%
Another reason	12.2%	10.8%
Can't remember	15.6%	13.1%
	99.9%	100.0%

10 In the past 6 months have you tried to book ahead for an appointment with a Dr?

	2013	2014
Yes	67.9%	63.4%
No	28.6%	32.3%
Can't remember	3.6%	4.3%
	100.1%	100.0%

11 Last time you tried were you able to get an appointment with a Dr more than 2 days in advance?

	2013	2014
Yes	51.3%	60.3%
No	43.4%	35.6%
Can't remember	5.3%	4.1%
	100.0%	100.0%

12 If you answered No were you offered an appointment within the time scale but the time available didn't suit?

	2013	2014
Yes	49.3%	55.4%
No	50.7%	44.6%
	100.0%	100.0%

13 How easy do you find getting into the building at the surgery?

	2013	2014
Vary easy	92.8%	94.5%
Fairly easy	7.2%	5.5%
Not very easy	0.0%	0.0%
Not at all easy	0.0%	0.0%
	100.0%	100.0%

14	How clean is the GP surgery?		
		2013	2014
	Very clean	72.5%	75.3%
	Fairly clean	25.7%	22.9%
	Not very clean	0.9%	0.0%
	Not at all clean	0.0%	0.0%
	Don't know	0.9%	1.8%
		100.0%	100.0%

15	In the Reception Area, can other patients overhear what you say to the receptionist?		
		2013	2014
	Yes, but I don't mind	59.6%	42.6%
	Yes and I am not happy about it	28.4%	14.2%
	No, other patients cannot overhear	8.3%	33.5%
	Don't know	3.7%	9.7%
		100.0%	100.0%

16	How helpful do you find the receptionists at the Surgery?		
		2013	2014
	Very helpful	69.7%	74.2%
	Fairly helpful	25.7%	23.8%
	Not very helpful	1.8%	2.0%
	Not at all helpful	2.8%	0.0%
		100.0%	100.0%

17	How long after your appointment time do you normally wait to be seen?		
		2013	2014
	I don't normally have appointments at a specific time	2.8%	2.2%
	I am normally seen on time	7.4%	14.8%
	Less than 5 minutes	4.6%	14.3%
	5-15 minutes	38.0%	35.4%
	16-30 minutes	30.6%	23.5%
	More than 30 minutes	13.9%	7.2%
	Can't remember	2.8%	2.6%
		100.1%	100.0%

18	How satisfied are you with the opening hours at the Surgery?		
		2013	2014
	Very satisfied	56.9%	58.6%

	Fairly satisfied	27.5%	29.2%
	Neither satisfied nor dissatisfied	2.8%	2.0%
	Quite dissatisfied	8.3%	6.2%
	Very dissatisfied	2.8%	1.3%
	Don't know the opening hours	1.8%	2.7%
		100.1%	100.0%

19	Would you like the Surgery to be open at additional times?		
		2013	2014
	Yes	49.5%	47.6%
	No	50.5%	52.4%
		100.0%	100.0%

20	If so, when would you like the Surgery to open? (tick all that apply)		
		2013	2014
	Before 8:00am	15.5%	13.5%
	After 18:30pm	29.9%	42.6%
	On Saturday	48.5%	38.2%
	On Sunday	6.2%	5.7%
		100.1%	100.0%

21	The last time you saw a Dr at the Surgery how good was the Dr at - Giving you enough time?		
		2013	2014
	Very good	72.4%	74.0%
	Good	21.9%	24.2%
	Neither good nor poor	1.9%	1.0%
	Poor	1.0%	0.8%
	Very poor	1.9%	0.0%
	Doesn't apply	1.0%	0.0%
		100.1%	100.0%

22	The last time you saw a Dr at the Surgery how good was the Dr at - Asking about your symptoms?		
		2013	2014
	Very good	67.3%	69.3%
	Good	22.8%	26.0%
	Neither good nor poor	4.0%	3.1%
	Poor	1.0%	0.6%
	Very poor	0.0%	0.0%
	Doesn't apply	5.0%	1.0%
		100.1%	100.0%

23	The last time you saw a Dr at the Surgery how good was the Dr at - Listening?	2013	2014
	Very good	69.2%	70.5%
	Good	22.1%	24.2%
	Neither good nor poor	2.9%	2.0%
	Poor	1.0%	1.0%
	Very poor	2.9%	0.0%
	Doesn't apply	1.9%	2.3%
		100.0%	100.0%

24	The last time you saw a Dr at the Surgery how good was the Dr at - Explaining tests and treatments?	2013	2014
	Very good	63.5%	65.7%
	Good	22.1%	26.3%
	Neither good nor poor	6.7%	3.2%
	Poor	1.0%	0.8%
	Very poor	0.0%	0.0%
	Doesn't apply	6.7%	4.0%
		100.0%	100.0%

25	The last time you saw a Dr at the Surgery how good was the Dr at - Involving you in decisions about your care?	2013	2014
	Very good	60.2%	61.8%
	Good	16.5%	18.6%
	Neither good nor poor	9.7%	6.7%
	Poor	1.0%	1.0%
	Very poor	1.0%	0.5%
	Doesn't apply	11.7%	11.4%
		100.1%	100.0%

26	The last time you saw a Dr at the Surgery how good was the Dr at - Treating you with care and concern?	2013	2014
	Very good	48.4%	71.3%
	Good	40.9%	18.8%
	Neither good nor poor	3.2%	5.0%
	Poor	3.2%	0.0%
	Very poor	2.2%	1.0%
	Doesn't apply	2.2%	4.0%
		100.1%	100.0%

27	The last time you saw a Dr at the Surgery how good was the Dr at - Taking your problems seriously?	2013	2014
	Very good	47.8%	68.3%
	Good	35.9%	20.8%
	Neither good nor poor	6.5%	3.0%
	Poor	5.4%	0.0%
	Very poor	1.1%	3.0%
	Doesn't apply	3.3%	5.0%
		100.0%	100.0%

28	Did you have confidence and trust in the Dr you saw?	2013	2014
	Yes, definitely	70.7%	81.1%
	Yes, to some extent	26.1%	15.1%
	No. not at all	3.3%	0.9%
	Don't know / Can't say	0.0%	2.8%
		100.1%	100.0%

29	How easy is it for you to get an appointment with a Practice Nurse at the Surgery?	2013	2014
	Haven't tried	15.2%	34.0%
	Very easy	20.7%	29.2%
	Fairly easy	46.7%	24.5%
	Not very easy	10.9%	5.7%
	Not at all easy	1.1%	2.8%
	Don't know	5.4%	3.8%
		100.0%	100.0%

30	The last time you saw a Practice Nurse how good were they at - Giving you enough time?	2013	2014
	Very good	54.9%	57.6%
	Good	27.5%	19.2%
	Neither good nor poor	4.4%	2.0%
	Poor	0.0%	0.0%
	Very poor	0.0%	1.0%
	Doesn't apply	13.2%	20.2%
		100.0%	100.0%

31	The last time you saw a Practice Nurse how good were they at - Asking you about your symptoms?
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		2013	2014
	Very good	48.4%	53.6%
	Good	27.5%	18.6%
	Neither good nor poor	5.5%	2.1%
	Poor	0.0%	0.0%
	Very poor	0.0%	1.0%
	Doesn't apply	18.7%	24.7%
		100.1%	100.0%

32	The last time you saw a Practice Nurse how good were they at - Listening?	2013	2014
	Very good	48.9%	54.6%
	Good	31.1%	20.6%
	Neither good nor poor	3.3%	1.0%
	Poor	0.0%	0.0%
	Very poor	0.0%	0.0%
	Doesn't apply	16.7%	92.0%
		100.0%	168.3%

33	The last time you saw a Practice Nurse how good were they at - Explaining tests and treatments?	2013	2014
	Very good	46.1%	58.3%
	Good	30.3%	12.5%
	Neither good nor poor	3.4%	3.1%
	Poor	0.0%	0.0%
	Very poor	0.0%	0.0%
	Doesn't apply	20.2%	26.0%
		100.0%	100.0%

34	The last time you saw a Practice Nurse how good were they at - Involving you in decisions about your care?	2013	2014
	Very good	39.3%	54.8%
	Good	29.2%	11.8%
	Neither good nor poor	6.7%	4.3%
	Poor	1.1%	0.0%
	Very poor	0.0%	0.0%
	Doesn't apply	23.6%	29.0%
		99.9%	100.0%

35	The last time you saw a Practice Nurse how good were they at - Treating you with care and concern?
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		2013	2014
	Very good	53.9%	60.0%
	Good	24.7%	16.8%
	Neither good nor poor	2.2%	2.1%
	Poor	1.1%	0.0%
	Very poor	0.0%	0.0%
	Doesn't apply	18.0%	21.1%
		99.9%	100.0%

36	The last time you saw a Practice Nurse how good were they at - Taking your problems seriously?	2013	2014
	Very good	46.6%	55.9%
	Good	29.5%	14.7%
	Neither good nor poor	2.3%	0.0%
	Poor	0.0%	0.0%
	Very poor	0.0%	5.9%
	Doesn't apply	21.6%	23.5%
		100.0%	100.0%

37	In general how satisfied are you with the care you get at the Surgery?	2013	2014
	Very satisfied	52.9%	71.8%
	Fairly satisfied	40.2%	24.3%
	Neither satisfied nor dissatisfied	2.3%	1.9%
	Quite dissatisfied	2.3%	1.9%
	Very dissatisfied	2.3%	0.0%
		100.0%	100.0%

38	Would you recommend the surgery to someone who has just moved to your local area?	2013	2014
	Yes	65.5%	83.3%
	Might do	18.4%	10.8%
	Not sure	4.6%	0.0%
	Probably not	5.7%	5.9%
	Definitely not	4.6%	0.0%
	Don't know	1.1%	0.0%
		99.9%	100.0%

39	Do you have any long-standing health problems, disability or infirmity?	2013	2014

	Yes	64.4%	62.2%
	No	32.2%	33.7%
	Don't know / Can't say	3.4%	4.1%
		100.0%	100.0%

40	Have you had discussions in the past 12 months with a Dr or Nurse about how best to deal with your health problems?		
		2013	2014
	Yes	66.7%	71.3%
	No	33.3%	28.7%
		100.0%	100.0%

41	If yes, Did the Dr or Nurse take notice of your views about how best to deal with your health problem?		
		2013	2014
	Yes	65.5%	69.9%
	No	2.3%	1.2%
	Don't know	5.7%	10.8%
	N/A	26.4%	18.1%
		99.9%	100.0%

42	If yes, Did the Dr or Nurse give you information about how best to deal with your health problem?		
		2013	2014
	Yes	61.6%	69.5%
	No	7.0%	7.3%
	Don't know	3.5%	3.7%
	N/A	27.9%	19.5%
		100.0%	100.0%

43	If yes, Did you and the Dr or Nurse agree how best to manage your health problem?		
		2013	2014
	Yes	66.3%	69.9%
	No	3.5%	6.0%
	Don't know	4.7%	4.8%
	N/A	25.6%	19.3%
		100.1%	100.0%

44	If yes, Did the Nurse give you written documentation about the discussions you had about managing your health problem?		
		2013	2014
	Yes	24.4%	30.5%
	No	32.6%	34.1%
	Don't know	5.8%	4.9%

	N/A	37.2%	30.5%
		100.0%	100.0%

45 Would you have liked a written plan summarising your discussion with the Nurse? i.e. A Care Plan?

		2013	2014
	Yes	22.1%	37.8%
	No	31.4%	28.0%
	Don't know	9.3%	12.2%
	N/A	37.2%	22.0%
		100.0%	100.0%

46 Do you think that having these discussions with your Dr or Nurse has helped improve how you manage your health problems?

		2013	2014
	Yes	39.5%	48.1%
	To some extent	26.7%	22.2%
	No	5.8%	7.4%
	Don't know / Can't remember	4.7%	3.7%
	N/A	23.3%	18.5%
		100.0%	100.0%

47 In the past 12 months have you had enough support from local services or organisations to help you manage your long-term health

		2013	2014
	Yes	34.1%	42.6%
	To some extent	14.1%	14.9%
	No	12.9%	11.7%
	Don't know / Can't remember	2.4%	4.3%
	I have not needed such support	36.5%	26.6%
		100.0%	100.0%

ght discrepancy in rounding up

| condition(s)?