

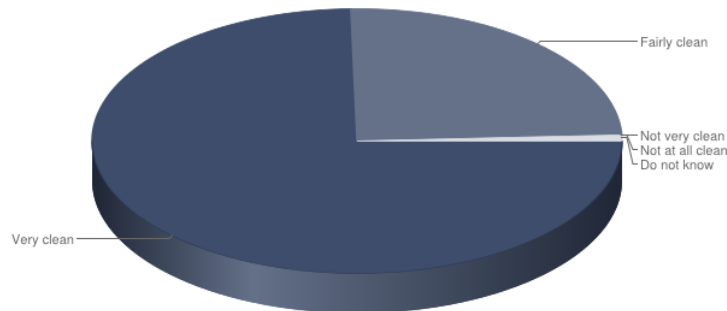
ASHVILLE MEDICAL PRACTICE PATIENT SURVEY 2013

We Asked:

'''

Q1. How clean is the surgery?

Single answer question or grid (answers per option add up to roughly 100%)



Option:	TOTAL
	(266)
Very clean	232 87%
Fairly clean	33 12%
Not very clean	0
Not at all clean	0
Do not know	1 0%

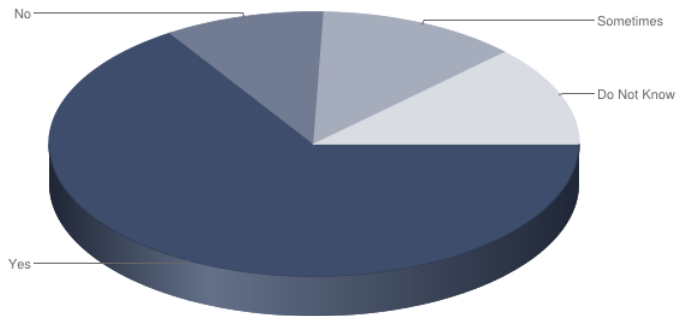
Base: 266 out of 266 people answered this question

Q2. The surgery has extended opening hours before 8am Monday to Friday and after 18.30pm on Monday Evenings. Which of these extended opening times do you prefer when you want an appointment with a Dr?

Single answer question or grid (answers per option add up to roughly 100%)

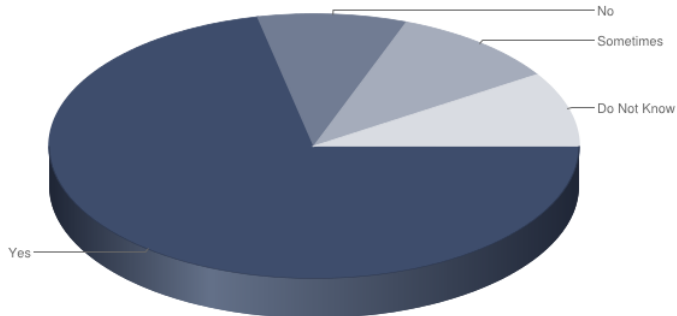
Option:	TOTAL
	(266)
Before 8am	

Option:	TOTAL
	(266)



Yes	54 20%
No	8 3%
Sometimes	10 4%
Do Not Know	10 4%

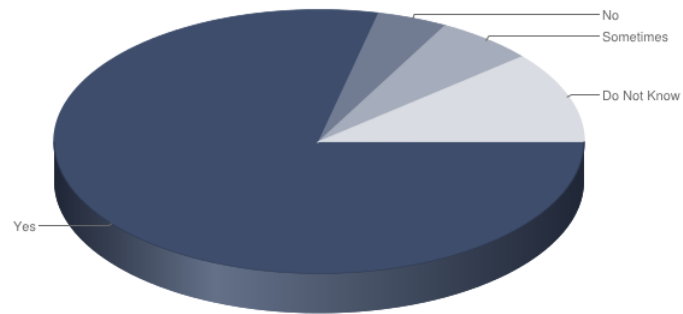
After 18.30pm



Yes	63 24%
No	8 3%
Sometimes	9 3%
Do Not Know	8 3%

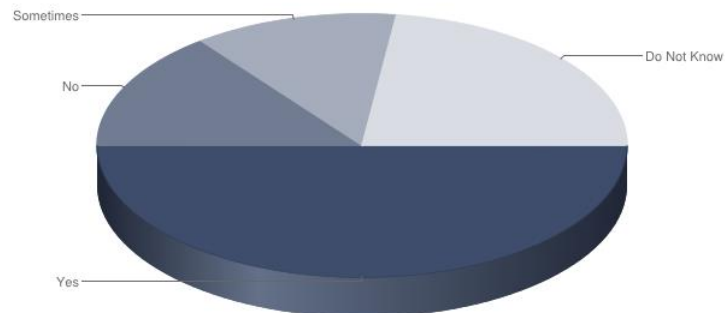
Both times are suitable for me

Option:	TOTAL
	(266)



Yes	92 35%
No	5 2%
Sometimes	7 3%
Do Not Know	13 5%

Do not need an appointment in the extended opening times

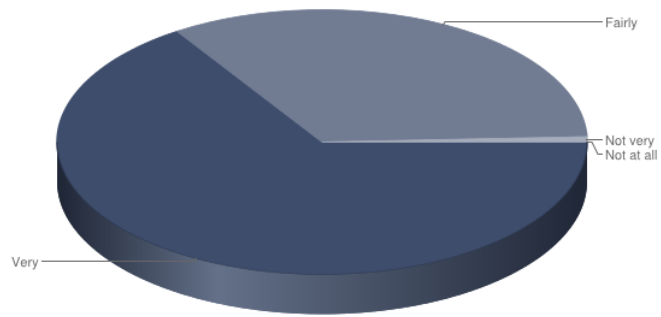


Yes	24 9%
No	7 3%
Sometimes	6 2%
Do Not Know	11 4%

Base: 266 out of 266 people answered this question

Q3. How helpful do you find the receptionists at the surgery?

Single answer question or grid (answers per option add up to roughly 100%)

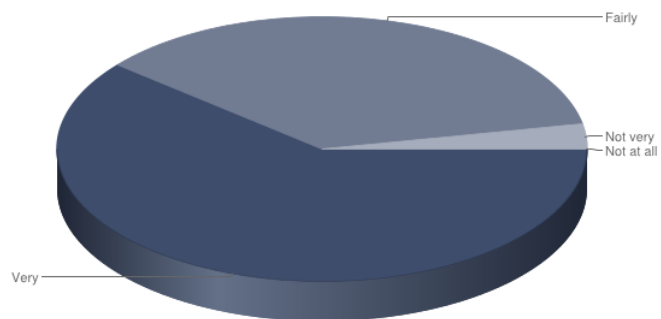


Option:	TOTAL
	(266)
Very	214 80%
Fairly	51 19%
Not very	1 0%
Not at all	0

Base: 266 out of 266 people answered this question

Q4. How helpful do you find the receptionists on the telephone?

Single answer question or grid (answers per option add up to roughly 100%)



Option:	TOTAL
	(266)
Very	202 76%
Fairly	59 22%
Not very	5 2%
Not at all	0

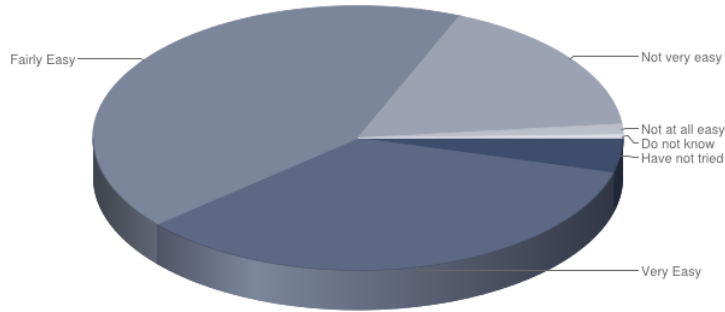
Base: 266 out of 266 people answered this question

Q5. In the past 6 months how easy have you found the following?

Single answer question or grid (answers per option add up to roughly 100%)

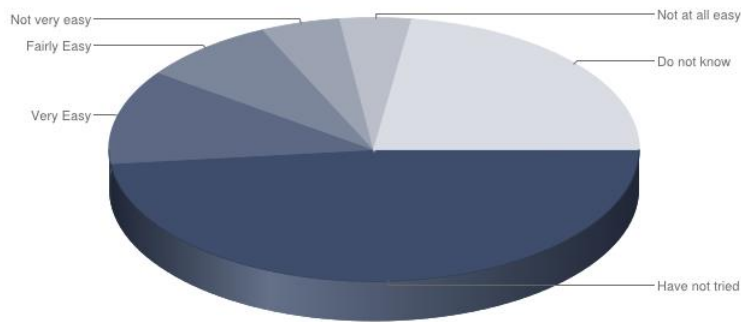
Option:	TOTAL
	(265)

Getting through on the phone



Have not tried	10 4%
Very Easy	81 31%
Fairly Easy	121 46%
Not very easy	40 15%
Not at all easy	3 1%
Do not know	1 0%

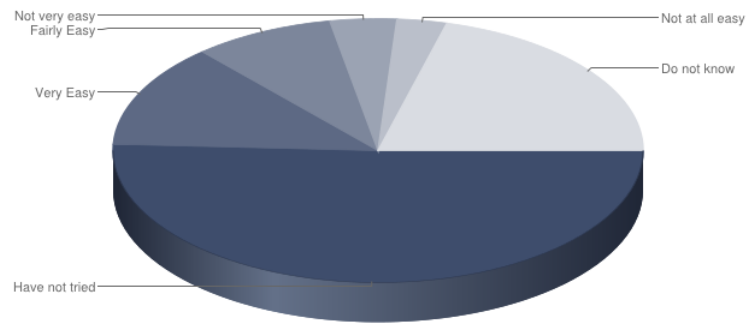
Speaking to a Doctor on the phone



Have not tried	109 41%
Very Easy	24 9%
Fairly Easy	17 6%
Not very easy	10 4%
Not at all easy	9 3%
Do not know	47 18%

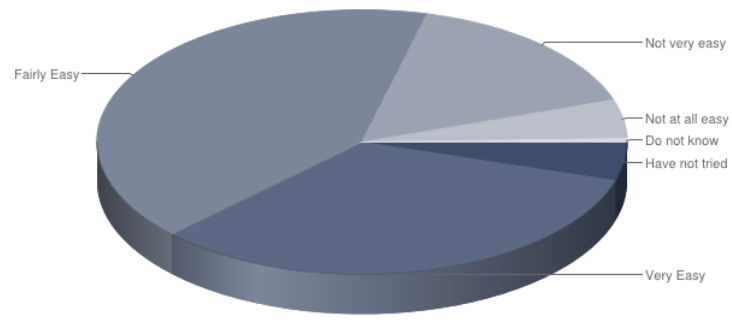
Speaking to a Nurse on the phone

Option:	TOTAL
	(265)



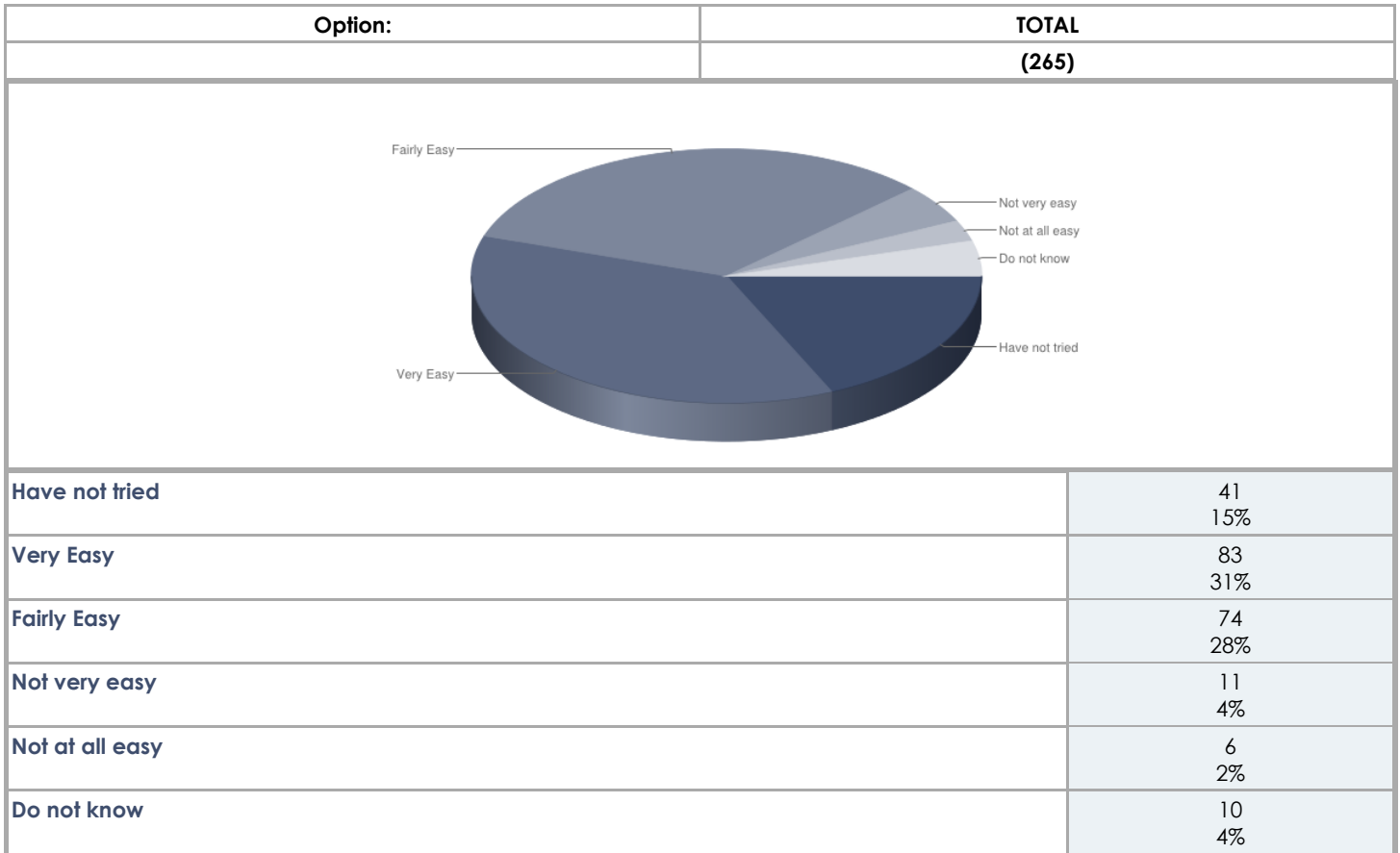
Have not tried	119 45%
Very Easy	25 9%
Fairly Easy	17 6%
Not very easy	8 3%
Not at all easy	6 2%
Do not know	41 15%

Booking an appointment with a Dr



Have not tried	11 4%
Very Easy	77 29%
Fairly Easy	96 36%
Not very easy	37 14%
Not at all easy	11 4%
Do not know	1 0%

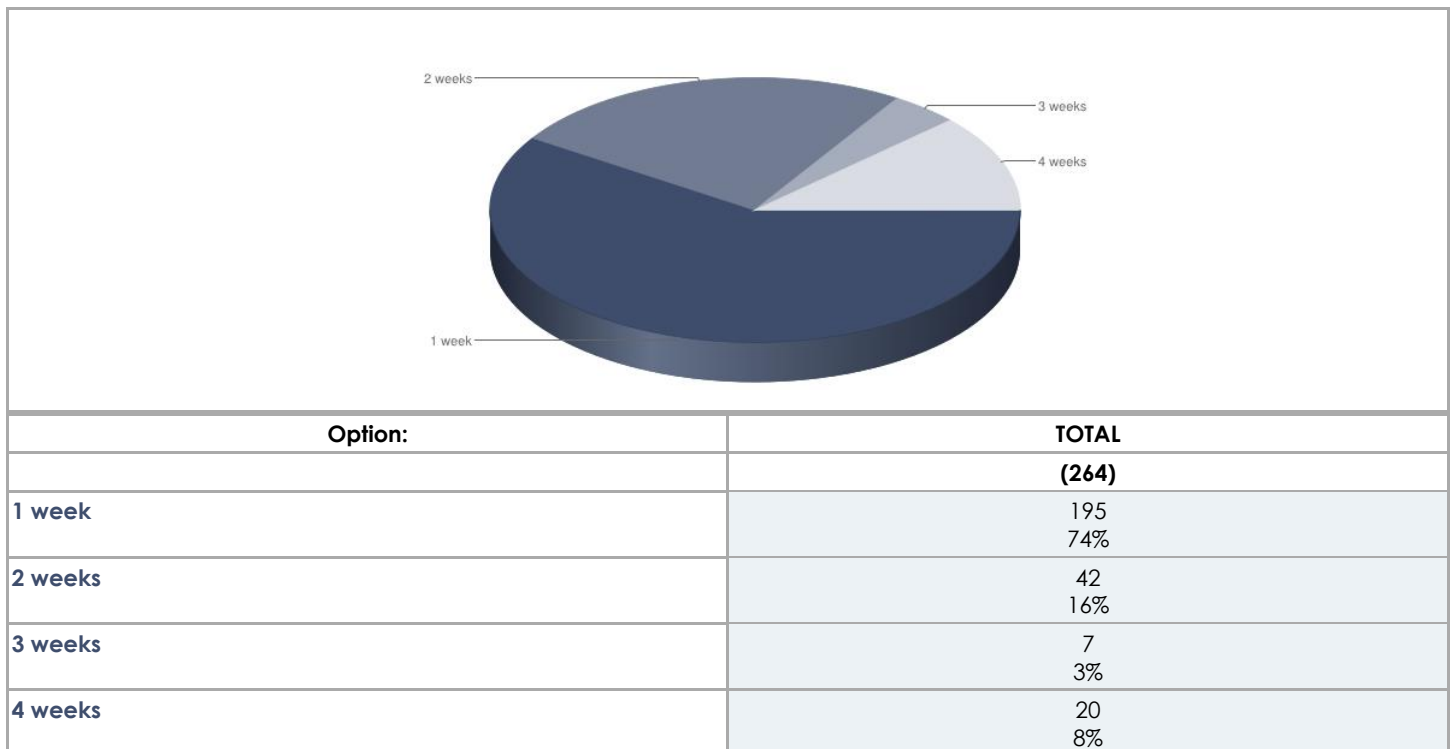
Booking an appointment with a Nurse



Base: 265 out of 266 people answered this question

Q6. How far in advance would you like to be able to book an appointment?

Single answer question or grid (answers per option add up to roughly 100%)



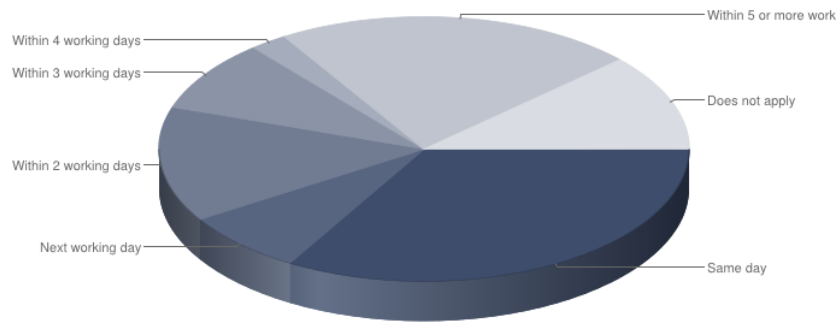
Base: 264 out of 266 people answered this question

Q7a. Thinking of when you have wanted to see a particular Dr

Single answer question or grid (answers per option add up to roughly 100%)

Option:	TOTAL
	(263)

How quickly do you usually get to see that Dr



Same day	88 33%
Next working day	20 8%
Within 2 working days	37 14%
Within 3 working days	23 9%
Within 4 working days	6 2%
Within 5 or more working days	58 22%
Does not apply	31 12%

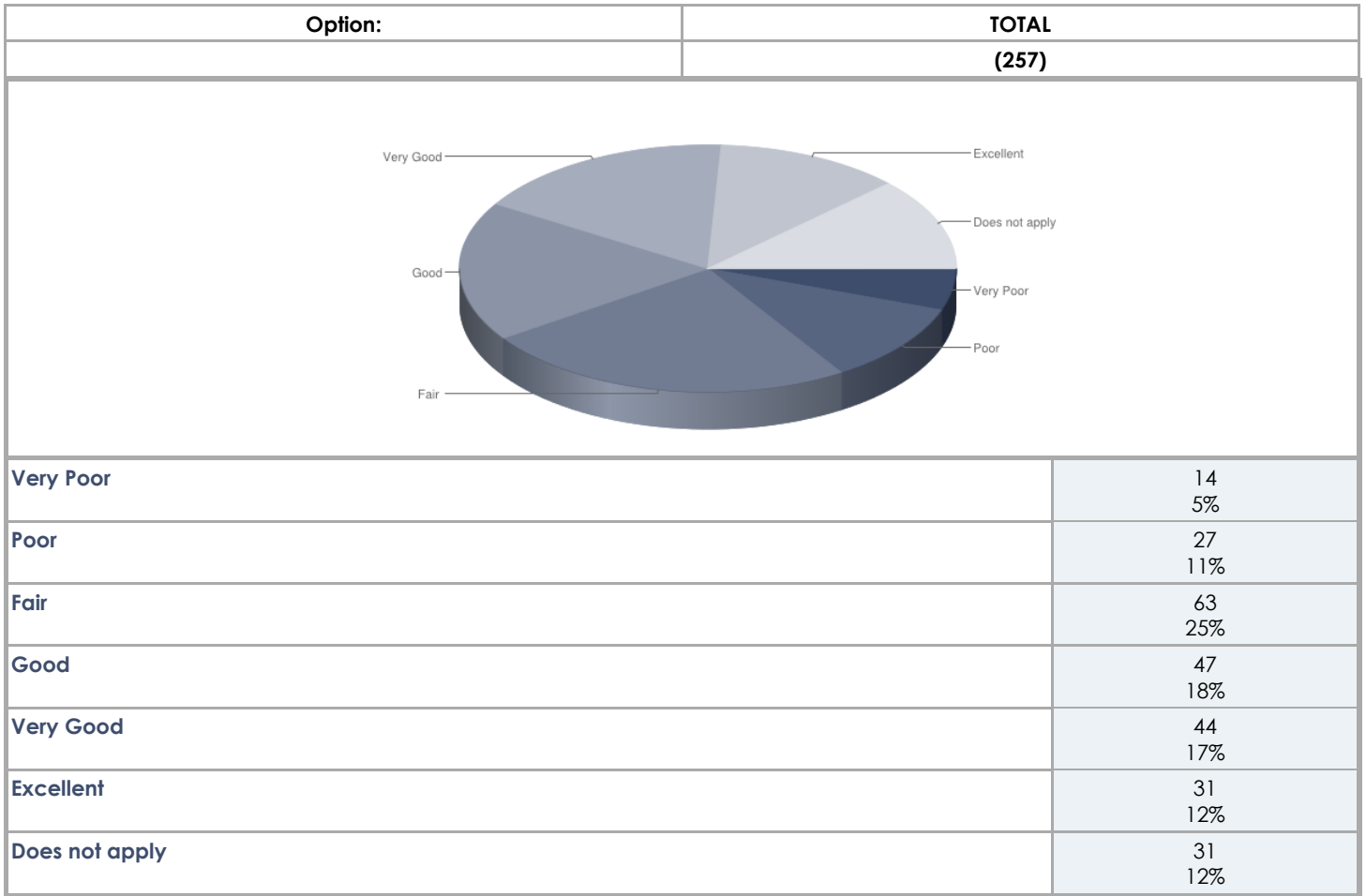
Base: 263 out of 266 people answered this question

Q7b. Thinking of when you have wanted to see a particular Dr

Single answer question or grid (answers per option add up to roughly 100%)

Option:	TOTAL
	(257)

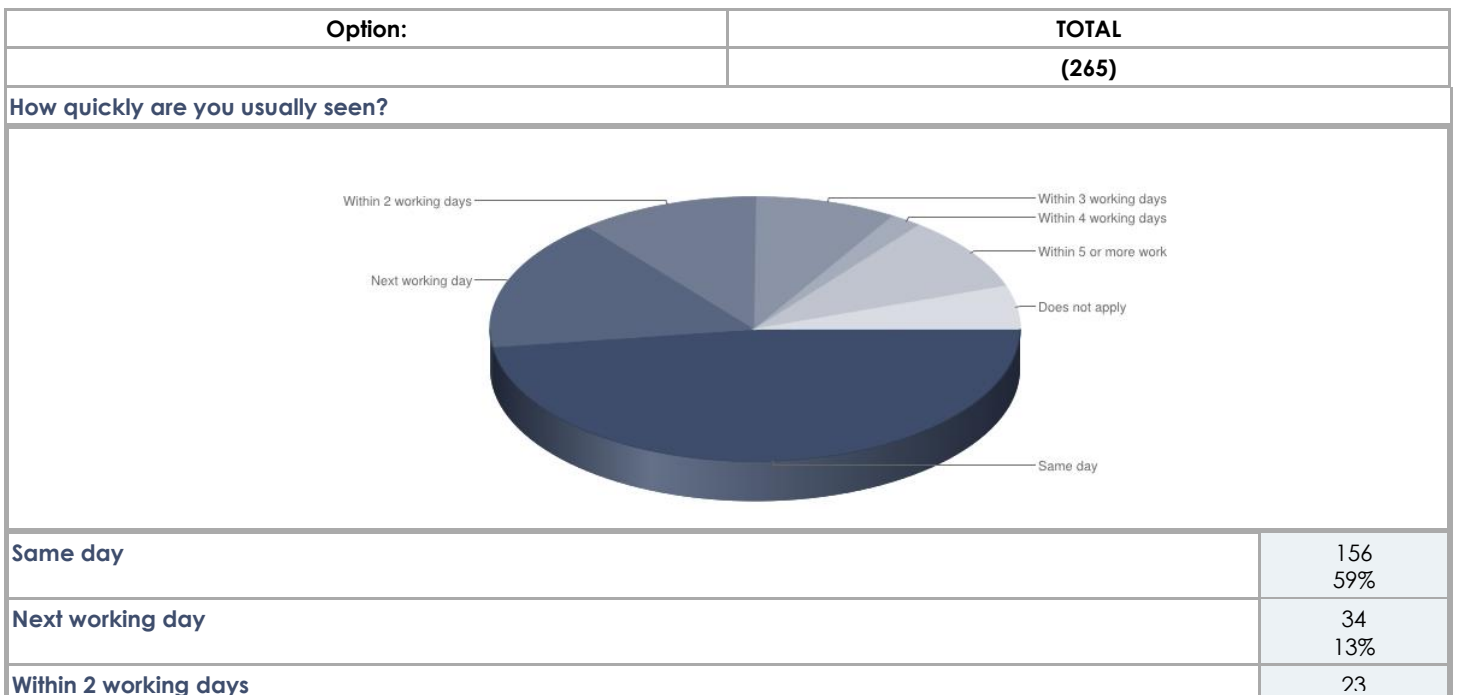
How do you rate this?



Base: 257 out of 266 people answered this question

Q8a. Thinking of times you are willing to see any Dr

Single answer question or grid (answers per option add up to roughly 100%)



Option:	TOTAL
	(265)
	9%
Within 3 working days	18 7%
Within 4 working days	4 2%
Within 5 or more working days	19 7%
Does not apply	11 4%

Base: 265 out of 266 people answered this question

Q8b. Thinking of times you are willing to see any Dr

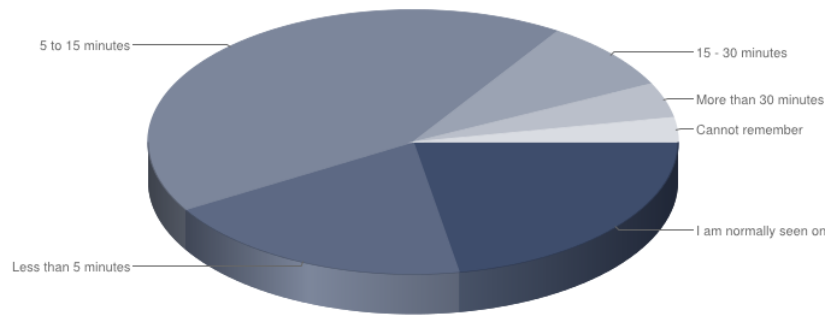
Single answer question or grid (answers per option add up to roughly 100%)

Option:	TOTAL
	(254)
How do you rate this?	
Very Poor	13 5%
Poor	11 4%
Fair	46 18%
Good	64 25%
Very Good	62 24%
Excellent	49 19%
Does not apply	9 4%

Base: 254 out of 266 people answered this question

Q9. How long after your appointment time do you normally wait to be seen?

Single answer question or grid (answers per option add up to roughly 100%)

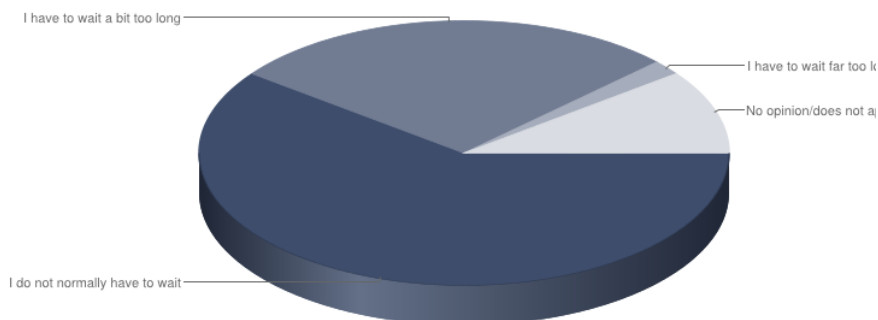


Option:	TOTAL
	(265)
I am normally seen on time	52 20%
Less than 5 minutes	45 17%
5 to 15 minutes	131 49%
15 - 30 minutes	20 8%
More than 30 minutes	10 4%
Cannot remember	7 3%

Base: 265 out of 266 people answered this question

Q10. How do you feel about how long you normally have to wait to be seen?

Single answer question or grid (answers per option add up to roughly 100%)



Option:	TOTAL
	(265)
I do not normally have to wait long	199 75%
I have to wait a bit too long	46 17%
I have to wait far too long	3 1%
No opinion/does not apply	17 6%

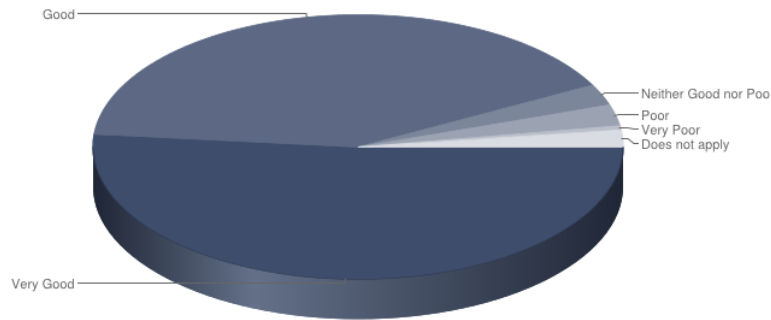
Base: 265 out of 266 people answered this question

Q11. The last time you saw a Dr at the surgery how good was the Dr at each of the following?

Single answer question or grid (answers per option add up to roughly 100%)

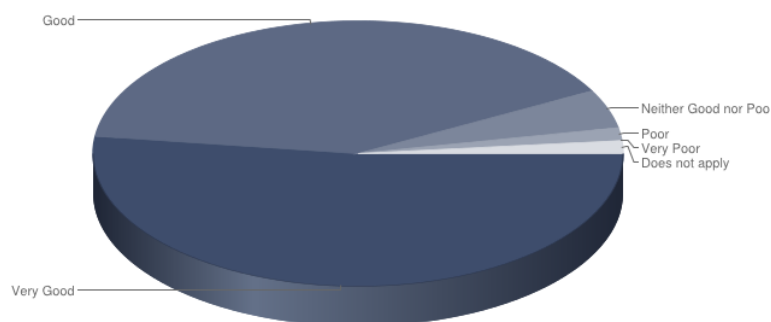
Option:	TOTAL
	(265)

Giving you enough time



Very Good	164 62%
Good	79 30%
Neither Good nor Poor	5 2%
Poor	5 2%
Very Poor	1 0%
Does not apply	4 2%

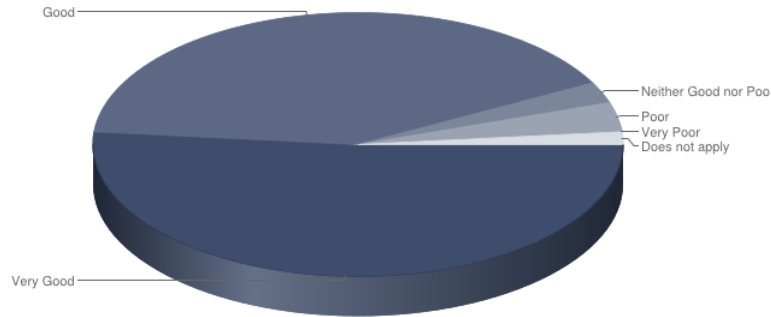
Asking about your symptoms



Very Good	155 58%
Good	77 29%
Neither Good nor Poor	9 3%
Poor	3 1%
Very Poor	0

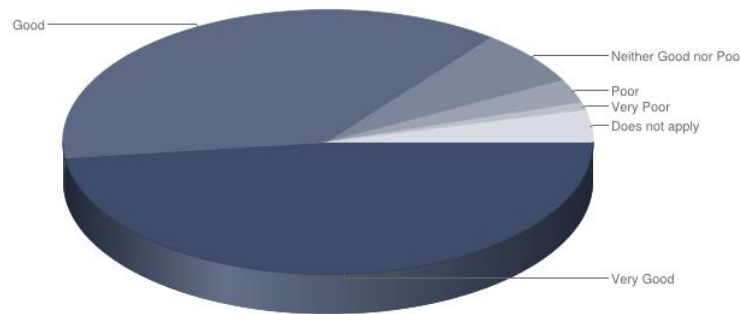
Option:	TOTAL
	(265)
Does not apply	3 1%

Listening



Very Good	154 58%
Good	79 30%
Neither Good nor Poor	5 2%
Poor	7 3%
Very Poor	0
Does not apply	3 1%

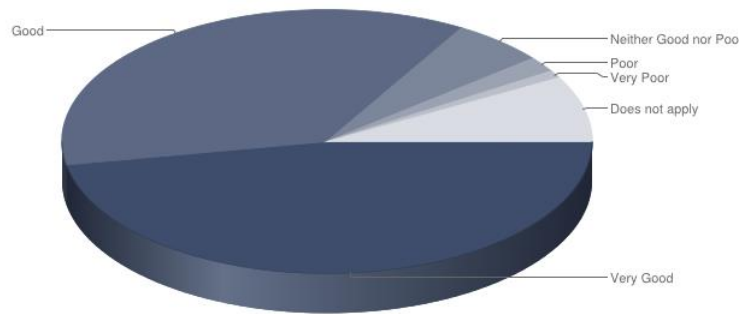
Explaining tests and treatments



Very Good	134 51%
Good	78 29%
Neither Good nor Poor	14 5%
Poor	6 2%
Very Poor	2 1%
Does not apply	8 3%

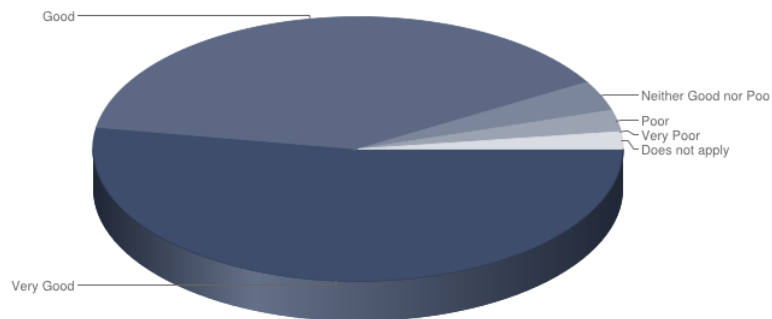
Involving you in decisions about your care

Option:	TOTAL
	(265)



Very Good	127 48%
Good	77 29%
Neither Good nor Poor	12 5%
Poor	4 2%
Very Poor	2 1%
Does not apply	17 6%

Treating you with care and concern



Very Good	153 58%
Good	74 28%
Neither Good nor Poor	7 3%
Poor	5 2%
Very Poor	0
Does not apply	4 2%

Taking your problems seriously

Option:	TOTAL
	(265)

Very Good	154 58%
Good	73 28%
Neither Good nor Poor	7 3%
Poor	4 2%
Very Poor	2 1%
Does not apply	4 2%

Base: 265 out of 266 people answered this question

Q12. The last time you saw a Practice Nurse or Nurse Practitioner at the Surgery, how good were they at each of the following?

Single answer question or grid (answers per option add up to roughly 100%)

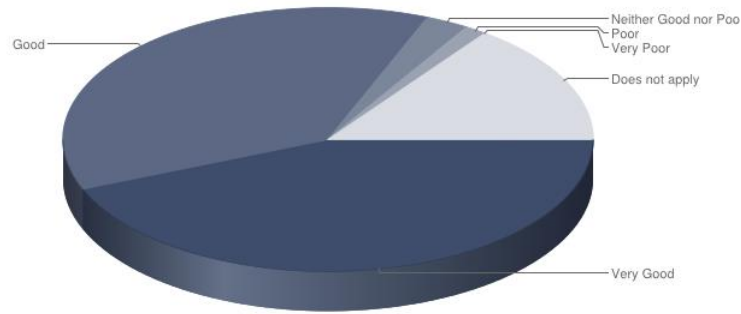
Option:	TOTAL
	(265)

Giving you enough time

Very Good	140 53%
Good	87 33%
Neither Good nor Poor	5 2%

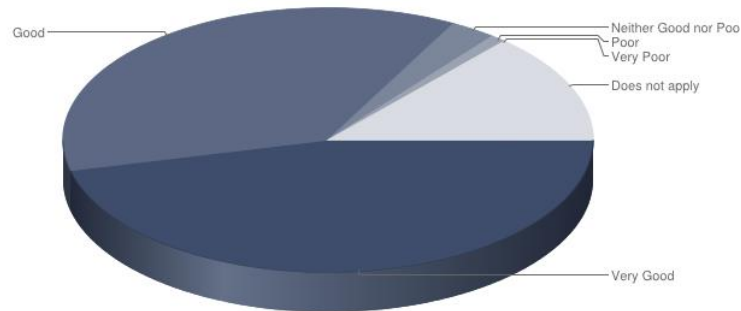
Option:	TOTAL
	(265)
Poor	0
Very Poor	0
Does not apply	29 11%

Asking about your symptoms



Very Good	115 43%
Good	85 32%
Neither Good nor Poor	6 2%
Poor	3 1%
Very Poor	0
Does not apply	34 13%

Listening

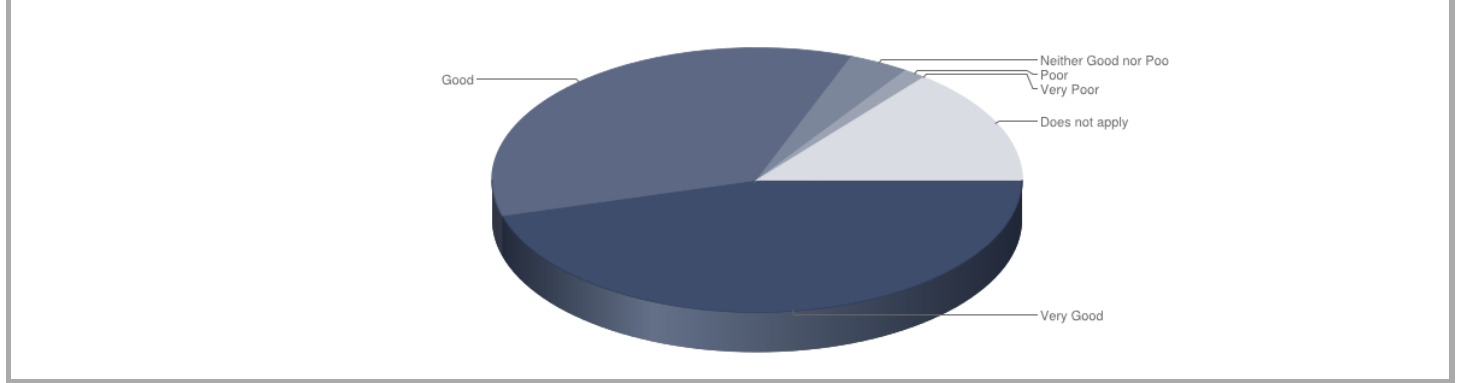


Very Good	130 49%
Good	79 30%
Neither Good nor Poor	6 2%
Poor	2 1%
Very Poor	0
Does not apply	29

Option:	TOTAL
	(265)

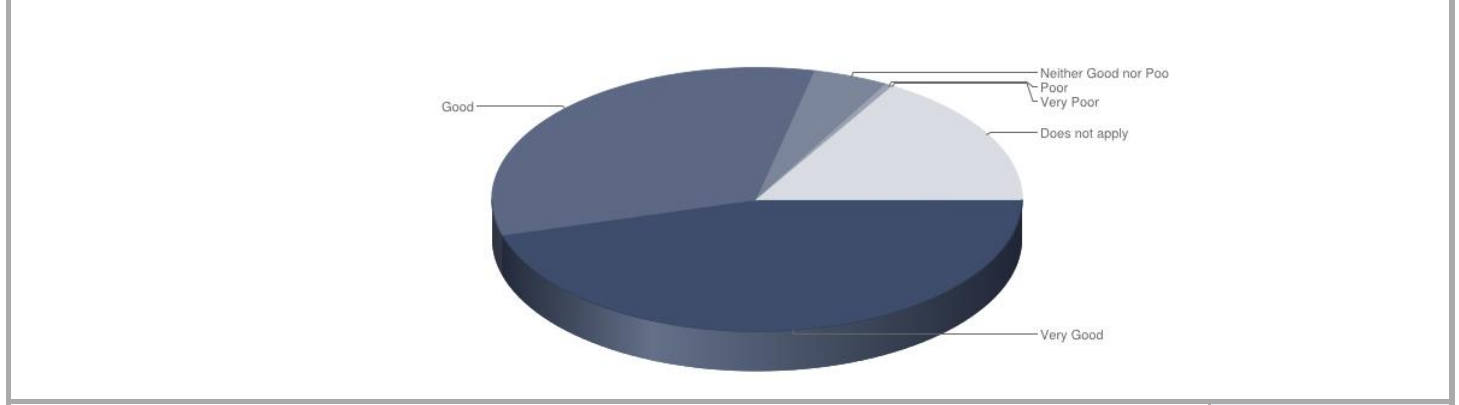
	11%
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Explaining tests and treatments



Very Good	116 44%
Good	77 29%
Neither Good nor Poor	8 3%
Poor	3 1%
Very Poor	0
Does not apply	31 12%

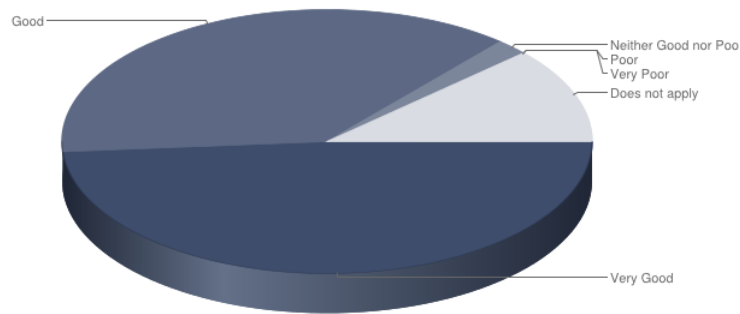
Involving you in decisions about your care



Very Good	118 45%
Good	72 27%
Neither Good nor Poor	10 4%
Poor	1 0%
Very Poor	0
Does not apply	36 14%

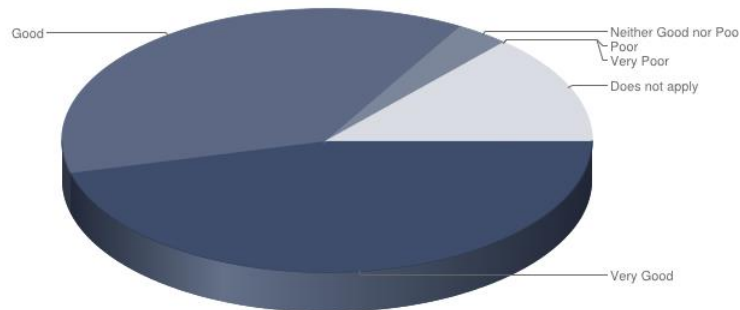
Treating you with care and concern

Option:	TOTAL
	(265)



Very Good	136 51%
Good	77 29%
Neither Good nor Poor	4 2%
Poor	0
Very Poor	0
Does not apply	24 9%

Taking your problems seriously

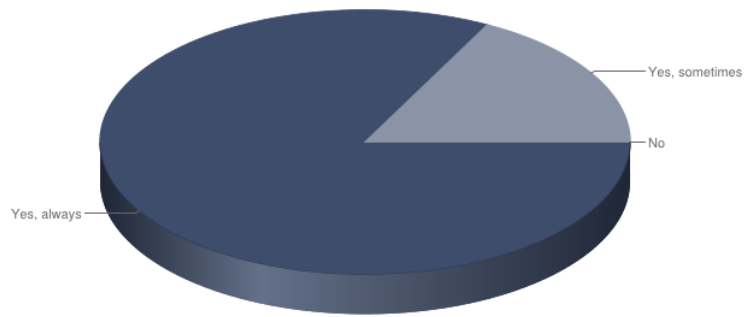


Very Good	128 48%
Good	81 31%
Neither Good nor Poor	7 3%
Poor	0
Very Poor	0
Does not apply	29 11%

Base: 265 out of 266 people answered this question

Q13. Did you feel you were treated with respect and dignity while you were in the surgery?

Single answer question or grid (answers per option add up to roughly 100%)

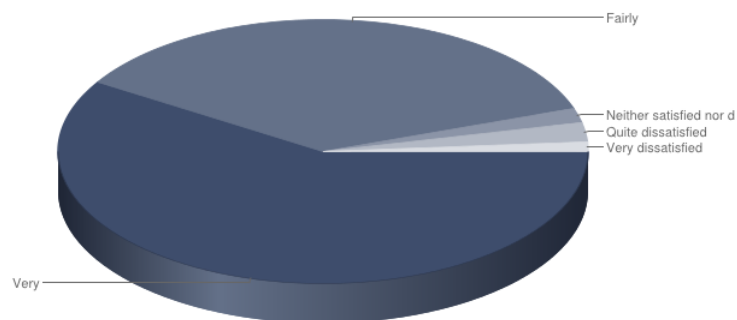


Option:	TOTAL
	(265)
Yes, always	244 92%
Yes, sometimes	21 8%
No	0

Base: 265 out of 266 people answered this question

Q14. In general, how satisfied are you with the care you receive at the Surgery?

Single answer question or grid (answers per option add up to roughly 100%)

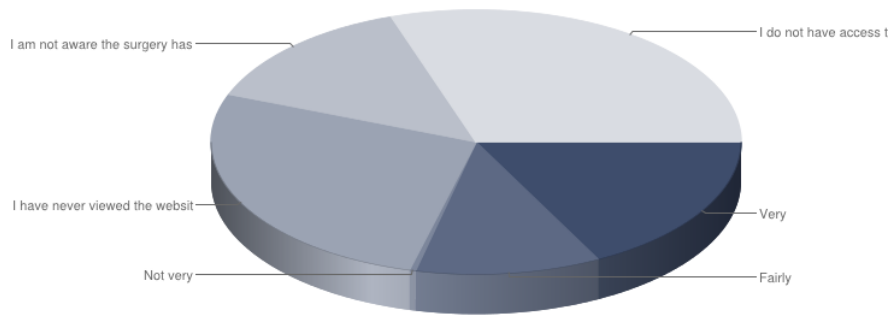


Option:	TOTAL
	(264)
Very	194 73%
Fairly	61 23%
Neither satisfied nor dissatisfied	3 1%
Quite dissatisfied	4 2%
Very dissatisfied	2 1%

Base: 264 out of 266 people answered this question

Q15. How informative do you find the surgery website www.ashvillemedicalpractice.co.uk?

Single answer question or grid (answers per option add up to roughly 100%)

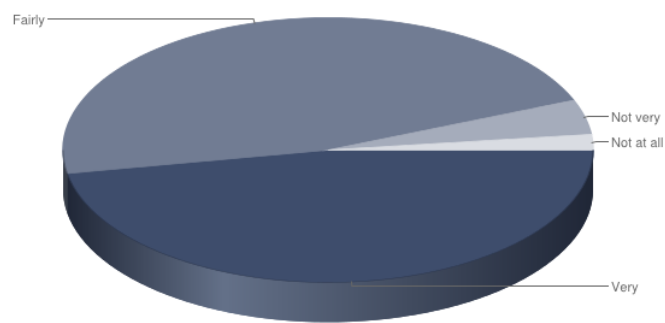


Option:	TOTAL
	(265)
Very	46 17%
Fairly	30 11%
Not very	1 0%
I have never viewed the website	71 27%
I am not aware the surgery has a website	37 14%
I do not have access to the internet	80 30%

Base: 265 out of 266 people answered this question

Q16. How useful do you find the information on the notice boards and rotating message boards?

Single answer question or grid (answers per option add up to roughly 100%)

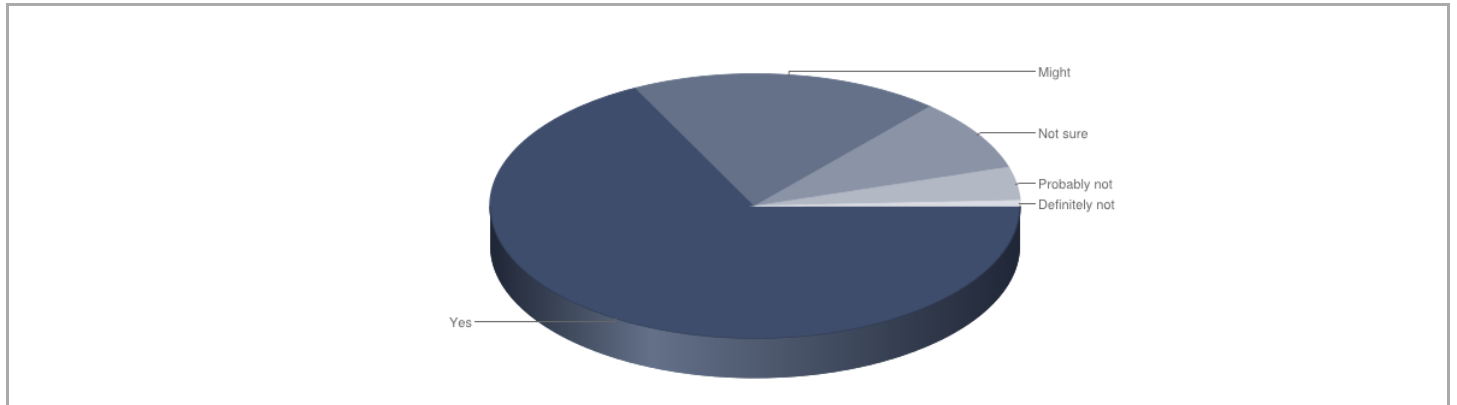


Option:	TOTAL
	(265)
Very	153 58%
Fairly	99 37%
Not very	9 3%
Not at all	4

Option:	TOTAL
	(265)
	2%

Base: 265 out of 266 people answered this question

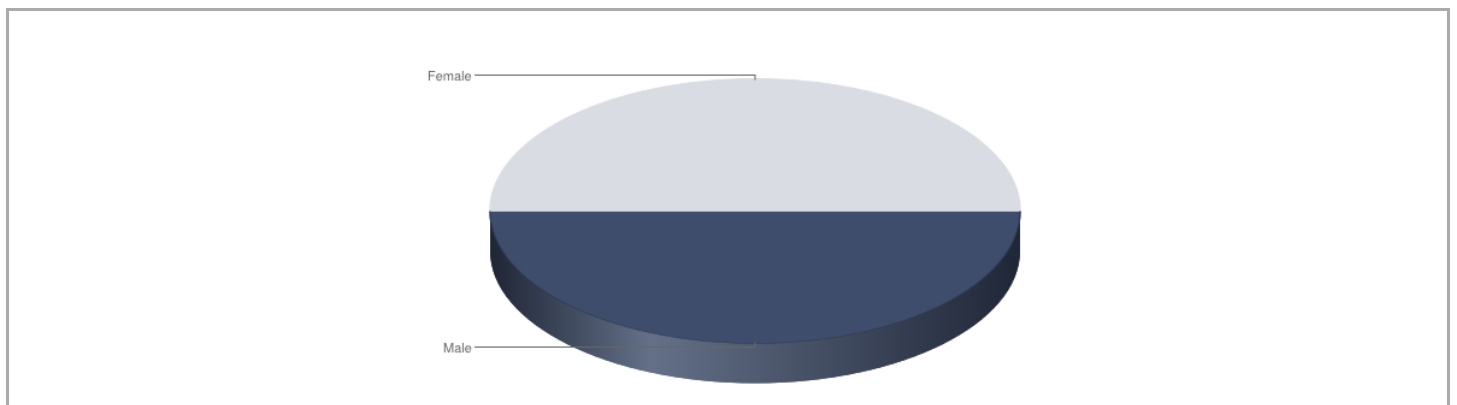
Q17. Would you recommend the Surgery to someone who has just moved to your local area?
Single answer question or grid (answers per option add up to roughly 100%)



Option:	TOTAL
	(265)
Yes	217 82%
Might	28 11%
Not sure	13 5%
Probably not	6 2%
Definitely not	1 0%

Base: 265 out of 266 people answered this question

Q18. Are you male or female?
Single answer question or grid (answers per option add up to roughly 100%)



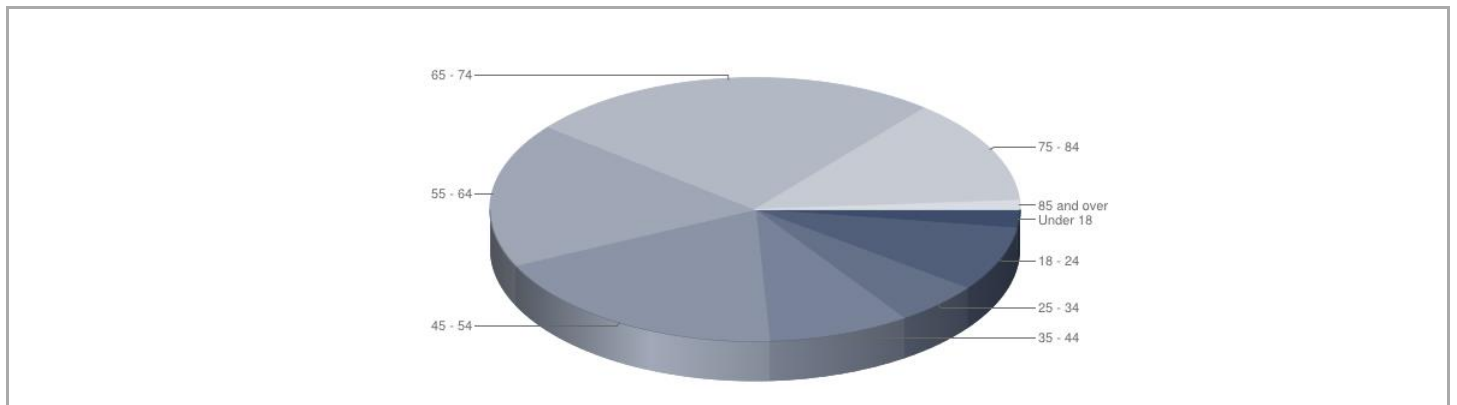
Option:	TOTAL
	(264)
Male	105

Option:	TOTAL
	(264)
	40%
Female	159 60%

Base: 264 out of 266 people answered this question

Q19. How old are you?

Single answer question or grid (answers per option add up to roughly 100%)

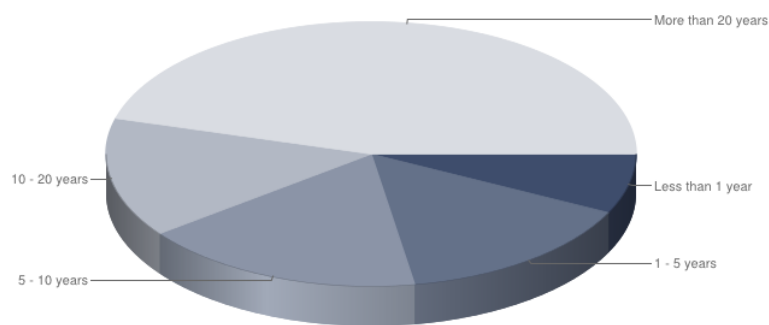


Option:	TOTAL
	(265)
Under 18	6 2%
18 - 24	21 8%
25 - 34	14 5%
35 - 44	23 9%
45 - 54	50 19%
55 - 64	47 18%
65 - 74	67 25%
75 - 84	34 13%
85 and over	3 1%

Base: 265 out of 266 people answered this question

Q20. How long have you been a patient at the surgery?

Single answer question or grid (answers per option add up to roughly 100%)

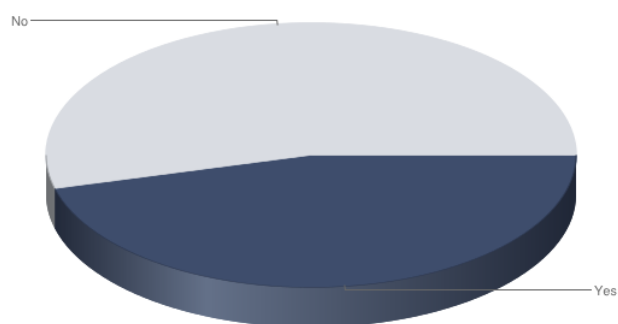


Option:	TOTAL
	(264)
Less than 1 year	16 6%
1 - 5 years	33 13%
5 - 10 years	38 14%
10 - 20 years	32 12%
More than 20 years	145 55%

Base: 264 out of 266 people answered this question

Q21. Do you use the self check in computerised arrival board to check in for your appointment (this is situated in the entrance to the surgery)

Single answer question or grid (answers per option add up to roughly 100%)



Option:	TOTAL
	(263)
Yes	85 32%
No	178 68%

Base: 263 out of 266 people answered this question

If not please state why:

Large free-text box

Option:	TOTAL
	(109)
Comments:	I prefer to see the receptionist
	Frightened I would do it wrong
	Don't usually have my reading glasses
	Never thought about it
	I often need to speak to receptionist
	Because all input does not go in
	Not confident to do it just yet
	Never used it
	Like going to reception
	Like to see reception
	Never used it want to use reception
	Not sure how to use it
	Never used it easier to check in with receptionist
	Always forget as i am not a regular patient
	Rather talk to the receptionist
	It's confusing to use
	Reception desk was ready and available
	Use only when reception busy
	Don't use computers
	Don't know how
	I'm always on the last push
	Just don't
	Can't see without glasses
	Don't know how to
	Can't use it
	Not PC literate
	I would rather speak with someone
	Not too sure
	Don't know how
	Too complicated
Easier to go to reception	

Option:	TOTAL
	(109)
	<p>Tried once it wasn't working (wasn't working)</p> <p>Not computer literate</p> <p>Easier to see reception</p> <p>Would rather go to the desk</p> <p>Prefer to use reception desk</p> <p>Didn't know there was one</p> <p>I forgot about it.</p> <p>Can not work it.</p> <p>I prefer to go to reception.</p> <p>I can not always get them to work.</p> <p>I don't use the doctors a lot , not sure how it works.</p> <p>Prefer to speak to a real person</p> <p>Did not realise it was there</p> <p>Keep forgetting about it</p> <p>Find it easy to go to desk</p> <p>There has never been a queue</p> <p>Sometimes not working</p> <p>Don't know</p> <p>If there is a queue i do but prefer to talk to reception</p> <p>Just ring doctors</p> <p>Unsure how</p> <p>Too complicated</p> <p>Wasn't aware of it</p> <p>Do not know</p> <p>Didn't know it was there</p> <p>Too old</p> <p>Didn't see it</p> <p>Not good with computer</p> <p>Will do.</p> <p>I do not understand it.</p> <p>Sometimes it does not work and is confusing.</p>

Option:	TOTAL
	(109)
	<p>Do not know how to use it.</p> <p>Not good with technology.</p> <p>I do not feel confident with working it.</p> <p>Not always working</p> <p>Prefer receptionist contact</p> <p>Not always working and problems with balance</p> <p>Do not have one</p> <p>Not got computer not used to gadgets</p> <p>I prefer to speak to a person face to face</p> <p>Prefer to check in with receptionist</p> <p>Prefer face to face and any delays explained</p> <p>Not confident enough</p> <p>Just depends if i have my glasses</p> <p>Didn't know about it</p> <p>Not comfortable with computers.</p> <p>Can not use them, do not know how to.</p> <p>I just phone up.</p> <p>I do not like them.</p> <p>Self check in is not very clear when you have to go upstairs to see the doctor, last time I nearly missed mt appointment.</p> <p>Sometimes.</p> <p>I do not use them.</p> <p>Do not need to.</p> <p>Because when I ring for an appointment I get one the same day within a few hours so it does not come up on the board.</p> <p>I want to speak to someone at the desk its better</p> <p>Don't agree with it</p> <p>Don't agree with it</p> <p>Not computer savvy</p> <p>Never works I do not like the machine</p> <p>Didn't know you had to</p> <p>prefer receptionist</p>

Option:	TOTAL
	(109)
	<p>Cause gone straight to reception</p> <p>Prefer face to face conversations</p> <p>Usually do it wrong</p> <p>Not good with that sort of thing</p> <p>Not good with technology</p> <p>Don't know how</p> <p>Don't know how</p> <p>I also needed to speak with the receptionist</p> <p>Do not like using computerised systems</p> <p>No computer</p> <p>Not very good at it</p> <p>Don't know</p> <p>Don't feel able to use it</p> <p>Face to face better</p> <p>The surgery has not been busy when I have gone in</p> <p>I don't mind waiting</p> <p>Easier to see the receptionist</p>

Base: 109 out of 266 people answered this question

Please use this space if you wish to add any further comments or suggestions

Large free-text box

Option:	TOTAL
	(25)
<p>Comments:</p>	<p>All I can say is "I am lucky to be a patient at Ashville</p> <p>I would like to see the same the doctor if possible because seeing different ones just gets confusing.</p> <p>I am very satisfied with the care and treatment I have received hear a couple of the Drs are very nice but other two are a bit abrupt with no bedside manner.</p> <p>Being able to ring up for a same day appointment has been a vast improvement.</p> <p>Ring at 9:15 no appointments told to ring at 2pm I often find when I ring to make an appointment, you can't get one that week</p>

Option:	TOTAL
	(25)
	<p>No comments find the situation very good at all time s This is quite a good surgery, would let you know if thought otherwise</p> <p>Could do with 7am onwards for appointments or after 7 for nurse and doctors came from walk in centre when it was closed.</p> <p>Because I was only 22 when I came to the doctors with a problem they don't believe me because I shouldn't have this problem because I am so young. I feel like they are not listening to what I am saying.</p> <p>I would like to thank all at the surgery for the treatment i receive</p> <p>You can never see a Dr you want to see I would like it if you could pre-book appointments up to a week in advance</p> <p>Provisions should be made for booking appointments when the surgery has training afternoons</p> <p>Phone up at 8am and 2pm to book appointments could be altered to all day bookings taken I would like to like to book with a doctor when I ring instead of calling on the day. I would like to be offered an appointment for the next day if one isn't available that day in the same phone call instead of having to ring back the next morning</p> <p>More than one person on reception when there is a queue would be helpful</p> <p>Wasn't aware of internet access, booking appointments, repeat prescriptions but will now register</p> <p>I have informed reception twice about the rotating board, it scrolls in a way that makes reading unintelligible. It should scroll to the left (please)</p> <p>I would like to have a written report on my health, I have a number of problems which could be investigated and a treatment plan formulated. I would feel happier with this rather than seeing a GP for symptoms and not understanding if these relate to pre existing conditions. I would like this annual report to set out my health state and progress with individual conditions</p> <p>The practice is very professional and nothing is too much trouble. Getting an appointment has got so much easier.</p> <p>Getting an appointment is easier now</p> <p>When you book an appointment for B12 you can't book an appointment in 3 months, it's about 3 weeks before it is due</p>

Base: 25 out of 266 people answered this question