**Patient Survey questionnaire dated November 2011**

**Results**

**24.49% in person**

**67.35% by phone**

**4.08% by email**

**4.08% online**

**9.52% Very easy**

**40.48% Easy**

**47.62% Not easy**

**2.38% Average**

**92.86% Very helpful**

**7.14% Fairly helpful**

**52.38% Very happy**

**40.48% Fairly happy**

**4.76% Not happy**

**2.38% Dissatisfied**

**12.24% Before 8am**

**20.42% After 6:30pm**

**55.10% On Saturday**

**12.24% On Sunday**

**Very good 59.53%**

**Good 33.33%**

**Fair 0%**

**Poor 7.14%**

**63.41% Very happy**

**29.27% Fairly happy**

**4.88% Not happy**

**2.44% No comment**

**Analysis**

|  |  |  |
| --- | --- | --- |
|  | **Appointment at your surgery** | **No. of patients** |
| 1 | When did you last see your GP? |  |
|  | Nov 2010 | 1 |
|  | April 2011 | 1 |
|  | May 2011 | 2 |
|  | Aug 2011 | 2 |
|  | Sept 2011 | 1 |
|  | Oct 2011 | 6 |
|  | Nov 2011 | 19 |
|  | Dec 2011 | 2 |
|  | Jan 2012 | 1 |
|  | Blank | 6 |
|  | Long time ago | 1 |
|  | Cannot remember | 1 |
| 2 | How would you like to book appointments at your GP surgery?  No preference |  |
|  | In Person | 12 |
|  | By phone | 33 |
|  | email | 2 |
|  | Online | 2 |
| 3 | How easy have you found:  Getting through on phone |  |
|  | Very easy | 4 |
|  | easy | 17 |
|  | Not easy | 20 |
|  | Average | 1 |
|  | **Arriving for your appointment** |  |
| 4 | How helpful do you find the receptionist |  |
|  | Very helpful | 39 |
|  | Fairly helpful | 3 |
| 5 | How long is the waiting time for you to be seen? |  |
|  | 5-15 minutes | 20 |
|  | 16-30 minutes | 15 |
|  | More than 30 minutes | 7 |
|  | **Opening Hours** |  |
| 6 | How happy are you with the surgery’s opening hours? |  |
|  | Very happy | 22 |
|  | Fairly happy | 17 |
|  | Not very happy | 2 |
|  | Very dissatisfied | 1 |
| 7 | What additional times would you most like the GP surgery to be open? |  |
|  | Before 8am | 6 |
|  | After 6:30pm | 10 |
|  | On Saturday | 27 |
|  | On Sunday | 6 |
|  | **Seeing the doctor at the surgery** |  |
| 8 | How would you rate the doctor on the following:  Giving you enough time?  Asking about your symptoms?  Listening to you? |  |
|  | Very good | 25 |
|  | Good | 14 |
|  | Poor | 3 |
|  | **Overall satisfaction** |  |
| 9 | Are you happy with the care you get? |  |
|  | Very happy | 26 |
|  | Fairly happy | 12 |
|  | Not very happy | 2 |
|  | Blank | 1 |

Waiting times can be long & getting an appointment can be hard