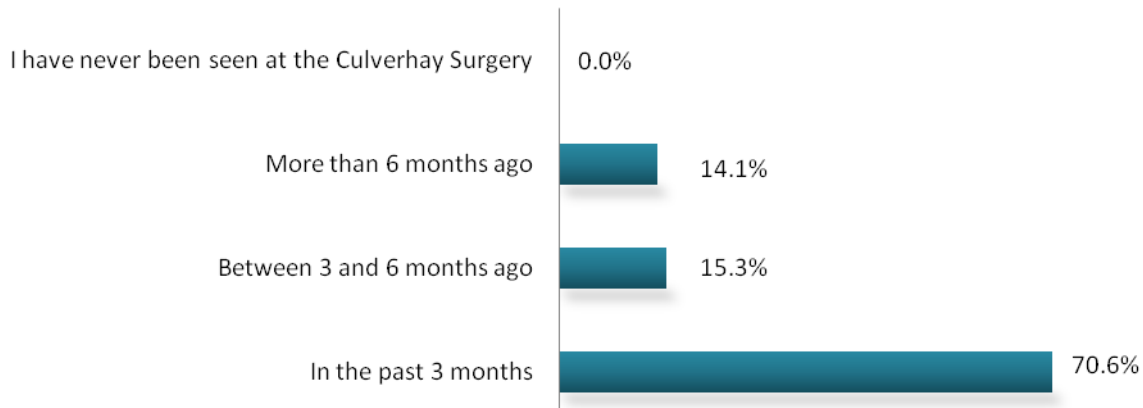


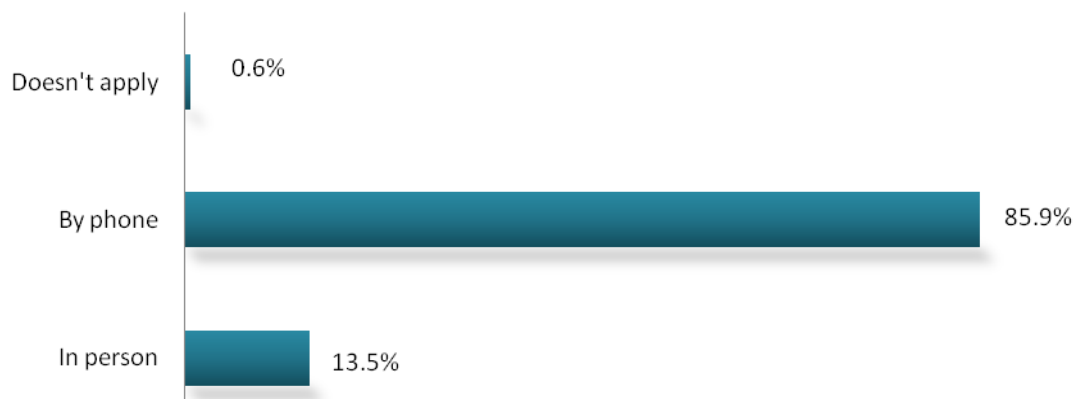
The Culverhay Surgery GP Patient Survey Results 2011/12

Q1. When did you last see a Doctor at the Culverhay Surgery?



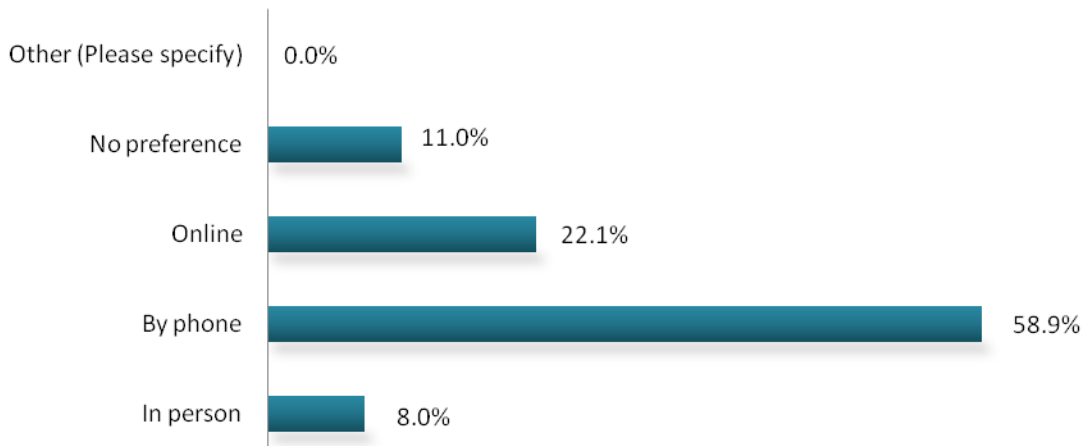
Answer Options	Response Percent	Response Count
In the past 3 months	70.6%	115
Between 3 and 6 months ago	15.3%	25
More than 6 months ago	14.1%	23
I have never been seen at the Culverhay Surgery	0.0%	0
answered question		163
skipped question		0

Q2. How do you normally book your appointment to see a Doctor or Nurse at the Culverhay Surgery?



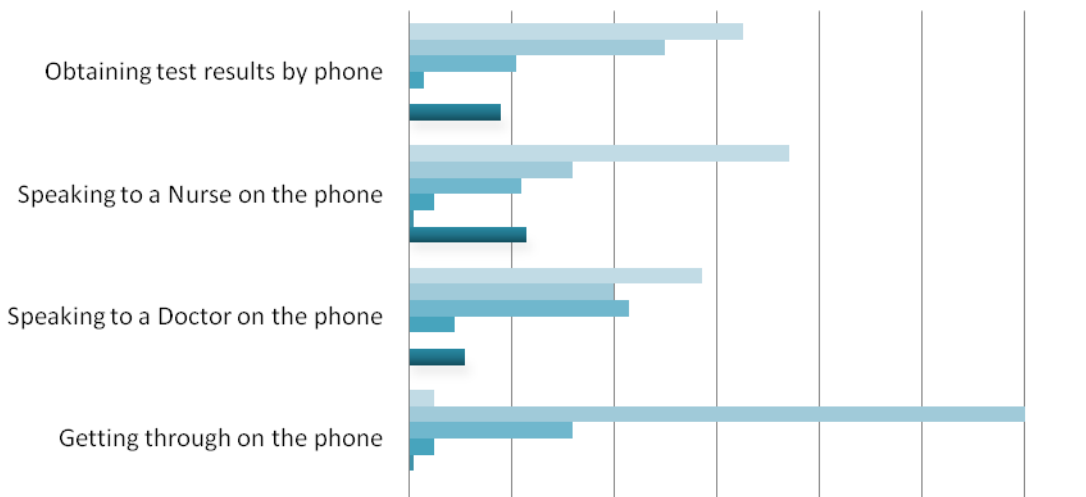
Answer Options	Response Percent	Response Count
In person	13.5%	22
By phone	85.9%	140
Doesn't apply	0.6%	1
answered question		163
skipped question		0

Q3. Which of the following methods would you prefer to use to book an appointment?



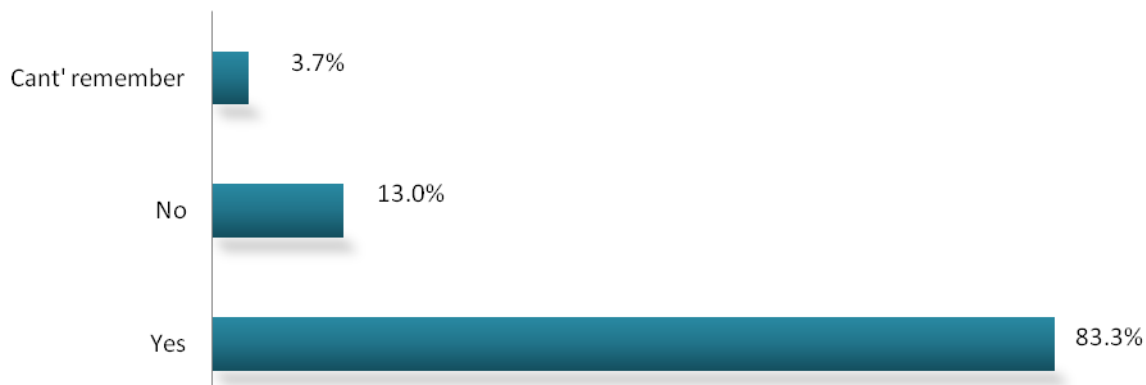
Answer Options	Response Percent	Response Count
In person	8.0%	13
By phone	58.9%	96
Online	22.1%	36
No preference	11.0%	18
Other (Please specify)	0.0%	0
answered question		163
skipped question		0

Chart Title



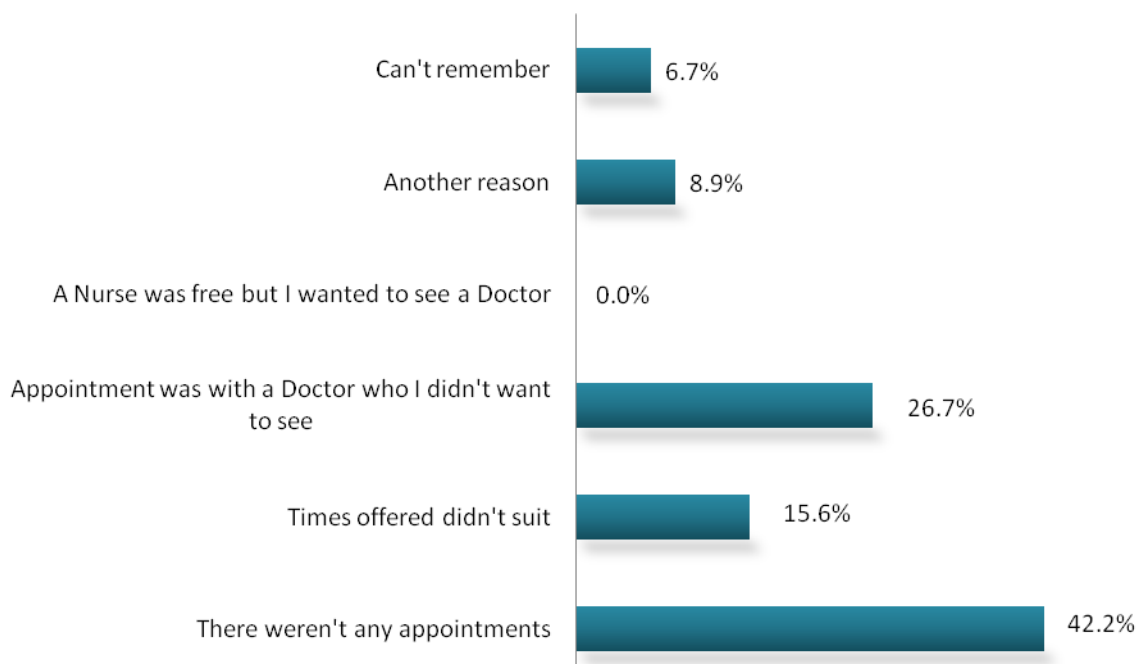
	Getting through on the phone	Speaking to a Doctor on the phone	Speaking to a Nurse on the phone	Obtaining test results by phone
Not tried	5	57	74	65
Very easy	120	40	32	50
Fairly easy	32	43	22	21
Not very easy	5	9	5	3
Not at all easy	1	0	1	0
Don't know	0	11	23	18

Q.5 Think about the last time you tried to see a Doctor fairly quickly. Were you able to see a Doctor on the same day or in the next two working days?

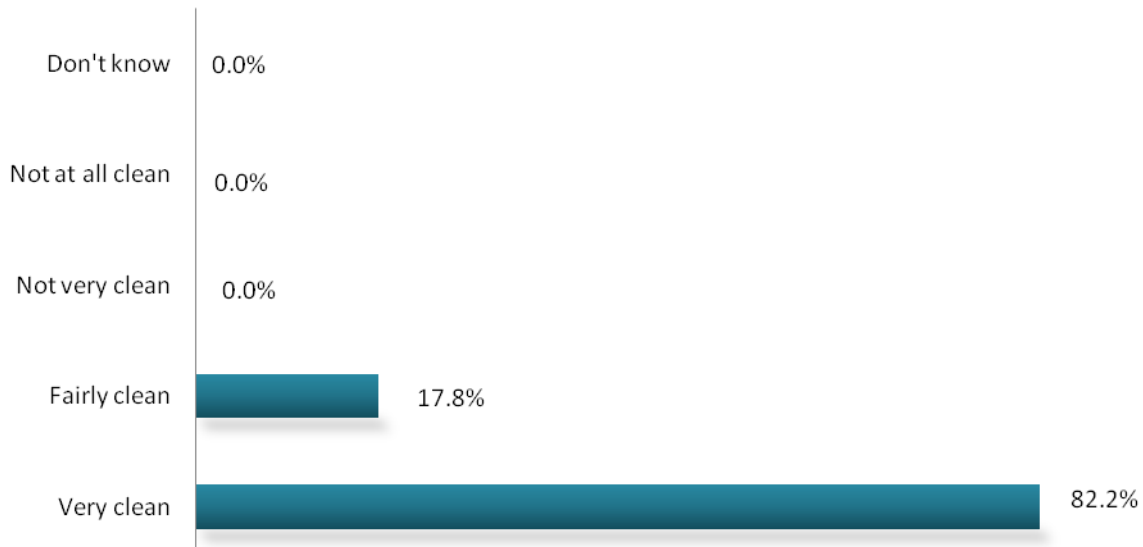


Answer Options	Response Percent	Response Count
Yes	83.3%	135
No	13.0%	21
Cant' remember	3.7%	6
answered question		162
skipped question		1

Q.6 If you could not be seen during the next 2 working days that the Culverhay Surgery was open, the reason for this was?

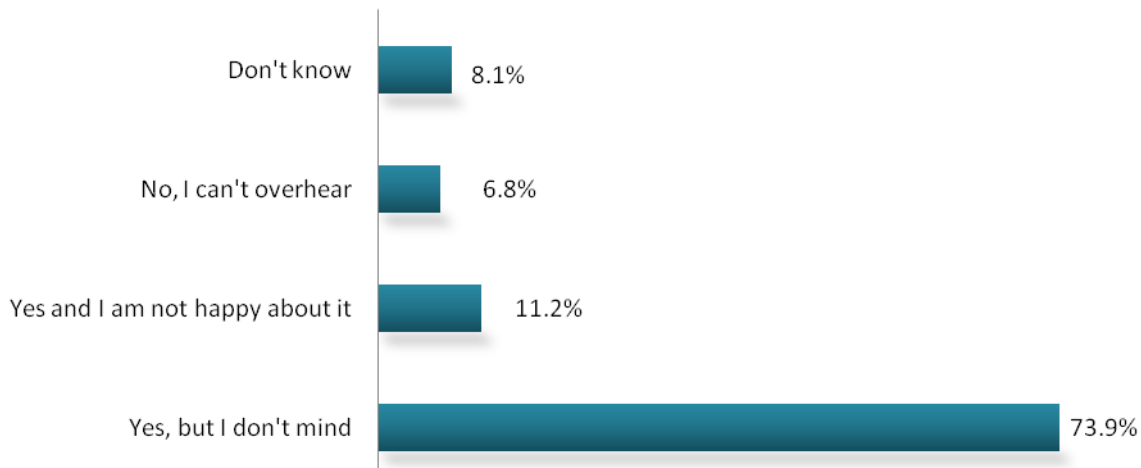


Q7. How clean do you find the surgery?



Answer Options	Response Percent	Response Count
Very clean	82.2%	134
Fairly clean	17.8%	29
Not very clean	0.0%	0
Not at all clean	0.0%	0
Don't know	0.0%	0
answered question		163
skipped question		0

Q8. Whilst sitting in the waiting room can you overhear what is being said to patients at the reception desk?



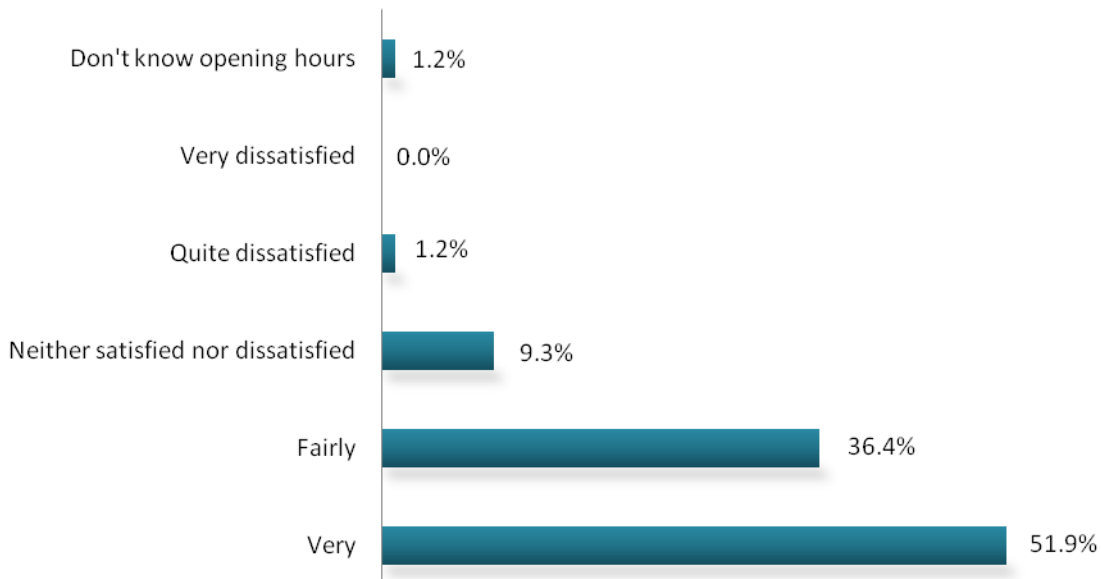
Answer Options	Response Percent	Response Count
Yes, but I don't mind	73.9%	119
Yes and I am not happy about it	11.2%	18
No, I can't overhear	6.8%	11
Don't know	8.1%	13
answered question		161
skipped question		2

Q9. How helpful do you find the receptionists at the surgery?



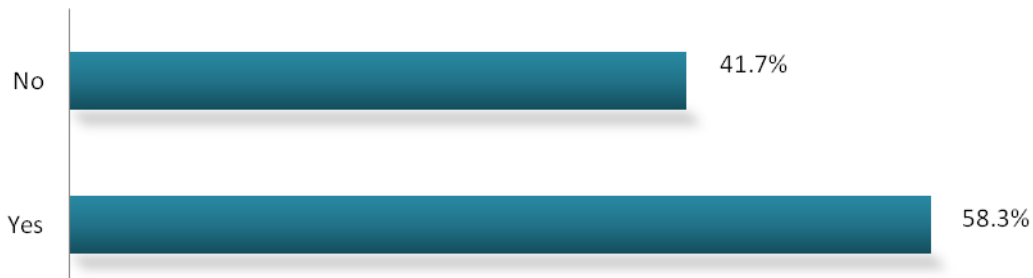
Answer Options	Response Percent	Response Count
Very	89.4%	143
Fairly	8.8%	14
Not very	1.9%	3
Not at all	0.0%	0
answered question		160
skipped question		3

Q10. How satisfied are you with the opening hours at the Culverhay Surgery?



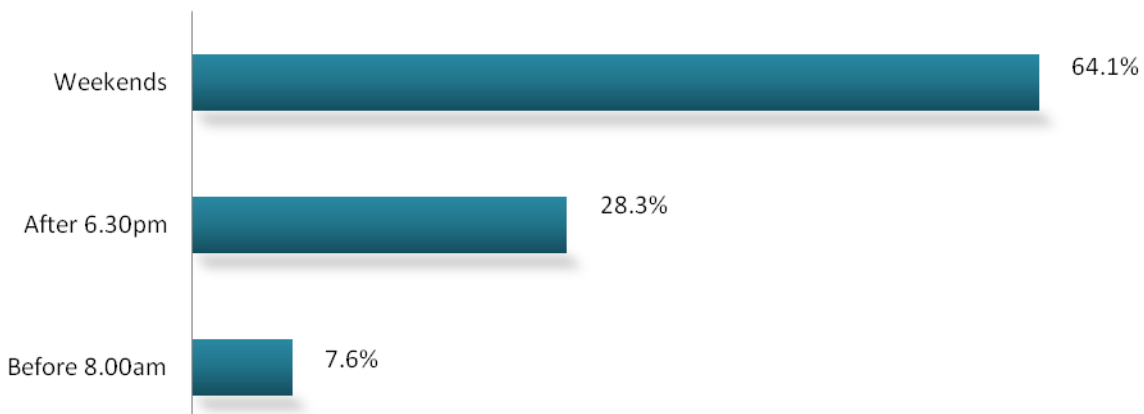
Answer Options	Response Percent	Response Count
Very	51.9%	84
Fairly	36.4%	59
Neither satisfied nor dissatisfied	9.3%	15
Quite dissatisfied	1.2%	2
Very dissatisfied	0.0%	0
Don't know opening hours	1.2%	2
answered question		162
skipped question		1

Q11. Would you like the Culverhay Surgery open at additional times?



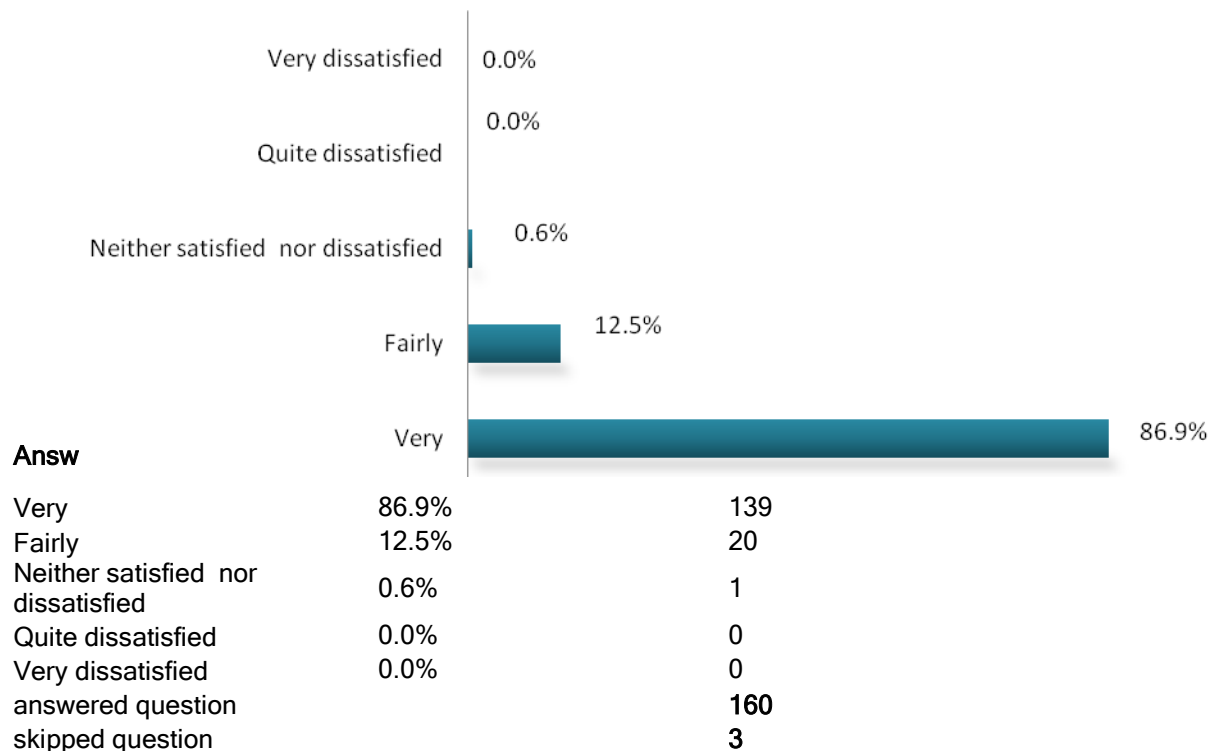
Answer Options	Response Percent	Response Count
Yes	58.3%	91
No	41.7%	65
answered question		156
skipped question		7

Q12. When would you like the Culverhay Surgery to be open?

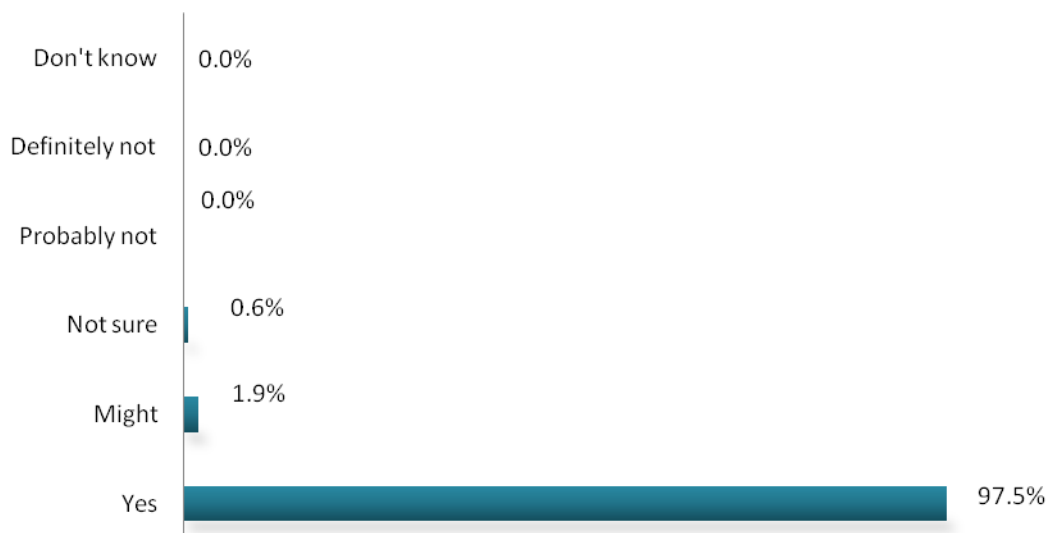


Answer Options	Response Percent	Response Count
Before 8.00am	7.6%	7
After 6.30pm	28.3%	26
Weekends	64.1%	59
answered question		92
skipped question		71

Q13. In general, how satisfied are you with the care you receive from the Culverhay Surgery?



Q14. Would you recommend the Culverhay Surgery to someone who has just moved to your local area?



Answer Options	Response Percent	Response Count
Yes	97.5%	157
Might	1.9%	3
Not sure	0.6%	1
Probably not	0.0%	0
Definitely not	0.0%	0
Don't know	0.0%	0
answered question		161
skipped question		2

The Culverhay Surgery Patient Survey 2011-12 (Patient Demographics)

Are you	Male	Female	Response Count
	66	97	163

What is your ethnic group?	White British	Mixed	Asian or Asian British	Black or Black British	Chinese or other	Any other	Response Count
	157	0	0	2	1	1	161

Are you	Employed	Full-time education	Unemployed	Permanently sick or disabled	Fully retired from work	Looking after the home	Doing something else	Response Count
	71	4	6	4	54	20	4	163

How old are you?	Under 16	17 - 24	25 - 34	35 - 44	45 - 54
	1	9	14	28	32
	55 - 64	65 - 74	75 - 84	Over 84	Response Count
	24	23	25	6	162

In general your health is?	Excellent	Very good	Good	Fair	Poor	Response Count
	12	59	56	30	5	162

Your Health is	Deafness or severe hearing impairment	Blindness of severe visual impairment	A condition that substantially limits one or more basic physical activities	A learning difficulty	A long-standing psychological or emotional condition	Other, including any long-standing illness	I do not have a long-standing condition	Response Count
	10	4	22	0	8	34	78	156

Are you a deaf person who uses sign language?	Yes	No	Response Count
	1	158	159

Do you have carer responsibilities for anyone in your household with a long-standing health problem or disability?		
Answer Options	Response Percent	Response Count
Yes	5.0%	8
No	95.0%	152

The Culverhay Surgery Survey Action Plan 2011/12

Survey Question Number and Actions	Lead	Date	Comments
<p>Question 3</p> <p>The interest shown by patients who wish to book their appointments online will be investigated and hopefully put into action. There are plans on the horizon for the introduction of new computer software into the surgery that would enable patients the option of online booking for selected services.</p>	Practice Manger/IT	TBC	
<p>Question 8</p> <p>We aim to ensure that patients are aware that they have the right to request a private area for any conversations or discussions with clinical and non-clinical staff.</p> <p>We are looking into options to improving the reception area with the possibility of introducing background music and information screens.</p>	Practice Manger /Reception	May 2012	<p>The use of a further survey to gather feedback from patients as to how they would want to address this issue.</p> <p>Use of posters and literature in the reception area to inform patients of their right to privacy.</p> <p>(Although, almost 74% of patients were not concerned that they could be overheard)</p>
<p>Question 12</p> <p>We have recently introduced the late night Nurses clinics on a Monday night and found that these are proving very popular. The introduction of further Doctor surgeries will be looked into although it was felt that we offer a varied range of appointment times at present.</p>	Practice Manager	May 2012	<p>It was also noted that a few patients would be interested in the option of having appointments available on Wednesday afternoon. This will also be taken into consideration.</p>