

# The Central Surgery, Oadby Patient Experience Survey 2013-14

230 responses

**Q1a. If you need to see a GP urgently, can you normally get seen on the same day?**

Answer	Count	%
Yes	172	74.8
No	34	14.8
Don't know/never needed to	24	10.4

**Q1b. If no, why not?**

Answer	Count	%
Fully booked on the day	31	13.5
Times offered didn't suit	5	2.2
Appointment available was with a doctor I didn't want to see	8	3.5
Can't remember	3	1.3

**Q2a. How often do you see the doctor you prefer to see?**

Answer	Count	%
Always or almost always	47	20.4
A lot of the time	54	23.5
Some of the time	68	29.6
Never or almost never	36	15.7
Not tried	25	10.9

**Q2b. How important is it to you to see your preferred doctor?**

Answer	Count	%
Very important	98	42.6
Quite important	92	40
Not important	35	15.2

**Q3a. Which is more important to you?**

Answer	Count	%
Seeing GP of choice (even if this means waiting a few days)	104	45.2
Being seen quickly (even if this means no choice/less choice of GP offered)	105	45.7

**Q4. How easy is it for you to get an appointment with a practice nurse at your surgery?**

<b>Answer</b>	<b>Count</b>	<b>%</b>
Very easy	86	37.4
Fairly easy	112	48.7
Not very easy	10	4.3
Don't know/never tried	19	8.3

**Q5. Thinking of the times you have phoned the surgery, how do you rate the ability to get through on the phone?**

<b>Answer</b>	<b>Count</b>	<b>%</b>
Excellent	22	9.6
Very good	87	37.8
Good	62	27
Fair	33	14.3
Poor	16	7
Very poor	7	3
Don't know/never tried	0	0

**Q6. In the past 6 months how useful have you found the following?**

**Q6a. Speaking to a health professional on the phone?**

<b>Answer</b>	<b>Count</b>	<b>%</b>
Useful	180	78.3
Not useful	13	5.7
Never tried	32	13.9

**Q6b. Obtaining test results by phone?**

<b>Answer</b>	<b>Count</b>	<b>%</b>
Useful	143	62.2
Not useful	22	9.6
Never tried	59	25.7

**Q7. In general, how satisfied are you with the care you get at your GP surgery?**

<b>Answer</b>	<b>Count</b>	<b>%</b>
Very satisfied	146	63.5
Fairly satisfied	61	26.5
Neither satisfied nor dissatisfied	13	5.7
Fairly dissatisfied	5	2.2
Very dissatisfied	0	0

**Q8. Would you recommend the Central Surgery to someone who has just moved to your local area?**

<b>Answer</b>	<b>Count</b>	<b>%</b>
Yes, would definitely recommend	171	74.3
Yes, might recommend	33	14.3
Not sure	13	5.7
No, would probably not recommend	8	3.5
Don't know	1	0.4

**Q9. In general, how satisfied are you by the way in which you are treated by the receptionists?**

<b>Answer</b>	<b>Count</b>	<b>%</b>
Very satisfied	146	63.5
Fairly satisfied	62	27
Neither satisfied nor dissatisfied	12	5.2
Fairly dissatisfied	3	1.3
Very dissatisfied	0	0

**Q10. In the reception area, can other patients overhear what you say to the receptionist?**

<b>Answer</b>	<b>Count</b>	<b>%</b>
Yes, but I don't mind	154	67
Yes, and I am not happy about it	50	21.7
No, other patients can't overhear	8	3.5
Don't know	12	5.2

**Q11a. We immunise over 2000 patients for flu every year. If you attended a flu clinic this year, how did you rate your experience?**

<b>Answer</b>	<b>Count</b>	<b>%</b>
Excellent	85	37
Very good	41	17.8
Good	11	4.8
Fair	1	0.4
Poor	0	0
Very poor	0	0
Not applicable to me	69	30

**Q12. This year we have made changes to our repeat prescription service, for patient safety reasons. If you have repeat prescriptions, how satisfied are you with the surgery's repeat prescription service?**

<b>Answer</b>	<b>Count</b>	<b>%</b>
Very satisfied	96	41.7
Fairly satisfied	68	29.6
Neither satisfied nor dissatisfied	15	6.5
Fairly dissatisfied	4	1.7
Very dissatisfied	4	1.7
Not applicable to me	29	12.6

**Q14. Would you like to receive a practice newsletter by email?**

<b>Answer</b>	<b>Count</b>	<b>%</b>
Yes	83	36.1
No	147	63.9

We collect and monitor the following information to ensure we are treating all people fairly and to help us identify any barriers that may need to be addressed.

**Q1. Are you male or female?**

<b>Answer</b>	<b>Count</b>	<b>%</b>
Male	74	32.2
Female	146	63.5

**Q2. How old are you?**

<b>Answer</b>	<b>Count</b>	<b>%</b>
Under 18	2	0.9
18-24	2	0.9
25-34	11	4.8
35-44	35	15.2
45-54	21	9.1
55-64	38	16.5
65-74	49	21.3
75-84	47	20.4
85 or over	15	6.5

**Q3. Which of these best describes what you are doing at present?**

<b>Answer</b>	<b>Count</b>	<b>%</b>
Full-time work	36	15.7
Part-time work	46	20
Full-time education	4	1.7
Unemployed	2	0.9
Permanently sick or disabled	12	5.2
Fully retired from work	97	42.2
Looking after the home	18	7.8
Doing something else	5	2.2

**Q4. In general, would you say your health is?**

<b>Answer</b>	<b>Count</b>	<b>%</b>
Excellent	10	4.3
Very good	68	29.6
Good	74	32.2
Fair	54	23.5
Poor	12	5.2

**Q5. Which ethnic group do you belong to?**

<b>Answer</b>	<b>Count</b>	<b>%</b>
White	183	79.6
Black or Black British	2	0.9
Asian or Asian British	27	11.7
Mixed	3	1.3
Chinese	0	0
Other ethnic group	2	0.9

Thank you for taking part in the Central Surgery Patient Survey