

Dr Bassett & Partners

# [PATIENT PARTICIPATION SURVEY] // RESULTS

Survey Results

**Raw Data**

Appendix A [Clinician Data]

Appendix B [Contact Me Data]

Appendix C [Feedback Data]



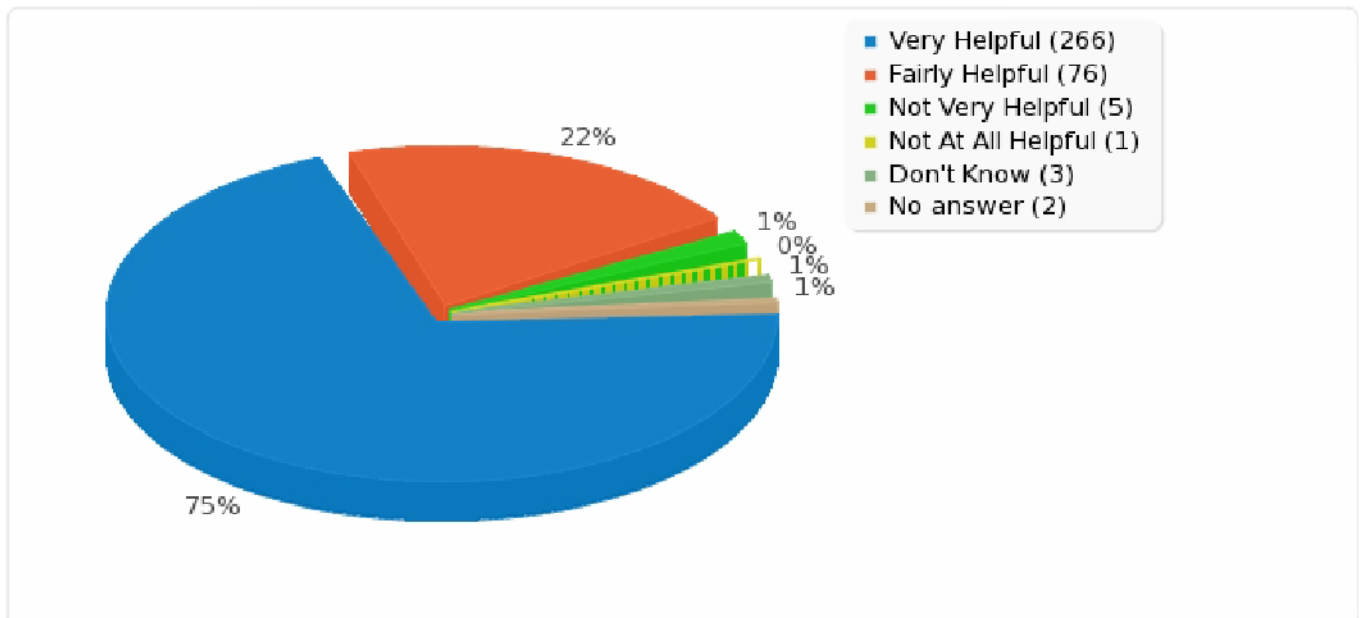
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## About Receptionists and Appointments

### Q1 - How helpful do you find the receptionists at your GP practice?

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Answer	Count	Percentage
Very Helpful (A1)	266	75.35%
Fairly Helpful (A2)	76	21.53%
Not Very Helpful (A3)	5	1.42%
Not At All Helpful (A4)	1	0.28%
Don't Know (A5)	3	0.85%
Other	0	0.00%
No answer	2	0.57%
Not completed or Not displayed	0	0.00%



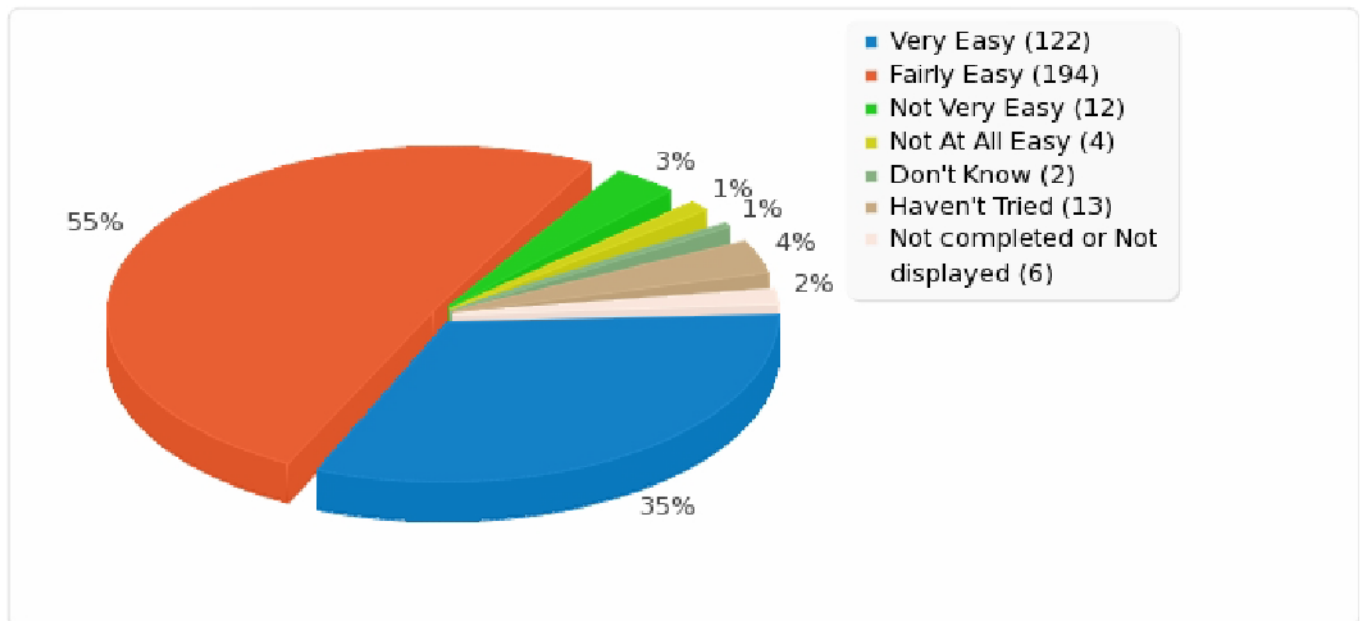
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## About Receptionists and Appointments

### Q2 - How easy is it to get through to someone at your GP practice on the phone?

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Answer	Count	Percentage
Very Easy (A1)	122	34.56%
Fairly Easy (A2)	194	54.96%
Not Very Easy (A3)	12	3.40%
Not At All Easy (A4)	4	1.13%
Don't Know (A5)	2	0.57%
Haven't Tried (A6)	13	3.68%
Other	0	0.00%
No answer	0	0.00%
Not completed or Not displayed	6	1.70%



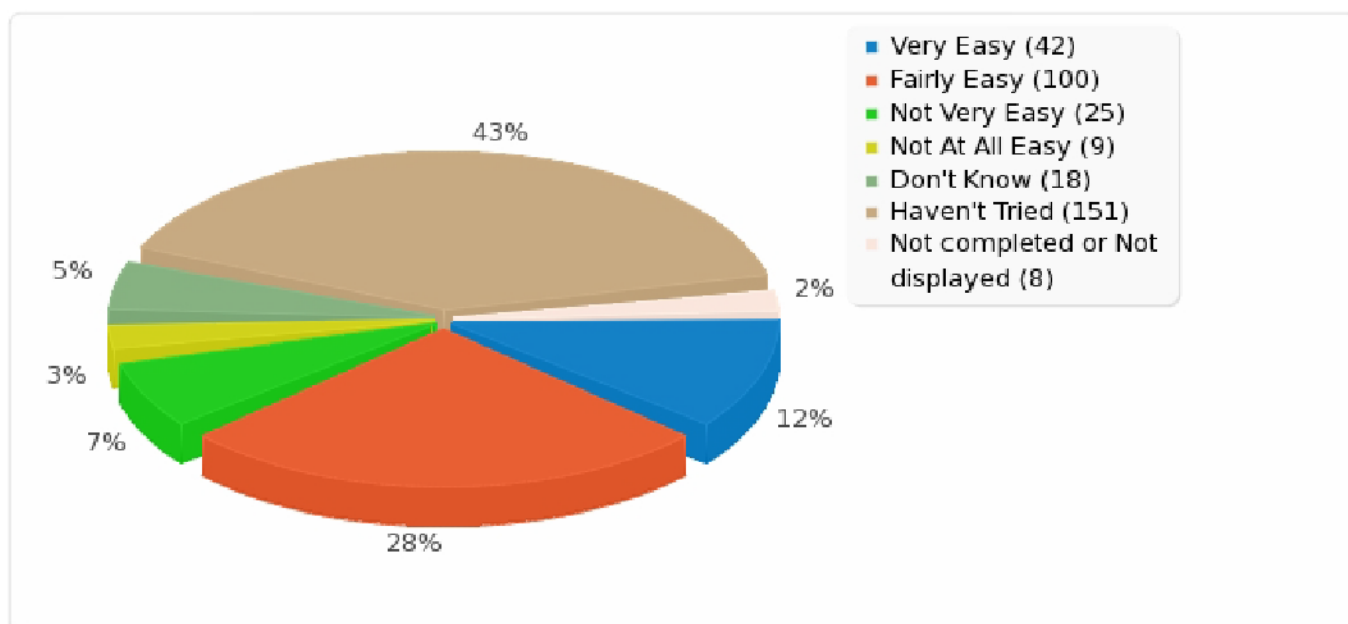
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## About Receptionists and Appointments

### Q3 - How easy is it to speak to a doctor or nurse on the phone at your GP practice?

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Answer	Count	Percentage
Very Easy (A1)	42	11.90%
Fairly Easy (A2)	100	28.33%
Not Very Easy (A3)	25	7.08%
Not At All Easy (A4)	9	2.55%
Don't Know (A5)	18	5.10%
Haven't Tried (A6)	151	42.78%
Other	0	0.00%
No answer	0	0.00%
Not completed or Not displayed	8	2.27%



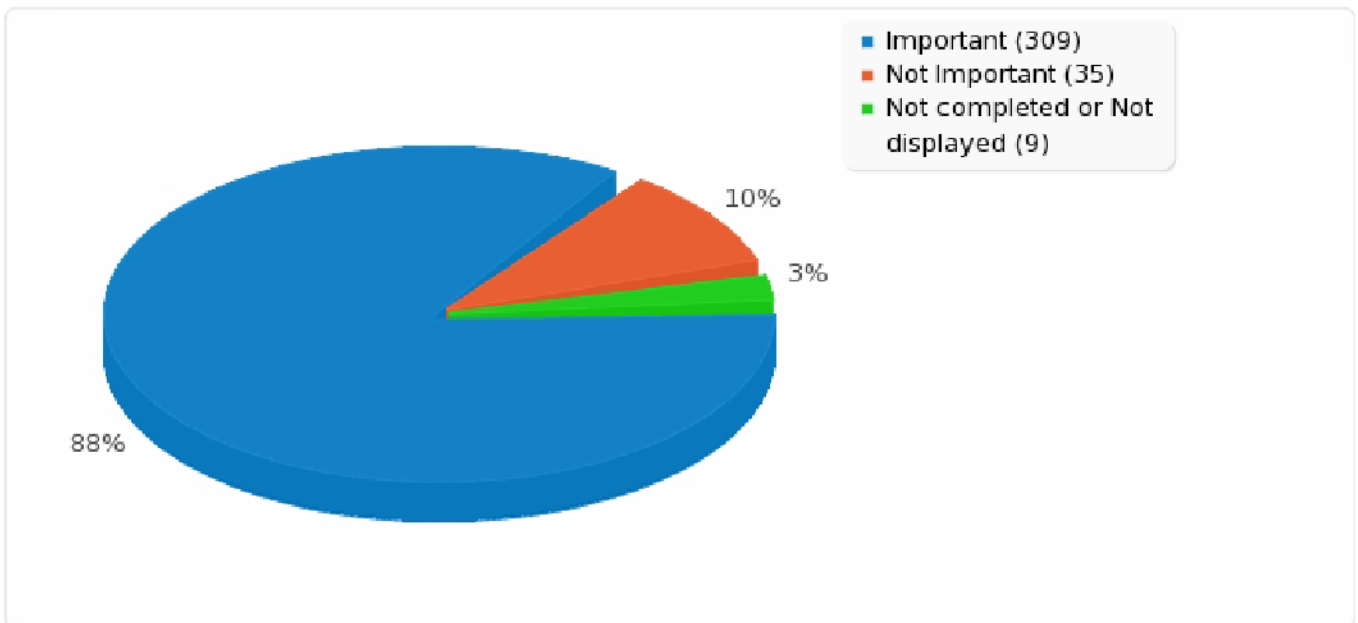
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## About Receptionists and Appointments

### Q4 - How important is it to you to be able to book appointments ahead of time in your practice?

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Answer	Count	Percentage
Important (A1)	309	87.54%
Not Important (A2)	35	9.92%
Other	0	0.00%
No answer	0	0.00%
Not completed or Not displayed	9	2.55%



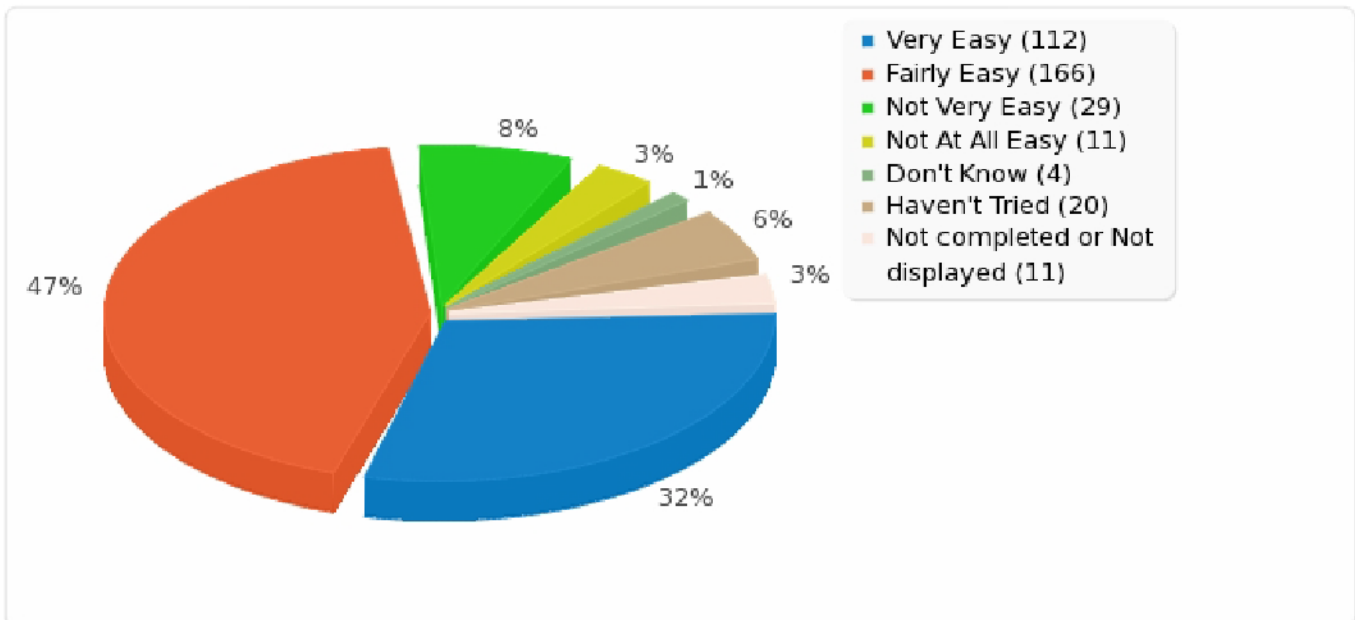
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About Receptionists and Appointments

**Q5 - How easy is it to book ahead in your Practice?**

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Answer	Count	Percentage
Very Easy (A1)	112	31.73%
Fairly Easy (A2)	166	47.03%
Not Very Easy (A3)	29	8.22%
Not At All Easy (A4)	11	3.12%
Don't Know (A5)	4	1.13%
Haven't Tried (A6)	20	5.67%
Other	0	0.00%
No answer	0	0.00%
Not completed or Not displayed	11	3.12%



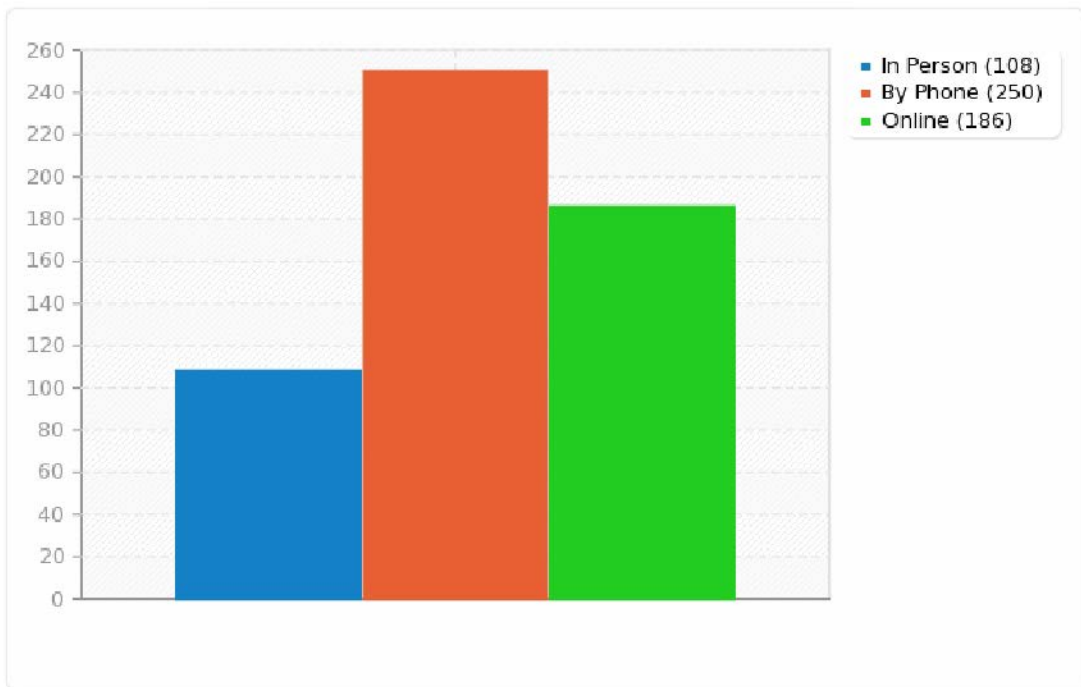
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About Receptionists and Appointments

**Q6 - Which of the following methods would you prefer to use to book appointments at your practice?**

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Answer	Count	Percentage
In Person (A1)	108	30.59%
By Phone (A2)	250	70.82%
Online (A3)	186	52.69%



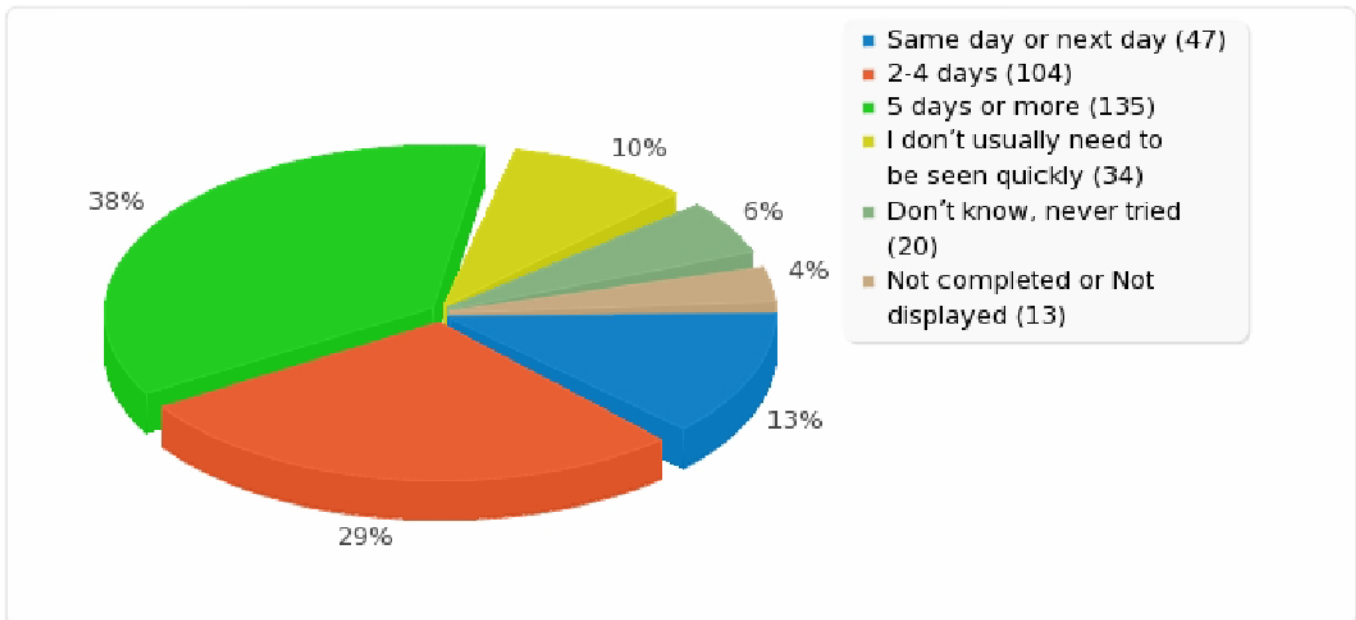
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Thinking of times when you want to see a particular Doctor

**Q7 - How quickly do you usually get seen for a routine appointment?**

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Answer	Count	Percentage
Same day or next day (A1)	47	13.31%
2-4 days (A2)	104	29.46%
5 days or more (A3)	135	38.24%
I don't usually need to be seen quickly (A4)	34	9.63%
Don't know, never tried (A5)	20	5.67%
Other	0	0.00%
No answer	0	0.00%
Not completed or Not displayed	13	3.68%





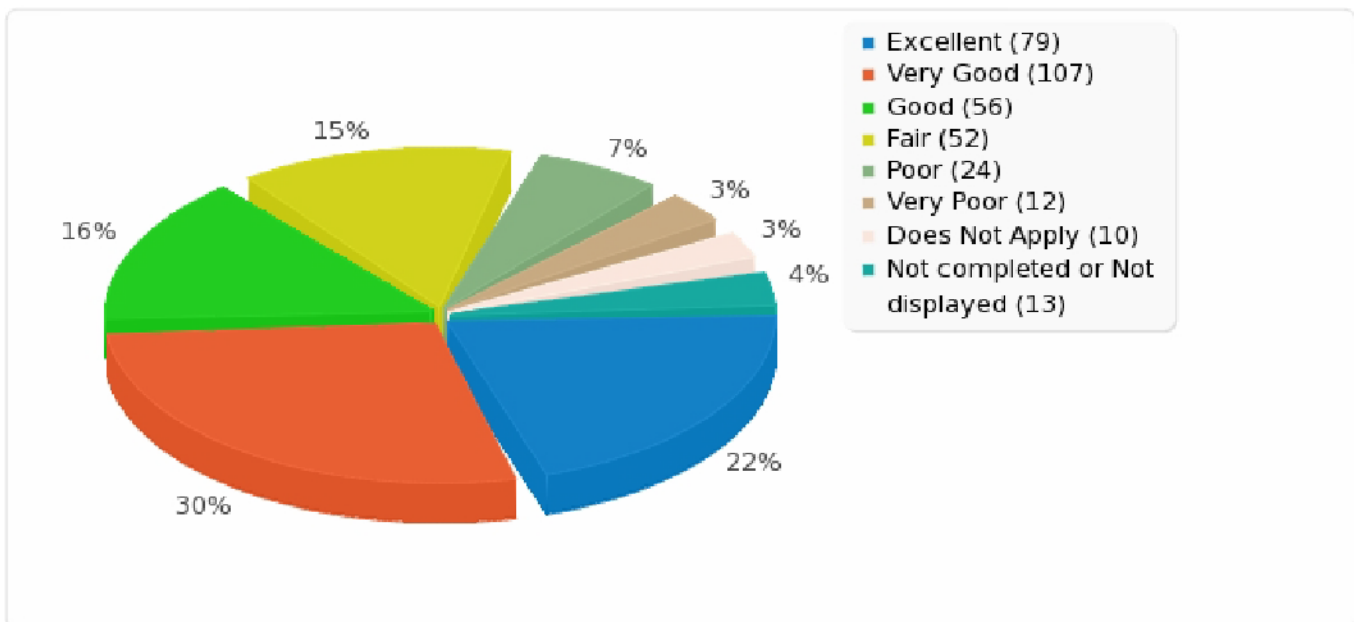
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Thinking of times when you want to see a particular Doctor

**Q8 - How do you rate this?**

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Answer	Count	Percentage
Excellent (A1)	79	22.38%
Very Good (A2)	107	30.31%
Good (A3)	56	15.86%
Fair (A4)	52	14.73%
Poor (A5)	24	6.80%
Very Poor (A6)	12	3.40%
Does Not Apply (A7)	10	2.83%
Other	0	0.00%
No answer	0	0.00%
Not completed or Not displayed	13	3.68%



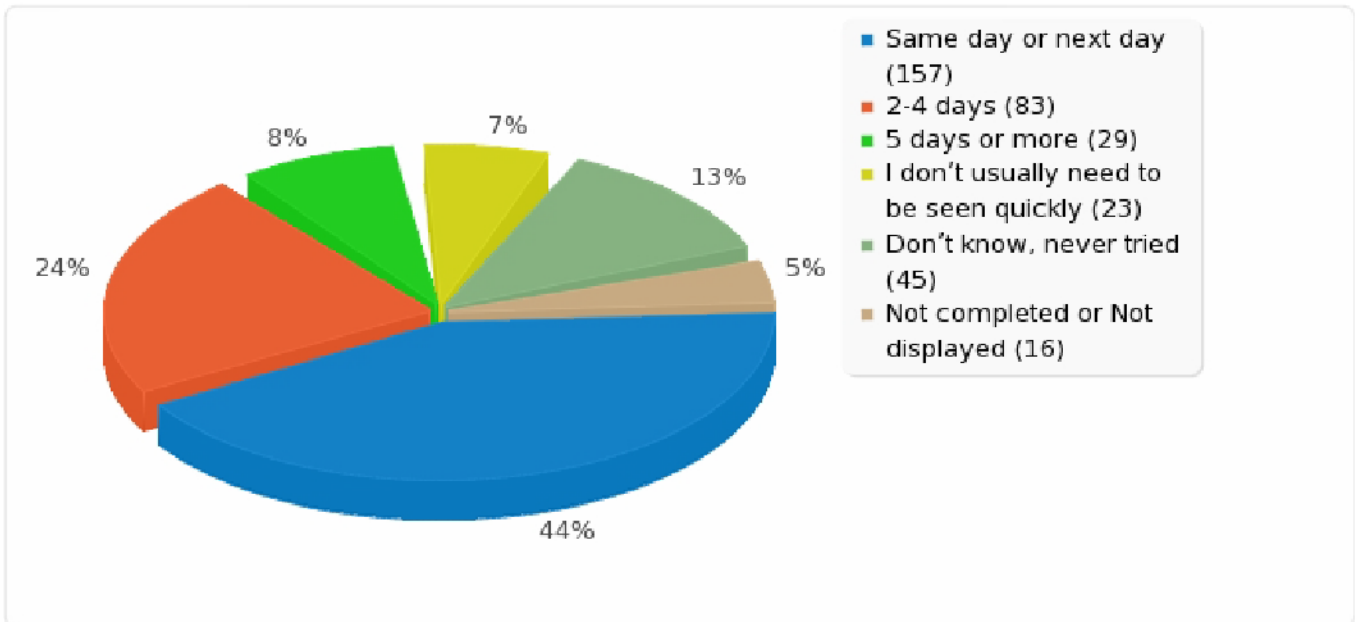
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Thinking of times when you are willing to see any Doctor

**Q9 - How quickly do you usually get seen?**

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Answer	Count	Percentage
Same day or next day (A1)	157	44.48%
2-4 days (A2)	83	23.51%
5 days or more (A3)	29	8.22%
I don't usually need to be seen quickly (A4)	23	6.52%
Don't know, never tried (A5)	45	12.75%
Other	0	0.00%
No answer	0	0.00%
Not completed or Not displayed	16	4.53%



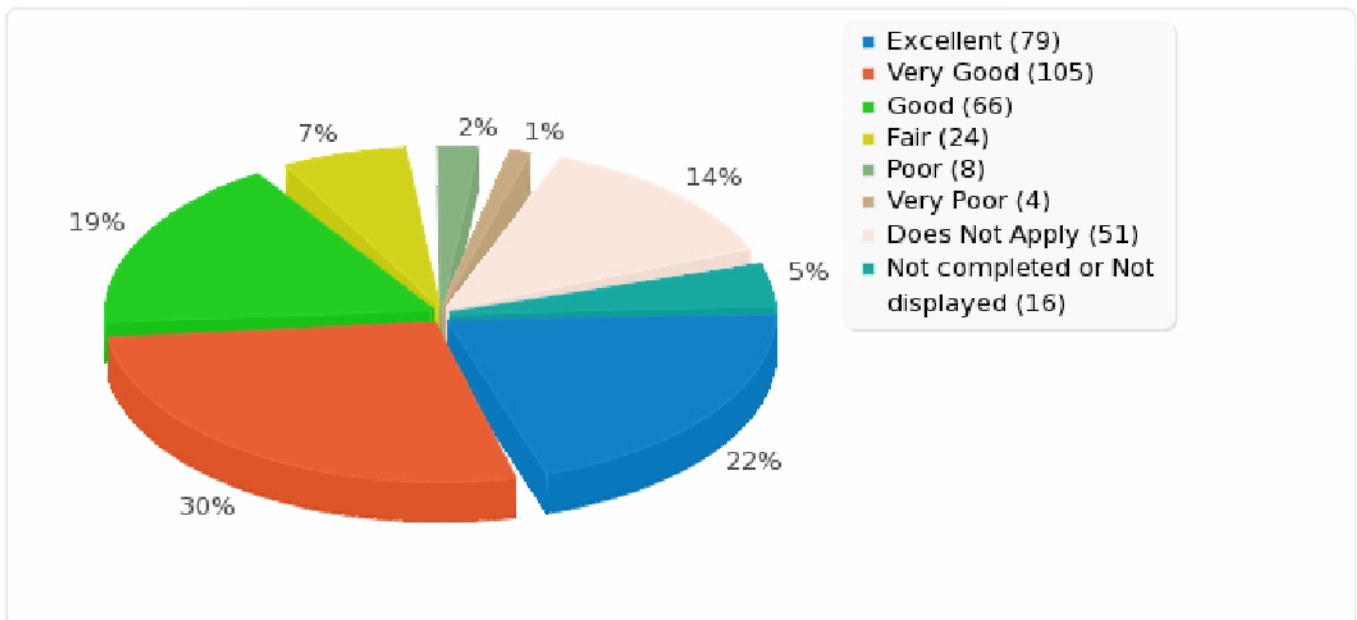
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Thinking of times when you are willing to see any Doctor

**10 - How do you rate this?**

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Answer	Count	Percentage
Excellent (A1)	79	22.38%
Very Good (A2)	105	29.75%
Good (A3)	66	18.70%
Fair (A4)	24	6.80%
Poor (A5)	8	2.27%
Very Poor (A6)	4	1.13%
Does Not Apply (A7)	51	14.45%
Other	0	0.00%
No answer	0	0.00%
Not completed or Not displayed	16	4.53%



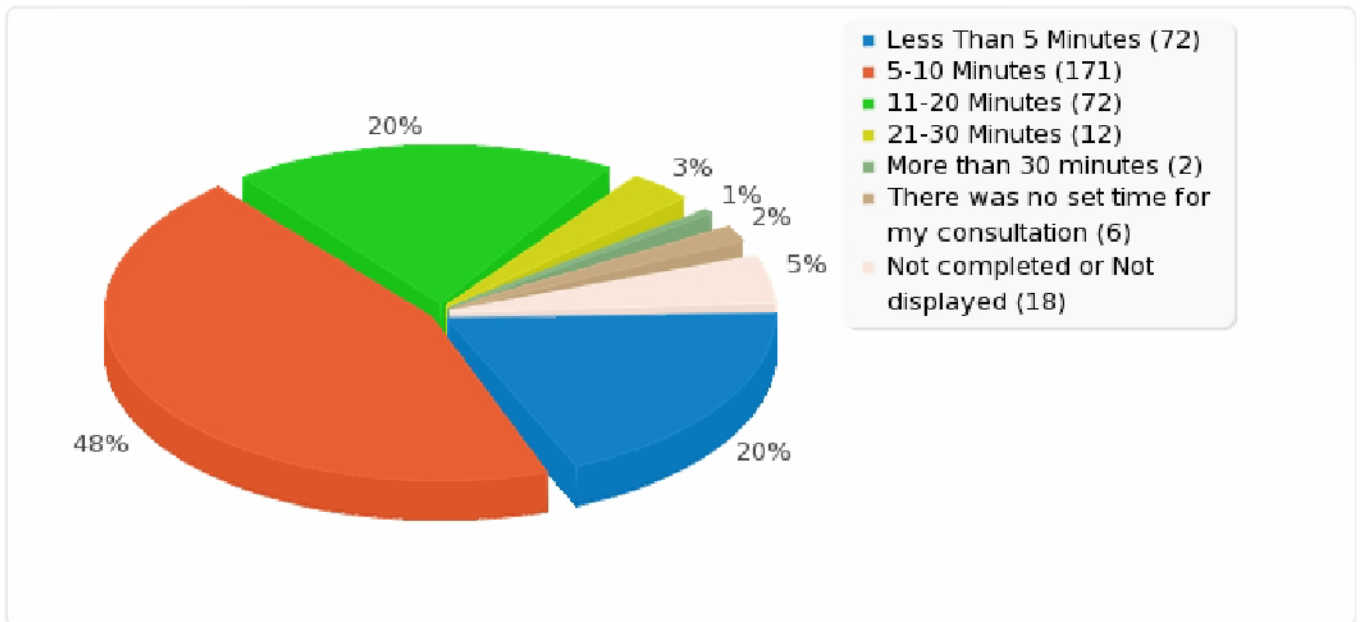
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Thinking of your most recent consultation with a Doctor or Nurse

**Q11 - How long do you normally have to wait from your appointment time?**

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Answer	Count	Percentage
Less Than 5 Minutes (A1)	72	20.40%
5-10 Minutes (A2)	171	48.44%
11-20 Minutes (A3) 21-	72	20.40%
30 Minutes (A4)	12	3.40%
More than 30 minutes (A5)	2	0.57%
There was no set time for my consultation (A6)	6	1.70%
Other	0	0.00%
No answer	0	0.00%
Not completed or Not displayed	18	5.10%



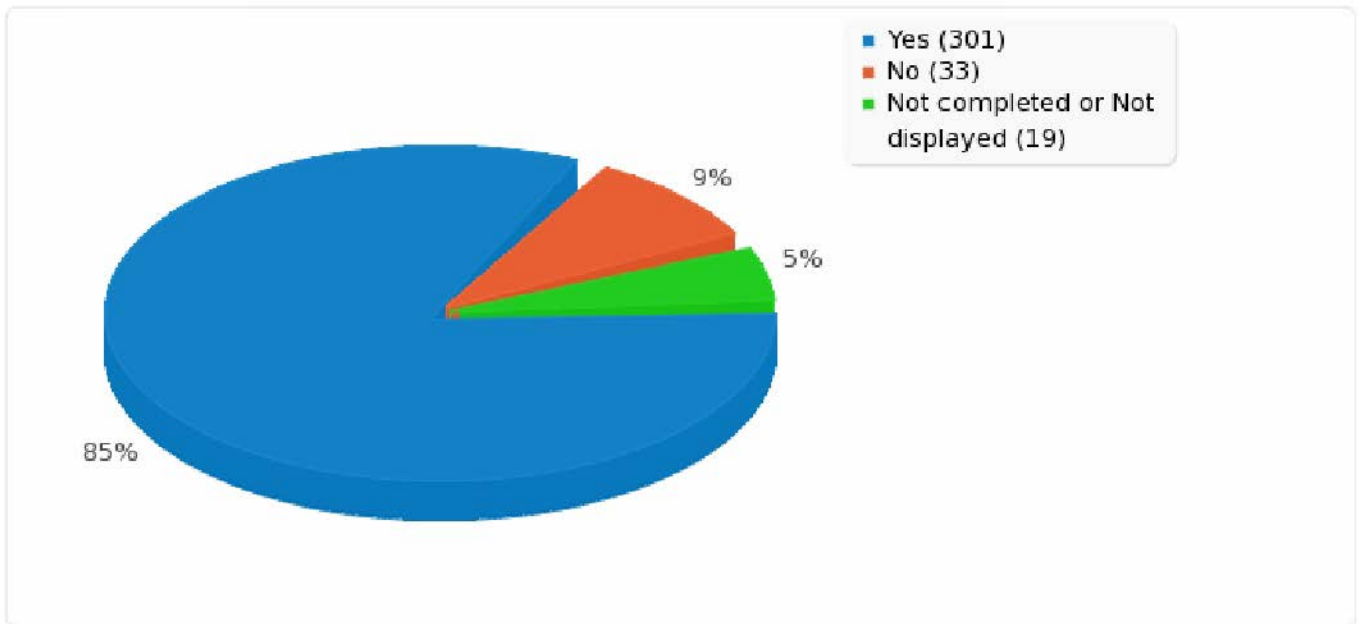
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About opening times

**Q12 - Is your GP practice currently open at times that are convenient to you?**

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Answer	Count	Percentage
Yes (Y)	301	85.27%
No (N)	33	9.35%
No answer	0	0.00%
Not completed or Not displayed	19	5.38%



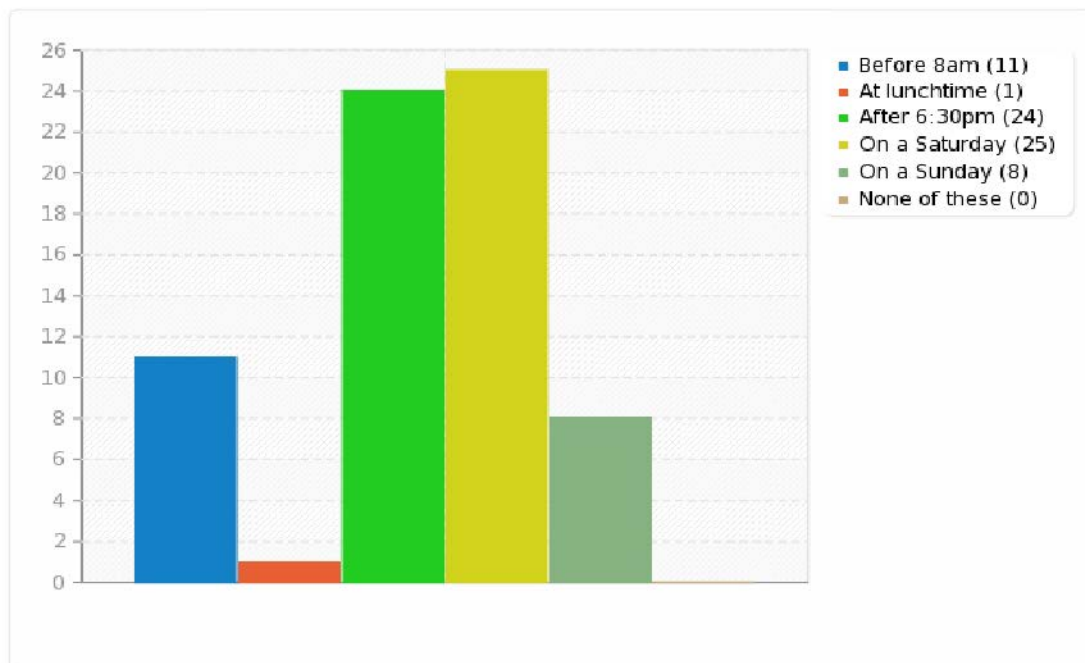
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About opening times

**Q13 - Which of the following additional opening hours would make it easier for you to see or speak to someone?**

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Answer	Count	Percentage
Before 8am (A1)	11	3.12%
At lunchtime (A2)	1	0.28%
After 6:30pm (A3)	24	6.80%
On a Saturday (A4)	25	7.08%
On a Sunday (A5)	8	2.27%
None of these (A6)	0	0.00%



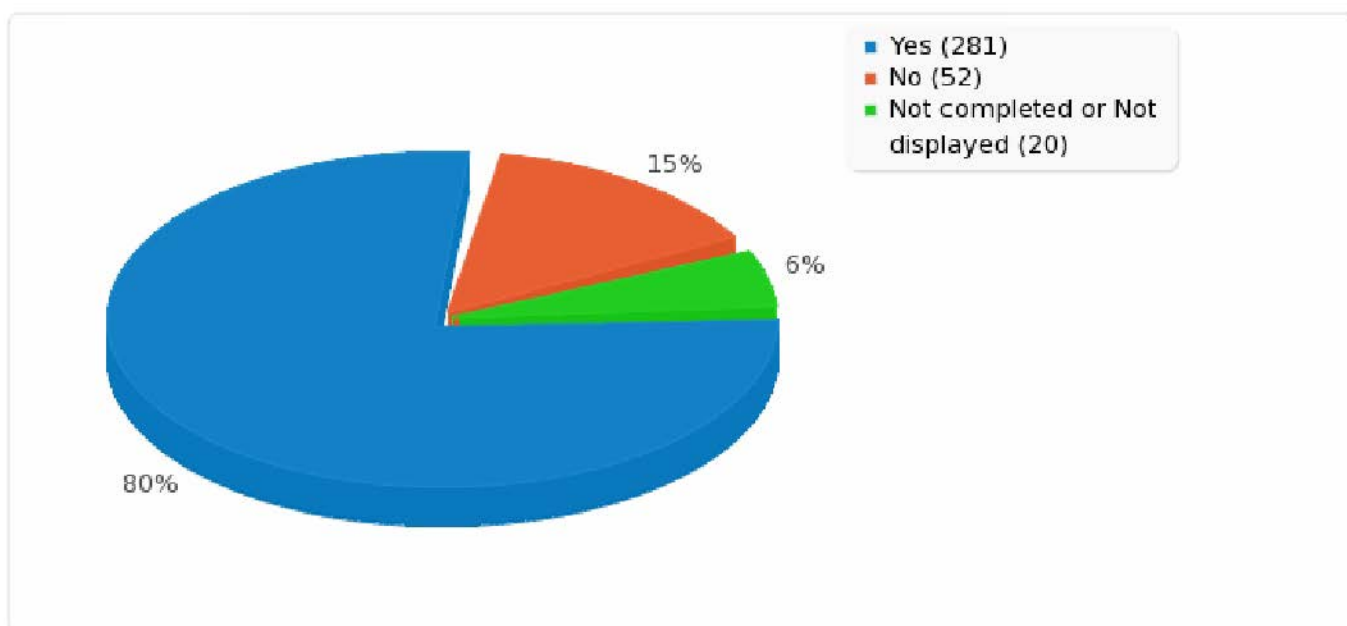
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About seeing the doctor of your choice

**Q14 - Is there a particular GP you usually prefer to see or speak to?**

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Answer	Count	Percentage
Yes (Y)	281	79.60%
No (N)	52	14.73%
No answer	0	0.00%
Not completed or Not displayed	20	5.67%



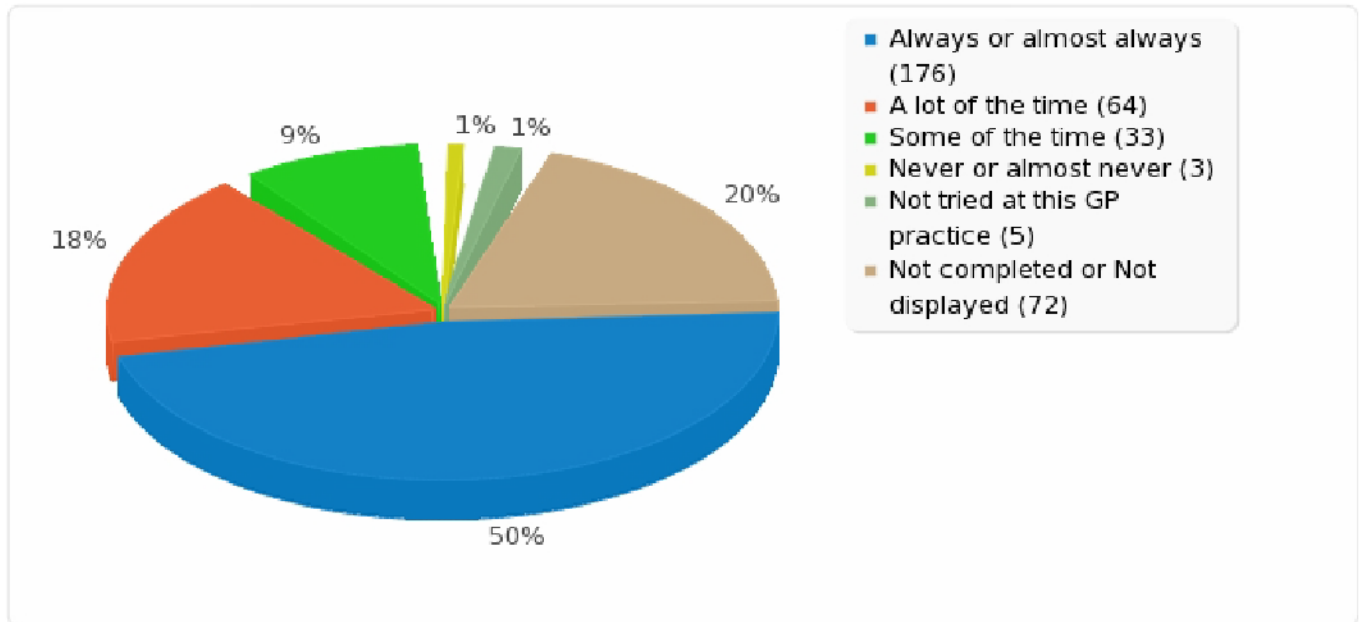
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About seeing the doctor of your choice

**Q15 - How often do you see or speak to the GP you prefer?**

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Answer	Count	Percentage
Always or almost always (A1)	176	49.86%
A lot of the time (A2)	64	18.13%
Some of the time (A3)	33	9.35%
Never or almost never (A4)	3	0.85%
Not tried at this GP practice (A5)	5	1.42%
Other	0	0.00%
No answer	0	0.00%
Not completed or Not displayed	72	20.40%



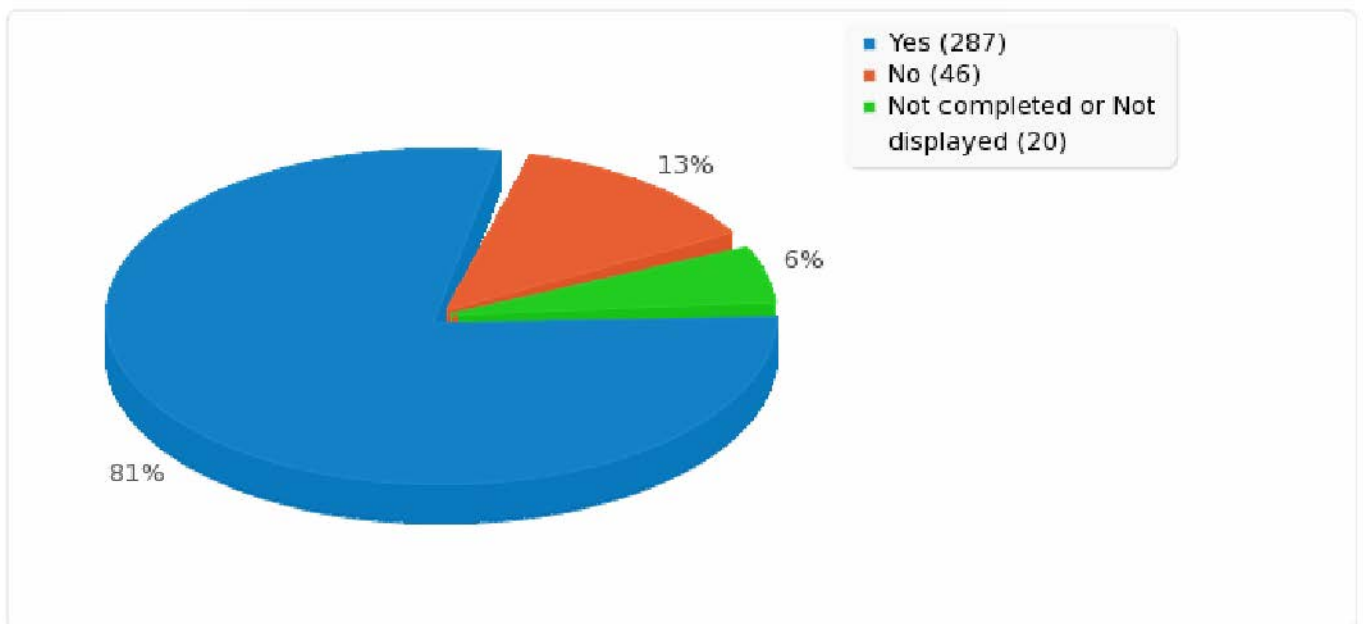


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### Have you seen your GP in the last 6 months?

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Answer	Count	Percentage
Yes (Y)	287	81.30%
No (N)	46	13.03%
No answer	0	0.00%
Not completed or Not displayed	20	5.67%



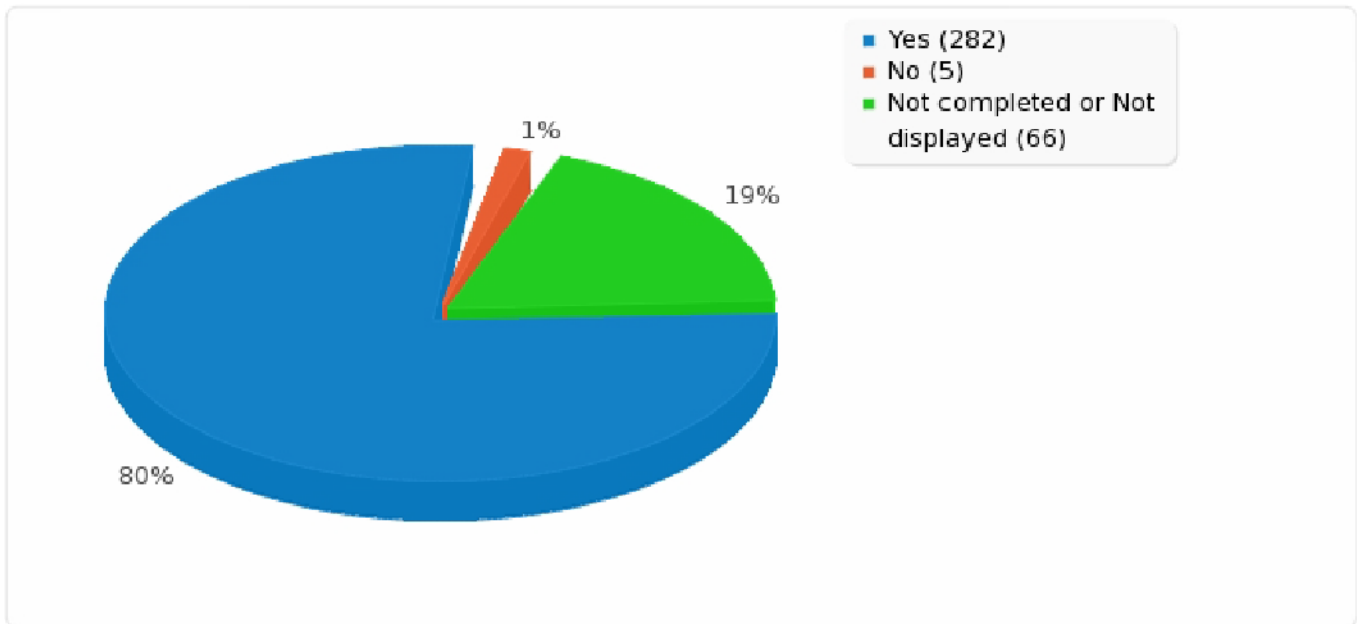
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How good was the last GP / Nurse you saw at each of the following?

**Q16 - Did they give you enough time?**

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Answer	Count	Percentage
Yes (Y)	282	79.89%
No (N)	5	1.42%
No answer	0	0.00%
Not completed or Not displayed	66	18.70%



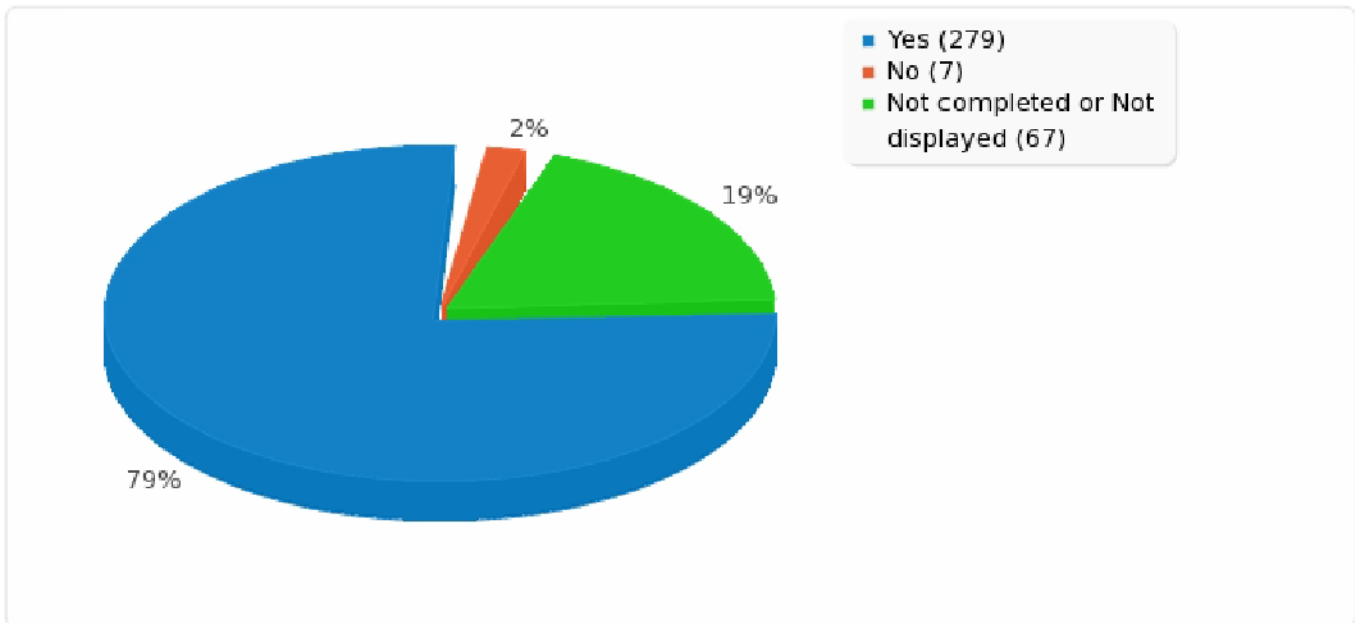
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How good was the last GP / Nurse you saw at each of the following?

**Q17 - Did they listen to you ?**

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Answer	Count	Percentage
Yes (Y)	279	79.04%
No (N)	7	1.98%
No answer	0	0.00%
Not completed or Not displayed	67	18.98%



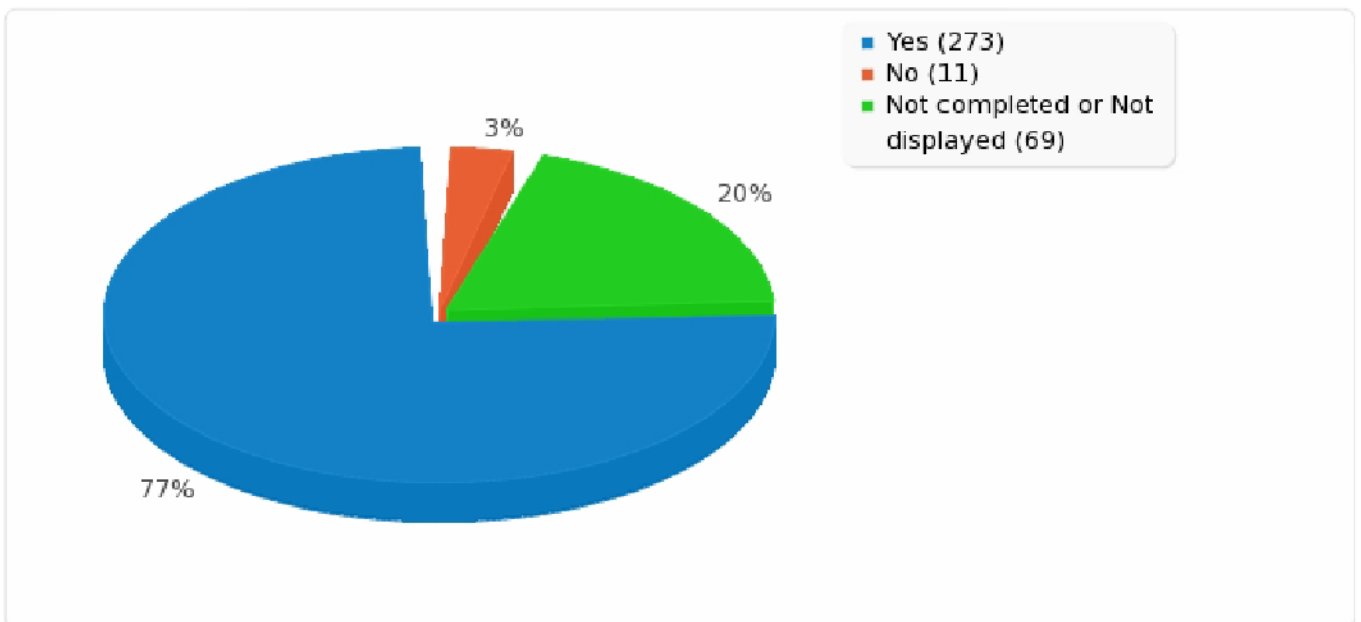
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How good was the last GP / Nurse you saw at each of the following?

**Q18 - Did they involve you in decisions about your care?**

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Answer	Count	Percentage
Yes (Y)	273	77.34%
No (N)	11	3.12%
No answer	0	0.00%
Not completed or Not displayed	69	19.55%



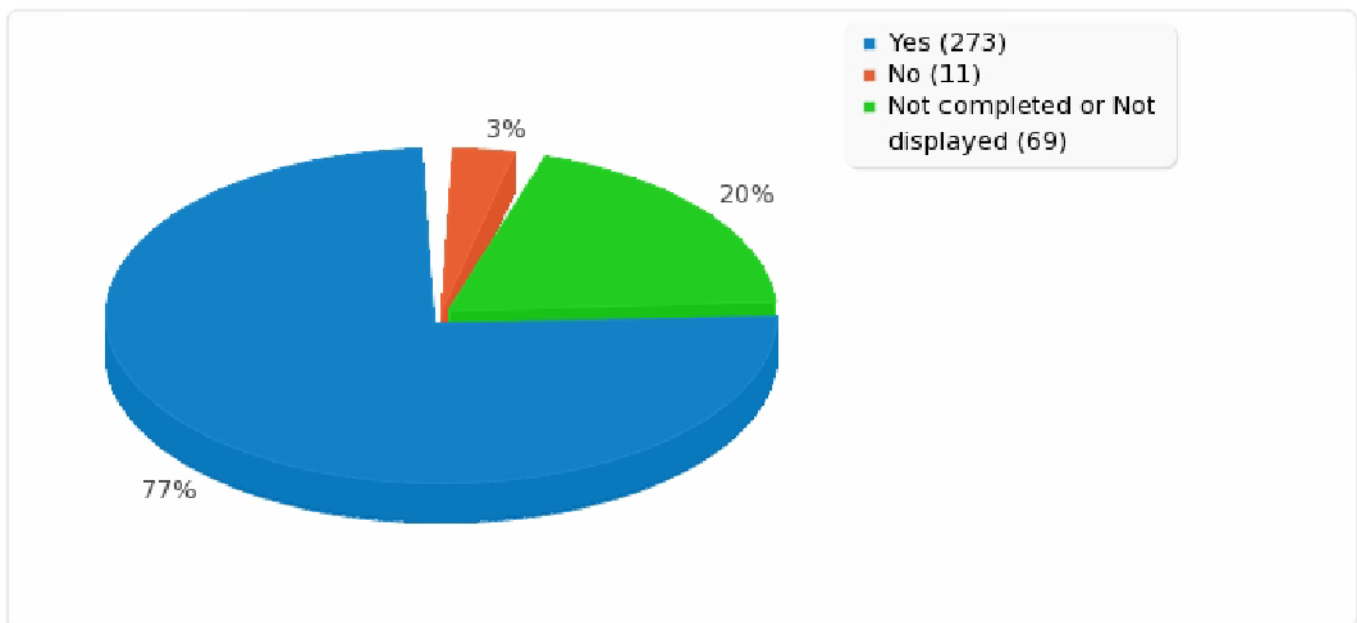
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How good was the last GP / Nurse you saw at each of the following?

**Q19 - Did you have confidence and trust in the Clinician you saw or spoke to?**

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Answer	Count	Percentage
Yes (Y)	273	77.34%
No (N)	11	3.12%
No answer	0	0.00%
Not completed or Not displayed	69	19.55%



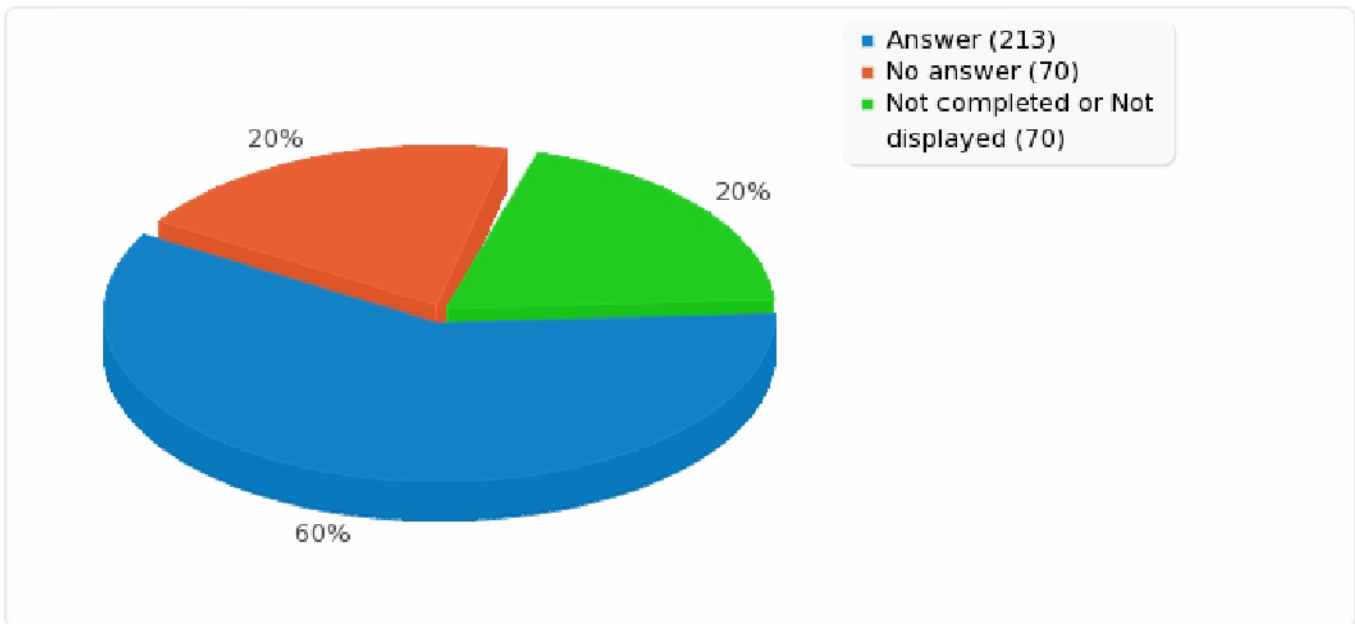
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If you know the name of the Clinician you last saw, please write it here

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Answer	Count	Percentage
Answer	213	60.34%
No answer	70	19.83%
Not completed or Not displayed	70	19.83%



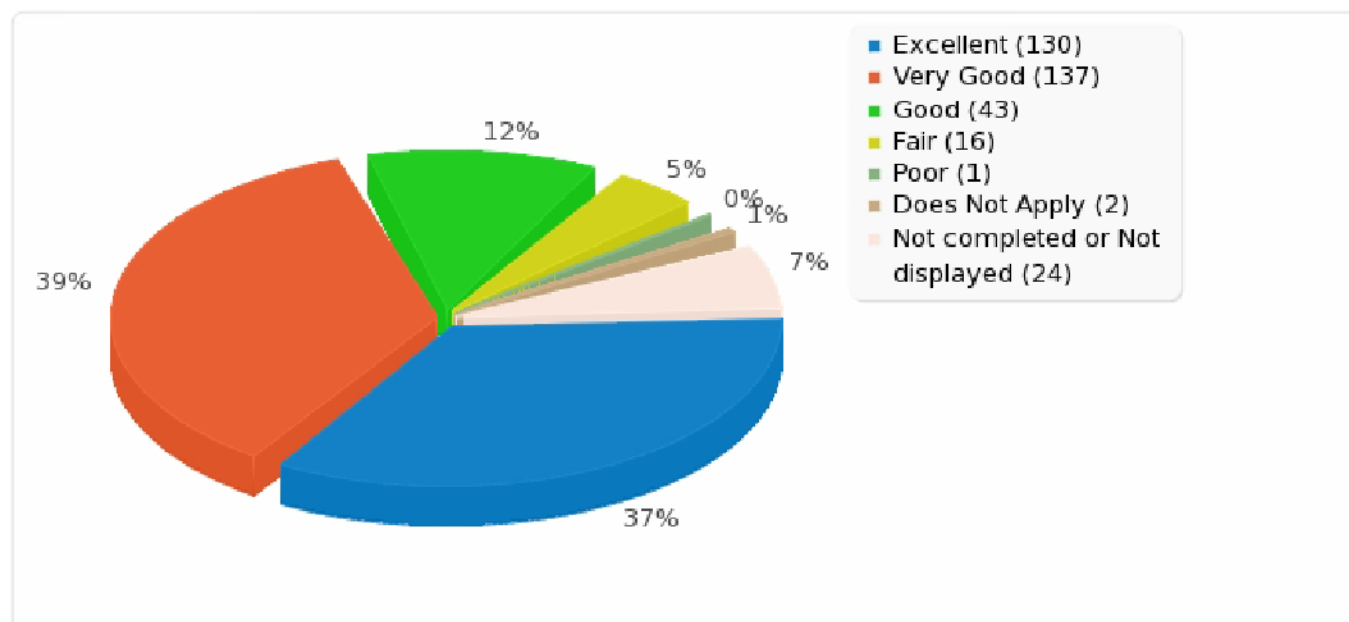
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About care from your doctors / nurses

**Q20 - Overall, how would you describe your experience of your GP surgery?**

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Answer	Count	Percentage
Excellent (A1)	130	36.83%
Very Good (A2)	137	38.81%
Good (A3)	43	12.18%
Fair (A4)	16	4.53%
Poor (A5)	1	0.28%
Very Poor (A6)	0	0.00%
Does Not Apply (A7)	2	0.57%
Other	0	0.00%
No answer	0	0.00%
Not completed or Not displayed	24	6.80%



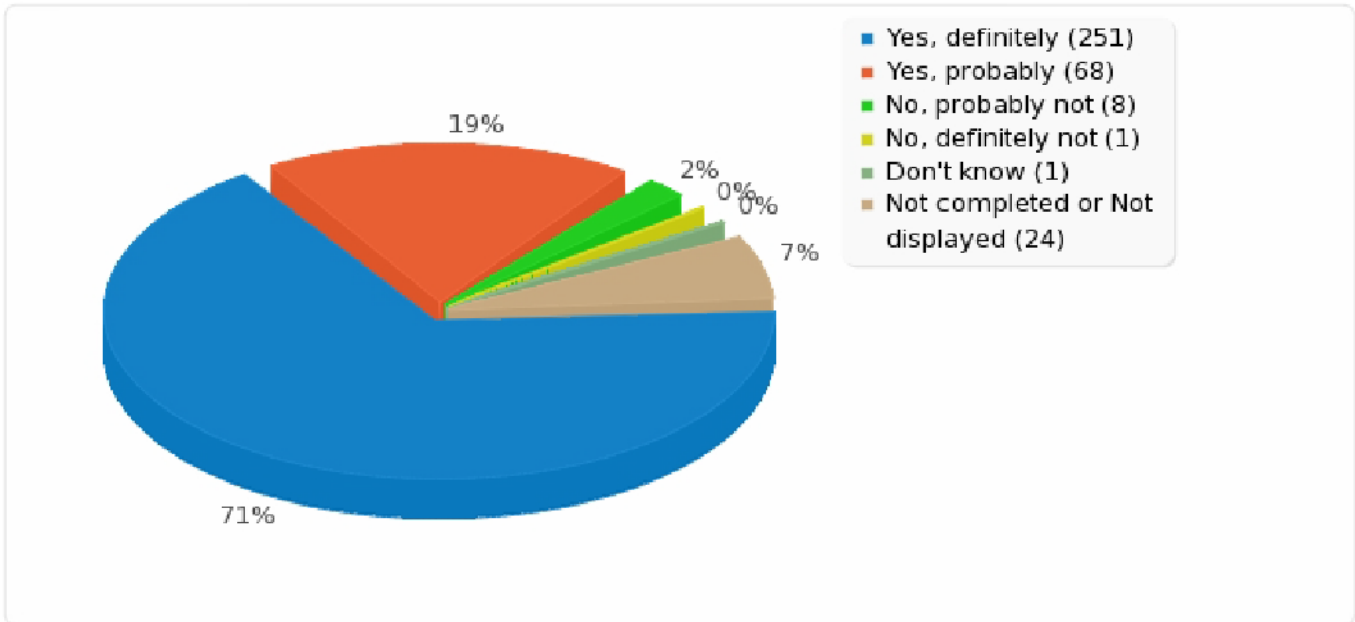
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About care from your doctors / nurses

**Q21 - Would you recommend your GP surgery to someone who has just moved to your local area?**

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Answer	Count	Percentage
Yes, definitely (A1)	251	71.10%
Yes, probably (A2)	68	19.26%
No, probably not (A3)	8	2.27%
No, definitely not (A4)	1	0.28%
Don't know (A5)	1	0.28%
Other	0	0.00%
No answer	0	0.00%
Not completed or Not displayed	24	6.80%



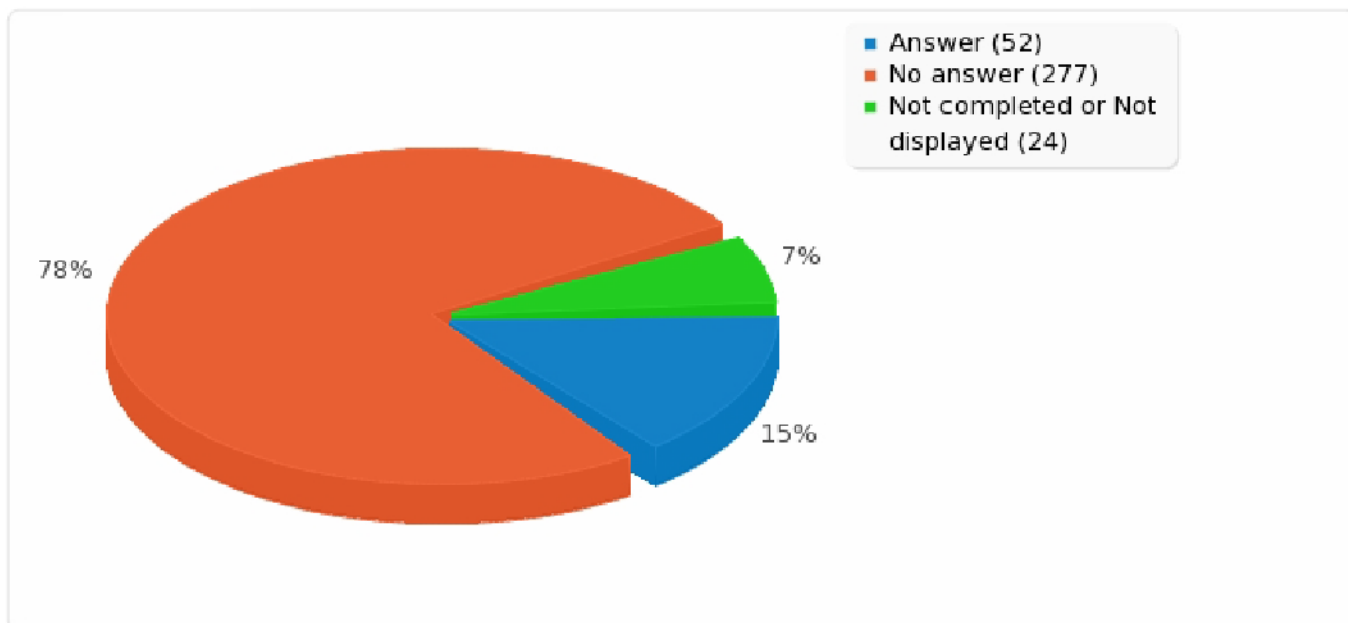


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Would you like to be contacted about your feedback on this questionnaire? If so please leave your name and contact telephone number.

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Answer	Count	Percentage
Answer	52	14.73%
No answer	277	78.47%
Not completed or Not displayed	24	6.80%



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Finally, please add any other comments you would like to make about your GP practice:

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Answer	Count	Percentage
Answer	150	42.49%
No answer	172	48.73%
Not completed or Not displayed	31	8.78%

