

Patient Survey 2013

1	GENDER	
	Male	115
	Female	159
2	AGE GROUP	
	0-17	3
	18-35	15
	36-55	28
	56-75	181
	75+	94
3	Overall impression	
	Poor	2
	Fair	24
	Good	82
	Very Good	110
	Excellent	105
	No response	2
4	Telephone access easy	
	Yes	251
	No	61
	Never tried	6
5	Use online appointment	
	Yes	25
	No	231
	Didn't know available	59
	Not applicable	8
6	Use Online prescription ordering	
	Yes	53
	No	219
	Didn't know available	39
	Not applicable	13
7	Were receptionists courteous and sensitive to your needs	
	Yes	233
	No	7
	Not applicable	4
	Unable to comment	15
8	Did receptionists show respect for your privacy and confidentiality	
	Yes	244
	No	6
	Not applicable	9
	Unable to comment	
9	Was the doctor/nurse courteous and sensitive to your needs	
	Yes	233
	No	5
	Not applicable	21
	Unable to comment	
10	Were you given the opportunity to ask questions	
	Yes	232

	No	4
	Not applicable	22
	No comment	
11	Were you given enough privacy when being examined	
	Yes	230
	No	2
	Not applicable	13
	Unable to comment	15
12	Do you have a long term condition e.g Diabetes, COPD,Asthma, Heart condition, pain, cancer, hearing loss. Are you a carer? Do you have an interest in Mental Health	
	Yes	161
	No	57
	N/A	41
13	In the past 6 months how easy have you found the following	
	Getting through on the phone	
	Very easy	107
	Fairly Easy	143
	Not very easy	43
	Not at all easy	12
	Don't Know	4
13	Speaking to the GP on the phone	
	Very easy	111
	Fairly Easy	106
	Not very easy	39
	Not at all easy	20
	Don't Know	26
13	Speaking to a Nurse on the phone	
	Very easy	68
	Fairly Easy	56
	Not very easy	32
	Not at all easy	18
	Don't Know	95
13	Obtaining a test result by phone	
	Very easy	69
	Fairly Easy	64
	Not very easy	26
	Not at all easy	3
	Don't Know	107
14	Think about the last time you tried to see a doctor fairly quickly, were you able to see them on the same day or in the next 2 days the practice was open	
	Yes	175
	No	100
	Can't comment	40
15	Were you offered a telephone consultation by the receptionist	
	Yes	207
	No	70

Cannot remember 31

16 **Expert patient programme is a 6 week course would you be interesting in joining**

Yes 26

No 228

17 **Are you intersted in having a Warm Well & Wise evenat annually**

Yes 115

No 186







