Highview Medical Centre Patient survey

Quantitative Analysis Results

March 2012
Demographic Information

Question 19 – Are you male or female?

Of the 265 questionnaires completed in total, 244 people answered this question.

Question 20 – Age?

Of the 265 questionnaires completed in total, 246 people answered this question.
Question 21 – Do you have a long term medical condition?

Of the 265 questionnaires completed in total, 229 people answered this question.

Question 22 – Ethnic Background

Of the 265 questionnaires completed in total, 223 people answered this question.
Question 23 – Accommodation Information

Of the 265 questionnaires completed in total, 223 people answered this question.

Question 24 – Employment Status

Of the 265 questionnaires completed in total, 225 people answered this question.
**General Questions**

**Question 1** – In the past 12 months, how many times have you seen a doctor from this practice?

- Seven times or more: 14%
- Five or six times: 20%
- Three or four times: 33%
- Once or more: 27%
- None: 6%

Of the 265 questionnaires completed in total, 260 people answered this question.

**Question 2** – How do you rate the way you were treated by the receptionists at the practice?

- Excellent: 41%
- Very good: 38%
- Good: 18%
- Fair: 3%
- Poor: 0%
- Very poor: 0%

Of the 265 questionnaires completed in total, 256 people answered this question.
Question 3 (A) – How do you rate the hours that your practice is open for appointments?

Of the 265 questionnaires completed in total, 255 people answered this question.

Question 3 (B) – What additional hours would you like the practice to be open?

Respondents were allowed to give more than one answer. There were 277 responses in total.
Question 4 (A) - Thinking of times when you went to see a particular doctor, how quickly do you usually get to see that doctor?

Of the 265 questionnaires completed in total, 256 people answered this question.

Question 4 (B) – How do you rate this?

Of the 265 questionnaires completed in total, 238 people answered this question.
Question 5 (A) – Thinking of times when you were willing to see any doctor, how quickly do you usually get seen?

Of the 265 questionnaires completed in total, 254 people answered this question.

Question 5 (B) – How do you rate this?

Of the 265 questionnaires completed in total, 238 people answered this question.
Question 6 – If you need to see a GP, do you normally get seen the same day?

Of the 265 questionnaires completed in total, 253 people answered this question.

Question 7 (A) – How long do you usually have to wait at the practice for your consultation to begin?

Of the 265 questionnaires completed in total, 246 people answered this question.
Question 7 (B) – How do you rate this?

Of the 265 questionnaires completed in total, 247 people answered this question.

Question 8 – Are you satisfied with the information you have so far received regarding the proposed move to the Elms site?

Of the 265 questionnaires completed in total, 252 people answered this question.
Question 9 – What do you think are the main advantages for you as a patient?

Respondents were allowed to give more than one answer. There were 470 responses in total.

Question 10 (A) – Do you read the monthly newsletter?

Of the 265 questionnaires completed in total, 242 people answered this question.
Question 10 (B) – What information would you like to see in the newsletter?

Respondents were allowed to give more than one answer. There were 457 responses in total.

Question 10 (C) – Would you like to receive the newsletter via e-mail?

Of the 265 questionnaires completed in total, 223 people answered this question.
Question 11 (A) – Have you ever used the online booking system?

Of the 265 questionnaires completed in total, 249 people answered this question.

Question 11 (B) – If you have used the system, how do you rate it?

Of the 265 questionnaires completed in total, 85 people answered this question.
Question 12 (A) – Have you used the automated telephone booking system?

Of the 265 questionnaires completed in total, 253 people answered this question.

Question 12 (B) – If you have used the system, how do you rate it?

[Bar chart showing responses to the rating scale]
Of the 265 questionnaires completed in total, 129 people answered this question.

Question 13 – Each week we have over 30 patients who book appointments with the GP or nurse and do not turn up for them. This is equivalent to 2 surgeries wasted each week. Do you have any suggestions of how we could overcome this problem?

Of the 265 questionnaires completed in total, 104 people answered this question.
Question 14 (A) – Do you prefer to book in advance or on the day?

Of the 265 questionnaires completed in total, 258 people answered this question.

Question 14 (B) – If you prefer to book in advance, how far in advance would you prefer to book?

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**Question 14 (A) – Do you prefer to book in advance or on the day?**

- **In advance:** 57%
- **On the day:** 43%

Of the 265 questionnaires completed in total, 258 people answered this question.

**Question 14 (B) – If you prefer to book in advance, how far in advance would you prefer to book?**

- **2 or 3 days:** 62%
- **One week:** 25%
- **Two weeks:** 9%
- **Three weeks:** 4%
Of the 265 questionnaires completed in total, 157 people answered this question.

Question 15 – All our doctors work part time and are not always available when patients wish to see them. Do you think we should provide more information about the doctors and their interests in order for you to choose to see another doctor if the one you want to see is not available?

Of the 265 questionnaires completed in total, 242 people answered this question.

Question 16 (A) – Do you know who to call if you need to see a doctor out of hours?
Of the 265 questionnaires completed in total, 250 people answered this question.

**Question 16 (B) – Have you ever used the out of hours service?**

![Pie chart showing 64% answered yes and 36% answered no.]

Of the 265 questionnaires completed in total, 250 people answered this question.

**Question 16 (C) – If yes, how do you rate the service they provided?**

![Bar chart showing distribution of ratings: Excellent: 12%, Very good: 20%, Good: 34%, Fair: 21%, Poor: 8%, Very poor: 5%]
Of the 265 questionnaires completed in total, 86 people answered this question.

**Question 17** – Thinking about your most recent visit to the doctor, how do you rate the following:

**Question 17 (A)** – How thoroughly the doctor asked about your symptoms and how you are feeling?

![Bar chart showing responses to Question 17 (A)]

Of the 265 questionnaires completed in total, 247 people answered this question.

**Question 17 (B)** – How well the doctor listened to what you had to say?

![Bar chart showing responses to Question 17 (B)]
Of the 265 questionnaires completed in total, 243 people answered this question.

**Question 17 (C) – How well the doctor put you at ease during your physical examination?**

![Graph showing responses to Question 17 (C)]

Of the 265 questionnaires completed in total, 237 people answered this question.

**Question 17 (D) – How much the doctor involved you in the discussion about your care?**

![Graph showing responses to Question 17 (D)]

Of the 265 questionnaires completed in total, 243 people answered this question.
Question 17 (E) – How well the doctor explained your problems and any treatment you may need?

- Excellent: 41%
- Very Good: 31%
- Good: 21%
- Fair: 7%
- Poor: 0%
- Very Poor: 0%

Of the 265 questionnaires completed in total, 242 people answered this question.

Question 17 (F) – The amount of time your doctor spent with you today?

- Excellent: 40%
- Very Good: 33%
- Good: 20%
- Fair: 7%
- Poor: 0%
- Very Poor: 0%

Of the 265 questionnaires completed in total, 233 people answered this question.
Question 17 (G) – The doctors patience with your questions or worries?

Of the 265 questionnaires completed in total, 243 people answered this question.

Question 17 (H) – The doctors caring and concern for you?

Of the 265 questionnaires completed in total, 195 people answered this question.
Question 18 - After seeing your doctor today, do you feel?:

Question 18 (A) – Able to understand your problem or illness?

Of the 265 questionnaires completed in total, 200 people answered this question.

Question 18 (B) – Able to cope with your problems or illness?

Of the 265 questionnaires completed in total, 193 people answered this question.
Question 18 (C) – Able to keep yourself healthy?

- Does not apply: 36%
- The same or less than before the visit: 14%
- A little more than before the visit: 23%
- Much more than before the visit: 27%

Of the 265 questionnaires completed in total, 194 people answered this question.

Question 25 – Any other comments: (The comments below are indicative of the general pattern of responses, but cannot be considered statistically significant)

Question 25 (A) – Is there anything that is particularly good about your healthcare?

- “I’m very impressed with the help and speed of important issues”
- “All annual tests and follow-up appointments are carried out on time”
- “Prescriptions are well organised”
- “Doctors always have time to listen”

Highview provides a professional standard of healthcare that other surgeries would find hard to beat

Question 25 (B) – Is there anything that could be improved?

- “The appointments system is frustrating and could be improved”
- “The ability to see the doctor of my choice sooner than is possible at the moment”
- “I have given up phoning on the day as by the time you get through there are no appointments available”
Question 25 (C) – Any other comments?

“The care and attention supplied by the staff is first rate”

“It is a very caring practice with good obliging staff and doctors”

“I feel the larger practice will loose some of the care currently received. The two practices concerned work very differently”

“There seem to be too many locum doctors and more information about them would be reassuring”