

**HEATH LANE MEDICAL CENTRE  
PATIENT QUESTIONNAIRE  
Autumn 2017**

**Returns= 208**

Q1. Last seen or spoke to a GP			%
	%	N	NHS/Mori
In the past 3 months	51%	107	41
Between 3 and 6 months ago	21%	43	17
Between 6 and 12 months ago	26%	54	16
I have never/for over a year, seen a GP from my GP surgery	2%	4	25
<b>TOTAL</b>	100%	208	

Q2. Last seen or spoke to a nurse			%
	%	N	NHS/Mori
In the past 3 months	60%	125	40
Between 3 and 6 months ago	20%	42	20
Between 6 and 12 months ago	17%	35	12
I have never/for over a year, seen a nurse from my GP surgery	3%	6	27
<b>TOTAL</b>	100%	208	

Q3. Ease of getting through to someone at GP surgery on the phone			%
	%	N	NHS/Mori
Very easy	34%	70	12
Fairly easy	50%	103	68
Not very easy	12%	24	13
Not at all easy	2%	5	3
Haven't tried	3%	6	3
<b>TOTAL</b>	100%	208	

Q4. Helpfulness of receptionists at GP surgery			%
	%	N	NHS/Mori
Very helpful	52%	109	28
Fairly helpful	43%	89	50
Not very helpful	4%	8	15
Not at all helpful	0%	1	5
Don't know	0%	1	2
<b>TOTAL</b>	100%	208	

Q5. How normally book appointments to see a GP or nurse. (Select as many as applicable)			%
	%	N	NHS/Mori
In person	25%	52	19
By phone	88%	183	94
Online	23%	48	0
Doesn't apply	1%	3	0
<b>TOTAL (percentages greater than 100 because multiple answers)</b>		286	

Q6 Awareness of online services (Select as many as applicable)			%
	%	N	NHS/Mori
Booking appointments online	27%	55	14
Ordering repeat prescriptions online	58%	120	39
Accessing my medical records online	22%	46	2
None of these	29%	62	8
Don't know	6%	14	49
<b>TOTAL (greater than 100 because multiple answers)</b>		297	

Q7 Use of online services (Select as many as applicable)			%
	%	N	NHS/Mori
Booking appointments online	7%	15	1
Ordering repeat prescriptions online	25%	52	25
Accessing my medical records online	3%	6	0
None of these	69%	144	75
<b>TOTAL (greater than 100 because multiple answers)</b>		217	

Q8. Have a preferred GP			%
	%	N	NHS/Mori
Yes	41%	86	40
No	59%	122	60
<b>TOTAL</b>	100%	208	

Q9. Frequency of seeing preferred GP - (those that prefer to see or speak to a particular GP)			%
	%	N	NHS/Mori
Always or almost always	7%	14	22
A lot of the time	8%	17	9
Some of the time	38%	78	44
Never or almost never	21%	44	25
Not tried at this GP surgery	26%	55	0
<b>TOTAL</b>	<b>100%</b>	<b>208</b>	

Q10. Able to get an appointment to see or speak to someone			%
	%	N	NHS/Mori
Yes	48%	100	69
Yes, but I had to call back closer to or on the day I wanted	31%	65	7
No	9%	19	19
Can't remember	12%	24	5
<b>TOTAL</b>	<b>100%</b>	<b>208</b>	

Q11. Convenience of appointment (who were able to get an appointment)			%
	%	N	NHS/Mori
Very convenient	33%	68	33
Fairly convenient	57%	119	55
Not very convenient	10%	20	10
Not at all convenient	0%	1	1
<b>TOTAL</b>	<b>100%</b>	<b>208</b>	

Q12. Overall experience of making an appointment			%
	%	N	NHS/Mori
Very good	34%	71	20
Fairly good	46%	96	45
Neither good nor poor	13%	27	11
Fairly poor	5%	11	23
Very poor	1%	3	2
<b>TOTAL</b>	<b>100%</b>	<b>208</b>	

Q13. Waiting time at surgery			%
	%	N	NHS/Mori
Less than 5 minutes	3%	6	9
5 to 15 minutes	62%	129	51
More than 15 minutes	35%	72	35
Can't remember	0%	1	4
<b>TOTAL</b>	<b>100%</b>	<b>208</b>	

Q14. Impression of waiting time at surgery			%
	%	N	NHS/Mori
I don't normally have to wait too long	48%	100	50
I have to wait a bit too long	37%	76	26
I have to wait far too long	12%	24	10
No opinion / doesn't apply	4%	8	14
<b>TOTAL</b>	<b>100%</b>	<b>208</b>	

Q15. Rating of GP giving you enough time			%
	%	N	NHS/Mori
Very good	27%	57	33
Good	50%	104	44
Neither good nor poor	13%	28	15
Poor	8%	16	1
Very poor	1%	2	2
Doesn't apply	0%	1	4
<b>TOTAL</b>	<b>100%</b>	<b>208</b>	

Q16. Rating of GP listening to you			%
	%	N	NHS/Mori
Very good	42%	88	41
Good	39%	81	42
Neither good nor poor	14%	30	0
Poor	2%	4	0
Very poor	0%	1	0
Doesn't apply	2%	4	0

<b>TOTAL</b>	100%	208	
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21C	Q17. Rating of GP explaining tests and treatments			%
		%	N	NHS/Mori
	Very good	33%	69	34
	Good	42%	88	41
	Neither good nor poor	13%	27	17
	Poor	1%	3	0
	Very poor	1%	3	2
	Doesn't apply	9%	18	6
	<b>TOTAL</b>	100%	208	

21D	Q18. Rating of GP involving you in decisions about your care			%
		%	N	NHS/Mori
	Very good	31%	64	23
	Good	39%	81	40
	Neither good nor poor	15%	31	16
	Poor	1%	3	1
	Very poor	2%	4	3
	Doesn't apply	12%	25	18
	<b>TOTAL</b>	100%	208	

21E	Q19. Rating of GP treating you with care and concern			%
		%	N	NHS/Mori
	Very good	36%	75	29
	Good	41%	86	43
	Neither good nor poor	14%	29	14
	Poor	3%	6	5
	Very poor	0%	1	1
	Doesn't apply	5%	11	7
	<b>TOTAL</b>	100%	208	

Q20. Confidence and trust in GP				%
	%	N		NHS/Mori
	Yes, definitely	55%	114	53
	Yes, to some extent	37%	76	38
	No, not at all	2%	4	6
	Don't know / can't say	7%	14	4
	<b>TOTAL</b>	100%	208	

23A	Q21. Rating of nurse giving you enough time			%
		%	N	NHS/Mori
	Very good	58%	120	47
	Good	29%	61	42
	Neither good nor poor	5%	11	6
	Poor	0%	0	0
	Very poor	0%	0	0
	Doesn't apply	8%	16	4
	<b>TOTAL</b>	100%	208	

23B	Q22. Rating of nurse listening to you			%
		%	N	NHS/Mori
	Very good	56%	117	48
	Good	32%	67	41
	Neither good nor poor	4%	8	2
	Poor	0%	0	3
	Very poor	0%	0	0
	Doesn't apply	8%	16	5
	<b>TOTAL</b>	100%	208	

23C	Q23. Rating of nurse explaining tests and treatments			%
		%	N	NHS/Mori
	Very good	47%	98	47
	Good	30%	62	32

Neither good nor poor	11%	23	11
Poor	0%	1	0
Very poor	0%	0	0
Doesn't apply	12%	24	10
<b>TOTAL</b>	<b>100%</b>	<b>208</b>	

23D

Q24. Rating of nurse involving you in decisions about your care			%
	%	N	NHS/Mori
Very good	42%	87	31
Good	31%	65	36
Neither good nor poor	11%	22	12
Poor	0%	1	0
Very poor	0%	0	0
Doesn't apply	16%	33	22
<b>TOTAL</b>	<b>100%</b>	<b>208</b>	

23E

Q25. Rating of nurse treating you with care and concern			%
	%	N	NHS/Mori
Very good	50%	104	45
Good	33%	69	42
Neither good nor poor	5%	11	7
Poor	0%	1	0
Very poor	0%	0	0
Doesn't apply	11%	23	6
<b>TOTAL</b>	<b>100%</b>	<b>208</b>	

Q26. Confidence and trust in nurse			%
	%	N	NHS/Mori
Yes, definitely	62%	128	68
Yes, to some extent	30%	62	25
No, not at all	0%	1	3
Don't know / can't say	8%	17	4
<b>TOTAL</b>	<b>100%</b>	<b>208</b>	

Q27. Satisfaction with opening hours			%
	%	N	NHS/Mori
Very satisfied	47%	98	20
Fairly satisfied	41%	86	42
Neither satisfied nor dissatisfied	6%	13	17
Fairly dissatisfied	2%	5	10
Very dissatisfied	1%	2	5
I'm not sure when my GP surgery is open	2%	4	7
<b>TOTAL</b>	<b>100%</b>	<b>208</b>	

28

Q28. Overall experience of GP surgery			%
	%	N	NHS/Mori
Very good	45%	94	28
Fairly good	40%	84	41
Neither good nor poor	12%	24	24
Fairly poor	2%	4	6
Very poor	1%	2	0
<b>TOTAL</b>	<b>100%</b>	<b>208</b>	

29

Q29. Recommending GP surgery to someone who has just moved to the local area			%
	%	N	NHS/Mori
Yes, would definitely recommend	45%	93	28
Yes, would probably recommend	34%	71	30
Not sure	14%	29	19
No, would probably not recommend	6%	12	18
No, would definitely not recommend	1%	3	5
Don't know	0%		1
<b>TOTAL</b>	<b>100%</b>	<b>208</b>	

50

Q30. Gender			%
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	%	N	NHS/MORI
Male	43%	89	43
Female	57%	119	57
<b>TOTAL</b>	<b>100%</b>	<b>208</b>	

51

Q31. Age			%
	%	N	NHS/MORI
18 to 24	4%	8	4
25 to 34	11%	22	8
35 to 44	18%	38	14
45 to 54	20%	41	22
55 to 64	15%	32	18
65 to 74	16%	34	18
75 to 84	11%	23	12
85 or over	5%	10	0
<b>TOTAL</b>	<b>100%</b>	<b>208</b>	

*The PPG is a small group of patients who work in partnership with practice staff and GP's to help the Practice focus on its aim of enabling its patients to live a healthy life.*

*The surgery is keen to expand our PPG, so why not come along to discuss your ideas and hear about planned changes.*

*The PPG meet with practice staff about four times a year and discuss a wide range of topics and welcome new members.*

*The PPG are here to give you the opportunity to:*

- ~ Let the practice staff and doctors know what patients would like or expect from them.*
- ~ Implement and review the results of patients satisfaction surveys*
- ~ Help the practice decide on their priorities for the year ahead and beyond*
- ~ The PPG also help to take on specific projects for the practice and recently helped with the new refurbishments following the acceptance of a Surgery Improvement Grant.*

*If you would like to know more about the PPG (Patient Participation Group) and would be interested in shaping the future of the practice and would like to join the group, please leave your name and a contact number or e-mail address at reception. We will then contact you.*

*Minutes on our meetings can be found on the Heath Lane Medical Centre web site under 'PPG'*

*Thank you for helping us to help you.*

**PPG ~ Heath Lane Medical Centre.**

**Autumn 2017**







































