

## Patient Feedback Survey Brough & South Cave Medical Practice

TOTAL SURVEY RESPONSES: 189  
 FIRST RESPONSE: 25 Jan 2012 13:20  
 LAST RESPONSE: 26 Feb 2012 20:40

### Statistics

#### Sources

ALPHABETICAL SOURCES: 1

#### SOURCE TAG RESPONSES

b81061 100% (189)

### You and the practice

#### How often do you visit the practice?

SURVEY ORDER NETT RESPONSES: 179

Weekly 2.2% (4)  
 Monthly 29.6% (53)  
 More than once a year 55.3% (99)  
 Annually 5.6% (10)  
 Less often 7.3% (13)  
 Never 0% (0)

#### In the past 12 months how easy have you found the following?

SURVEY ORDER NETT RESPONSES: 188

##### Getting through on the phone

RESPONSES: 187

Haven't tried 3.2% (6)  
 Very Easy 10.7% (20)  
 Fairly easy 46% (86)  
 Not very easy 25.1% (47)  
 Not at all easy 13.9% (26)  
 Don't know 1.1% (2)

##### Speaking to a doctor on the phone



RESPONSES: 186

Haven't tried 23.1% (43)  
 Very Easy 9.1% (17)  
 Fairly easy 28% (52)  
 Not very easy 17.2% (32)  
 Not at all easy 10.8% (20)  
 Don't know 11.8% (22)

##### Speaking to a nurse on the phone

RESPONSES: 182







Haven't tried 45.6% (83)  
 Very Easy 2.7% (5)  
 Fairly easy 19.2% (35)  
 Not very easy 6.6% (12)

Not at all easy  5.5% (10)  
Don't know  20.3% (37)

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### Obtaining test results by phone

RESPONSES: 185



Haven't tried  30.3% (56)  
Very Easy  14.1% (26)  
Fairly easy  24.9% (46)  
Not very easy  8.1% (15)  
Not at all easy  6.5% (12)  
Don't know  16.2% (30)

### Seeing a doctor or nurse

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### When did you last see a doctor at the practice?

[SURVEY ORDER](#) [NETT](#) RESPONSES: 189

In the past three months  72.5% (137)  
Between three and six months ago  17.5% (33)  
Between six months and twelve months ago  5.8% (11)  
More than 12 months ago  4.2% (8)  
I have never been seen at this practice 0% (0)

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### Have you seen a practice nurse at the practice in the last 12 months?

[SURVEY ORDER](#) [NETT](#) RESPONSES: 189




Yes  84.1% (159)  
No  15.9% (30)

### Seeing a doctor quickly

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### In the past 12 months have you tried to see a doctor quickly? *That is, on the same day or in the next two weekdays that the practice was open*

[SURVEY ORDER](#) [NETT](#) RESPONSES: 189

Yes  70.4% (133)  
No  27.5% (52)  
Can't remember  2.1% (4)

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### Think about the last time you tried to see a doctor quickly. Were you able to see a doctor on the same day or in the next two weekdays that the practice was open?

[SURVEY ORDER](#) [NETT](#) RESPONSES: 133

**QUESTION SHOWN WHEN ANSWER TO QUESTION** In the past 12 months have you tried to see a doctor quickly? *That is, on the same day or in the next two weekdays that the practice was open* **IS ANY OF** Yes





Yes  66.2% (88)  
No  31.6% (42)  
Can't remember  2.3% (3)


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### If you were unable to be seen during the next two weekdays that the practice was open, why was that? *Please tick all that apply*

[SURVEY ORDER](#) [NETT](#) RESPONSES: 42

**QUESTION SHOWN WHEN ANSWER TO QUESTION** Think about the last time you tried to see a doctor quickly. Were you able to see a doctor on the same day or in the next two weekdays that the practice was open? **IS ANY OF** No

I was told that no appointments were available  88.1% (37)  
The times offered didn't suit me  14.3% (6)  
The appointment was with a doctor who I didn't want to see  21.4% (9)  
A nurse was free but I wanted to see a doctor  11.9% (5)

I was offered an appointment at a different branch of this practice  7.1% (3)


Another reason  7.1% (3)


Can't remember 0% (0)

## Seeing a doctor


How do you normally book your appointments to see a doctor or nurse at the practice? *Please tick all that apply*

**SURVEY ORDER** **NETT** RESPONSES: 189

In person  25.4% (48)

By phone  78.3% (148)

By fax 0% (0)

Online  36% (68)

Digital TV 0.5% (1)

Other 0% (0)


I don't make an appointment 0% (0)


## Making appointments

**PAGE SHOWN WHEN ANSWER TO QUESTION** How do you normally book your appointments to see a doctor or nurse at the practice? *Please tick all that apply* **IS ANY OF** In person, By phone, By fax, Online, Digital TV, Other


Which of the following methods would you prefer to use to book an appointment at the practice? *Please tick all that apply*

**SURVEY ORDER** **NETT** RESPONSES: 187

In person  22.5% (42)

By phone  63.1% (118)

By fax 0.5% (1)


Online  64.7% (121)


Digital TV 1.1% (2)


No preference 0.5% (1)

In the past six months, have you tried to book ahead for an appointment with a doctor? *That is, an appointment more than two weekdays in advance*

**SURVEY ORDER** **NETT** RESPONSES: 189


Yes  68.3% (129)


No  29.1% (55)


Can't remember  2.6% (5)

Last time you tried, were you able to get an appointment with a doctor more than two weekdays in advance?

**SURVEY ORDER** **NETT** RESPONSES: 177


Yes  71.8% (127)


No  22% (39)


Can't remember  6.2% (11)

How easy is it for you to book an appointment with a practice nurse at the practice?


**SURVEY ORDER** **NETT** RESPONSES: 189

Very  28.6% (54)

Fairly  46.6% (88)

Not very  11.6% (22)

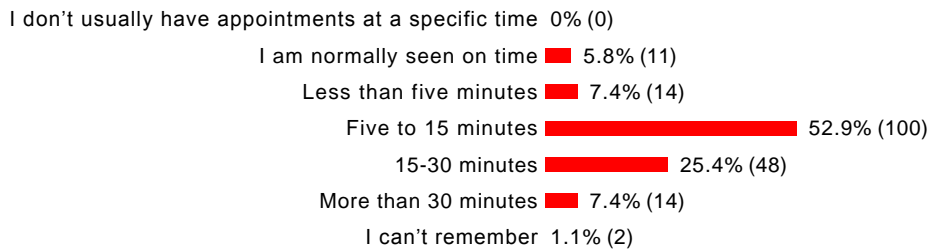
Not at all 0% (0)

Don't know  13.2% (25)

## Attending an appointment

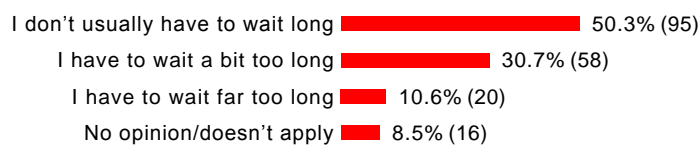
**How long after your appointment time do you normally wait to be seen?**

**SURVEY ORDER** **NETT** RESPONSES: 189



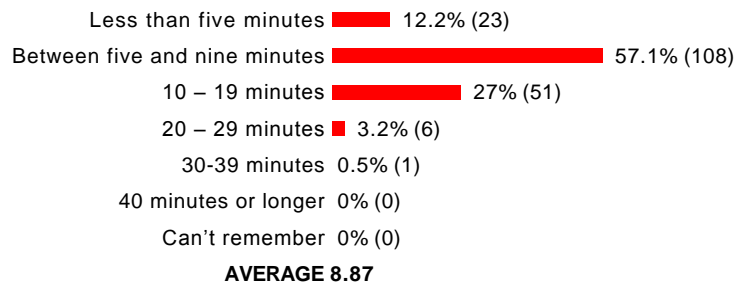
**How do you feel about how long you normally have to wait?**

**SURVEY ORDER** **NETT** RESPONSES: 189



**When you last visited the practice, how much time did you spend with the doctor?**

**SURVEY ORDER** **NETT** RESPONSES: 189



**In your opinion was this the right amount of time?**

**SURVEY ORDER** **NETT** RESPONSES: 188



**Could a phone call from the doctor have saved you having to visit the practice?**

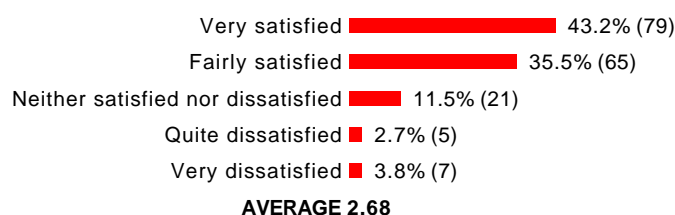
**SURVEY ORDER** **NETT** RESPONSES: 179



## The practice opening hours

**How satisfied are you with the opening hours at the practice?**

**SURVEY ORDER** **NETT** RESPONSES: 183



I don't know the opening hours ■ 3.3% (6)

**AVERAGE 2.68**

**As far as you know, is the practice open... Please select one option for each row**

**SURVEY ORDER NETT RESPONSES: 188**

**Before 8.30am**

**RESPONSES: 188**

Yes ■ 35.6% (67)  
No ■ 38.3% (72)  
Sometimes ■ 4.8% (9)  
Don't know ■ 21.3% (40)

**At lunchtime**

**RESPONSES: 187**

Yes ■ 52.4% (98)  
No ■ 17.6% (33)  
Sometimes ■ 4.3% (8)  
Don't know ■ 25.7% (48)

**After 6pm**

**RESPONSES: 186**

Yes ■ 40.9% (76)  
No ■ 18.3% (34)  
Sometimes ■ 22% (41)  
Don't know ■ 18.8% (35)

**On Saturdays**

**RESPONSES: 186**

Yes ■ 44.1% (82)  
No ■ 30.6% (57)  
Sometimes ■ 9.1% (17)  
Don't know ■ 16.1% (30)

**On Sundays**

**RESPONSES: 177**

Yes 0% (0)  
No ■ 84.2% (149)  
Sometimes 1.1% (2)  
Don't know ■ 14.7% (26)

**Would you like the practice to open at other times?**

**SURVEY ORDER NETT RESPONSES: 179**

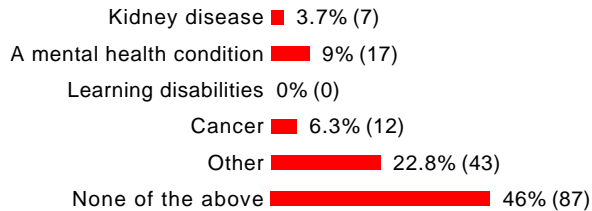
Yes ■ 48% (86)  
No ■ 52% (93)

### About your health

**Have you been diagnosed with any of the following conditions? Please tick all that apply**

**SURVEY ORDER NETT RESPONSES: 189**

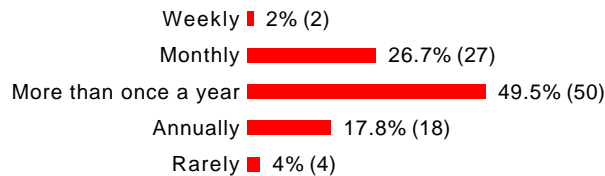
COPD (chronic obstructive pulmonary disease) ■ 3.2% (6)  
Diabetes ■ 13.8% (26)  
Epilepsy 1.1% (2)  
Heart disease ■ 6.3% (12)  
Cardiovascular disease ■ 4.8% (9)  
Hypertension/High blood pressure ■ 19% (36)  
Stroke ■ 2.1% (4)



**How often do you visit the practice in relation to your condition(s)?**

**SURVEY ORDER NETT RESPONSES: 101**

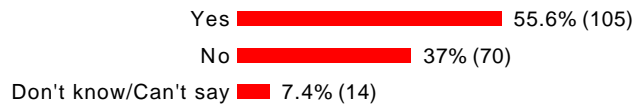
**QUESTION SHOWN WHEN ANSWER TO QUESTION** Have you been diagnosed with any of the following conditions? *Please tick all that apply* **IS ANY OF** COPD (chronic obstructive pulmonary disease), Diabetes, Epilepsy, Heart disease, Cardiovascular disease, Hypertension/High blood pressure, Stroke, Kidney disease, A mental health condition, Learning disabilities, Cancer, Other



**Getting help with long-standing health issues**

**Do you have any long-standing condition, disability or infirmity? Please include anything that has troubled you over a period of time or that is likely to affect you over a period**

**SURVEY ORDER NETT RESPONSES: 189**



**Have you had discussions in the past 12 months with a doctor or nurse about how best to deal with any long-standing health issues?**

**SURVEY ORDER NETT RESPONSES: 105**

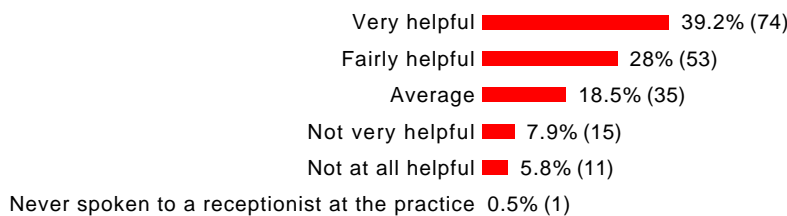
**QUESTION SHOWN WHEN ANSWER TO QUESTION** Do you have any long-standing condition, disability or infirmity? *Please include anything that has troubled you over a period of time or that is likely to affect you over a period* **IS ANY OF** Yes



**Reception facilities at the practice**

**How helpful do you find the receptionists at the practice?**

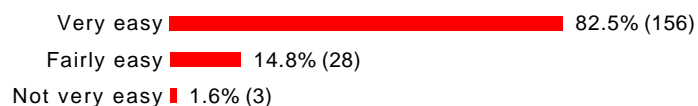
**SURVEY ORDER NETT RESPONSES: 189**



**Reception facilities at the practice**

**How easy do you find getting into the building at the practice?**

**SURVEY ORDER NETT RESPONSES: 189**



Not at all easy 1.1% (2)  
I have not visited the practice in the past 12 months 0% (0)

### In the reception area, can other patients overhear what you say to the receptionist?

SURVEY ORDER NETT RESPONSES: 189

QUESTION SHOWN WHEN ANSWER TO QUESTION How easy do you find getting into the building at the practice? IS ANY OF Very easy, Fairly easy, Not very easy, Not at all easy

Yes, but I don't mind 50.8% (96)  
Yes, and I am not happy about it 27.5% (52)  
Yes, but I can request a private discussion 16.4% (31)  
No, other patients cannot overhear our conversation 5.3% (10)

### Do you like our automatic check-in service? This service is a computer screen that lets you register your arrival at the practice

SURVEY ORDER NETT RESPONSES: 188

QUESTION SHOWN WHEN ANSWER TO QUESTION How easy do you find getting into the building at the practice? IS ANY OF Very easy, Fairly easy, Not very easy, Not at all easy

I like it a lot 44.7% (84)  
I like it 29.3% (55)  
Neither satisfied nor dissatisfied 16% (30)  
I would prefer to see the receptionist 9% (17)  
I cannot stand it 1.1% (2)

## Getting to the practice

### How do you normally travel to the practice?

SURVEY ORDER NETT RESPONSES: 189

On foot (walking) 16.4% (31)  
Public transport 1.1% (2)  
Car/motorbike 81% (153)  
Bicycle 1.6% (3)  
Other 0% (0)  
Never visit the practice 0% (0)

### As you frequently travel to the practice by car or motorbike, what is your view of the facilities available?

SURVEY ORDER NETT RESPONSES: 153

QUESTION SHOWN WHEN ANSWER TO QUESTION How do you normally travel to the practice? IS ANY OF Car/motorbike

I can always park at the practice 71.2% (109)  
I can sometimes park at the practice 28.1% (43)  
I can never park at the practice 0.7% (1)  
I park elsewhere 0% (0)

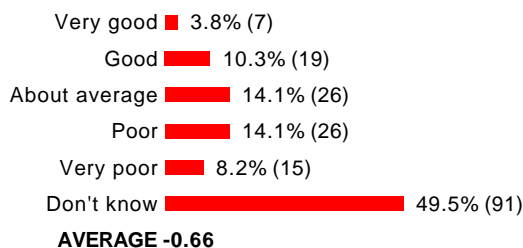
### Do you think the public transport services to the practice are:

SURVEY ORDER NETT RESPONSES: 185

Very good 4.9% (9)  
Good 10.8% (20)  
About average 11.4% (21)  
Poor 6.5% (12)  
Very poor 3.8% (7)  
Don't know 62.7% (116)  
AVERAGE 0.49

### Do you think the public transport services to the local hospital are:

SURVEY ORDER NETT RESPONSES: 184



**Do you ever have problems travelling to the practice that prevent you from reaching it?**

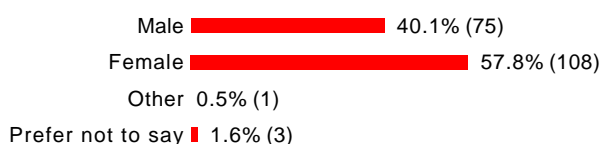
**SURVEY ORDER NETT RESPONSES: 183**



**About you**

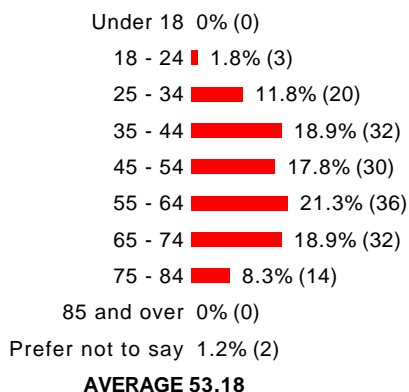
**Are you male or female**

**SURVEY ORDER NETT RESPONSES: 187**



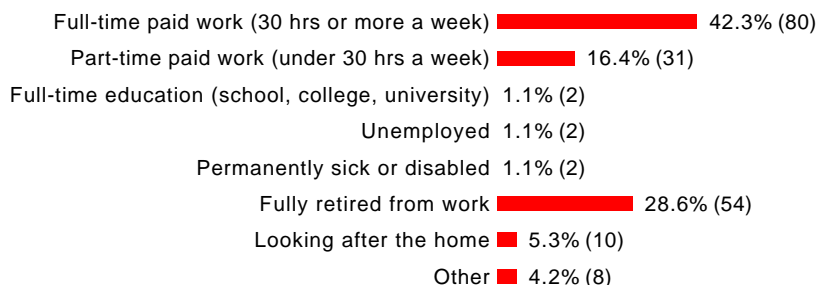
**How old are you?**

**SURVEY ORDER NETT RESPONSES: 169**



**Which of these best describes your employment status?  
 If more than one of these applies to you, please tick the main one**

**SURVEY ORDER NETT RESPONSES: 189**



**If you need to see a doctor at the practice during typical working hours, can you take time away from work to do so?**

**SURVEY ORDER NETT RESPONSES: 107**

**QUESTION SHOWN WHEN ANSWER TO QUESTION** Which of these best describes your employment status? *If more than one of these applies to you, please tick the main one* **IS ANY OF** Full-time paid work (30 hrs or more a week), Part-time paid work (under 30 hrs a week)










No  36.4% (39)

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**How would you say that your health is generally?**






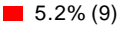

**SURVEY ORDER** **NETT** RESPONSES: 188

Excellent  7.4% (14)  
Very good  25.5% (48)  
Good  40.4% (76)  
Fair  23.4% (44)  
Poor  3.2% (6)

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**Do you have any of the following conditions? *Tick any that apply***

**SURVEY ORDER** **NETT** RESPONSES: 174

Deafness or severe hearing impairment  9.8% (17)  
Blindness or severe visual impairment  1.1% (2)  
A condition that substantially limits one or more basic physical activities, such as walking, climbing stairs, lifting or carrying  14.4% (25)  
Any learning difficulty  0% (0)  
A long-standing psychological or emotional condition  5.2% (9)  
Other, including any long-lasting illness  27% (47)  
None of these  52.9% (92)

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**Are you a deaf person who uses sign language?**



**SURVEY ORDER** **NETT** RESPONSES: 184

Yes  0.5% (1)  
No  99.5% (183)

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**Are you a parent or a legal guardian of any children aged under 16 years living in your home?**

**SURVEY ORDER** **NETT** RESPONSES: 184

Yes  30.4% (56)  
No  69.6% (128)

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**Do you have carer responsibilities for anyone in your household with a long-standing health problem or disability?**

**SURVEY ORDER** **NETT** RESPONSES: 186

Yes  7% (13)  
No  93% (173)














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**More about you**

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**What is your ethnic group?**

**SURVEY ORDER** **NETT** RESPONSES: 189

White - British  97.4% (184)  
White - Irish  0% (0)  
Other white background  0.5% (1)  
White & black Caribbean  0% (0)  
White & black African  0% (0)  
White & Asian  0% (0)  
Other mixed background  0% (0)  
Indian  0.5% (1)  
Pakistani  0% (0)  
Bangladeshi  0% (0)  
Other Asian background  0% (0)  
Caribbean  0% (0)  
African  0% (0)

Other Black background 0% (0)  
Chinese 0% (0)  
Other Asian group 0% (0)  
Other ethnic group 0% (0)  
I would prefer not to say ■ 1.6% (3)

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**Which of the following best describes how you think of yourself?**

**SURVEY ORDER NETT RESPONSES: 187**

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Heterosexual/straight ■ 93% (174)  
Gay/lesbian 0.5% (1)  
Bisexual 0% (0)  
Other 0% (0)  
I would prefer not to say ■ 6.4% (12)

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**Which of the following best describes your religion?**

**SURVEY ORDER NETT RESPONSES: 187**

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None ■ 21.4% (40)  
Buddhist 0.5% (1)  
Christian (incl. Church of England, Catholic, Protestant & other Christian denominations) ■ 70.1% (131)  
Hindu 0.5% (1)  
Jewish 0.5% (1)  
Muslim 0.5% (1)  
Sikh 0% (0)  
Other ■ 2.7% (5)  
Prefer not to say ■ 3.7% (7)