

UPPER NORWOOD GROUP PRACTICE PATIENT PARTICIPATION SURVEY RESULTS 2013/14

Number of records in this query 56
Total records in survey 56
Percentage of total: 100%

Q1 How helpful is the information we provide about the different ways you can contact and get help or advice from the surgery (e.g. website, leaflets, posters, etc).

Excellent 10(17.86%)	Very good 20 (35.71%)	Good 8 (14.29%)	Average 4 (7.14%)	Poor 4(7.14%)	No answer 7 (12%)	Not completed 3 (5.36%)
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2a) Given the choice (and if available) please mark the different ways that currently make contact with the surgery now and in the future.

Internet Appointments Booking

Now	Future
8(14.29%)	29 (51.79%)

2b) Given the choice (and if available) please mark the different ways that you currently make contact with the surgery now and in the future.

Telephone Appointments Booking

Now	Future
37 (66.07%)	14.(25.00%)

2c) Given the choice (and if available) please mark the different ways that you currently make contact with the surgery now and in the future.

Internet Repeat Prescription Requests

Now	Future
11 (19.64%)	25 (44.64%)

2d) Given the choice (and if available) please mark the different ways that you currently make contact with the surgery now and in the future.

Telephone Consultations with a Doctor

Now	Future
20 (35.71%)	25 (44.64%)

2e) Given the choice (and if available) please mark the different ways that you currently make contact with the surgery now and in the future.

Email Repeat Prescription Requests.

Now	Future
12 (21.43%)	24 (42.86%)

3) Generally how easy do you find it to get through to the surgery on the telephone?

Excellent	Very good	Good	Average	Poor	No answer	Not completed
14 (25%)	9 (16.07%)	14 (25%)	8 (14.29%)	5 (8.93%)	1 (1.79%)	5 (8.93%)

4) In general how would you rate the way our Receptionist staff deal with you?

Excellent	Very good	Good	Average	Poor	No answer	Not completed
14 (25%)	15 (26.79%)	5 (8.93%)	5 (8.93%)	3 (5.36%)	9 (16.07%)	5 (8.93%)

5) How good is our system for providing you with an appointment on the same day with a doctor when you feel that you have an urgent problem?

Excellent	Very good	Good	Average	Poor	No answer	Not completed
11 (19.64%)	9 (16.07%)	10 (17.86%)	4 (7.14%)	4 (7.14%)	13(23.21%)	5 (8.93%)

6) How good is our system for booking different types of appointments with a Doctor or Nurse of your choice more than two days in advance?

Excellent	Very good	Good	Average	Poor	No answer	Not completed
11(19.64%)	12 (21.43%)	7(12.50%)	8 (14.29%)	2 (3.57%)	10(17.86%)	6 (10.71%)

7) When you last saw a Doctor or Nurse how would you rate their attitude (e.g. putting you at ease, listening to you carefully and taking you seriously)?

Excellent	Very good	Good	Average	Poor	No answer	Not completed
31 (55.36%)	7 (12.50%)	7 (12.50%)	2 (3.57%)	1 (1.79%)	2 (3.57%)	6 (10.71%)

8) When you last saw a Doctor or Nurse how well did you feel they dealt with your urgent problems or ongoing conditions (e.g. by relevant questioning, any necessary examination, test or referral, or giving you relevant information)?

Excellent	Very good	Good	Average	Poor	No answer	Not completed
24 (42.86%)	11 (19.64%)	7 (12.50%)	4 (7.14%)	1 (1.79%)	3 (5.36%)	6 (10.71%)

9) Overall, when you contact the surgery for help or medical advice how would you rate our ability to help you with any urgent problems or ongoing

Excellent	Very good	Good	Average	Poor	No answer	Not completed
15 (26.79%)	15 (26.79%)	11 (19.64%)	4 (7.14%)	1 (1.79%)	4 (7.14%)	6 (10.71%)

10) As far as you know when the surgery is open - Please tick

Before 8 am	Lunchtimes	After 6:30pm	Saturdays
10 (17.86%)	12 (21.43%)	6 (10.71%)	18 (32.14%)

11) Would you like to suggest how we can improve our service to you?

Answer	No answer	Not completed
22 (39.29%)	28.50 (50%)	6 (10.71%)

12) Are we as a Practice meeting your expectations? If not, what else can we do for you?

Answer	No answer	Not completed
22 (39.29%)	28.50%	6 (10.71%)