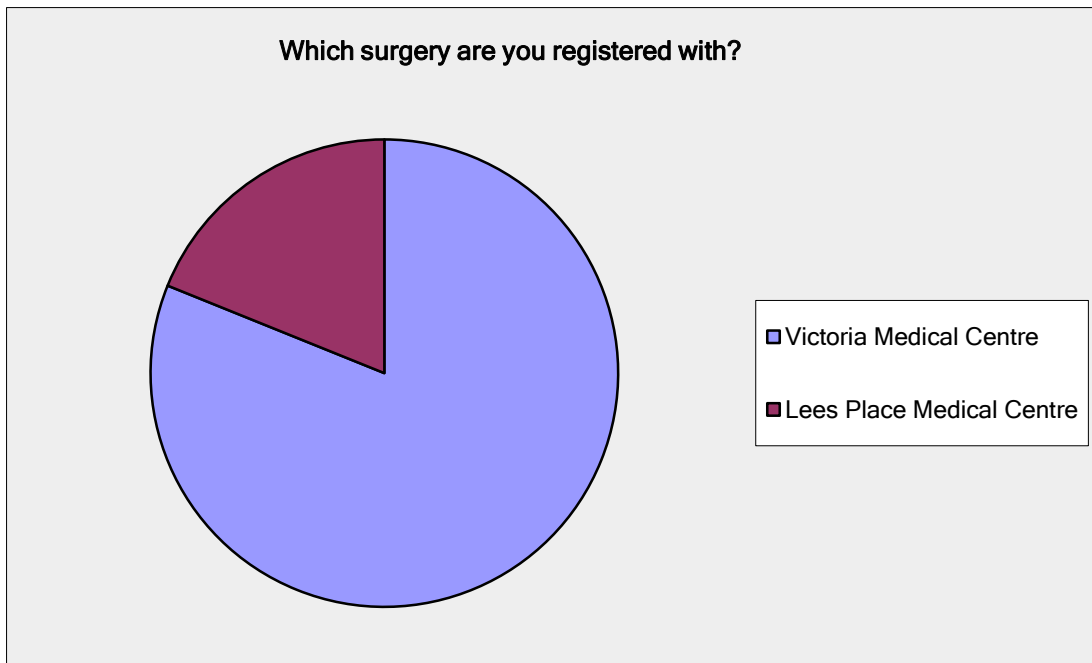


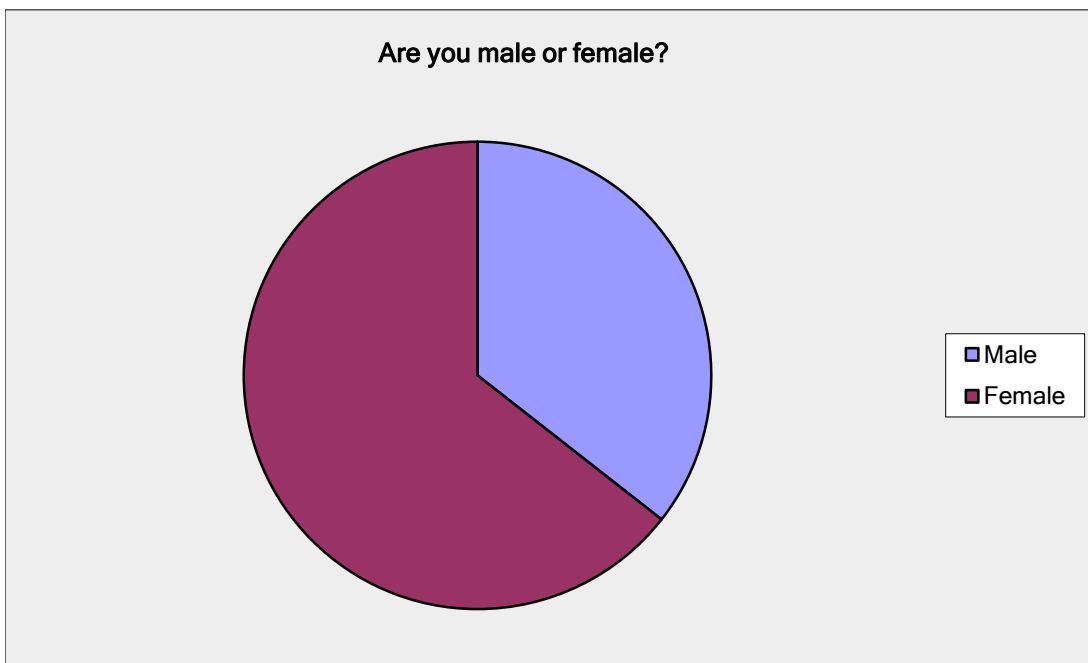
## Patient Satisfaction Survey 2015

Which surgery are you registered with?		
Answer Options	Response Percent	Response Count
Victoria Medical Centre	81.1%	322
Lees Place Medical Centre	18.9%	75
<i>answered question</i>		<b>397</b>
<i>skipped question</i>		<b>1</b>



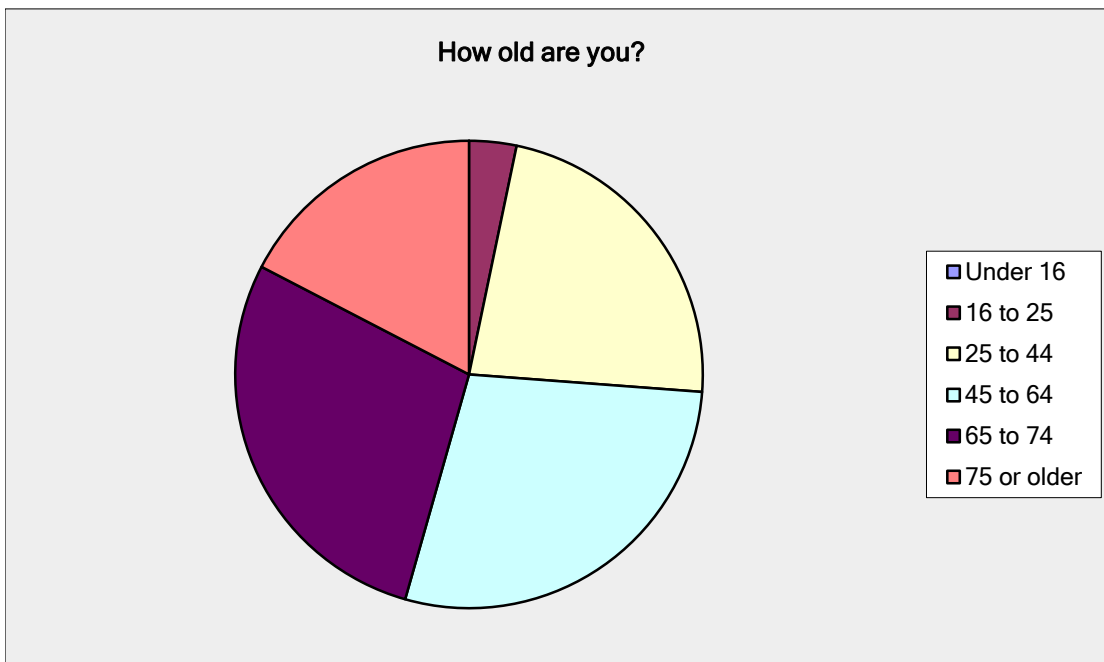
## Patient Satisfaction Survey 2015

Are you male or female?		
Answer Options	Response Percent	Response Count
Male	35.6%	138
Female	64.4%	250
<i>answered question</i>		<b>388</b>
<i>skipped question</i>		<b>10</b>



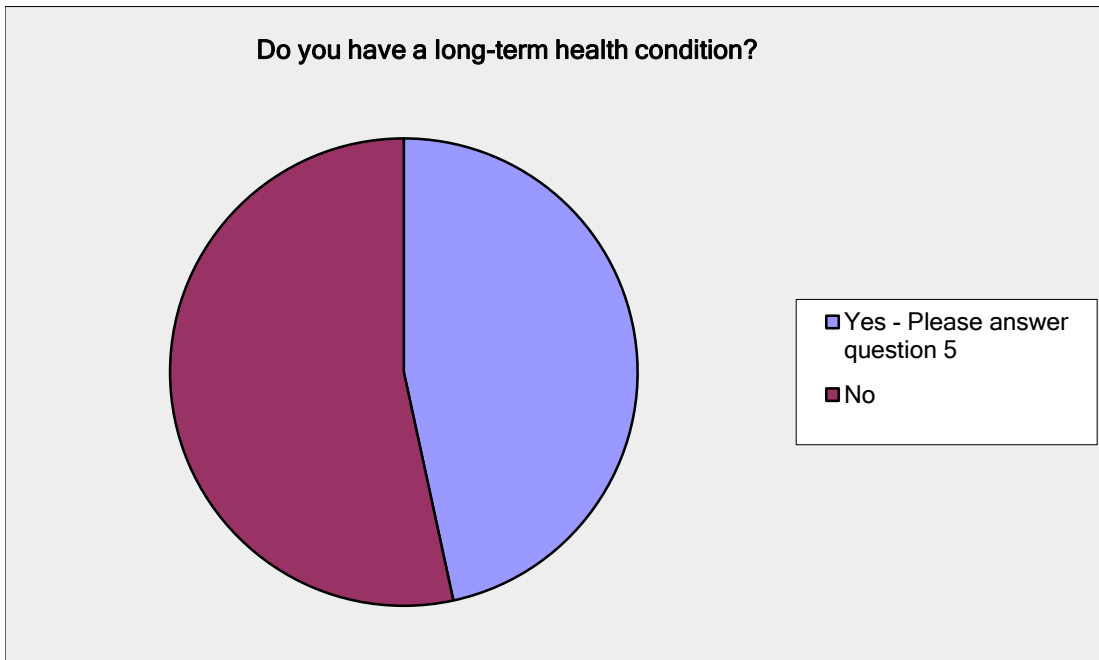
## Patient Satisfaction Survey 2015

How old are you?		
Answer Options	Response Percent	Response Count
Under 16	0.0%	0
16 to 25	3.3%	13
25 to 44	22.9%	91
45 to 64	28.2%	112
65 to 74	28.2%	112
75 or older	17.4%	69
<i>answered question</i>		<b>397</b>
<i>skipped question</i>		<b>1</b>



## Patient Satisfaction Survey 2015

Do you have a long-term health condition?		
Answer Options	Response Percent	Response Count
Yes - Please answer question 5	46.6%	178
No	53.4%	204
	<i>answered question</i>	<b>382</b>
	<i>skipped question</i>	<b>16</b>

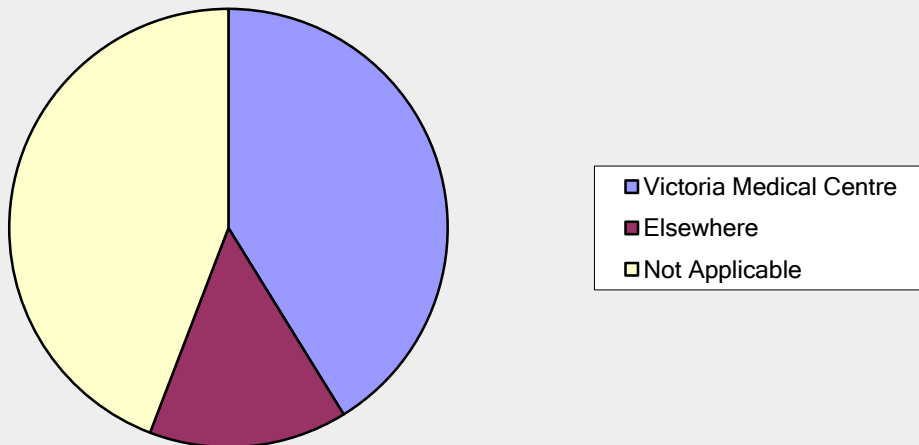


## Patient Satisfaction Survey 2015

For your long-term health condition, are you receiving treatment from:

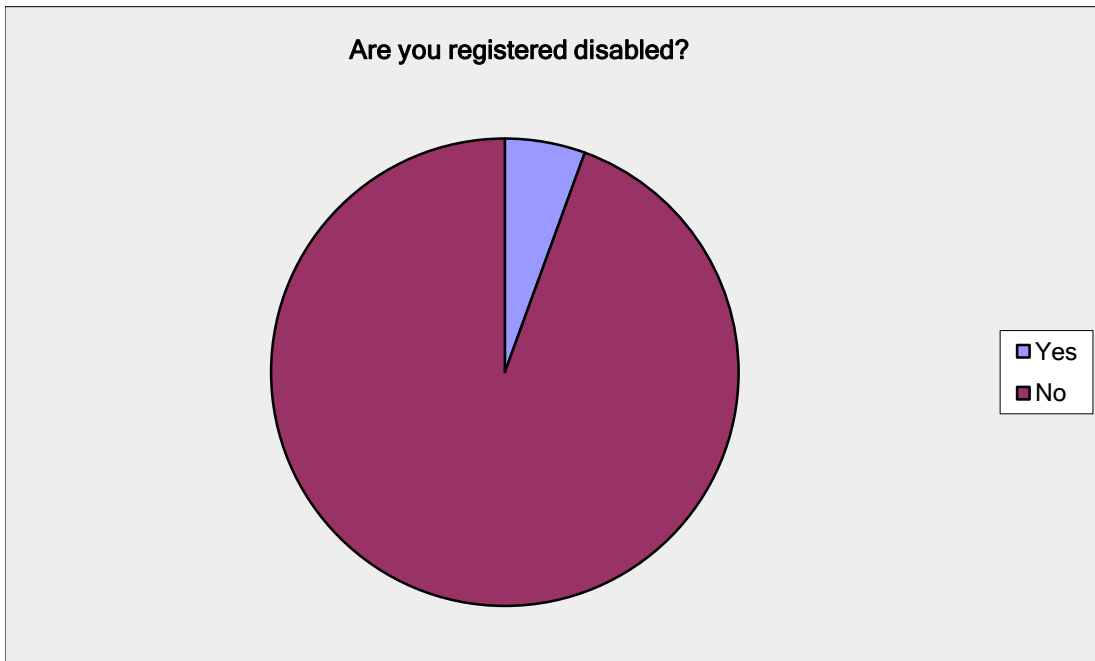
Answer Options	Response Percent	Response Count
Victoria Medical Centre	41.2%	138
Elsewhere	14.6%	49
Not Applicable	44.2%	148
<i>answered question</i>		<b>335</b>
<i>skipped question</i>		<b>63</b>

For your long-term health condition, are you receiving treatment from:



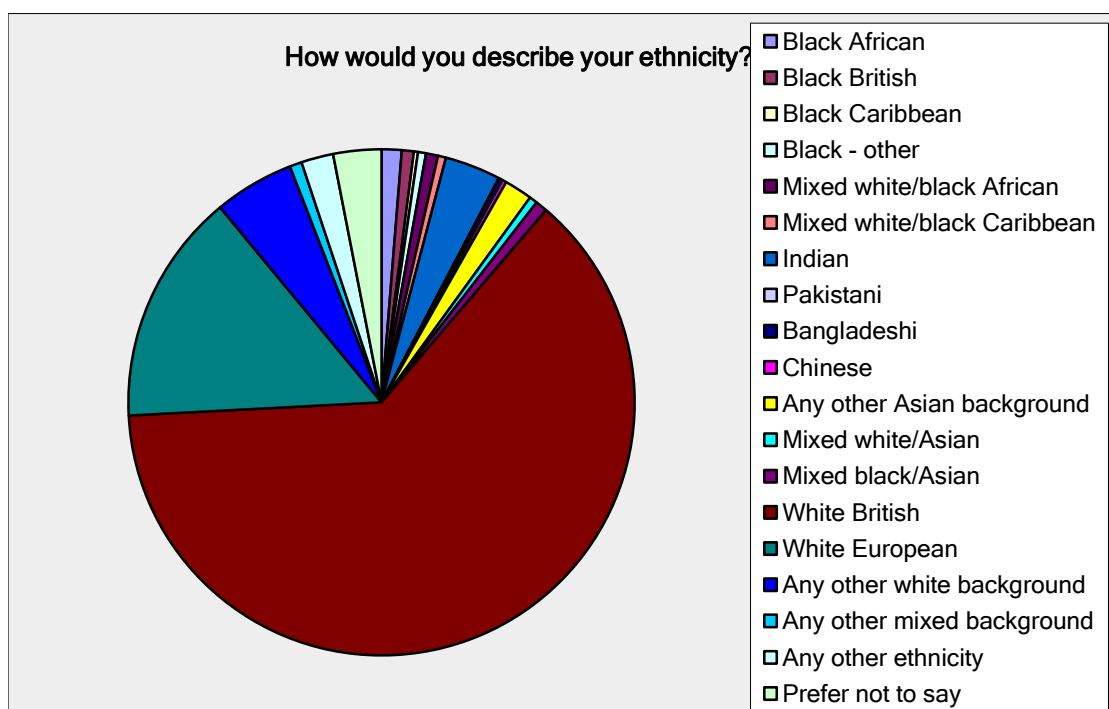
## Patient Satisfaction Survey 2015

Are you registered disabled?		
Answer Options	Response Percent	Response Count
Yes	5.6%	21
No	94.4%	357
<i>answered question</i>		<b>378</b>
<i>skipped question</i>		<b>20</b>



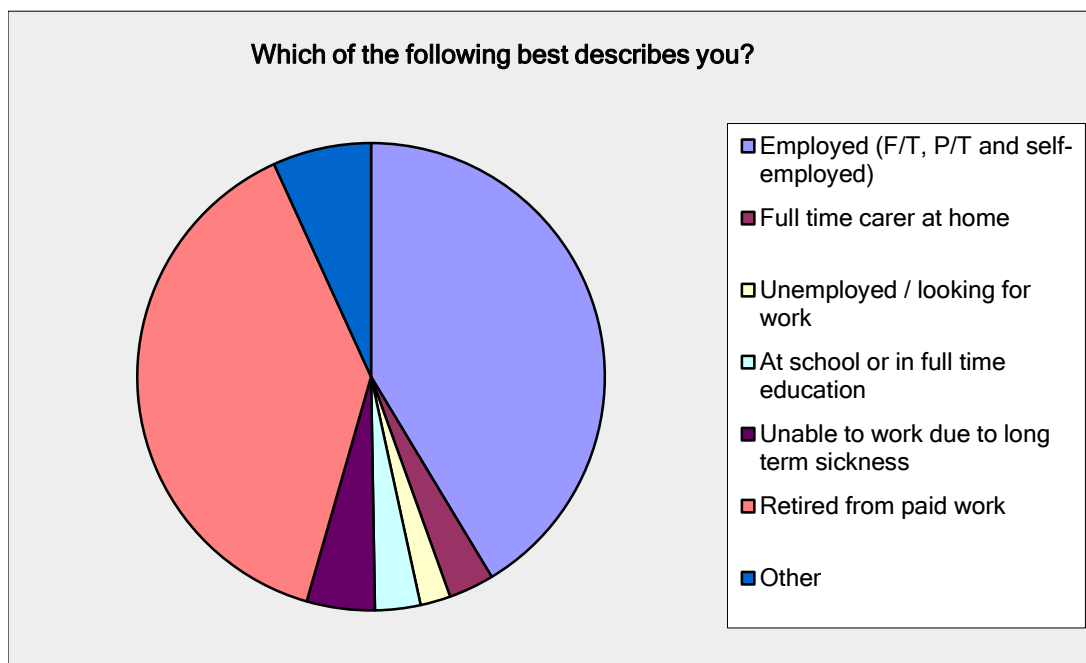
## Patient Satisfaction Survey 2015

How would you describe your ethnicity?		
Answer Options	Response Percent	Response Count
Black African	1.3%	5
Black British	0.8%	3
Black Caribbean	0.3%	1
Black - other	0.5%	2
Mixed white/black African	0.8%	3
Mixed white/black Caribbean	0.5%	2
Indian	3.6%	14
Pakistani	0.0%	0
Bangladeshi	0.3%	1
Chinese	0.3%	1
Any other Asian background	1.8%	7
Mixed white/Asian	0.5%	2
Mixed black/Asian	0.8%	3
White British	62.9%	246
White European	14.8%	58
Any other white background	5.1%	20
Any other mixed background	0.8%	3
Any other ethnicity	2.1%	8
Prefer not to say	3.1%	12
<i>answered question</i>		<b>391</b>
<i>skipped question</i>		<b>7</b>



## Patient Satisfaction Survey 2015

Which of the following best describes you?		
Answer Options	Response Percent	Response Count
Employed (F/T, P/T and self-employed)	41.4%	158
Full time carer at home	3.1%	12
Unemployed / looking for work	2.1%	8
At school or in full time education	3.1%	12
Unable to work due to long term sickness	4.7%	18
Retired from paid work	38.7%	148
Other	6.8%	26
<i>answered question</i>		<b>382</b>
<i>skipped question</i>		<b>16</b>

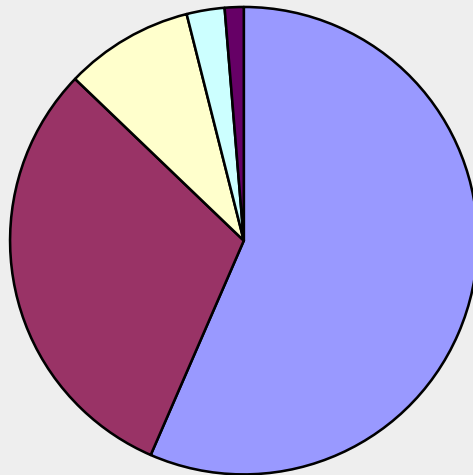




## Patient Satisfaction Survey 2015

How helpful do you find the receptionists at the practice?		
Answer Options	Response Percent	Response Count
Very helpful	56.5%	216
Fairly helpful	30.6%	117
Not very helpful	8.9%	34
Not at all helpful	2.6%	10
I have no opinion	1.3%	5
<i>answered question</i>		<b>382</b>
<i>skipped question</i>		<b>16</b>

How helpful do you find the receptionists at the practice?

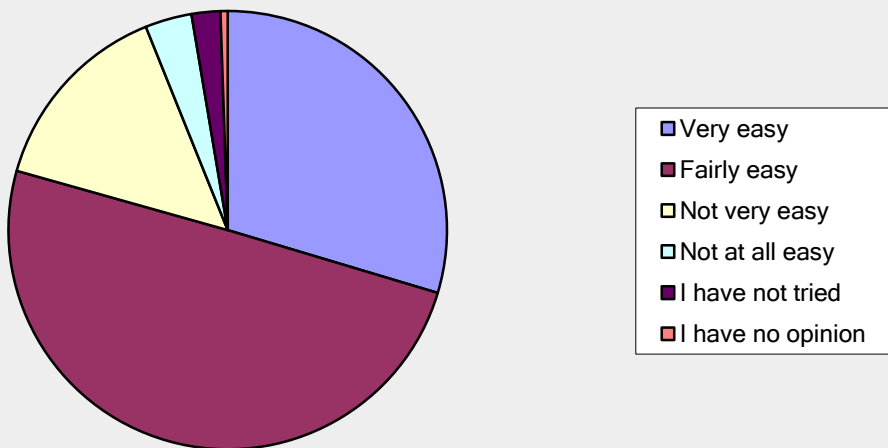


## Patient Satisfaction Survey 2015

How easy is it to get through to the practice on the phone?

Answer Options	Response Percent	Response Count
Very easy	29.6%	112
Fairly easy	49.7%	188
Not very easy	14.6%	55
Not at all easy	3.4%	13
I have not tried	2.1%	8
I have no opinion	0.5%	2
<i>answered question</i>		<b>378</b>
<i>skipped question</i>		<b>20</b>

How easy is it to get through to the practice on the phone?

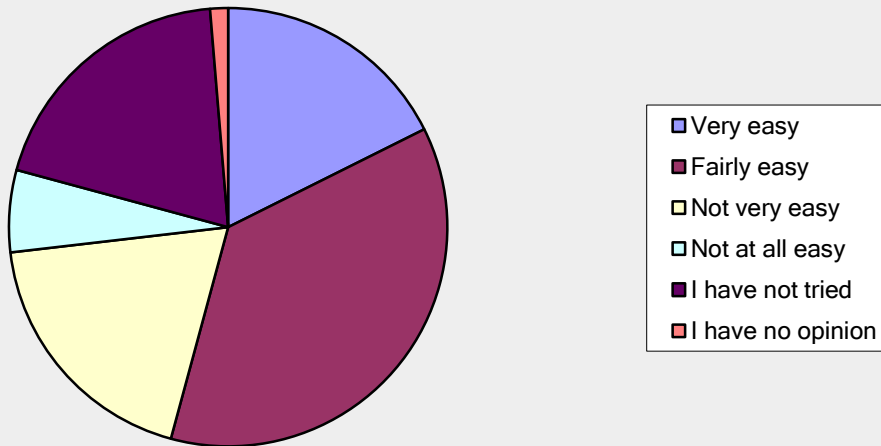


## Patient Satisfaction Survey 2015

How easy is it to speak to one of our doctors or nurses on the phone?

Answer Options	Response Percent	Response Count
Very easy	17.6%	67
Fairly easy	36.6%	139
Not very easy	19.0%	72
Not at all easy	6.1%	23
I have not tried	19.5%	74
I have no opinion	1.3%	5
	<i>answered question</i>	<b>380</b>
	<i>skipped question</i>	<b>18</b>

How easy is it to speak to one of our doctors or nurses on the phone?

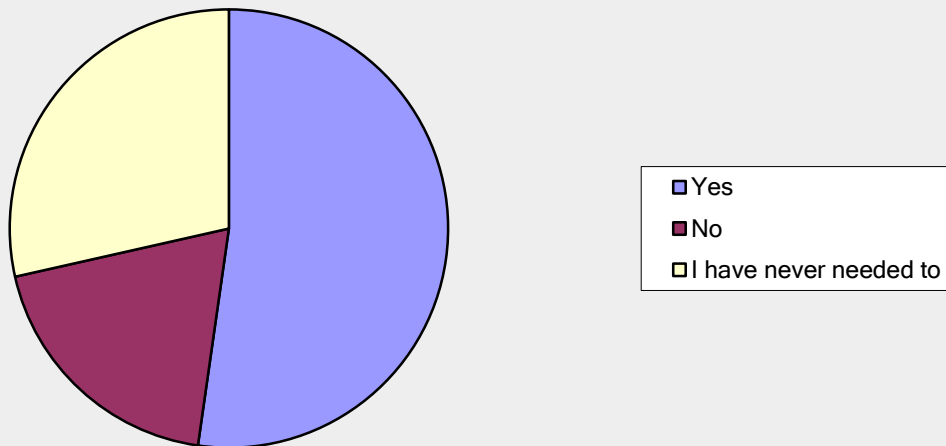


## Patient Satisfaction Survey 2015

If you need to see a doctor urgently, are you normally able to do so?

Answer Options	Response Percent	Response Count
Yes	52.3%	185
No	19.2%	68
I have never needed to	28.5%	101
Other (please specify)		
<i>answered question</i>		<b>354</b>
<i>skipped question</i>		<b>44</b>

If you need to see a doctor urgently, are you normally able to do so?

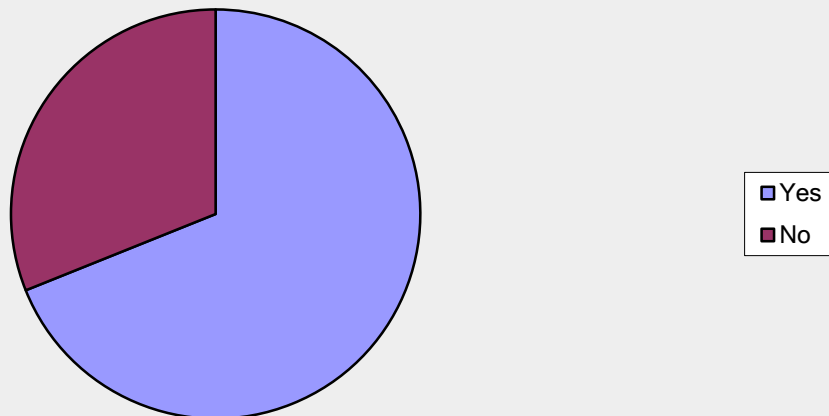


## Patient Satisfaction Survey 2015

The appointment system was reviewed and improved on 1st September 2013. Do you understand how the current appointment system works?

Answer Options	Response Percent	Response Count
Yes	68.9%	255
No	31.1%	115
<i>answered question</i>		<b>370</b>
<i>skipped question</i>		<b>28</b>

The appointment system was reviewed and improved on 1st September 2013.  
Do you understand how the current appointment system works?

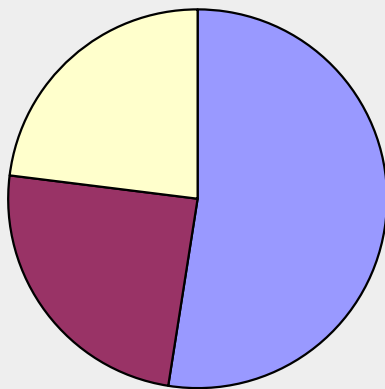


## Patient Satisfaction Survey 2015

When you last contacted the surgery to make a routine appointment were you

Answer Options	Response Percent	Response Count
Able to make an appointment with the doctor of your choice (in advance)	52.5%	180
Able to make a telephone consultation appointment (in advance)	24.5%	84
Speak to another doctor (on the day)	23.0%	79
<i>answered question</i>		<b>575</b>
<i>skipped question</i>		<b>169</b>

When you last contacted the surgery to make a routine appointment were you



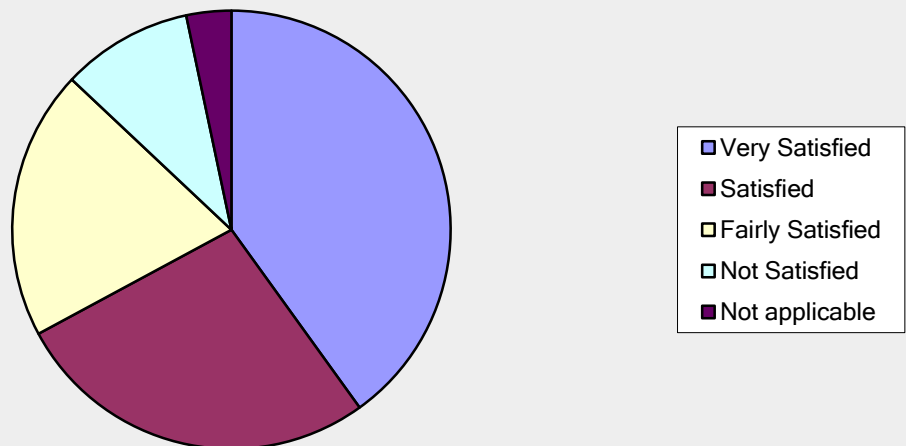
- Able to make an appointment with the doctor of your choice (in advance)
- Able to make a telephone consultation appointment (in advance)
- Speak to another doctor (on the day)

## Patient Satisfaction Survey 2015

How satisfied were you with the response you received on this occasion?

Answer Options	Response Percent	Response Count
Very Satisfied	40.1%	145
Satisfied	27.1%	98
Fairly Satisfied	19.9%	72
Not Satisfied	9.7%	35
Not applicable	3.3%	12
<i>answered question</i>		<b>362</b>
<i>skipped question</i>		<b>36</b>

How satisfied were you with the response you received on this occasion?

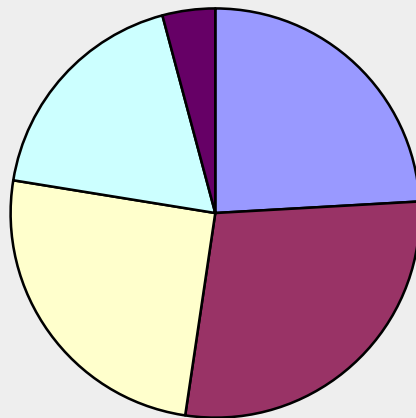


## Patient Satisfaction Survey 2015

How satisfied are you with the new appointment system overall? If you would like to make any suggestions on how to further improve the system please comment below

Answer Options	Response Percent	Response Count
Very satisfied	24.1%	87
Fairly satisfied	28.3%	102
Satisfied	25.2%	91
Not satisfied	18.3%	66
Not applicable	4.2%	15
Other (please specify)		
<i>answered question</i>		<b>361</b>
<i>skipped question</i>		<b>37</b>

How satisfied are you with the new appointment system overall? If you would like to make any suggestions on how to further improve the system please comment below

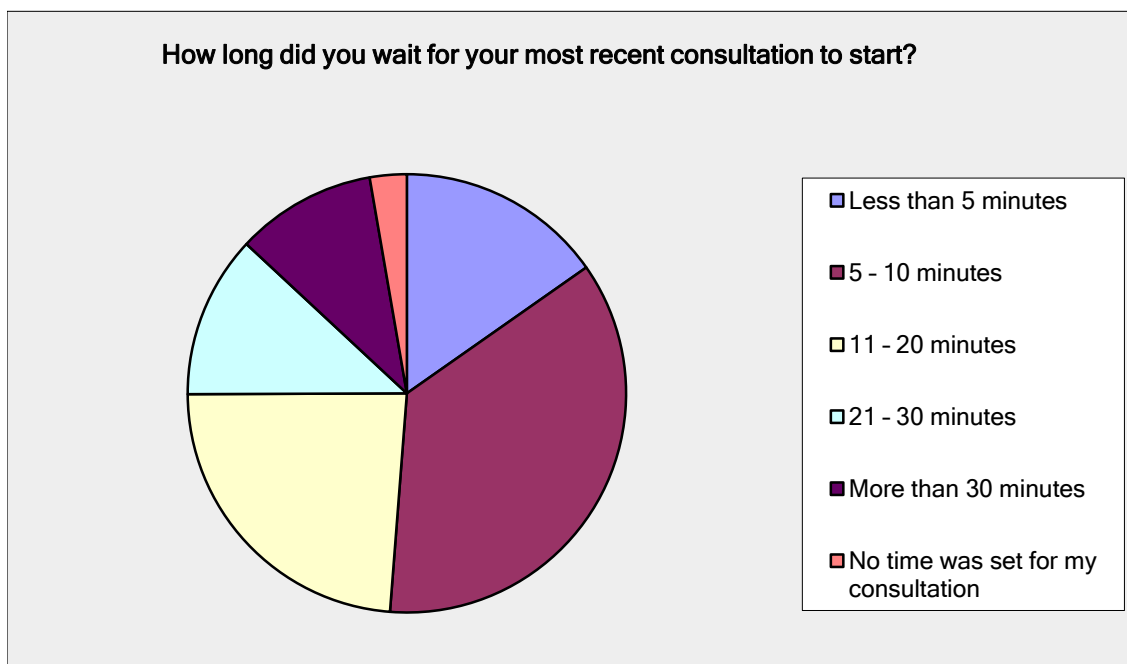


- Very satisfied
- Fairly satisfied
- Satisfied
- Not satisfied
- Not applicable



## Patient Satisfaction Survey 2015

How long did you wait for your most recent consultation to start?		
Answer Options	Response Percent	Response Count
Less than 5 minutes	15.3%	56
5 - 10 minutes	36.0%	132
11 - 20 minutes	23.7%	87
21 - 30 minutes	12.0%	44
More than 30 minutes	10.4%	38
No time was set for my consultation	2.7%	10
<i>answered question</i>		<b>367</b>
<i>skipped question</i>		<b>31</b>

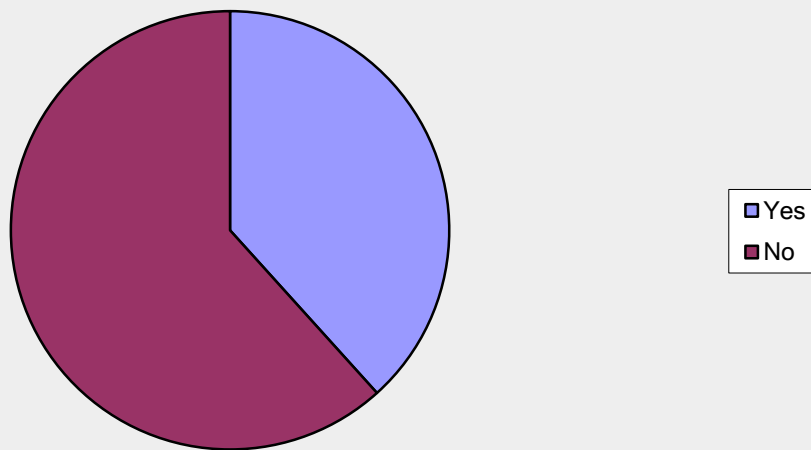


## Patient Satisfaction Survey 2015

If there was a delay to your appointment, were you informed by the receptionist that the doctor was running late?

Answer Options	Response Percent	Response Count
Yes	38.3%	113
No	61.7%	182
<i>answered question</i>		295
<i>skipped question</i>		103

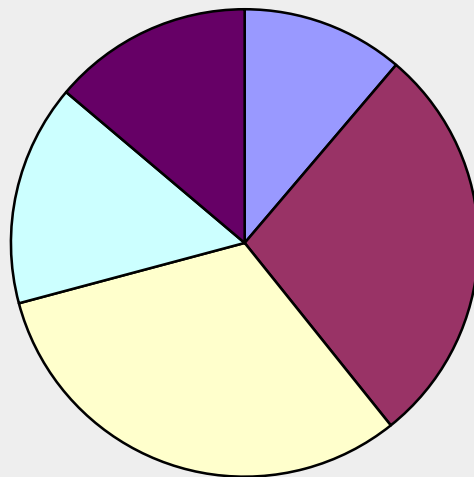
If there was a delay to your appointment, were you informed by the receptionist that the doctor was running late?



## Patient Satisfaction Survey 2015

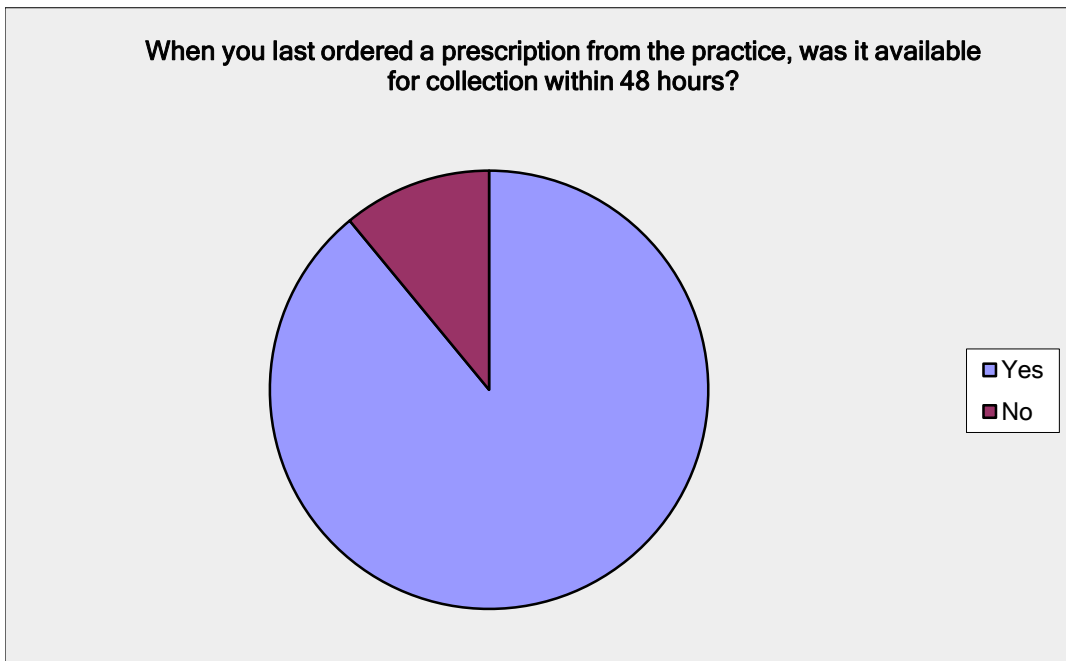
What additional hours would suit you?		
Answer Options	Response Percent	Response Count
Before 8am	16.6%	60
After 6:30pm everyday	41.6%	150
On a Saturday	46.8%	169
On a Sunday	22.7%	82
None of these	20.5%	74
<i>answered question</i>		<b>361</b>
<i>skipped question</i>		<b>37</b>

What additional hours would suit you?



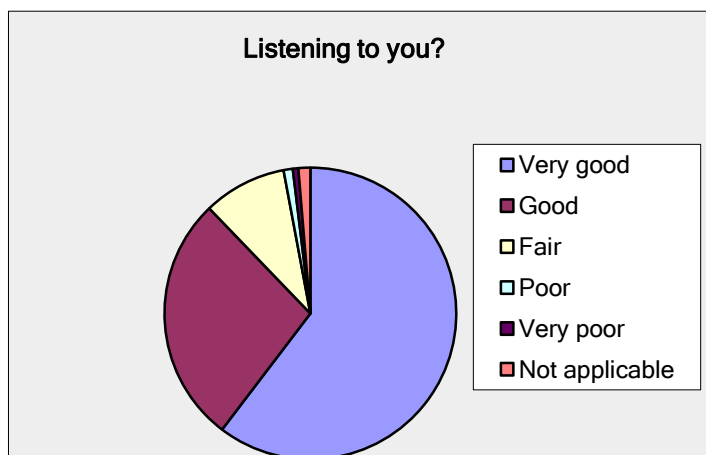
## Patient Satisfaction Survey 2015

When you last ordered a prescription from the practice, was it available for collection within 48 hours?		
Answer Options	Response Percent	Response Count
Yes	89.0%	276
No	11.0%	34
<i>answered question</i>		<b>310</b>
<i>skipped question</i>		<b>88</b>



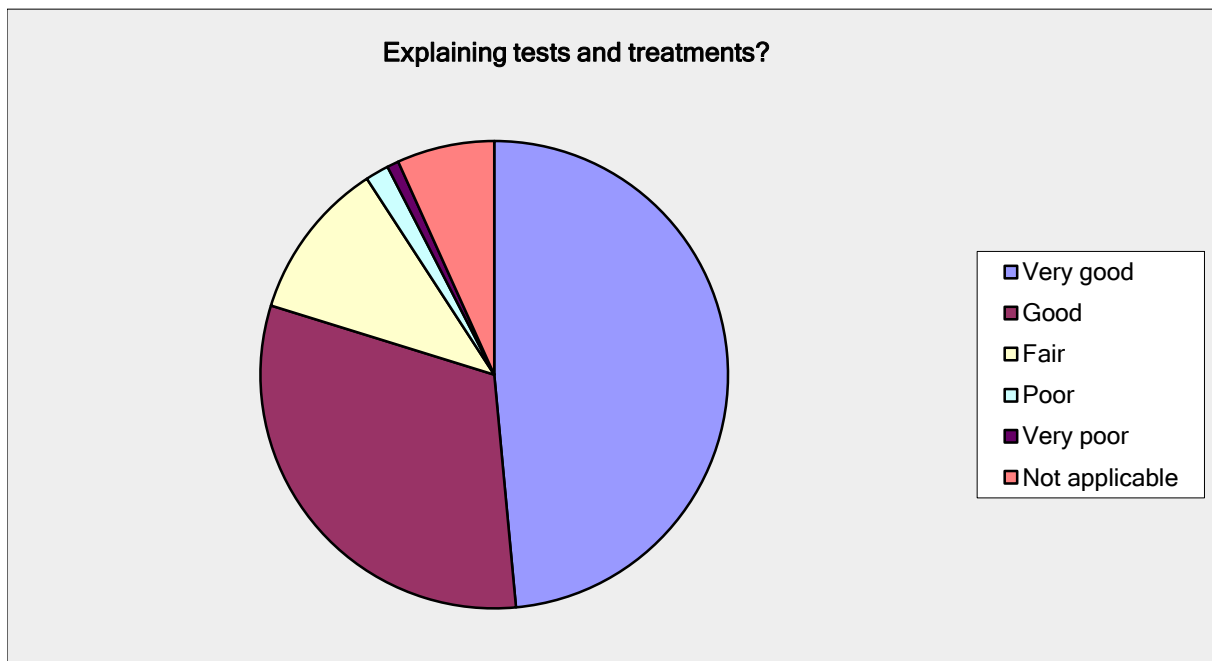
## Patient Satisfaction Survey 2015

Listening to you?		
Answer Options	Response Percent	Response Count
Very good	59.4%	222
Good	27.0%	101
Fair	9.1%	34
Poor	1.0%	5
Very poor	0.6%	5
Not applicable	1.3%	7
<i>answered question</i>		<b>374</b>
<i>skipped question</i>		<b>24</b>



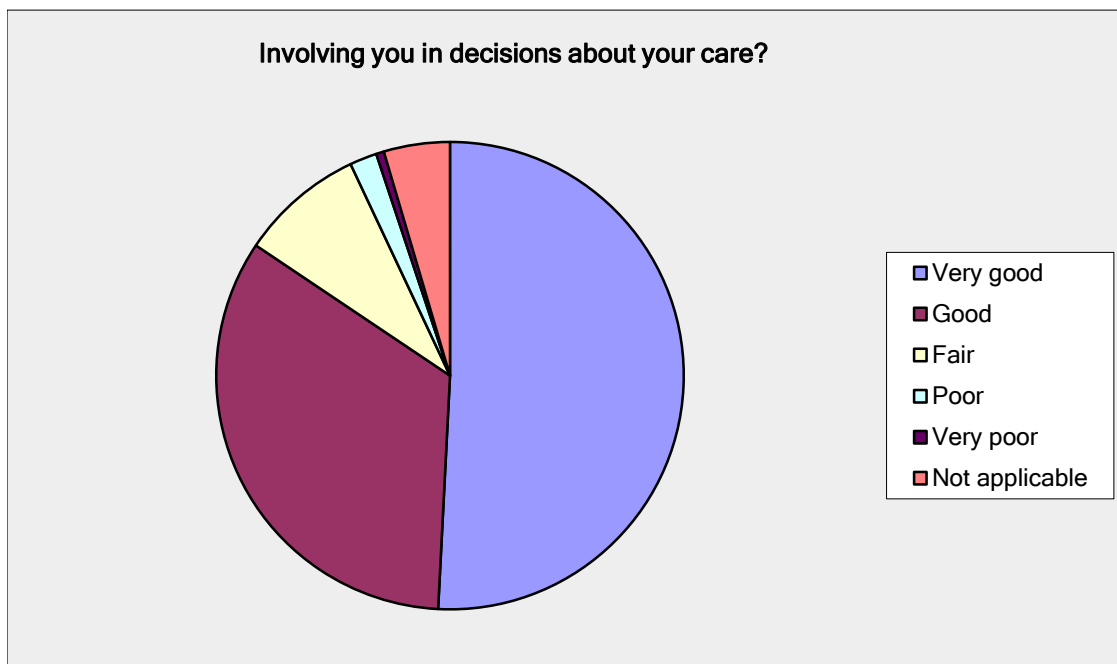
## Patient Satisfaction Survey 2015

Explaining tests and treatments?		
Answer Options	Response Percent	Response Count
Very good	48.5%	180
Good	31.3%	116
Fair	11.1%	41
Poor	1.6%	6
Very poor	0.8%	3
Not applicable	6.7%	25
<i>answered question</i>		<b>371</b>
<i>skipped question</i>		<b>27</b>



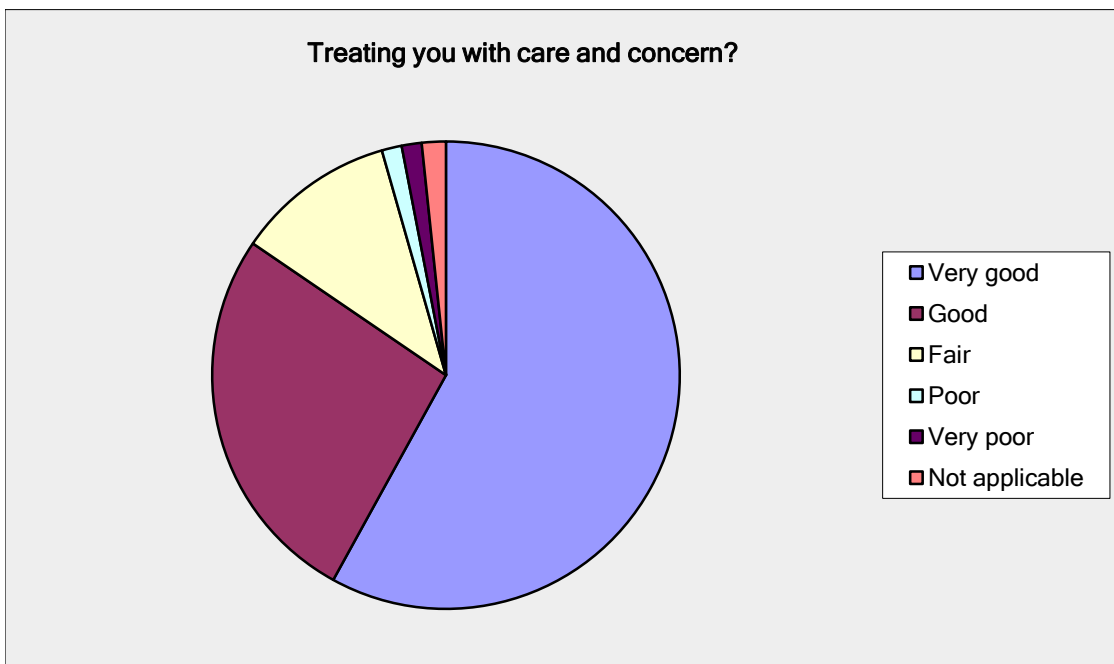
## Patient Satisfaction Survey 2015

Involving you in decisions about your care?		
Answer Options	Response Percent	Response Count
Very good	50.8%	189
Good	33.6%	125
Fair	8.6%	32
Poor	1.9%	7
Very poor	0.5%	2
Not applicable	4.6%	17
<i>answered question</i>		<b>372</b>
<i>skipped question</i>		<b>26</b>



## Patient Satisfaction Survey 2015

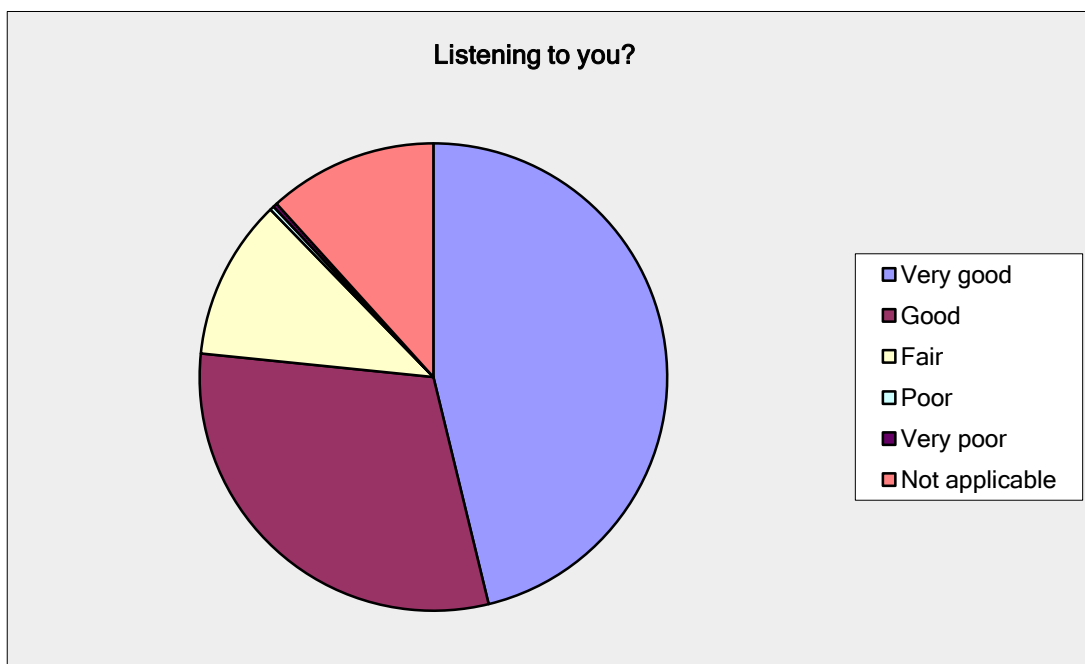
Treating you with care and concern?		
Answer Options	Response Percent	Response Count
Very good	58.0%	210
Good	26.5%	96
Fair	11.1%	40
Poor	1.4%	5
Very poor	1.4%	5
Not applicable	1.7%	6
<i>answered question</i>		<b>362</b>
<i>skipped question</i>		<b>36</b>





## Patient Satisfaction Survey 2015

Listening to you?		
Answer Options	Response Percent	Response Count
Very good	46.2%	158
Good	30.4%	104
Fair	11.1%	38
Poor	0.3%	1
Very poor	0.3%	1
Not applicable	11.7%	40
<i>answered question</i>		<b>342</b>
<i>skipped question</i>		<b>56</b>

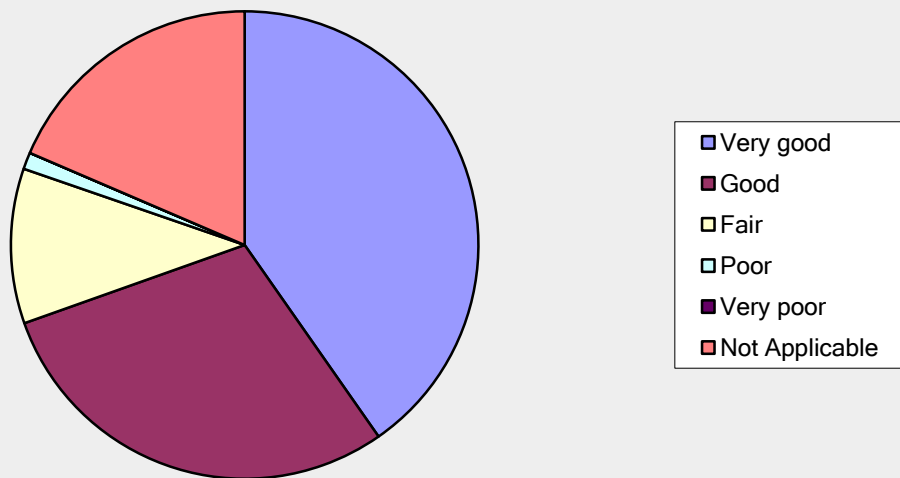


## Patient Satisfaction Survey 2015

### Explaining tests and treatments?

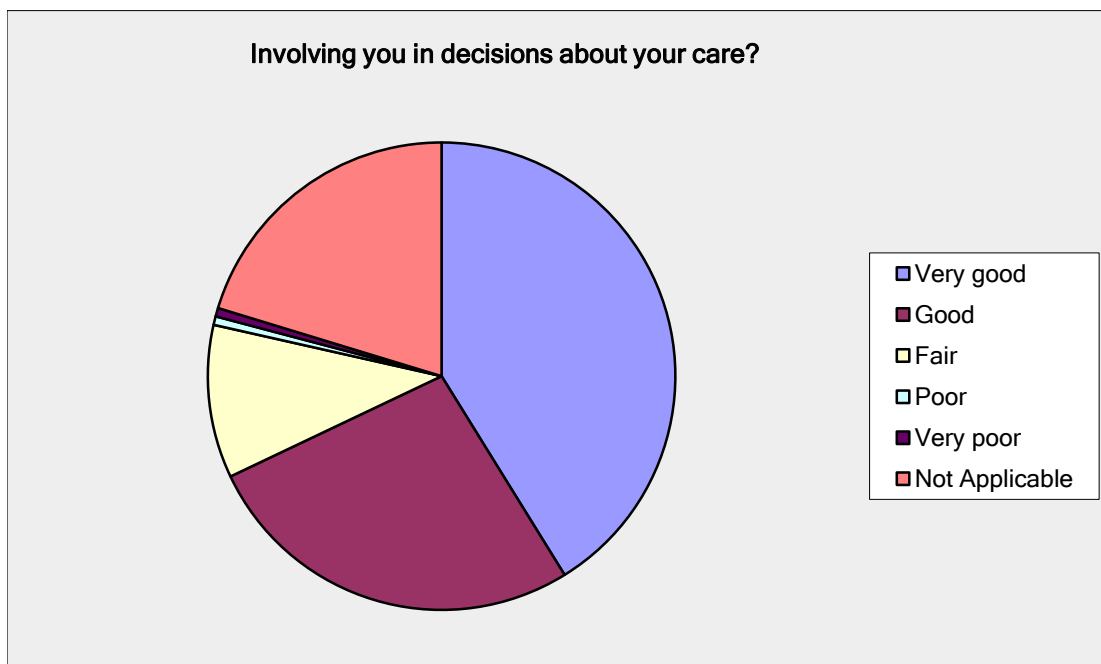
Answer Options	Response Percent	Response Count
Very good	40.3%	139
Good	29.3%	101
Fair	10.7%	37
Poor	1.2%	4
Very poor	0.0%	0
Not Applicable	18.6%	64
<i>answered question</i>		<b>345</b>
<i>skipped question</i>		<b>53</b>

### Explaining tests and treatments?



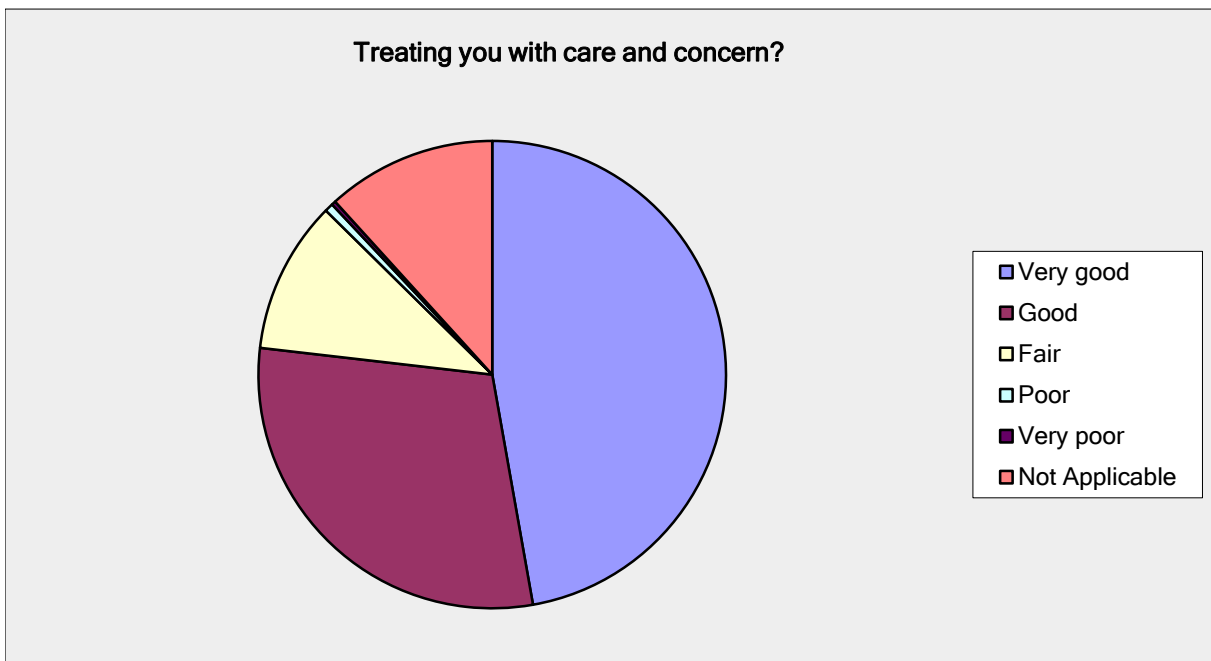
## Patient Satisfaction Survey 2015

Involving you in decisions about your care?		
Answer Options	Response Percent	Response Count
Very good	41.2%	140
Good	26.8%	91
Fair	10.6%	36
Poor	0.6%	2
Very poor	0.6%	2
Not Applicable	20.3%	69
<i>answered question</i>		<b>340</b>
<i>skipped question</i>		<b>58</b>



## Patient Satisfaction Survey 2015

Treating you with care and concern?		
Answer Options	Response Percent	Response Count
Very good	47.2%	161
Good	29.6%	101
Fair	10.6%	36
Poor	0.6%	2
Very poor	0.3%	1
Not Applicable	11.7%	40
<i>answered question</i>		<b>341</b>
<i>skipped question</i>		<b>57</b>

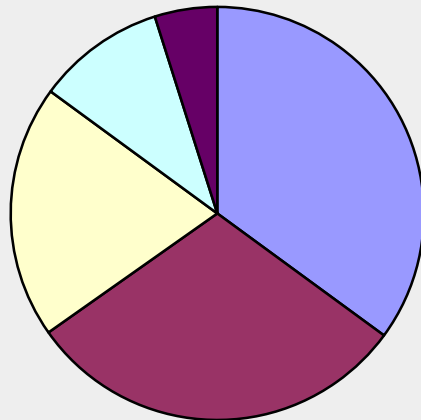


## Patient Satisfaction Survey 2015

Overall, how would you describe your experience of our GP surgery?

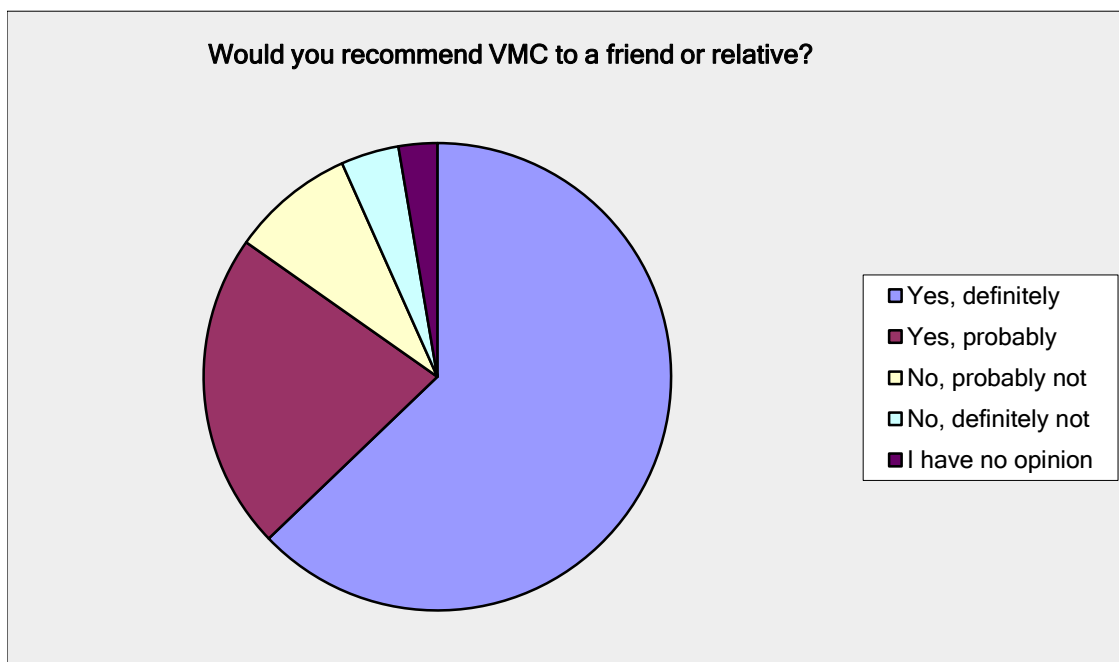
Answer Options	Response Percent	Response Count
Excellent	35.2%	129
Very good	30.3%	111
Good	19.9%	73
Fair	10.1%	37
Poor	4.9%	18
<i>answered question</i>		<b>367</b>
<i>skipped question</i>		<b>31</b>

Overall, how would you describe your experience of our GP surgery?



## Patient Satisfaction Survey 2015

Would you recommend VMC to a friend or relative?		
Answer Options	Response Percent	Response Count
Yes, definitely	62.8%	235
Yes, probably	21.9%	82
No, probably not	8.6%	32
No, definitely not	4.0%	15
I have no opinion	2.7%	10
<i>answered question</i>		<b>374</b>
<i>skipped question</i>		<b>24</b>



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**17. Regarding your last appointment with the doctor, how good were they at...**

<b>Answer Options</b>	<b>Very good</b>	<b>Good</b>	<b>Fair</b>	<b>Poor</b>	<b>Very poor</b>	<b>Not Applicable</b>	<b>Response Count</b>
Listening to you	59.4%	27.0%	9.1%	1.3%	1.3%	1.9%	374
Explaining test and	48.5%	31.3%	11.1%	1.6%	0.8%	6.7%	371
Involving you in	50.8%	33.6%	8.6%	1.9%	0.5%	4.6%	372
Treating you with	58.0%	26.5%	11.1%	1.4%	1.4%	1.7%	362

**18. Regarding your last appointment with the nurse, how good were they at...**

<b>Answer Options</b>	<b>Very good</b>	<b>Good</b>	<b>Fair</b>	<b>Poor</b>	<b>Very poor</b>	<b>Not Applicable</b>	<b>Response Count</b>
Listening to you	46.2%	30.4%	11.1%	0.3%	0.3%	11.7%	342
Explaining test and	40.3%	29.3%	10.7%	1.2%	0.0%	18.6%	345
Involving you in	41.2%	26.8%	10.6%	0.6%	0.6%	20.3%	340
Treating you with	47.2%	29.6%	10.6%	0.6%	0.3%	11.7%	341