

Tutbury Practice Patient Forum

Patient Survey December 2014

Comments Received

3. Are you aware of surgery opening times for:

No Gender Given

- Always very good help.
- What's a Phlebotomist?

Male 18-30

- Needs to be easier to obtain appointments. 45 calls to get one this morning.

Male 31-50

- Would be suitable if times for doctors be available through a site that could be updated regularly.
- Seems to change from each time I call.
- Good.
- I know reception opens at 8am.
- Yes but can never get an appointment when I feel ill. Feel like you need to know when you are going to fall ill.
- Booking some on the day appointments are extremely difficult. Need more out of hour's appointments for those NHS staff that work late.
- I normally call reception or pre-book.

Male 51- 65

Very good.

Male 66-74

- Not sure about Phlebotomist.
- Patients in full time work not applicable.

Male 75+

- I see no details of times at reception.

Female No age given

- Very good
- Still very difficult for people in full time work to get appointments.
- Very good.

Female 18-30

- Never used some of the areas mentioned hence ticked no, o never really look at opening times.
- I only have a rough idea but do not know the exact times.

- If I need to know I google it.
- I know the surgery is closed at lunch.

Female 31-50

- I am often amazed how often I get an appointment as I am not always able a non-urgent appointment.
- I know of patients in full time work can come late in the day and at weekends but not sure of times.
- Mostly ticked no just because never needed, easy to find out on line I would have thought.
- Not really used the last 4 services.
- I just ring up and hope for the best when requesting an appointment.
- I would just ring to find out.
- Phone lines are always constantly engaged in the mornings.
- Usually informed of availability, on- the -day book with reception.
- I have tried to explain on numerous occasions to several receptionists that I require a later appointment.
- As regards patients in full time work I know there are appointments available but I am not sure how these are booked unless they are a long way in advance.
- Don't know off the top of my head for reception but they on the door I think.
- I always try to either pre book or call 1st thing in a morning for an on-the-day appointment.
- I am new to the surgery and have had numerous needs to attend with my 14 week old baby but have found it quite challenging getting appointment.
- For those questions I have ticked no I am confident I could easily find out.
- First time I had used the surgery today.

Female 51-65

- We are fully aware of and happy with the usual services we require from the surgery.
- Very good
- I can find these out from reception when needed.
- All very good.
- If I need an appointment then I call and if it is for the nurse the reception will always help.
- Everyone should be sent details.
- Where would I find this information?
- I think you work really hard to accommodate patients' availability.
- Like to widen times / evenings for those at full time work.
- Do not know there was a difference for people in full time work.

Female 66-74

- Difficult to make contact with the surgery after 8am to on some days 8.20am
- Only problem is getting through for an appointment on the telephone.
- Not sure of any of the times.

4. Before making your GP appointment have you tried to obtain information from the various sources listed? Was the information obtained from any of the above of help?

No Gender Given

- I wouldn't make an appointment unless desperate
- Happy with the service

- Very Helpful
- Not applicable
- The few times that I have consulted the local Pharmacy I have always been advised that they couldn't help and it was a matter for the doctors

Male 31-50

- I am a doctor so do not need to source this help.
- Sometimes too much information and you still end up at the doctors anyway.

Male 51-65

- Pharmacy very good.
- Extremely awkward for myself, who is working 12 hour continental shifts, to get an appointment.
- Sought help from Chiropractor. Recommended GP visit for frozen shoulder as would benefit from an anti-inflammatory injection.
- Sometimes the above can't help and still will refer you to your doctor.
- Not applicable as I wasn't at the surgery to make an appointment.
- I was recommended to come direct to the surgery by the paramedic.
- Used a search engine.

Male 66-74

- Information given was of no help.
- Has not been necessary.
- Only attend when necessary.
- My current appointment is for a blood pressure check after change of medication. In the past I have used Lister House and A&E since surgery is closed Thursday evening until Monday morning ie almost half a week.
- Not applicable on this occasion.

Male 75+

- Sent by paramedics
- Internet.
- I do not go for colds and mild illnesses
- On-going appointment with the doctor.

Female No age given

- Sent via out of hour's doctors.
- From friends who are GP's
- NHS 111 service is very variable and often end up recommending an appointment with a GP anyway.
- Practice booklet.

Female 18-30

- Health visitor sent me.
- Sometimes not required to make an appointment. However on sites for people with babies it advises still to make an appointment to see a doctor to be on the safe side. I think someone seeing them face to face and knowing that they are okay puts the mothers mind at rest that they have done as they can for their little one.

Female 31-50

- Today I am here for waistline service.
- Yes it was useful and I came to see the doctor just to clarify.
- Pharmacy advised me to see GP
- The medication I was given did not work and I was advised to see the GP
- Unfortunately the online and phone services have to use flow chart systems which is never going to be as good as standing in front of a person and describing / showing the symptoms.
- GP appointment for ongoing consultation with child.
- Needed to be referred.
- Not today due to the nature of the appointment but I do use the NHS website on other occasions.
- If I think the Pharmacy / website and others can help I try them but sometimes it is something I would rather speak to my GP about.
- I often do use NHS information or the Pharmacy but for this appointment I need to see the doctor. Info from other agencies is often very helpful.
- I know my daughter needed to see a doctor.
- On-going appointment.

Female 51-65

- Thankfully our issues have been fairly normal for us. Should anything different arise then we would contact those services listed.
- Went to out of hours in Cross Street first.
- The other services no help at all, needed to see a GP anyway.
- Went to A&E
- NHS 111 confirmed I needed to see a doctor.
- NHS 111 usually refers you back to your doctor
- 84 times I rang to get an appointment.
- None used. I rang twice during the day little help ended up in A&E early hours of the following morning.
- Came back to see doctor for test results.
- Tried NHS Internet sites but still needed to see GP.

- Visited for my annual blood test. Would not come along for colds, coughs etc unless ill for some weeks.
- I contacted NHS 111 and they told me to go to A&E. I never did as I consider A&E to be for emergencies only. I had to wait 4 days before I managed to see a doctor. I have been off work sick for over a week. I believe this could have been prevented if I could have seen a doctor and received medication quicker.
- I am a nurse.
- On other occasions I have contacted the above services but not today.

Female 66-74

- I use natural medicines but sometimes need a GP appointment.
- Blood Pressure Association.
- Not applicable on this visit.
- Not applicable on this visit.
- Try not to ring the doctors at all, only come when invited.
- Pharmacists suggested seeing the GP.
- NHS 111 not particularly helpful on previous occasions but pharmacists are often both helpful and knowledgeable.
- Usually at weekends use the above services but still needed GP.
- Much difficulty obtaining appointment by phone for a GP.

Female 75+

- I had earache but didn't want to bother the doctor.

5. Your views of the surgery

No Gender Given Patients

- Happy with the service.
- I have always been very pleased with the services I have received.
- In the past some doctors seem to be little rushed.
- Not always especially for more obscure problems as I have

Male 18-30

- Hard to obtain appointments
- Most GP's very polite / courteous. Have felt rushed in the past. If I can have 20mins for an appointment why can I not talk about several problems? Surely this saves time for GP and patient and saves having to make another appointment.

Male 31-50

- In general yes, but one doctor never seems to do anything, "we'll see how it goes" I have had this 3-4 times with him.
- A privacy zone at the desk would be good
- Receptionists are helpful apart when having to make an appointment.
- Very good.
- I am 100% confident with GP'S and happy to use this clinic.

Male 51-65

- Very good all round service.
- Very hard for shift workers to get appointments. When seen by a doctor generally satisfactory.
- Dr Salwey is excellent. Always takes time to explain.
- Insufficient blue badge car parking.
- Reception a grey area.

Male 66-74

- More staff needed about the reception.
- Good service.
- One doctor exceptional, two indifferent and one I am reluctant to use.

Male 75+

- I have put question marks in the last question because there has been occasions when my health problems have not always been solved to my satisfaction.
- All excellent
- Sometimes privacy at reception can be none existent. People crowd around you when the reception is busy.
- Sometimes follow up appointments are not with the same doctor therefore feel the lack of continuity.
- Also seem to be well looked after and treated with courtesy.
- Not always confident that my GP knows what treatment is best for me.
- I have been told male doctor that I can't choose. Sometimes the receptionist is a bit loud.
- Your policies and procedures re booking appointments are not good and don't take the patient needs into account.
- Some just gaze into the screen instead of looking at you.
- Both my parents are in their late 80's and find it very difficult to get an appointment with a regular doctor which at their age we feel is important. The receptionists do not seem to take age into consideration, however if you speak to the doctor direct you get one. So in my view if this was altered it would help not only the patient but the doctor too.

Female No age given

- Parking is difficult. I have a back problem and have trouble walking etc.
- Certain receptionists are very helpful. A certain could be more helpful and can be quite rude.
- Very concerned at the way my antibiotics are prescribed for problems. Minimum checks performed often not even checking ears or throat / tonsils have been examined.
- Very satisfied.

Female 17

- Been diagnosed incorrectly several times.

Female 18-30

- My last visit was pointless. I came to see altitude sickness and he said wasn't sure and guessed rather than look it up.
- Dr Salway has on numerous times been very unhelpful. This is not just my opinion.
- Some receptionists are helpful and friendly and some are not.
- Some receptionists!! I feel when making an appointment there is no need to explain the cause for wanting to see a doctor to them. To us it is a personal visit to see my GP, regardless if they are trying to be helpful.
- Receptionists can be quite loud on the phone and to patients.
- Waiting room is always clean and staff are welcoming, lovely surgery.
- Fantastic service all round
- I been part of 7 doctor surgeries around the country in the last 6 years. This is by far the best.
- Always problems in trying to make appointments.
- The receptionists are mostly helpful.

Female 31-50

- Excellent service from GP particularly with my children.
- In terms of courtesy of GP etc Dr Skinner yes, unsure of others.
- I am not always certain the GP knows the best treatment and not seeing the same doctor each time doesn't help.
- The parking is a nightmare.
- Sometimes the doctor listens and sometimes I am confident they know what treatment to give.
- Sometimes other patients can stand too close and listen to your conversations at reception.
- Unfortunately there is no way to make the reception area more private and it is not practical to go to a private room if discussing a private matter. In terms of confidence in GP and treatment given this very much depends on the GP seen.
- Difficult to get through to the surgery by telephone, especially early morning. The line can be engaged for 30mins or rings for over a minute until before being answered.
- Only complaint is how long it takes to get through on the phone to make an on-the-day appointment. Have occasionally found that when finally get through all appointments have gone.
- I lack confidence in the doctors' treatment. Not always sure that they know what they are treating. Only have faith in Dr Skinner.
- Just one issue, Depo injection.
- Sometimes you are asked too much personal information in an open environment of the reception area.
- Some receptionists are more polite than others.
- It would be good to ask for a certain doctor rather than turning up and not knowing which one we will see.

- I have had experience of not being listened to by one of the doctors when he clearly had other things to be doing.
- I have had experience in the past where the last two questions regarding GP's would have been no but currently happy to answer yes.
- At times reception can be quite sharp and appear not to be very helpful. In terms of GP questions it depends which doctor I see as I trust some more than others.
- Fab doctors every time.
- Very satisfied.
- I find the appointment system often very challenging and the lack of flexibility is unhelpful.
- I sometimes find it difficult to discuss things with the receptionists. Some of them can be quite huffy with you on the phone but some are lovely.
- I have been given a lot of time by the GP to keep me going and feel they care about my health.

Female 51-65

- Privacy at reception is 50/50 and happy that my treatment from the GP is within his /her confines / restrictions.
- Surgery has beautiful mural to relax you while you wait.
- Privacy at reception is no other patients waiting can hear your conversation or see what is getting passed over eg samples etc.
- In terms of receptionists it sometimes depends on who is on.
- Well impressed.
- Receptionists being helpful and Privacy question mostly OK.
- Reception lady too loud.
- Dr Skinner is brilliant.
- Parking is an issue but unavoidable.
- Privacy at reception could be better.
- Reception desk not really private enough for sensitive issues.
- Dr Salway cares for my diabetes OK but I need support for my mental help son. No help still in sight. He moved back in with me 1 year ago.
- Mostly confident re GP knows what treatment.
- Reception desk is quite open to the rest of the patients.

Female 66-74

- Main problem is getting my 3 monthly appointments without having to try several times.
- Very happy with the surgery most confident in everything.
- Very good.
- Continuity of care is important for those with LTC's or complicated issues.
- In terms of confidence in GP most of the time but not always same goes for privacy at reception.
- I do not like my consultation reason being voiced loudly by receptionist.
- Some receptionists are better than others with one in particular giving inappropriate test results over the telephone.
- Most receptionists helpful.

- Often have to repeat symptoms many times when seeing different doctors, but treatment always excellent.
- Depends which receptionist is on.
- Ramp steep for wheelchair.
- Very good.

Female 75+

- Satisfactory.
- Receptionists reasonably helpful
- Sometimes confident in GP and treatment given.

6. Based on your overall experience throughout 2014 how would you rate your visits to the Practice?

Male 18-30

- Again getting appointments can be difficult hence my score of satisfactory.

Male 31-50

- Not always easy to get an appointment.
- Booking appointments can be quite difficult.

Male 51-65

- Very good care all round.

Male 66-74

- Telephone problems.

Male 75+

- Very satisfactory except for comments I put regarding continuity of same doctor.
- I am very satisfied but I was supposed to see the CQC.
- Depends who you see.

Female No age given

- Often struggle to get an appointment. Can take up to 3 days.
- Receptionists do not offer fact that on the day appointments are full. A GP may see you if it is an emergency.

Female 18-30

- Hard to gain an on the day appointment
- Please see comment on 5 about receptionists overleaf. Level of service between receptionists varies.
- Appointments need to be more available. Also getting through by phone can be very hard.
- With having a premature baby my health and my babies health have been really looked after.

Female 31-50

- Not listened to and get the help I needed when it was too late.
- It can be difficult to get an appointment and Fridays are emergency only.
- Daughter wasn't referred quickly enough to relevant hospital service.
- I waited 8 weeks for a physio appointment which on investigation the referral had not been typed. The problem was resolved but I feel it could have been dealt with better by the admin staff.
- It would be nice to be able to see my own doctor more often. He is aware of my problems.
- The doctors, nurses and all staff do a great job.
- On –the-day appointments telephone is always busy. Times given for appointments aren't always convenient even when you phone at 8am.
- Hard to book appointments. Have to call at 8am and 1pm which is not practical when you work full time.
- Had an appointment cancelled then due to complications it was difficult to re-arrange it.
- I was able to come to a very early appointment before work when I requested it.
- I have been really happy with the service for me and my children.
- I have only attended a couple of times.
- Only negative is that it is difficult to pre book an appointment for a certain doctor which would be useful for continuity.
- Visited with my husband and daughter. Saw Dr Skinner with my husband and Dr Salway with my daughter. Fantastic doctors.
- The nursing staff and doctors are excellent and have what I would consider excellent bedside skills which are really important as I often get stressed on arrival.
- 1st time used.
- Find getting a routine appointment difficult especially fitting in with work hours. Need to be able to pre book more than 2 weeks in advance.

Female 51-65

- I have been very pleased to get an appointment reasonably quickly and when requested. Thank you.
- First visit.
- I can say that that working in the community the District Nurses from this Practice are the best in the area.
- Not being able to see Dr Skinner every time you ask for the appointments have been taken.
- With working full time I do find it difficult to get an emergency appointment.
- Only been once.
- Impossible to get an appointment. Always being told to ring at 1pm, can't do that as I am a teacher. Phone is always engaged in a morning.
- I think you have been very helpful, over 25 years as a patient.
- Nothing wrong with the Practice only getting an appointment to see a doctor, you have to know you are going to be ill 3 weeks in advance.
- My diabetes OK but support not helped me as a carer to my parents and son.

- Hard to make a repeat appointment tried in Sept and told to ring later when all doctors back. Then had to try same day when I was working in the area. In the end had to have an emergency appointment today in Dec
- I would like to see/have early morning and late night appointments as I work full time and getting to the surgery can be difficult.
- The system of booking appointment is VERY stressful. Great for urgent matters but non urgent appointments can't be made at all.
- It would be useful if when you book in at reception if you are told if there is a delay.
- I was very happy with the treatment I received for a bad chest infection. The doctor did all he could and sorted it out.

Female 66-74

- Excellent service and understanding. Skilful doctors.
- Unable to get through by phone, often engaged then no appointment available.
- I have always found the quality of care given to me is excellent.

Female 75+

- Good.
- Asked for home visits doctors often reply only by phone.

7. Are you aware of the non- acute NHS Health Checks available at the surgery?

Male 66-74

- Thought they had stopped.

Male Patients 75+

- Never been advised but so far it hasn't been a problem

Female 31-50

- I was called for a middle age check and an aware of the well woman checks.
- I am aware of learning disability annual health checks but not those indicated in the question.
- I would like information on this.
- Such as?
- New to this Practice.
- Not sure.

Female 51-65

- What are these?
- Very good.

Female 66-74

- These should be more widely publicised. I do not think awareness level is high.
- Have to ask what is available, not offered.
- Would like more information.

8. Are you happy for your medical records being sent to the following organisations unless you choose to opt out?

a) NHS professionals within the UK for your treatment. This is known as the Summary Care Record which can be accessed by NHS staff if you are taken ill elsewhere within the UK

b) For research purposes into disease trends / medications and can be accessed by the NHS or other outside bodies. This is known as care.data and is not accessed by medical professionals if you are taken ill elsewhere within the UK.

Male 51-65

- Only with my consent. I would not like my records being given to a third party.
- Have opted out of care.data.

Male 75+

- As long as it is private and safe.
- I have contracted out of care.data

Female No age given

- I have already taken part in trials.

Female 31-50

- Care.data I would have probably consented to this but have concerns about the security of computer systems, especially considering the amount of info gone via identify theft.
- Care.data I would need more information about this before giving consent.
- Don't mind my information being shared when I am advised first but not to be freely available as a matter of course.
- Care.data I do not want my data sold or used. Contact me first.

Female 51-65

- Care.data It would depend which organisation wanted the data.
- I feel we can never fully trust any confidential source so many people can handle my info.
- Providing security is paramount.

Female 66-74

- Provided they are treated as confidential and not passed to other agencies for commercial use.
- The concept of confidentiality is being eroded far too easily.

9. Would you be interested in being a member of the Patient Forum Virtual Group? The purpose is for the Forum to keep those patients who can't attend the meetings informed and vice versa**Female 31-50**

- Not at present.
- Already sorted out with a Forum member.

Female 51-65

- Not sure will read the document given.

Female 66-74

- Care.data is very serious issue and the general public are NOT aware of potential consequences.

Female 66-74

- Not at the moment.
- I attend the meetings.
- I am already a member.

Additional Comments**Male 18-30**

- Just that hard to get appointments most of the time. I don't visit for no reason and it tends to annoy me when you can't get to see a doctor.
- I think you are doing an excellent job within your constraints. Thank you.

Male 66-74

- Very satisfied.
- The present system of ringing for an appointment at 8am is generally unsatisfactory. Other friends at other surgeries do not have this problem.

Male 75+

- Who is my designated GP? It was Elizabeth Gunn.

Female No age given

- Telephone booking in a morning is a nightmare. My phone will not allow an automatic ring back and my supplier says it is a problem at the surgery end.

Female 18-30

- I am a student teacher so I am only here during term time. Holidays and weekends I go back to North Wales.

Female 31-50

- I would like to see some details about well woman clinics to ask questions and check symptoms without having to see the doctor.
- Keep up the good work
- The staff at the Practice are exceptional from the reception staff through to the GP's. Never had an issue, fantastic work keep it up.
- I am happy with the surgery and have felt well treated. The experience is also true for my children.
- If not on a day I work I would attend the Forum. I will look into it.

Female 51-65

- When booking an on-the-day appointment can the receptionist advise who the doctor will be.

The Tutbury Practice Patient Forum Survey 2014

Analysis of completed questionnaires

Date of Survey: December 2014

1 Gender

Gender	Number	%age
Male	123	31.14%
Female	261	66.08%
No Answer	11	2.78%
TOTALS	395	100.00%

2 Age Group

Age Group	<18	18-30	31-50	51-65	66-74	75+	Not Given	Totals
Male	0	10	25	30	19	30	9	123
Female	1	36	97	54	37	15	21	261
No Gender	0	0	0	0	4	4	3	11
Totals	1	46	122	84	60	49	33	395
%age	0.25%	11.65%	30.89%	21.27%	15.19%	12.41%	8.35%	100.00%

3 Are you aware of surgery opening times for:
Male Patients

Patient Age Group	Reception			Totals	Doctors on the day appts			Totals	Phlebotomist			Totals
	Yes	No	No Answer		Yes	No	No Answer		Yes	No	No Answer	
Not Given	8	1	0	9	6	2	1	9	2	4	3	9
<18	0	0	0	0	0	0	0	0	0	0	0	0
18-30	8	2	0	10	9	1	0	10	1	9	0	10
31-50	20	5	0	25	13	11	1	25	1	23	1	25
51-65	27	3	0	30	23	7	0	30	16	13	1	30
66-74	15	4	0	19	6	13	0	19	13	6	0	19
75+	26	4	0	30	26	4	0	30	14	12	4	30
Totals	104	19	0	123	83	38	2	123	47	67	9	123
%age	84.55%	15.45%	0.00%	100.00%	67.48%	30.89%	1.63%	100.00%	38.21%	54.47%	7.32%	100.00%

3 Are you aware of surgery opening times for:
Male Patients

Patient Age Group	Nurses			Totals	Patients in full time work			Totals	Minor surgery			Totals
	Yes	No	No Answer		Yes	No	No Answer		Yes	No	No Answer	
Not Given	5	3	1	9	4	2	3	9	3	3	3	9
<18	0	0	0	0	0	0	0	0	0	0	0	0
18-30	2	8	0	10	4	6	0	10	3	7	0	10
31-50	1	23	1	25	2	22	1	25	3	20	2	25
51-65	20	10	0	30	13	16	1	30	9	20	1	30
66-74	12	7	0	19	4	13	2	19	5	11	3	19
75+	14	10	6	30	16	8	6	30	8	11	11	30
Totals	54	61	8	123	43	67	13	123	31	72	20	123
%age	43.90%	49.59%	6.50%	100.00%	34.96%	54.47%	10.57%	100.00%	25.20%	58.54%	16.26%	100.00%

**3 Are you aware of surgery opening times for:
Female Patients**

Patient Age Group	Reception			Totals	Doctors on the day appts			Totals	Phlebotomist			Totals
	Yes	No	No Answer		Yes	No	No Answer		Yes	No	No Answer	
Not Given	21	0	0	21	16	5	0	21	9	6	6	21
<18	1	0	0	1	0	1	0	1	0	1	0	1
18-30	30	6	0	36	31	5	0	36	6	30	0	36
31-50	80	17	0	97	83	13	1	97	29	65	3	97
51-65	47	5	2	54	41	12	1	54	24	27	3	54
66-74	34	3	0	37	30	6	1	37	23	10	4	37
75+	15	0	0	15	11	2	2	15	12	1	2	15
Totals	228	31	2	261	212	44	5	261	103	140	18	261
%age	87.36%	11.88%	0.77%	100.00%	81.23%	16.86%	1.92%	100.00%	39.46%	53.64%	6.90%	100.00%

**3 Are you aware of surgery opening times for:
Female Patients**

Patient Age Group	Nurses			Totals	Patients in full time work			Totals	Minor surgery			Totals
	Yes	No	No Answer		Yes	No	No Answer		Yes	No	No Answer	
Not Given	12	7	2	21	7	11	3	21	7	9	5	21
<18	0	1	0	1	0	1	0	1	0	1	0	1
18-30	16	20	0	36	15	20	1	36	6	24	2	32
31-50	38	54	5	97	46	48	3	97	19	66	11	96
51-65	23	28	3	54	32	19	3	54	18	23	13	54
66-74	26	6	5	37	18	9	10	37	11	13	13	37
75+	8	2	5	15	7	1	7	15	5	3	7	15
Totals	123	118	20	261	125	109	27	261	66	139	51	256
%age	47.13%	45.21%	7.66%	100.00%	47.89%	41.76%	10.34%	100.00%	25.78%	54.30%	19.92%	100.00%

**3 Are you aware of surgery opening times for:
No Gender Patients**

Patient Age Group	Reception			Totals	Doctors on the day appts			Totals	Phlebotomist			Totals
	Yes	No	No Answer		Yes	No	No Answer		Yes	No	No Answer	
Not Given	3	0	0	3	3	0	0	3	0	3	0	3
<18	0	0	0	0	0	0	0	0	0	0	0	0
18-30	0	0	0	0	0	0	0	0	0	0	0	0
31-50	0	0	0	0	0	0	0	0	0	0	0	0
51-65	0	0	0	0	0	0	0	0	0	0	0	0
66-74	4	0	0	4	3	1	0	4	1	2	1	4
75+	3	1	0	4	3	1	0	4	2	2	0	4
Totals	10	1	0	11	9	2	0	11	3	7	1	11
%age	90.91%	9.09%	0.00%	100.00%	81.82%	18.18%	0.00%	100.00%	27.27%	63.64%	9.09%	100.00%

**3 Are you aware of surgery opening times for:
No Gender Patients**

Patient Age Group	Nurses			Totals	Patients in full time work			Totals	Minor surgery			Totals
	Yes	No	No Answer		Yes	No	No Answer		Yes	No	No Answer	
Not Given	2	1	0	3	1	2	0	3	2	1	0	3
<18	0	0	0	0	0	0	0	0	0	0	0	0
18-30	0	0	0	0	0	0	0	0	0	0	0	0
31-50	0	0	0	0	0	0	0	0	0	0	0	0
51-65	0	0	0	0	0	0	0	0	0	0	0	0
66-74	2	1	1	4	3	1	0	4	4	0	0	4
75+	2	1	1	4	1	0	3	4	0	1	3	4
Totals	6	3	2	11	5	3	3	11	6	2	3	11
%age	54.55%	27.27%	18.18%	100.00%	45.45%	27.27%	27.27%	100.00%	54.55%	18.18%	27.27%	100.00%

4 Before making your GP appointment have you tried to obtain information from

Male Patients

Patient Age Group	The Pharmacy			Totals	NHS 111			Totals	NHS Internet Sites			Totals	Other			Totals
	Yes	No	No Answer		Yes	No	No Answer		Yes	No	No Answer		Yes	No	No Answer	
Not Given	4	5	0	9	0	7	2	9	0	7	2	9	0	4	5	9
<18	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
18-30	3	7	0	10	1	9	0	10	6	4	0	10	0	5	5	10
31-50	9	14	2	25	5	18	2	25	9	14	2	25	1	7	17	25
51-65	11	17	2	30	6	19	5	30	5	16	9	30	3	15	12	30
66-74	6	12	1	19	2	15	2	19	3	14	2	19	2	6	11	19
75+	14	15	1	30	3	21	6	30	1	24	5	30	2	15	13	30
Totals	47	70	6	123	17	89	17	123	24	79	20	123	8	52	63	123
%age	38.21%	56.91%	4.88%	100.00%	13.82%	72.36%	13.82%	100.00%	19.51%	64.23%	16.26%	100.00%	6.50%	42.28%	51.22%	100.00%

4 Before making your GP appointment have you tried to obtain information from

Female Patients

Patient Age Group	The Pharmacy			Totals	NHS 111			Totals	NHS Internet Sites			Totals	Other			Totals
	Yes	No	No Answer		Yes	No	No Answer		Yes	No	No Answer		Yes	No	No Answer	
Not Given	11	9	1	21	2	12	7	21	4	9	8	21	3	6	12	21
<18	1	0	0	1	0	1	0	1	1	0	0	1	0	0	1	1
18-30	16	18	2	36	11	20	5	36	20	11	5	36	1	11	24	36
31-50	48	42	7	97	22	64	11	97	40	47	10	97	2	28	67	97
51-65	22	25	7	54	15	27	12	54	11	27	16	54	2	17	35	54
66-74	20	16	1	37	6	26	5	37	4	23	10	37	2	17	18	37
75+	7	6	2	15	1	10	4	15	0	11	4	15	1	8	6	15
Totals	125	116	20	261	57	160	44	261	80	128	53	261	11	87	163	261
%age	47.89%	44.44%	7.66%	100.00%	21.84%	61.30%	16.86%	100.00%	30.65%	49.04%	20.31%	100.00%	4.21%	33.33%	62.45%	100.00%

4 Before making your GP appointment have you tried to obtain information from

No Gender Patients

Patient Age Group	The Pharmacy			Totals	NHS 111			Totals	NHS Internet Sites			Totals	Other			Totals
	Yes	No	No Answer		Yes	No	No Answer		Yes	No	No Answer		Yes	No	No Answer	
Not Given	2	1	0	3	0	3	0	3	0	2	1	3	0	1	2	3
<18	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
18-30	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
31-50	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
51-65	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
66-74	3	1	0	4	1	3	0	4	0	3	1	4	0	1	3	4
75+	2	2	0	4	0	2	2	4	0	2	2	4	0	0	4	4
Totals	7	4	0	11	1	8	2	11	0	7	4	11	0	2	9	11
%age	63.64%	36.36%	0.00%	100.00%	9.09%	72.73%	18.18%	100.00%	0.00%	63.64%	36.36%	100.00%	0.00%	18.18%	81.82%	100.00%

Was the information obtained from any of the above of help?

Male Patients

Patient Age Group	Yes	No	No Answer	Totals
Not Given	2	5	2	9
<18	0	0	0	0
18-30	5	2	3	10
31-50	8	6	11	25
51-65	10	6	14	30
66-74	6	3	10	19
75+	12	12	6	30
Totals	43	34	46	123
%age	34.96%	27.64%	37.40%	100.00%

Female Patients

Patient Age Group	Yes	No	No Answer	Totals
Not Given	6	4	11	21
<18	1	0	0	1
18-30	19	6	11	36
31-50	52	10	35	97
51-65	21	11	22	54
66-74	15	5	17	37
75+	6	2	7	15
Totals	120	38	103	261
%age	45.98%	14.56%	39.46%	100.00%

No Gender Patients

Patient Age Group	Yes	No	No Answer	Totals
Not Given	1	1	1	3
<18	0	0	0	0
18-30	0	0	0	0
31-50	0	0	0	0
51-65	0	0	0	0
66-74	3	0	1	4
75+	2	0	2	4
Totals	6	1	4	11
%age	54.55%	9.09%	36.36%	100.00%

Did you still need to see a GP

Male Patients

Patient Age Group	Yes	No	No Answer	Totals
Not Given	4	3	2	9
<18	0	0	0	0
18-30	6	4	0	10
31-50	17	2	6	25
51-65	18	2	10	30
66-74	7	3	9	19
75+	12	7	11	30
Totals	64	21	38	123
%age	52.03%	17.07%	30.89%	100.00%

Female Patients

Patient Age Group	Yes	No	No Answer	Totals
Not Given	7	2	12	21
<18	1	0	0	1
18-30	21	6	9	36
31-50	56	6	35	97
51-65	26	4	24	54
66-74	16	4	17	37
75+	6	3	6	15
Totals	133	25	103	261
%age	50.96%	9.58%	39.46%	100.00%

No Gender Patients

Patient Age Group	Yes	No	No Answer	Totals
Not Given	1	1	1	3
<18	0	0	0	0
18-30	0	0	0	0
31-50	0	0	0	0
51-65	0	0	0	0
66-74	2	2	0	4
75+	1	1	2	4
Totals	4	4	3	11
%age	36.36%	36.36%	27.27%	100.00%

5 Your views of the surgery

Male Patients

Patient Age Group	Can you access the Building easily			Totals	Are you able to get a seat in the waiting room			Totals	Is the waiting room and GP / nurses rooms clean and tidy			Totals	Are the receptionists helpful			Totals
	Yes	No	No Answer		Yes	No	No Answer		Yes	No	No Answer		Yes	No	No Answer	
Not Given	9	0	0	9	9	0	0	9	9	0	0	9	9	0	0	9
<18	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
18-30	10	0	0	10	10	0	0	10	10	0	0	10	9	1	0	10
31-50	25	0	0	25	25	0	0	25	25	0	0	25	25	0	0	25
51-65	30	0	0	30	30	0	0	30	30	0	0	30	27	1	2	30
66-74	15	0	0	15	15	0	0	15	15	0	0	15	18	0	1	19
75+	29	0	1	30	29	0	1	30	29	0	1	30	28	1	1	30
Totals	118	0	1	119	118	0	1	119	118	0	1	119	116	3	4	123
%age	99.16%	0.00%	0.84%	100.00%	99.16%	0.00%	0.84%	100.00%	99.16%	0.00%	0.84%	100.00%	94.31%	2.44%	3.25%	100.00%
%age	99.16%	0.00%	0.84%	100.00%	99.16%	0.00%	0.84%	99.16%	99.16%	0.00%	0.84%	100.00%	94.31%	2.44%	3.25%	100.00%

5 Your views of the surgery

Male Patients

Patient Age Group	Are you satisfied with your privacy at the reception desk			Totals	Does your GP treat you with courtesy and respect			Totals	Does your GP listen to you no matter how busy they maybe.			Totals	Are you confident that your GP knows what treatment is best for you			Totals
	Yes	No	No Answer		Yes	No	No Answer		Yes	No	No Answer		Yes	No	No Answer	
Not Given	9	0	0	9	9	0	0	9	8	1	0	9	6	2	1	9
<18	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0
18-30	9	1	0	10	10	0	0	10	9	1	0	10	9	1	0	10
31-50	22	3	0	25	25	0	0	25	24	1	0	25	22	3	0	25
51-65	26	3	1	30	30	0	0	30	30	0	0	30	30	0	0	30
66-74	15	0	0	15	15	0	0	15	17	0	2	19	18	0	1	19
75+	26	2	2	30	29	0	1	30	27	1	2	30	25	1	4	30
Totals	107	9	3	120	118	0	1	119	115	4	4	123	110	7	6	123
%age	89.17%	7.50%	2.50%	99.17%	99.16%	0.00%	0.84%	100.00%	93.50%	3.25%	3.25%	100.00%	89.43%	5.69%	4.88%	100.00%
%age	89.92%	7.56%	2.52%	100.00%	99.16%	0.00%	0.84%	100.00%	93.50%	3.25%	3.25%	100.00%	89.43%	5.69%	4.88%	100.00%

5 Your views of the surgery

Female Patients

Patient Age Group	Can you access the Building easily			Totals	Are you able to get a seat in the waiting room			Totals	Is the waiting room and GP / nurses rooms clean and tidy			Totals	Are the receptionists helpful			Totals
	Yes	No	No Answer		Yes	No	No Answer		Yes	No	No Answer		Yes	No	No Answer	
Not Given	20	1	0	21	21	0	0	21	20	0	1	21	19	2	0	21
<18	1	0	0	1	1	0	0	1	1	0	0	1	1	0	7	8
18-30	35	1	0	36	36	0	0	36	36	0	0	36	29	4	3	36
31-50	96	1	0	97	97	0	0	97	97	0	0	97	87	1	9	97
51-65	53	1	0	54	54	0	0	54	53	1	0	54	48	2	4	54
66-74	36	0	1	37	37	0	0	37	37	0	0	37	34	0	3	37
75+	14	1	0	15	15	0	0	15	15	0	0	15	15	0	0	15
Totals	255	5	1	261	261	0	0	261	259	1	1	261	233	9	26	268
%age	97.70%	1.92%	0.38%	100.00%	100.00%	0.00%	0.00%	100.00%	99.23%	0.38%	0.38%	100.00%	86.94%	3.36%	9.70%	100.00%
%age	97.70%	1.92%	0.38%	100.00%	100.00%	0.00%		100.00%	99.23%	0.38%	0.38%	100.00%	86.94%	3.36%	9.70%	100.00%

5 Your views of the surgery

Female Patients

Patient Age Group	Are you satisfied with your privacy at the reception desk			Totals	Does your GP treat you with courtesy and respect			Totals	Does your GP listen to you no matter how busy they maybe.			Totals	Are you confident that your GP knows what treatment is best for you			Totals
	Yes	No	No Answer		Yes	No	No Answer		Yes	No	No Answer		Yes	No	No Answer	
Not Given	17	4	0	21	21	0	0	21	20	0	1	21	18	2	1	21
<18	1	0	0	1	1	0	0	1	1	0	0	1	0	1	0	1
18-30	29	6	1	36	36	0	0	36	35	0	1	36	34	2	0	36
31-50	78	9	10	97	96	1	0	97	95	1	1	97	91	1	5	97
51-65	38	10	6	54	51	0	3	54	50	1	3	54	46	4	4	54
66-74	29	6	2	37	36	0	1	37	36	0	1	37	33	1	3	37
75+	0	0	0	15	15	0	0	15	15	0	0	15	14	0	1	15
Totals	192	35	19	261	256	1	4	261	252	2	7	261	236	11	14	207
%age	73.56%	13.41%	7.28%	94.25%	98.08%	0.38%	1.53%	100.00%	96.55%	0.77%	2.68%	100.00%	114.01%	5.31%	6.76%	126.09%
%age	78.05%	14.23%	7.72%	100.00%	98.08%	0.38%	1.53%	100.00%	96.55%	0.77%	2.68%	100.00%	90.42%	4.21%	5.36%	100.00%

5 Your views of the surgery

No Gender Patients

Patient Age Group	Can you access the Building easily			Totals	Are you able to get a seat in the waiting room			Totals	Is the waiting room and GP / nurses rooms clean and tidy			Totals	Are the receptionists helpful			Totals
	Yes	No	No Answer		Yes	No	No Answer		Yes	No	No Answer		Yes	No	No Answer	
Not Given	2	0	1	3	2	0	1	3	2	0	1	3	2	0	1	3
<18	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
18-30	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
31-50	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
51-65	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
66-74	4	0	0	4	4	0	0	4	4	0	0	4	4	0	0	4
75+	4	0	0	4	4	0	0	4	4	0	0	4	2	2	0	4
Totals	10	0	1	11	10	0	1	11	10	0	1	11	8	2	1	11
%age	90.91%	0.00%	9.09%	100.00%	90.91%	0.00%	9.09%	100.00%	90.91%	0.00%	9.09%	100.00%	72.73%	18.18%	9.09%	100.00%

5 Your views of the surgery

No Gender Patients

Patient Age Group	Are you satisfied with your privacy at the reception desk			Totals	Does your GP treat you with courtesy and respect			Totals	Does your GP listen to you no matter how busy they maybe.			Totals	Are you confident that your GP knows what treatment is best for you			Totals
	Yes	No	No Answer		Yes	No	No Answer		Yes	No	No Answer		Yes	No	No Answer	
Not Given	2	0	1	3	2	0	1	3	2	0	1	3	1	1	1	3
<18	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
18-30	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
31-50	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
51-65	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
66-74	4	0	0	4	4	0	0	4	4	0	0	4	4	0	0	4
75+	3	1	0	4	4	0	0	4	3	1	0	4	4	0	0	4
Totals	9	1	1	11	10	0	1	11	9	1	1	11	9	1	1	11
%age	81.82%	9.09%	9.09%	100.00%	90.91%	0.00%	9.09%	100.00%	81.82%	9.09%	9.09%	100.00%	81.82%	9.09%	9.09%	100.00%

6 Based on your overall experience throughout 2014 how would you rate your visits to the Practice

Male Patients

Patient Age Group	Very Satisfied	Fairly Satisfied	Satisfied	Fairly Dissatisfied	Very Dissatisfied	No Answer	Totals
Not Given	3	5	1	0	0	0	9
<18	0	0	0	0	0	0	0
18-30	5	4	1	0	0	0	10
31-50	12	6	5	1	0	1	25
51-65	24	2	4	0	0	0	30
66-74	12	3	4	0	0	0	19
75+	18	2	3	1	1	5	30
Totals	74	22	18	2	1	6	123
%age	60.16%	17.89%	14.63%	1.63%	0.81%	4.88%	100.00%

6 Based on your overall experience throughout 2014 how would you rate your visits to the Practice

Female Patients

Patient Age Group	Very Satisfied	Fairly Satisfied	Satisfied	Fairly Dissatisfied	Very Dissatisfied	No Answer	Totals
Not Given	7	7	4	1	0	2	21
<18	0	1	0	0	0	0	1
18-30	14	15	6	1	0	0	36
31-50	46	26	21	2	0	2	97
51-65	27	13	13	0	0	1	54
66-74	23	3	6	1	1	3	37
75+	7	4	2	0	1	1	15
Totals	124	69	52	5	2	9	261
%age	47.51%	26.44%	19.92%	1.92%	0.77%	3.45%	100.00%

6 Based on your overall experience throughout 2014 how would you rate your visits to the Practice

No Gender Patients

Patient Age Group	Very Satisfied	Fairly Satisfied	Satisfied	Fairly Dissatisfied	Very Dissatisfied	No Answer	Totals
Not Given	1	1	0	0	0	1	3
<18	0	0	0	0	0	0	0
18-30	0	0	0	0	0	0	0
31-50	0	0	0	0	0	0	0
51-65	0	0	0	0	0	0	0
66-74	2	0	1	0	0	1	4
75+	1	0	1	1	0	1	4
Totals	4	1	2	1	0	3	11
%age	36.36%	9.09%	18.18%	9.09%	0.00%	27.27%	100.00%

7 Are you aware of the non acute NHS Health Checks available at the surgery

Male Patients

Patient Age Group	Yes	No	No Answer	Totals
Not Given	2	7	0	9
<18	0	0	0	0
18-30	1	9	0	10
31-50	4	20	1	25
51-65	10	20	0	30
66-74	7	12	0	19
75+	16	10	4	30
Totals	40	78	5	123
%age	32.52%	63.41%	4.07%	100.00%

Female Patients

Patient Age Group	Yes	No	No Answer	Totals
Not Given	5	13	3	21
<18	1	0	0	1
18-30	30	6	0	36
31-50	23	73	1	97
51-65	25	29	0	54
66-74	18	16	3	37
75+	7	5	3	15
Totals	109	142	10	261
%age	41.76%	54.41%	3.83%	58.24%

No Gender Patients

Patient Age Group	Yes	No	No Answer	Totals
Not Given	0	2	1	3
<18	0	0	0	0
18-30	0	0	0	0
31-50	0	0	0	0
51-65	0	0	0	0
66-74	2	1	1	4
75+	1	2	1	4
Totals	3	5	3	11
%age	27.27%	45.45%	27.27%	100.00%

8 Are you happy for your medical records being sent to the following organisations unless you choose to opt out?

a) NHS professionals within the UK for your treatment.

This is known as the Summary Care Record which can be accessed by NHS staff if you are taken ill elsewhere within the UK

Male Patients

Patient Age Group	Yes	No	No Answer	Totals
Not Given	8	1	0	9
<18	0	0	0	0
18-30	10	0	0	10
31-50	18	6	1	25
51-65	26	3	1	30
66-74	17	2	0	19
75+	19	7	4	30
Totals	98	19	6	123
%age	79.67%	15.45%	4.88%	100.00%

Female Patients

Patient Age Group	Yes	No	No Answer	Totals
Not Given	15	4	2	21
<18	1	0	0	1
18-30	34	2	0	36
31-50	83	12	2	97
51-65	49	5	0	54
66-74	28	4	5	37
75+	13	1	1	15
Totals	223	28	10	261
%age	85.44%	10.73%	3.83%	100.00%

No Gender Patients

Patient Age Group	Yes	No	No Answer	Totals
Not Given	1	1	1	3
<18	0	0	0	0
18-30	0	0	0	0
31-50	0	0	0	0
51-65	0	0	0	0
66-74	3	0	1	4
75+	1	2	1	4
Totals	5	3	3	11
%age	45.45%	27.27%	27.27%	100.00%

8 Are you happy for your medical records being sent to the following organisations unless you choose to opt out?

b) For research purposes into disease trends / medications and can be accessed by the NHS or other outside bodies.

This is known as care.data and is not accessed by medical professionals if you are taken ill elsewhere within the UK

Male Patients

Patient Age Group	Yes	No	No Answer	Totals
Not Given	7	1	1	9
<18	0	0	0	0
18-30	6	4	0	10
31-50	11	12	2	25
51-65	10	18	2	30
66-74	11	7	1	19
75+	16	9	5	30
Totals	61	51	11	123
%age	49.59%	41.46%	8.94%	100.00%

Female Patients

Patient Age Group	Yes	No	No Answer	Totals
Not Given	9	7	5	21
<18	1	0	0	1
18-30	23	11	2	36
31-50	52	40	5	97
51-65	38	14	2	54
66-74	22	10	5	37
75+	7	6	2	15
Totals	152	88	21	261
%age	58.24%	33.72%	8.05%	100.00%

No Gender Patients

Patient Age Group	Yes	No	No Answer	Totals
Not Given	1	1	1	3
<18	0	0	0	0
18-30	0	0	0	0
31-50	0	0	0	0
51-65	0	0	0	0
66-74	1	2	1	4
75+	1	2	1	4
Totals	3	5	3	11
%age	27.27%	45.45%	27.27%	100.00%

9 Would you be interested in being a member of the Patient Forum Virtual Group?

The purpose is for the Forum to keep those patients who can not attend the meetings informed and vice versa

Male Patients

Patient Age Group	Yes	No	No Answer	Totals
Not Given	6	3	0	9
<18	0	0	0	0
18-30	0	10	0	10
31-50	4	20	1	25
51-65	4	25	1	30
66-74	3	16	0	19
75+	6	19	5	30
Totals	23	93	7	123
%age	18.70%	75.61%	5.69%	100.00%

Female Patients

Patient Age Group	Yes	No	No Answer	Totals
Not Given	2	16	3	21
<18	0	1	0	1
18-30	3	33	0	36
31-50	15	78	4	97
51-65	9	41	4	54
66-74	2	26	9	37
75+	1	13	1	15
Totals	32	208	21	261
%age	12.26%	79.69%	8.05%	100.00%

No Gender Patients

Patient Age Group	Yes	No	No Answer	Totals
Not Given	0	2	1	3
<18	0	0	0	0
18-30	0	0	0	0
31-50	0	0	0	0
51-65	0	0	0	0
66-74	0	3	1	4
75+	0	3	1	4
Totals	0	8	3	11
%age	0.00%	72.73%	27.27%	100.00%

