

Sandy Lane Surgery Patient Survey 2014/15

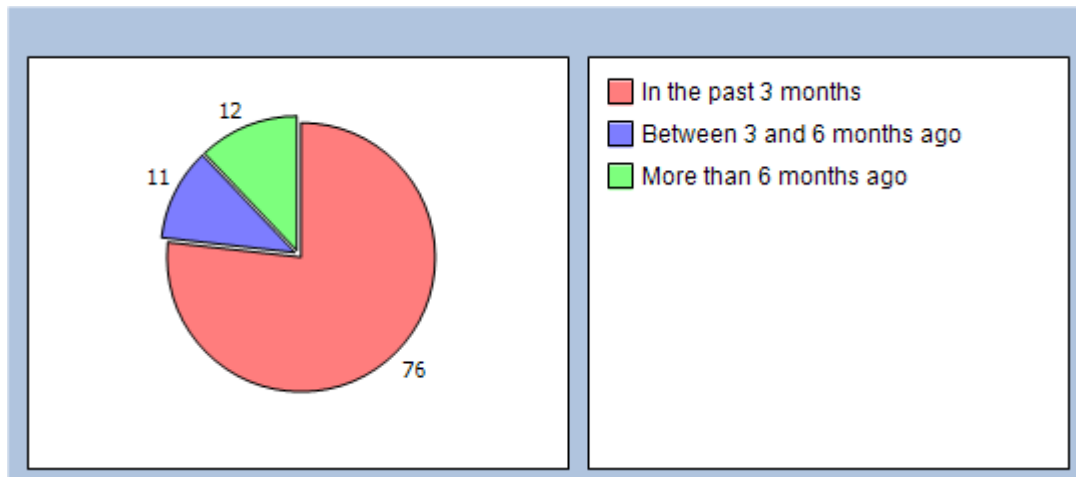
Number of Responses: **113**

Sandy Lane Surgery Patient Survey 2014/15

APPOINTMENTS AT THE SURGERY

When did you last see a doctor/nurse at the surgery?

In the past 3 months 76%
Between 3 and 6 months ago 11%
More than 6 months ago 12%
I have never been seen at this practice 0%

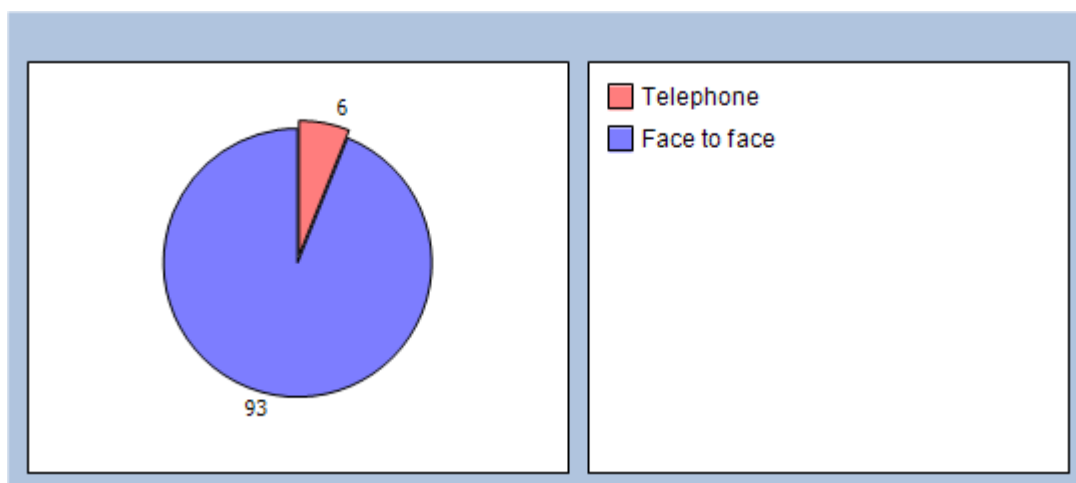


Which of the following methods would you prefer to use to book an appointment at the surgery?

In person 30%
By phone 59%
By fax 0%
Online 30%
No preference 0%

Which type of consultation do you prefer?

Telephone 6%
Face to face 93%

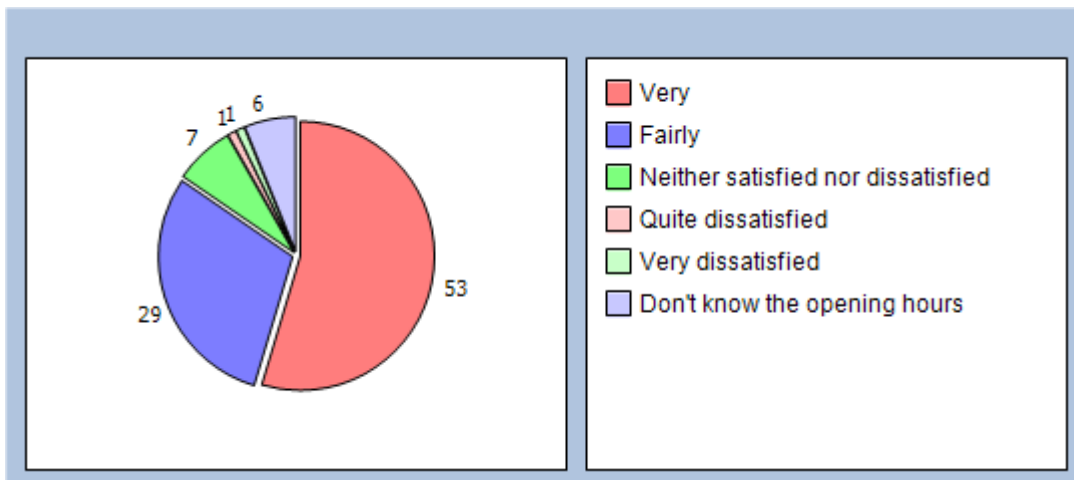


OPENING HOURS

How satisfied are you with the opening hours at the surgery?

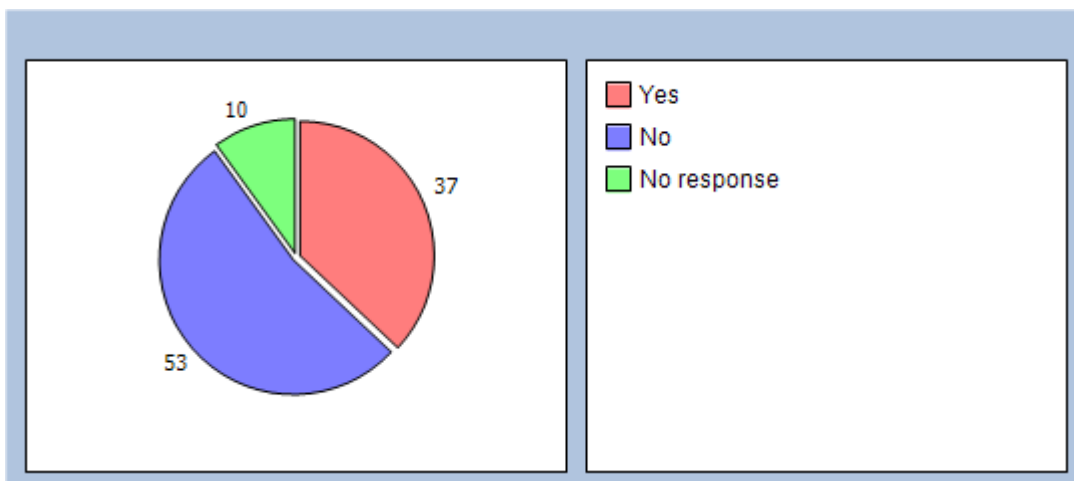
Very 53%
Fairly 29%

Neither satisfied nor dissatisfied 7%
 Quite dissatisfied 1%
 Very dissatisfied 1%
 Don't know the opening hours 6%



Would you like the surgery open at additional times?

Yes 37%
 No 53%
 No response 10%

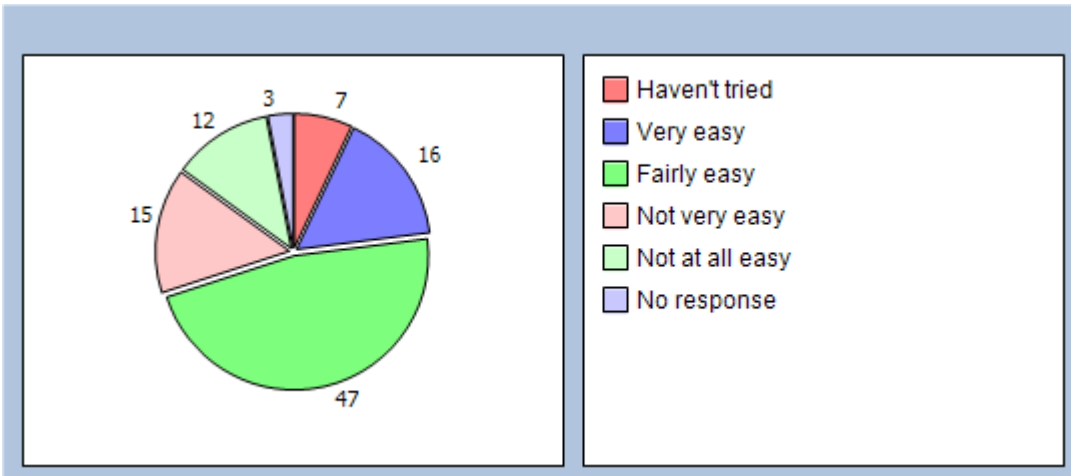


If yes, what times?

GETTING THROUGH ON THE PHONE

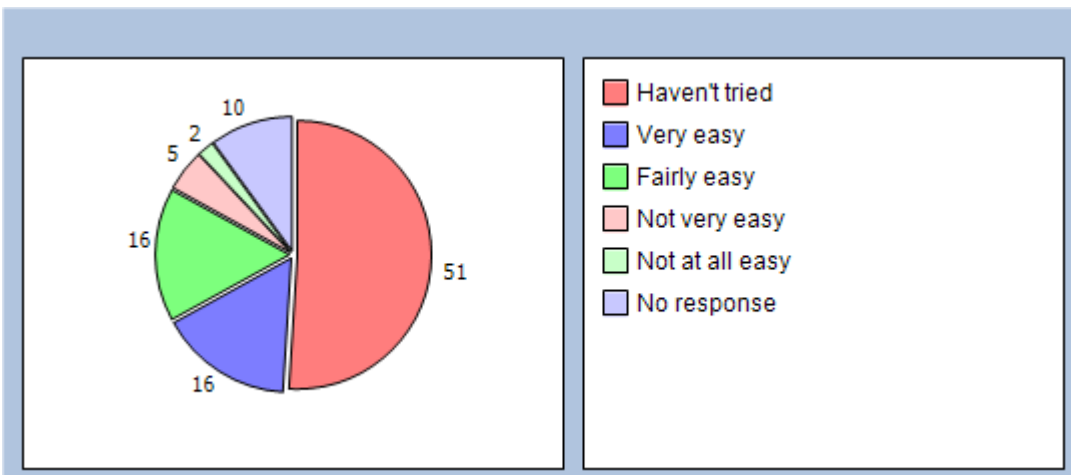
In the past 6 months how easy have you found getting through on the phone?

Haven't tried 7%
 Very easy 16%
 Fairly easy 47%
 Not very easy 15%
 Not at all easy 12%
 No response 3%



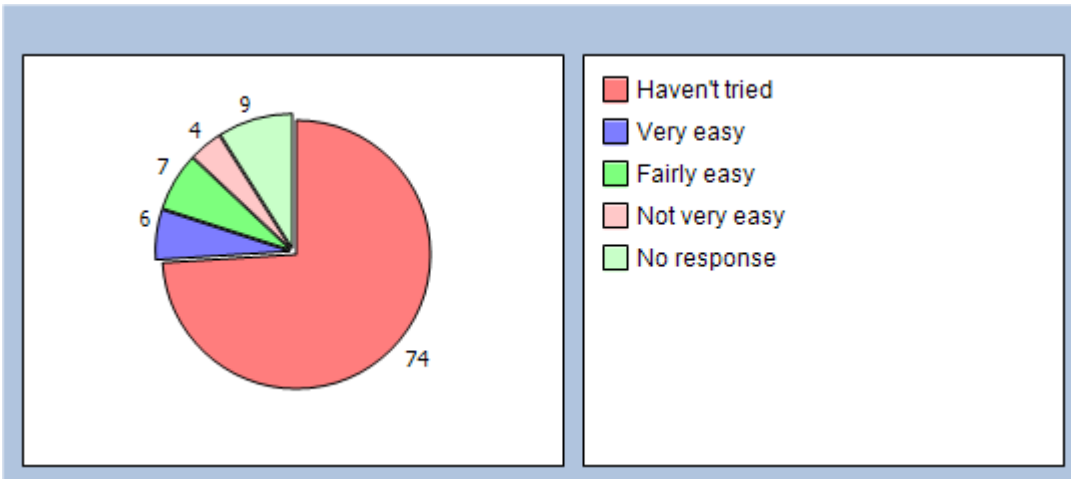
In the past 6 months how easy have you found speaking to the doctor on the phone?

Haven't tried 51%
 Very easy 16%
 Fairly easy 16%
 Not very easy 5%
 Not at all easy 2%
 No response 10%



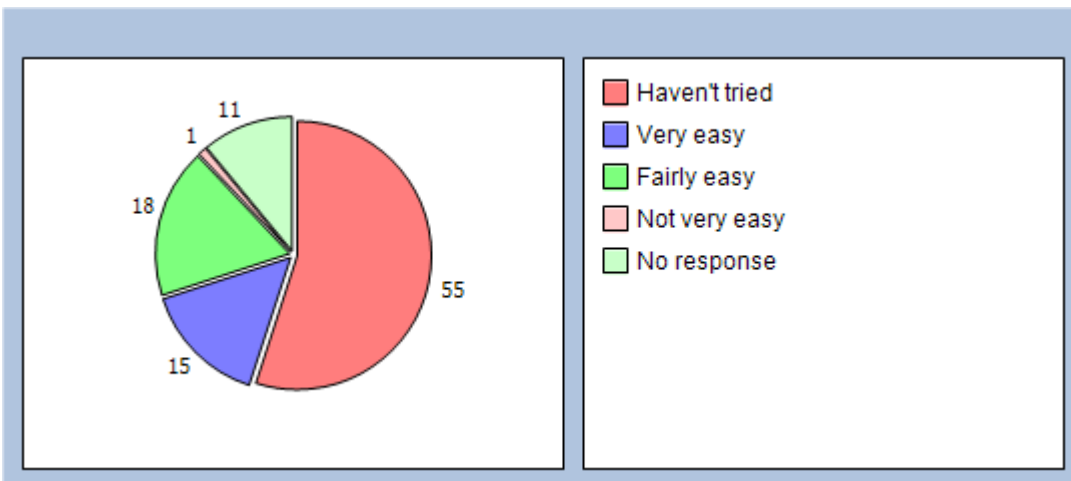
In the past 6 months how easy have you found speaking to a nurse on the phone?

Haven't tried 74%
 Very easy 6%
 Fairly easy 7%
 Not very easy 4%
 Not at all easy 0%
 No response 9%



In the past 6 months how easy have you found obtaining tests results by phone?

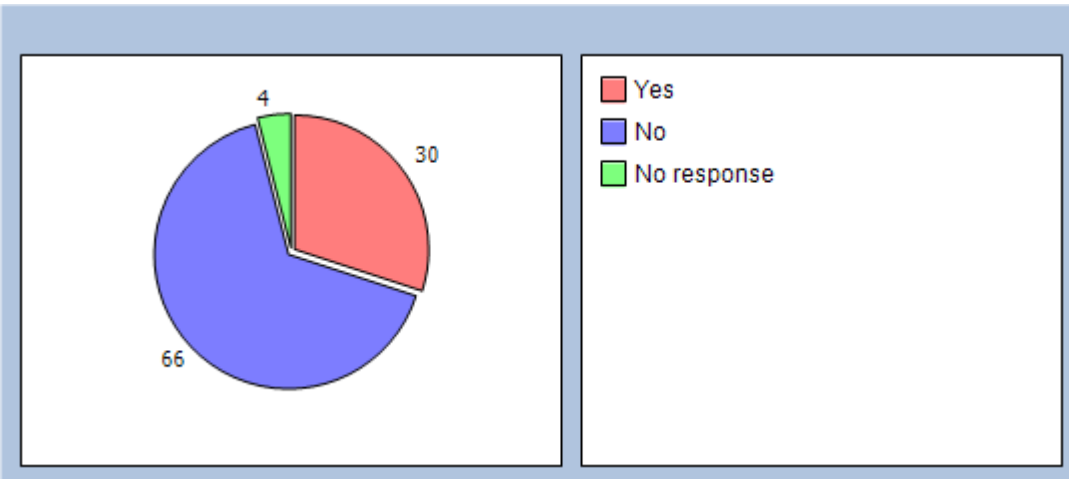
Haven't tried 55%
 Very easy 15%
 Fairly easy 18%
 Not very easy 1%
 Not at all easy 0%
 No response 11%



ONLINE ACCESS

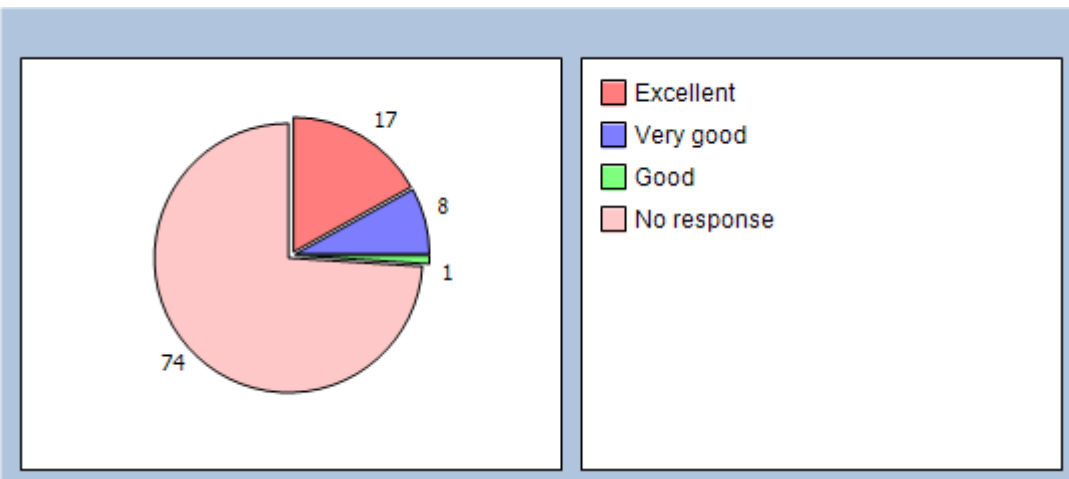
Are you registered for EMIS ACCESS (access to the surgery online for prescriptions/appointments)

Yes 30%
 No 66%
 No response 4%



If you have signed up to this service how useful have you found it?

Excellent 17%
 Very good 8%
 Good 1%
 Fair 0%
 Poor 0%
 Very poor 0%
 No response 74%



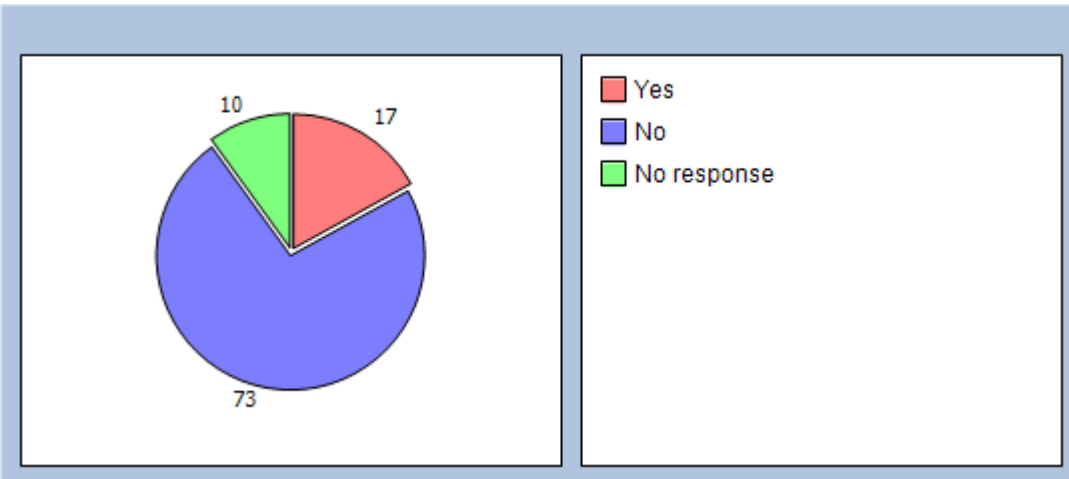
Have you experienced any difficulties with our online services? Please briefly outline

OBTAINING TEST RESULTS

We have recently introduced SMS text messaging for test results

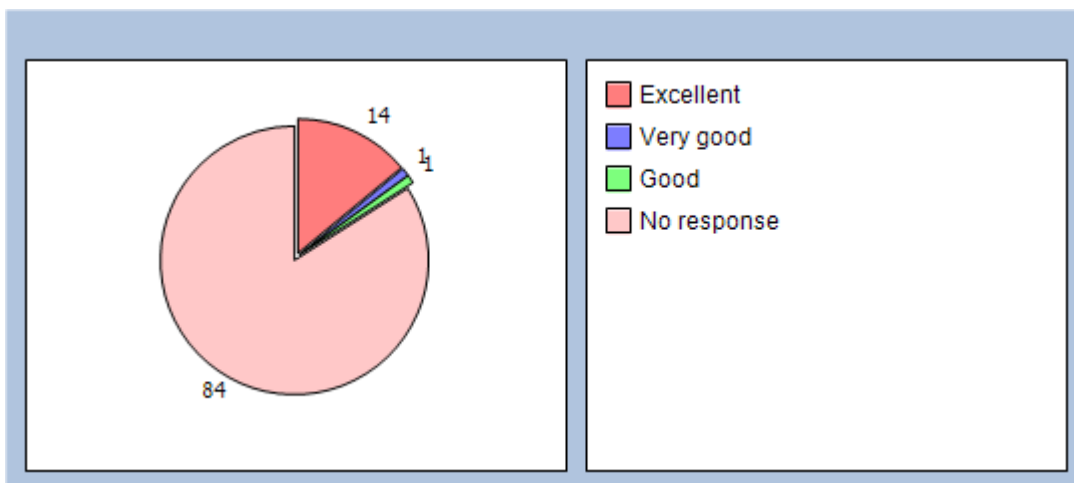
Have you received a text informing you of your results?

Yes 17%
 No 73%
 No response 10%



How useful did you find this?

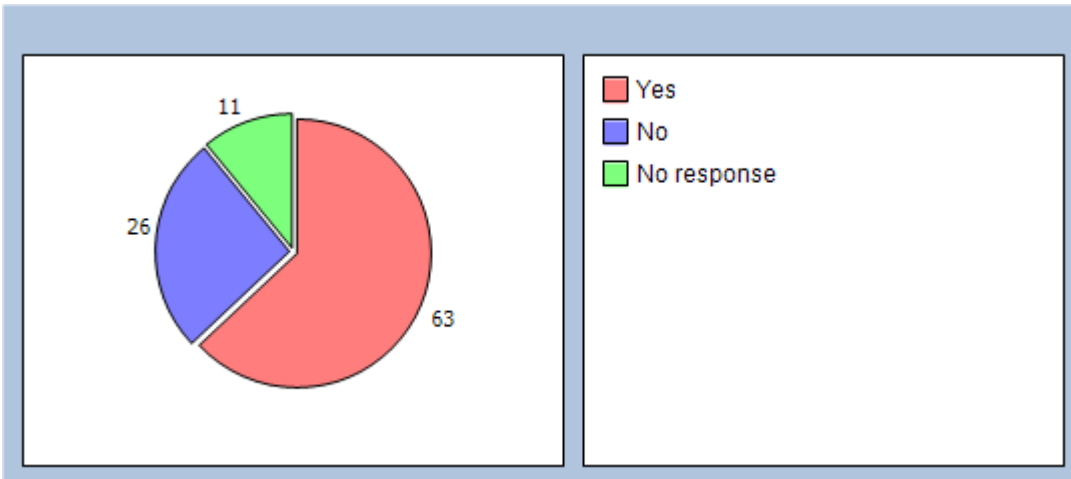
Excellent 14%
 Very good 1%
 Good 1%
 Fair 0%
 Poor 0%
 No response 84%



BOOKING AN APPOINTMENT WITH A DOCTOR

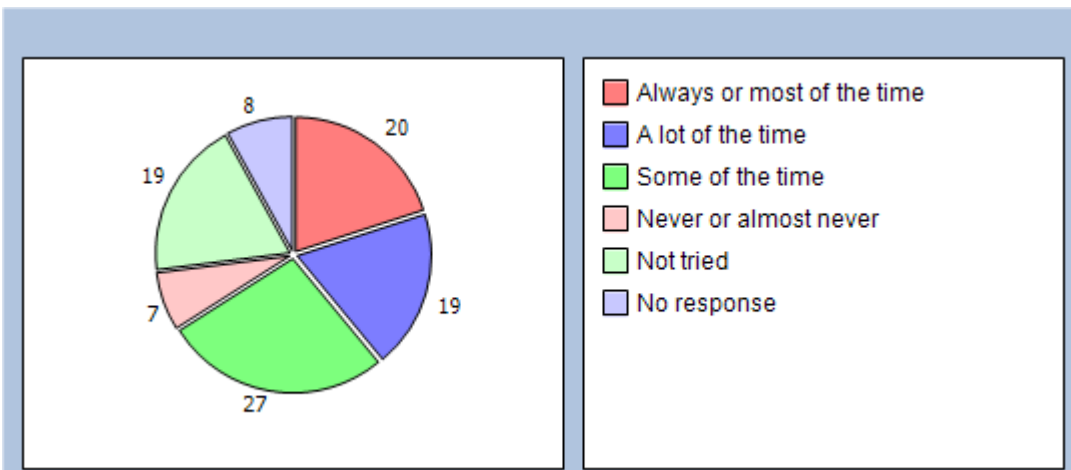
Last time you tried to book ahead were you able to get an appointment with a doctor more than 2 weekdays in advance?

Yes 63%
 No 26%
 No response 11%



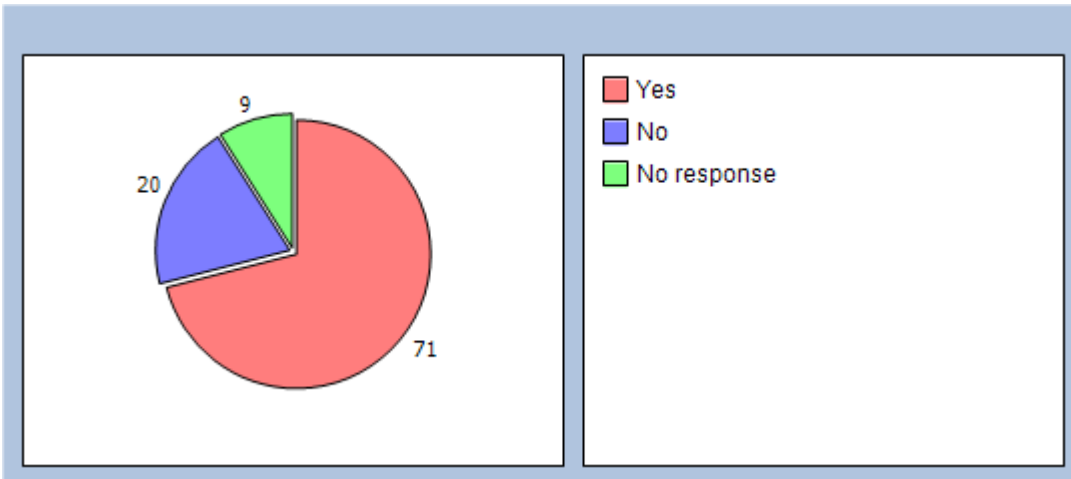
How often do you see the doctor you prefer?

Always or most of the time 20%
 A lot of the time 19%
 Some of the time 27%
 Never or almost never 7%
 Not tried 19%
 No response 8%



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

Yes 71%
 No 20%
 No response 9%



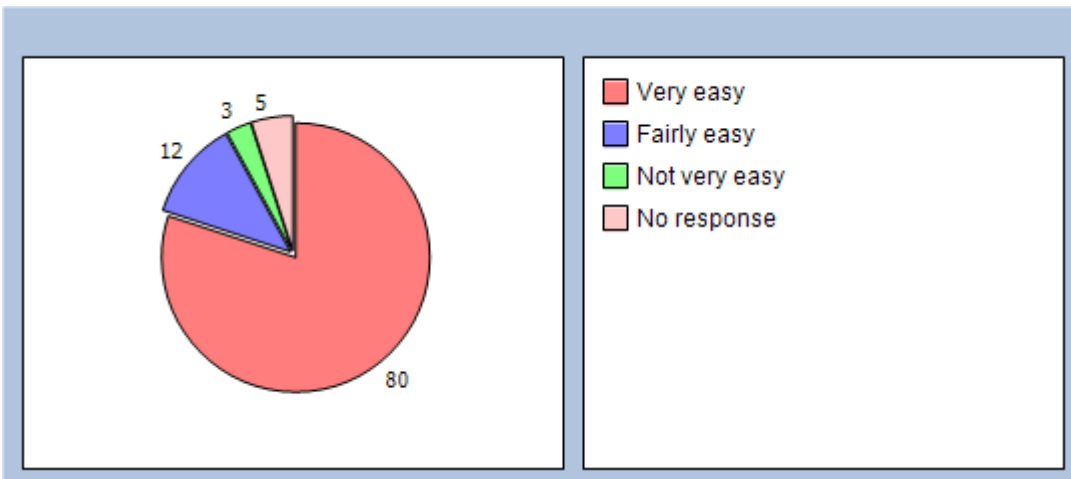
If you weren't able to be seen during the next 2 weekdays that the surgery was open, why was that? Please tick all the areas that apply.

- There weren't any appointments 25%
- Times offered didn't suit 2%
- Appointment was with a doctor who I didn't want to see 6%
- A nurse was free but I wanted to see a doctor 0%
- Another reason 1%

THINKING ABOUT THE SURGERY BUILDING

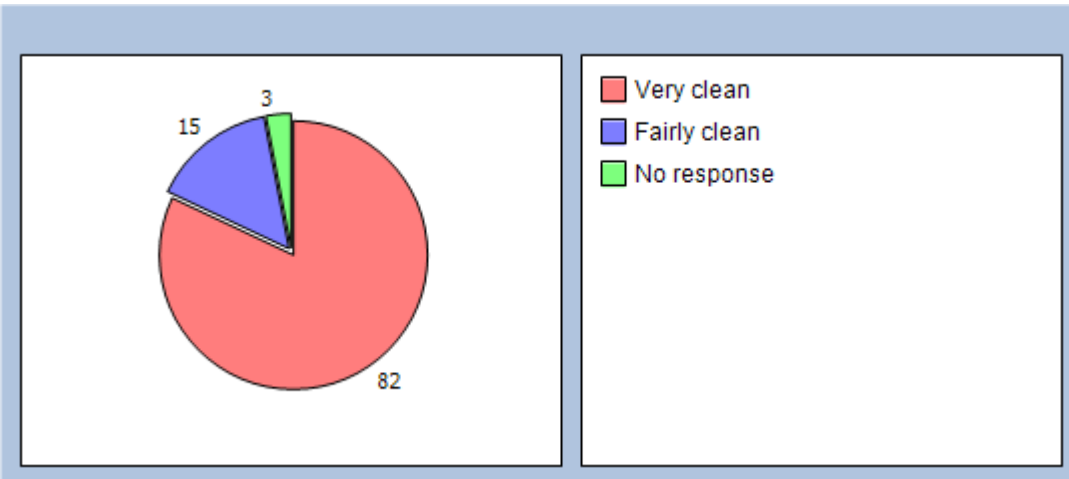
How easy do you find getting into the building at the surgery?

- Very easy 80%
- Fairly easy 12%
- Not very easy 3%
- Not at all easy 0%
- No response 5%



How clean is the GP surgery?

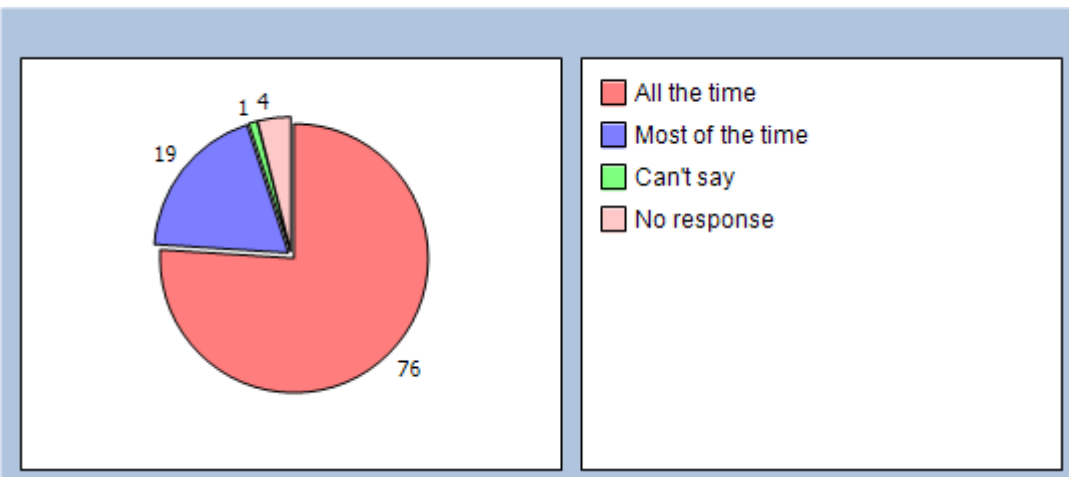
- Very clean 82%
- Fairly clean 15%
- Not very clean 0%
- Not at all clean 0%
- No response 3%



Please indicate your response to each of the statements below:

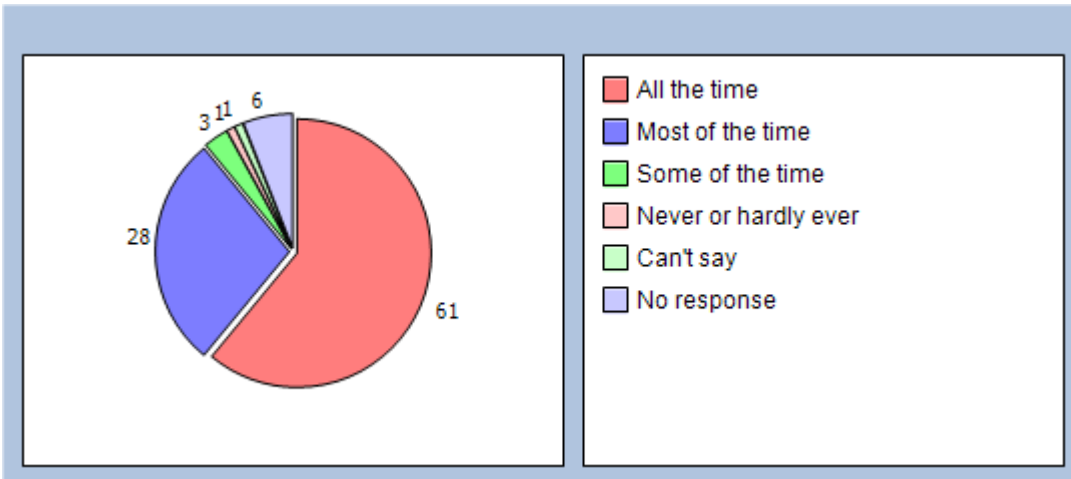
You are able to get a seat in the waiting room

All the time 76%
 Most of the time 19%
 Some of the time 0%
 Never or hardly ever 0%
 Can't say 1%
 No response 4%



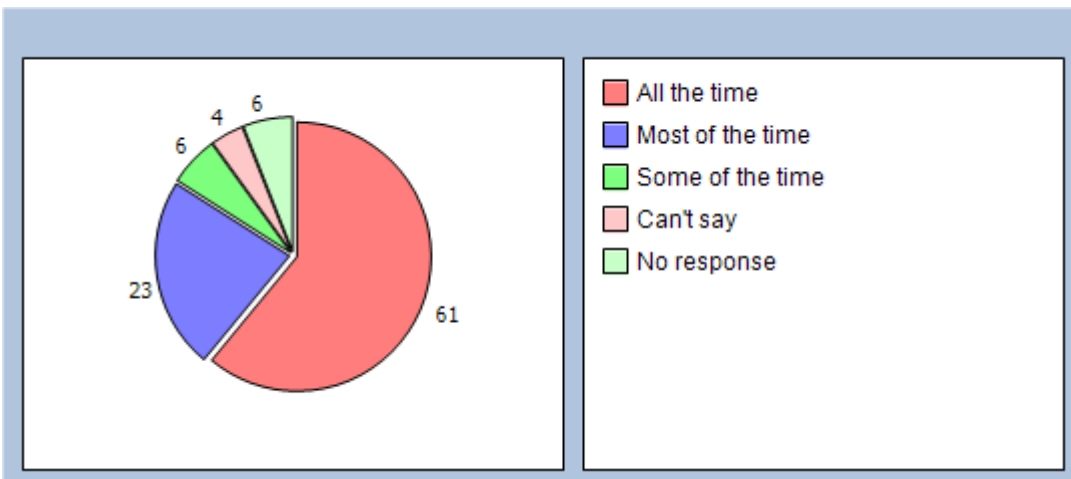
You feel that you receive a professional and friendly welcome at reception

All the time 61%
 Most of the time 28%
 Some of the time 3%
 Never or hardly ever 1%
 Can't say 1%
 No response 6%



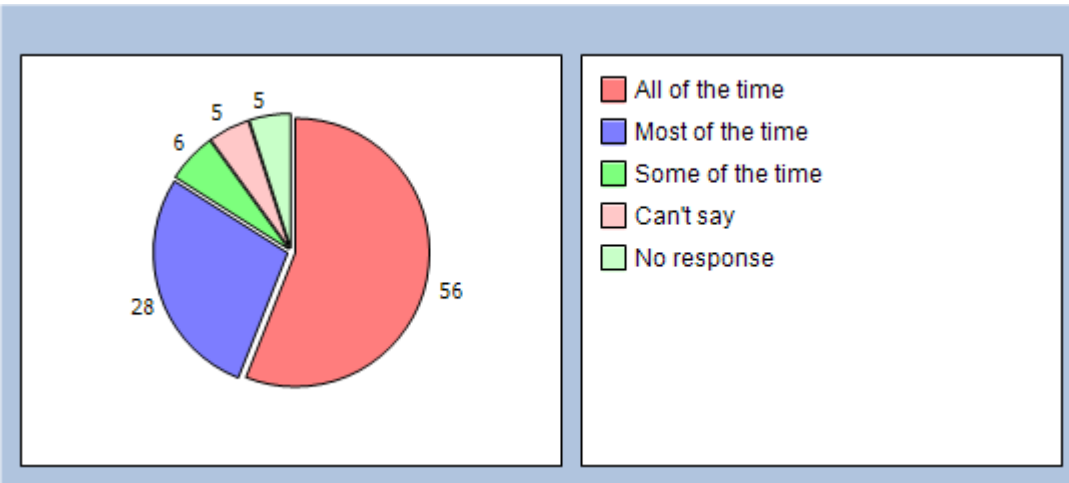
The reception staff are as helpful as you think they should be when dealing with general enquiries(not appointment bookings)

All the time 61%
 Most of the time 23%
 Some of the time 6%
 Never or hardly ever 0%
 Can't say 4%
 No response 6%



The information provided by the reception staff is useful

All of the time 56%
 Most of the time 28%
 Some of the time 6%
 Never or hardly ever 0%
 Can't say 5%
 No response 5%

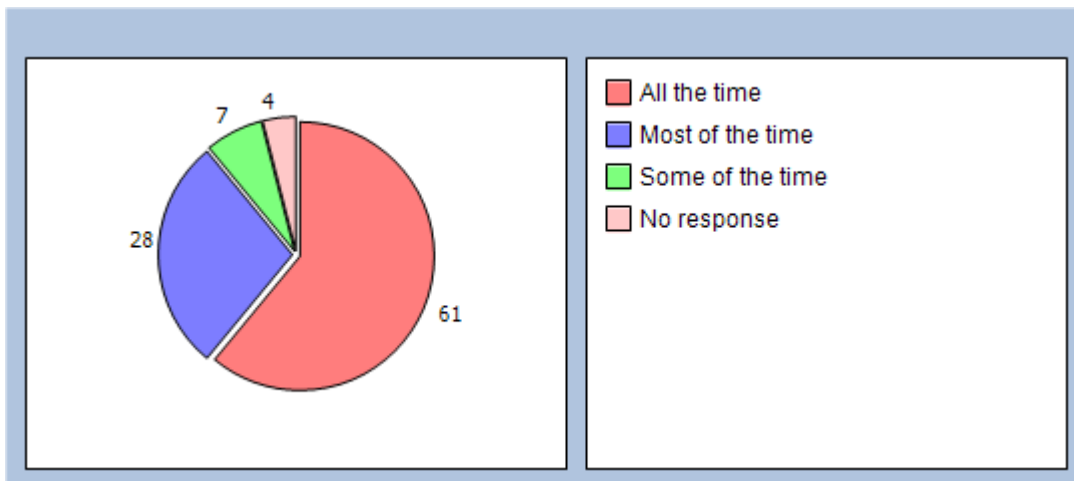


SEEING A DOCTOR AT THE SURGERY

Please give your response to the following statements

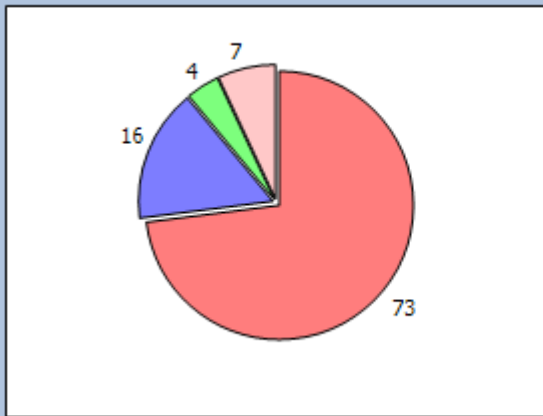
The doctor gives you enough time

All the time 61%
 Most of the time 28%
 Some of the time 7%
 Never or hardly ever 0%
 Can't say 0%
 No response 4%



The doctor asks about your symptoms?

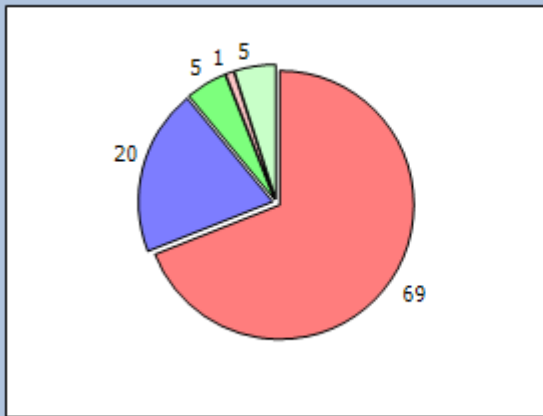
All the time 73%
 Most of the time 16%
 Some of the time 4%
 Never or hardly ever 0%
 Can't say 0%
 No response 7%



- All the time
- Most of the time
- Some of the time
- No response

The doctor listens to you no matter how busy (s)he is?

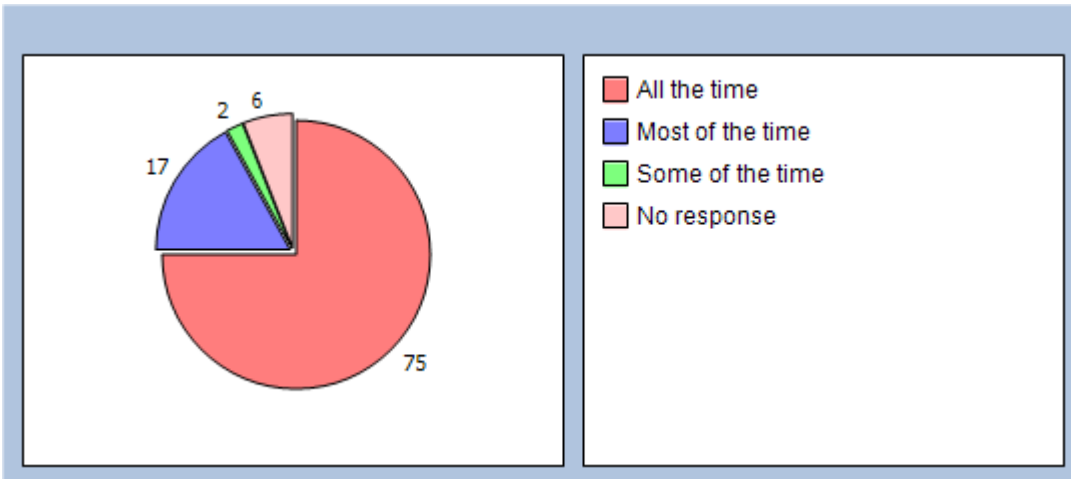
All the time 69%
 Most of the time 20%
 Some of the time 5%
 Never or hardly ever 1%
 Can't say 0%
 No response 5%



- All the time
- Most of the time
- Some of the time
- Never or hardly ever
- No response

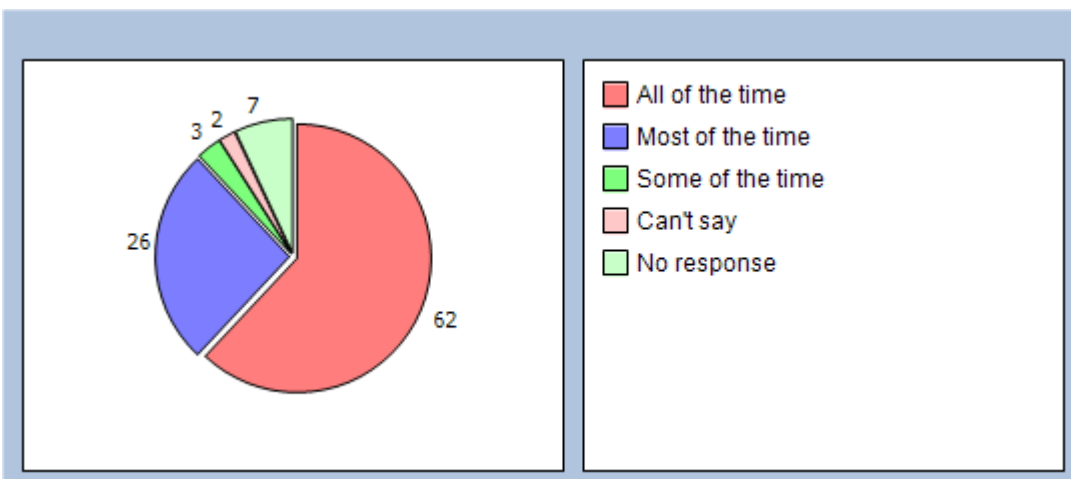
The doctor takes your problems seriously

All the time 75%
 Most of the time 17%
 Some of the time 2%
 Never or hardly ever 0%
 Can't say 0%
 No response 6%



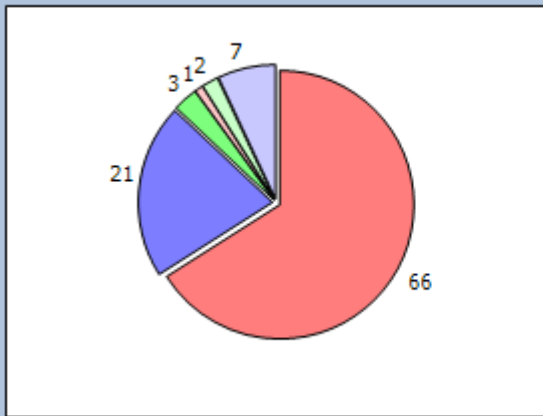
The doctor knows what the best treatment is for you

All of the time 62%
 Most of the time 26%
 Some of the time 3%
 Never or hardly ever 0%
 Can't say 2%
 No response 7%



The doctor involves you in decisions about your care

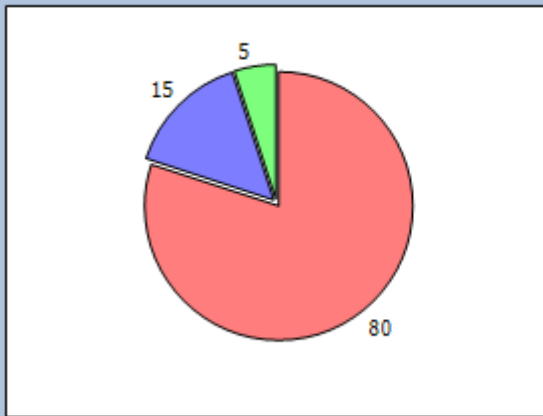
All of the time 66%
 Most of the time 21%
 Some of the time 3%
 Never or hardly ever 1%
 Can't say 2%
 No response 7%



- All of the time
- Most of the time
- Some of the time
- Never or hardly ever
- Can't say
- No response

The doctor treats with you courtesy and respect

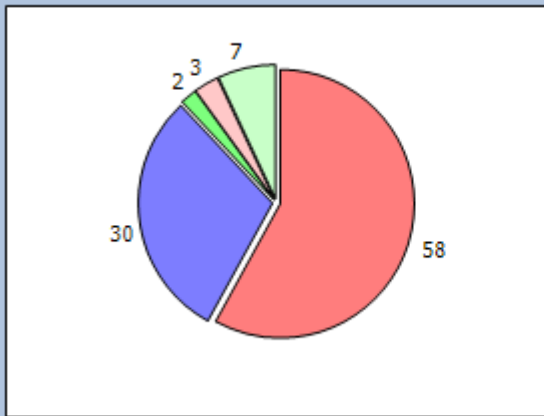
All of the time 80%
 Most of the time 15%
 Some of the time 0%
 Never or hardly ever 0%
 Can't say 0%
 No response 5%



- All of the time
- Most of the time
- No response

The doctor makes the right diagnosis (in your opinion)

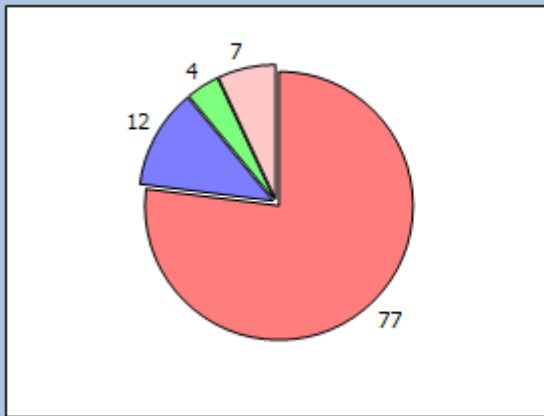
All of the time 58%
 Most of the time 30%
 Some of the time 2%
 Never or hardly ever 0%
 Can't say 3%
 No response 7%



- All of the time
- Most of the time
- Some of the time
- Can't say
- No response

The doctor treats you as you would wish when giving you a physical examination

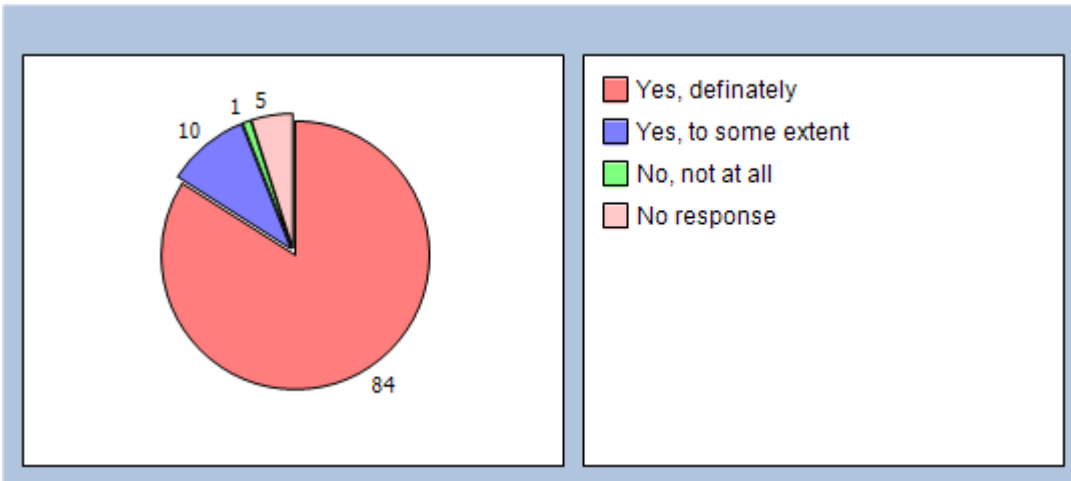
All the time 77%
 Most of the time 12%
 Some of the time 0%
 Never or hardly ever 0%
 Can't say 4%
 No response 7%



- All the time
- Most of the time
- Can't say
- No response

Did you have confidence and trust in the doctor you saw?

Yes, definately 84%
 Yes, to some extent 10%
 No, not at all 1%
 No response 5%

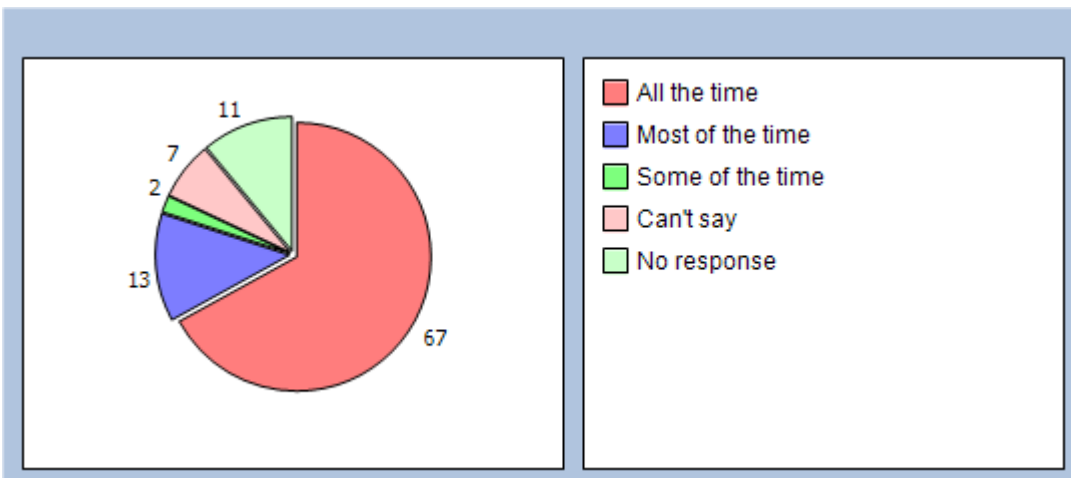


SEEING A PRACTICE NURSE AT THE SURGERY

Please give your response to the following statements

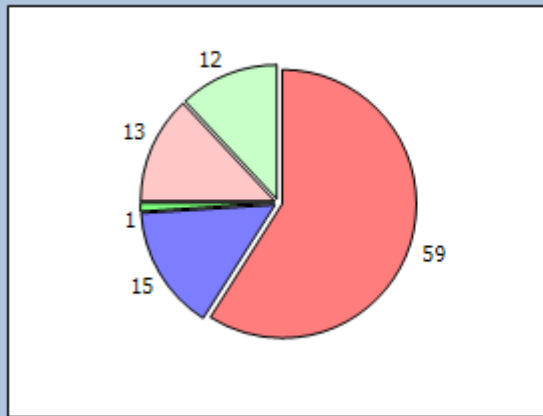
The nurse gives you enough time

All the time 67%
 Most of the time 13%
 Some of the time 2%
 Never or hardly ever 0%
 Can't say 7%
 No response 11%



The nurse asks about your symptoms

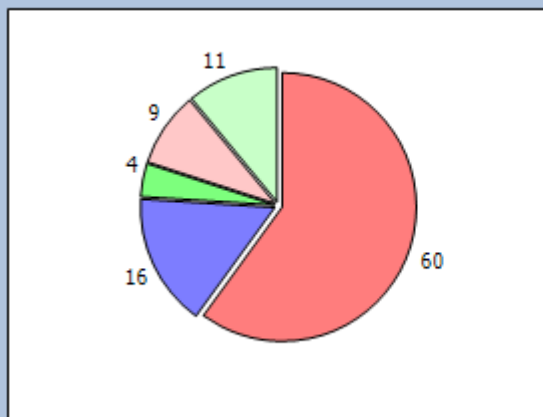
All the time 59%
 Most of the time 15%
 Some of the time 1%
 Never or hardly ever 0%
 Can't say 13%
 No response 12%



- All the time
- Most of the time
- Some of the time
- Can't say
- No response

The nurse listens to you no matter how busy (s)he is

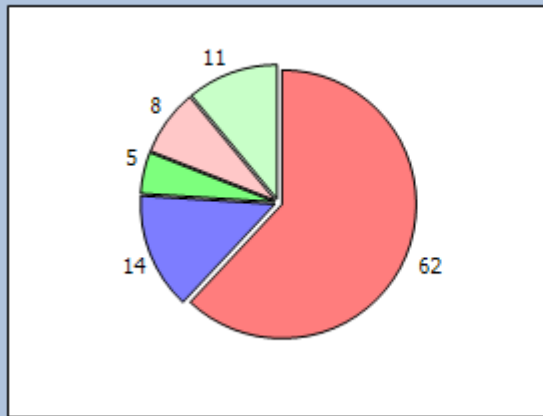
All the time 60%
 Most of the time 16%
 Some of the time 4%
 Never or hardly ever 0%
 Can't say 9%
 No response 11%



- All the time
- Most of the time
- Some of the time
- Can't say
- No response

The nurse explains tests and treatments

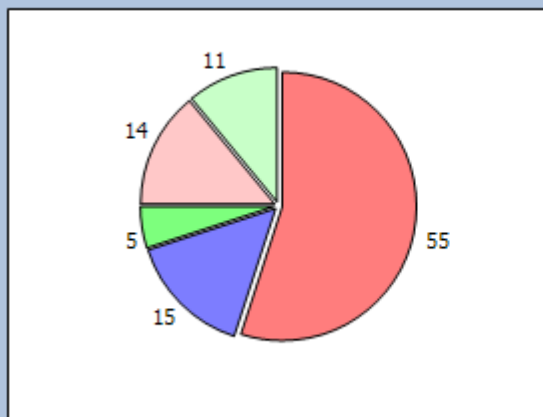
All the time 62%
 Most of the time 14%
 Some of the time 5%
 Never or hardly ever 0%
 Can't say 8%
 No response 11%



- All the time
- Most of the time
- Some of the time
- Can't say
- No response

The nurse involves you in decisions about your care

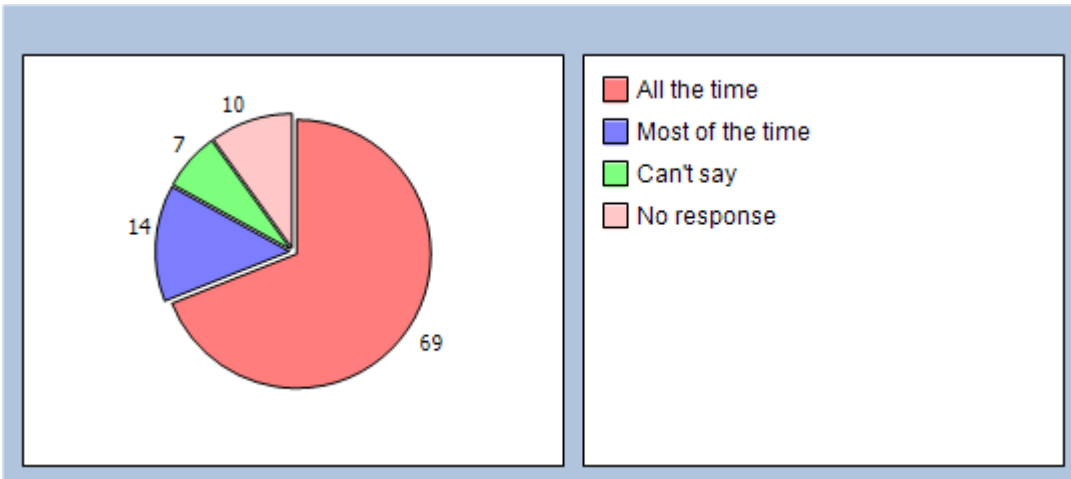
All the time 55%
 Most of the time 15%
 Some of the time 5%
 Never or hardly ever 0%
 Can't say 14%
 No response 11%



- All the time
- Most of the time
- Some of the time
- Can't say
- No response

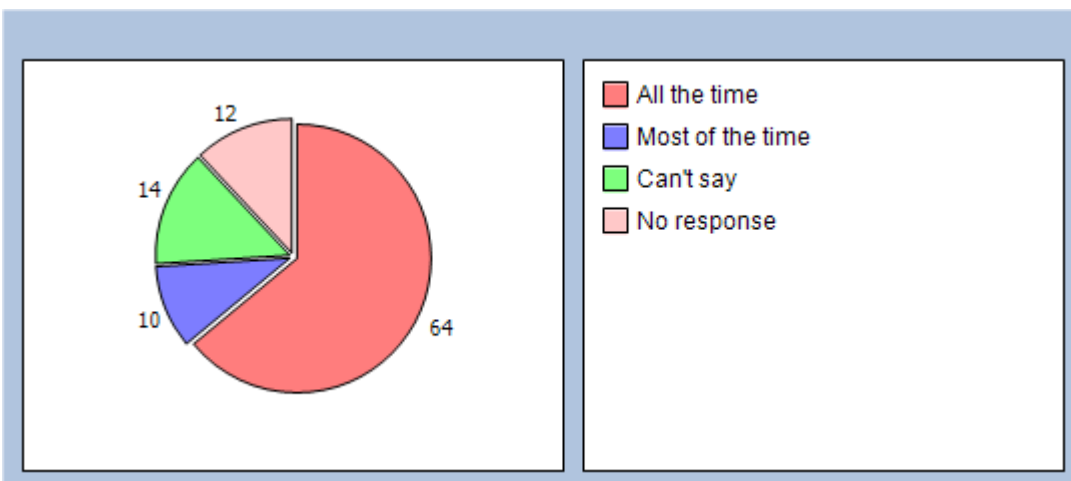
The nurse treats you with care and concern

All the time 69%
 Most of the time 14%
 Some of the time 0%
 Never or hardly ever 0%
 Can't say 7%
 No response 10%



The nurse treats you as you would wish when giving you a physical examination

All the time 64%
 Most of the time 10%
 Some of the time 0%
 Never or hardly ever 0%
 Can't say 14%
 No response 12%



OTHER HEALTH SERVICES

In the last 12 months have you used any of the health services below instead of using similar services which may be available at the surgery?

Please tick all that apply

A+E at hospital (instead of GP surgery) 19%
 NHS 111 8%
 Out of hours/walk in centre (Euxton or Preston) 18%

YOUR OVERALL SATISFACTION

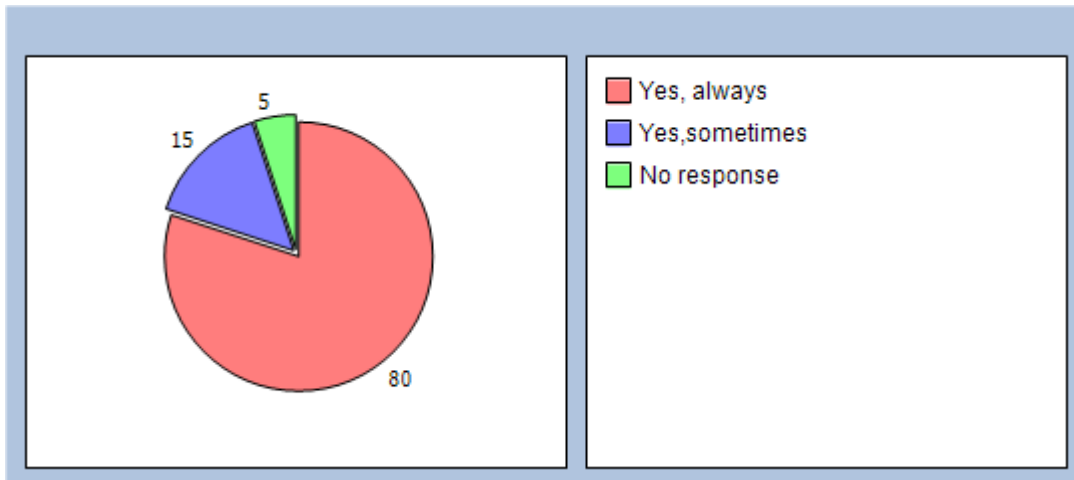
How likely are you to recommend our GP surgery to friends and family if they needed similar care or treatment?

Extremely likely 58%
 Likely 32%
 Neither likely not unlikely 1%
 Unlikely 0%
 Extremely unlikely 1%
 Don't know 0%

Can you tell us why you gave that response?

Do you feel you are treated with respect and dignity while you are in the surgery?

Yes, always 80%
 Yes,sometimes 15%
 No 0%
 No response 5%



Which of the following do you use to find out information about the surgery?

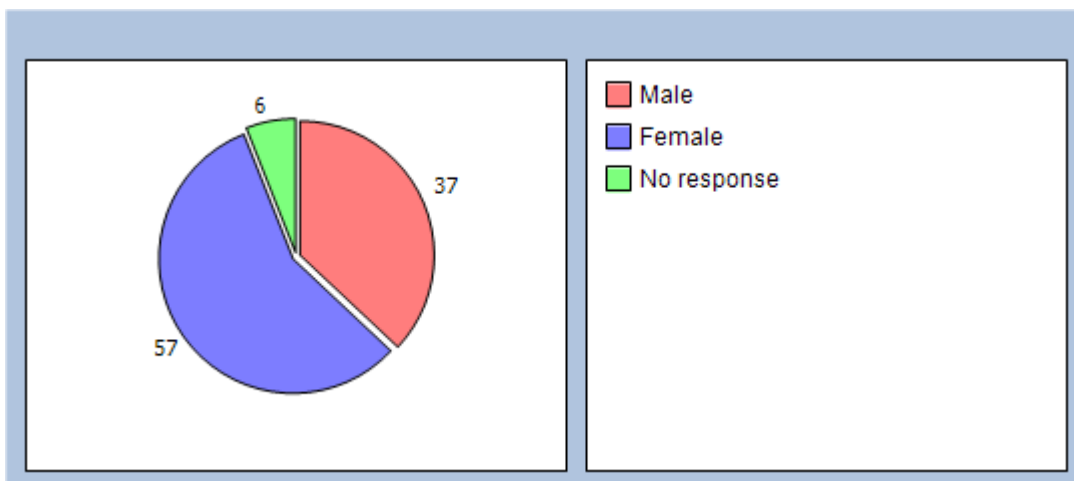
Website 46%
 Telephone 45%
 Email 2%
 Notice Board 15%
 Other 5%

SOME QUESTIONS ABOUT YOU

The following questions will help us to see how experiences vary between different groups of the population. All responses are completely confidential.

Are you male or female?

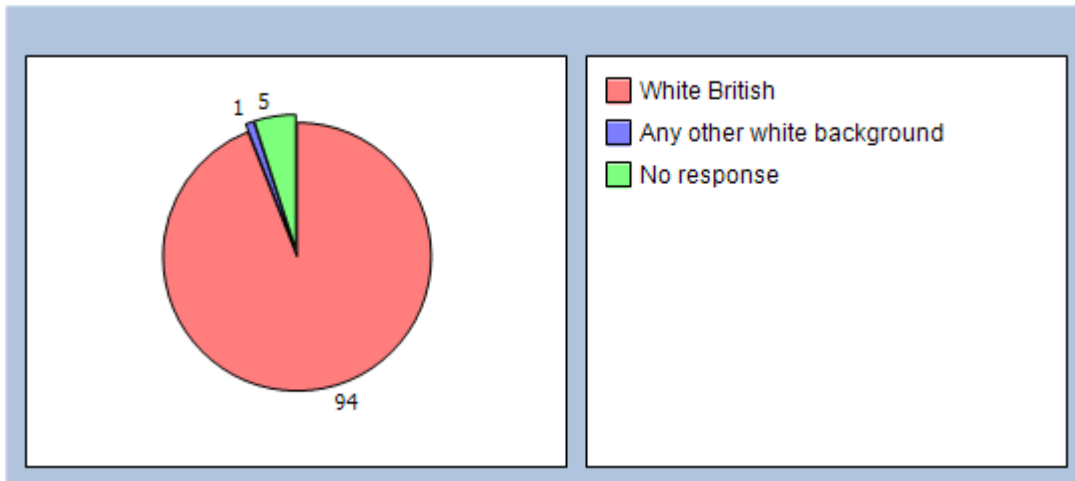
Male 37%
 Female 57%
 No response 6%



What is your ethnic group?

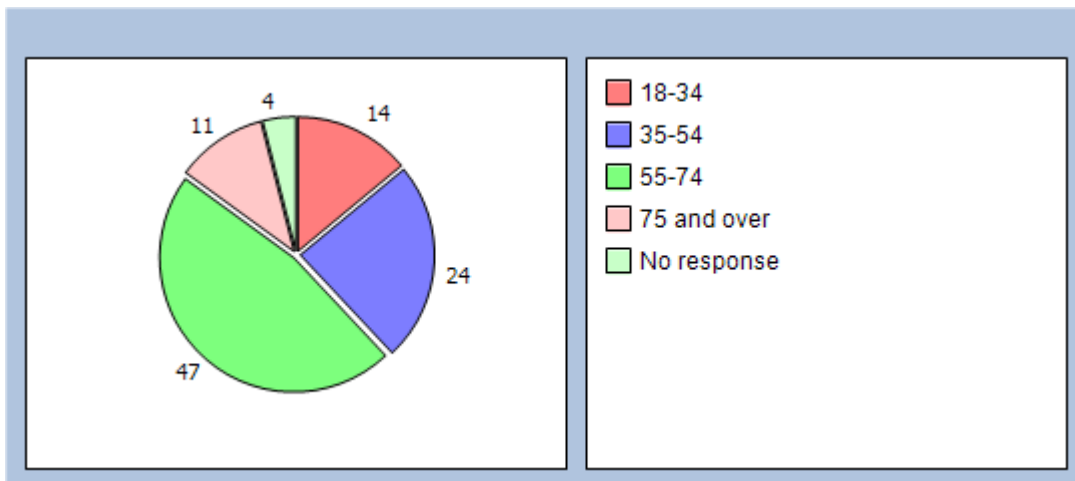
White British 94%
 White Irish 0%
 Any other white background 1%
 White and Black Caribbean 0%
 White and Black African 0%
 White and Asian 0%
 Any other mixed background 0%
 Indian 0%

Pakistani 0%
 Bangladeshi 0%
 Any other Asian background 0%
 Caribbean 0%
 African 0%
 Any other Black background 0%
 Chinese 0%
 Any other 0%
 No response 5%



How old are you?

Under 18 0%
 18-34 14%
 35-54 24%
 55-74 47%
 75 and over 11%
 No response 4%



[Thank you for taking the time to complete this survey.](#)