

Patient Feedback Survey 2015

C84032 Church Street



Church Street Medical Centre
11b Church Street • Eastwood • Nottingham • NG16 3BS
Tel: 01773 712085 Fax: 01773 534295
www.churchstreetmedicalcentre.com

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1. Are you seeing your usual GP or practice nurse today?

Responses (n)	444		
Yes	287		64.6%
No	157		35.4%

2. If you answered 'No': How do you feel about seeing another health care practitioner today?

Responses (n)	198		
Very Dissatisfied	9		5%
Dissatisfied	13		7%
Neutral	58		29%
Satisfied	71		36%
Very Satisfied	47		24%

3. How do you normally book your appointments to see a GP or nurse at your GP surgery?

Responses (n)	500		
In person	69		14%
By telephone	369		74%
Online	58		12%
Other	4		1%

4. Is your appointment today an urgent (non-routine) appointment?

Responses (n)	442		
Yes	162		37%
No	280		63%

5. Please indicate how satisfied you are with being able to book your urgent appointment

Responses (n)	238		
Very Satisfied	101		42.4%
Satisfied	96		40.3%
Neutral	29		12.2%
Dissatisfied	5		2.1%
Very Dissatisfied	7		2.9%

6. Which aspects of the current access to GP services for routine (non-urgent) appointments are you most satisfied or dissatisfied?

a) My telephone call being answered speedily

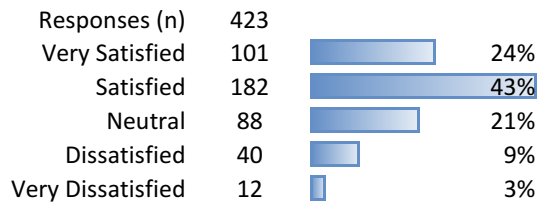
Responses (n)	433		
Very Satisfied	88		20%
Satisfied	224		52%
Neutral	83		19%
Dissatisfied	26		6%
Very Dissatisfied	12		3%

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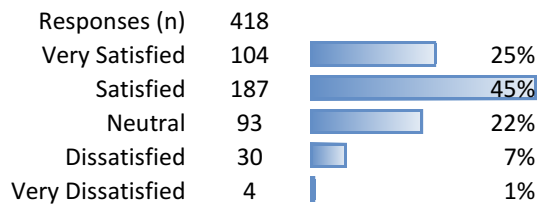
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b) Ability to book a routine appointment with the clinician of my choice (within 1 month)



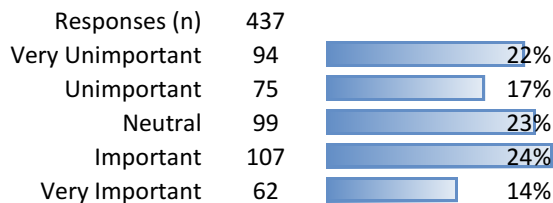
c) Ability to book to see the GP of my choice if I book ahead



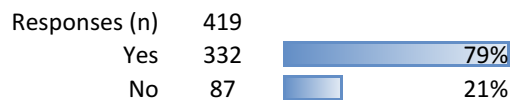
7. Are there any other aspects of the appointment system at your GP surgery that you would like to comment on?

See separate comment sheet

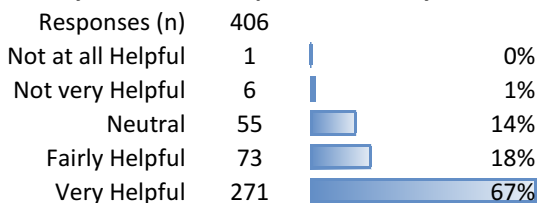
8. How important is it that you are seen by your own GP?



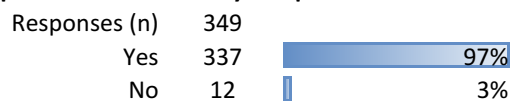
9. To gain an earlier appointment, would you be happy to be seen by a different GP or Nurse Practitioner?



10. How helpful did you find the reception staff today?



11. Did the receptionist answer all of your questions?



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12. Was the receptionist helpful in guiding you through the different options for booking appointments and obtaining services?

Responses (n)	Count	Percentage
Yes	202	50%
No	11	3%
No opinion/doesn't apply	190	47%

13. If your GP surgery is closed, which of the following would you use in order to obtain non-urgent medical advice?

Responses (n)	Count	Percentage
Wait for the next opportunity to book an appointment at my GP surgery	256	29%
Contract an Out-of-Hours GP service	74	8%
Search for information on the Internet	92	10%
Would go to A&E	33	4%
Would see a Pharmacist	178	20%
Would go to a Walk-in Centre	110	12%
Would phone 111	131	15%
Other	8	1%

14. What would be your preferred time to see a GP during the week?

	Mon	Tues	Wed	Thurs	Fri
07:00	218	219	218	218	219
07:30	216	217	216	216	217
08:00	216	217	216	216	217
08:30	216	217	216	216	217
09:00	201	202	201	201	202
09:30	203	204	203	203	204
10:00	205	206	205	205	206
10:30	207	208	207	207	208
11:00	203	204	203	203	204
11:30	200	201	200	200	201
12:00	128	127	127	128	128
12:30	127	126	126	127	127
13:00	127	125	126	127	127
13:30	125	123	124	125	125
14:00	125	123	124	125	125
14:30	126	124	125	126	126
15:00	131	129	130	131	131
15:30	132	130	131	132	132
16:00	145	143	144	145	145
16:30	149	147	149	150	149
17:00	182	182	183	184	183
17:30	185	185	185	186	186
18:00	190	190	190	191	191
18:30	187	187	187	188	188
19:00	194	194	194	195	195
19:30	185	185	185	186	186

15. What is the best thing about your GP surgery?

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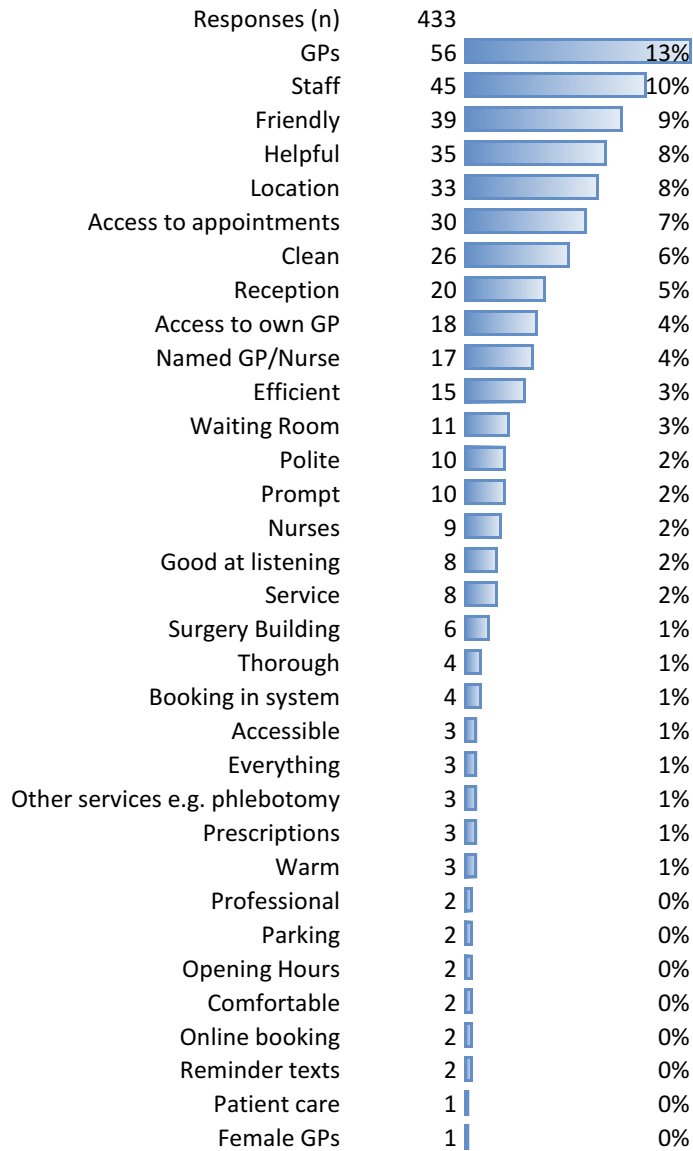


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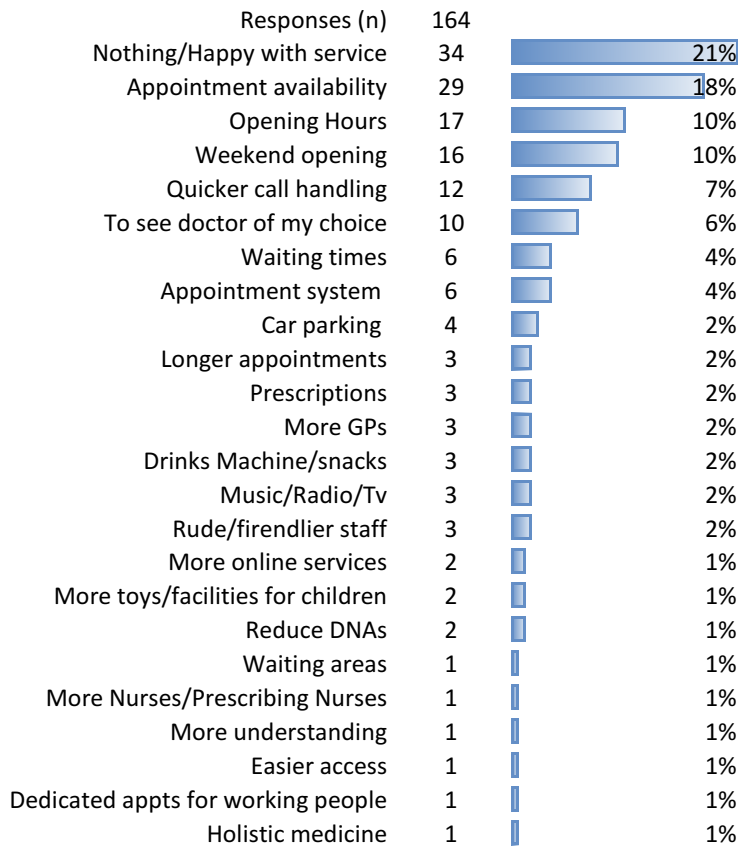
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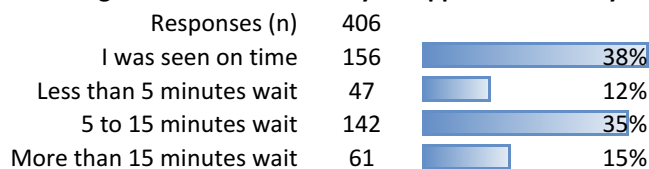


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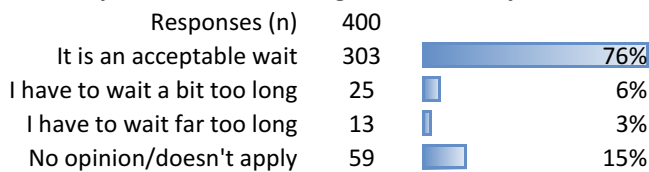
16. Please tell us about how we could further improve our services to you



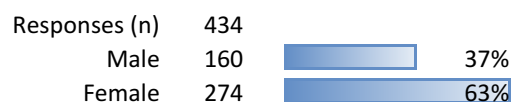
17. How long was the wait between your appointment and your being seen today?



18. How do you feel about the length of wait today?



19. Gender



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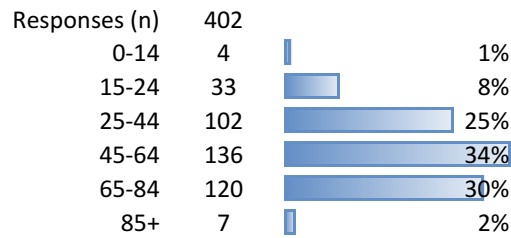
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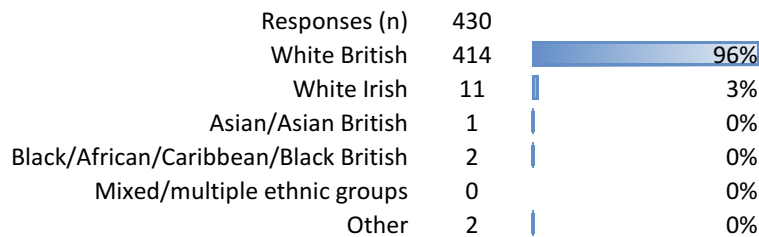


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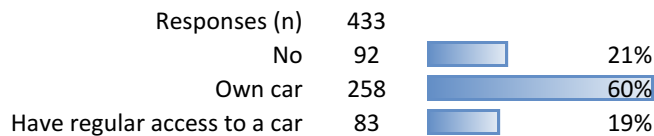
20. Age



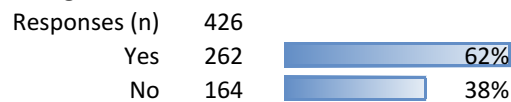
21. Which best describes your ethnic group?



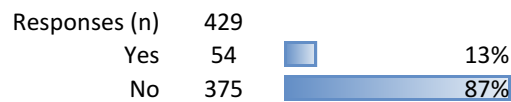
22. Do you either own or have access to a car?



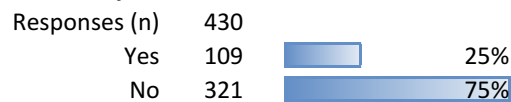
23. Do you have a long-term medical condition?



24. Are you a carer?



25. Do you have a disability?



26. Which best describes you are doing at present?

