

The Partnership of:Drs McAllister, Cooper, Dollery, Plate,
Crane, Hunt & Mrs L Graham

www.danburymedicalcentre.co.uk

Danbury Medical Centre
Eves Corner
Danbury
Essex CM3 4QA

Tel: 01245 221777

Fax: 01245 221779

Patient Survey Results and Action Plan 2012-13**Patient Involvement Group (PIG)**

The Danbury Patient Involvement Group has been in existence for the past eleven years. Their aims are to support patients by raising non-medical concerns with the Surgery, to organise health awareness events, to fundraise in order to purchase equipment for use in the Surgery and people's homes and to become involved in Mid Essex Primary Care Trust meetings and surveys.

Patient Involvement Group Profile

The patient group has 98 members:

Age band	Number of Patients in PRG	% in the PRG Group
15 – 24	7	0.60%
25 - 34	17	1.87%
35 – 44	13	0.92%
45 – 54	21	1.12%
55 – 64	17	1.07%
65 – 74	13	0.80%
75 – 84	9	0.99%
Over 84	1	0.38%

The practice also has 102 virtual members who are contacted on a regular basis via Email.

Total practice population: 11,508

Meeting to discuss results held on the 7th February 2013 to agree actions was attended by:

Lindsey Graham, Managing Partner

Dr. P.D.McAllister, Partner

Pippa Leonard, Reception Manager

Jane Giddings , Administration

Jill Warn – EQUIP

Mr. T. Williams – P.I.G Group representative.

Mr. E. & Mrs. J. Wright – Patient Reference Group.

Summary of the patient survey 2012/13

Reception and Appointments

- The reception satisfaction achievement was high, 91%. It was agreed this will be fed back to the staff with the small number of negative comments for discussion.
- The practice satisfaction score for the practice average waiting time was 61.1%, this is a great improvement on last year's 42%. This is an excellent result and compares with the Mid Essex PCT national average Survey Results of 61% satisfaction. Waiting times can be an issue in all practices. The acceptable average waiting time nationally from appointment time to being seen is 15 minutes. An average consulting time audit for each clinician was discussed, this was actioned in the past but was agreed it would be an excellent opportunity to repeat the audit.
- It was apparent that information regarding on line booking was not reaching patients that use the service regardless of the immense effort by the practice and the patient group. It was agreed a practice noticeboard with a monthly theme in a prominent place would be an effective way of informing patients about services available and practice news. The practice will advertise the on-line service through the local community newsletter.
- DNAs are difficult to solve in any practice. Of the 315 returns, 73 patients had missed an appointment. The practice has identified the number of missed appointments on the practice noticeboards and has an on-line booking/cancellation facility. It was agreed that this would be highlighted in the patient newsletter and it could be a monthly theme for the new practice noticeboard. The DNAs will be re-audited after three months.

Parking

- Parking is an on-going issue and it was agreed there is no room for expansion at this point in time, hopefully this will be rectified when they move into new premises in 2014. Regular meetings with the Patient group have taken place over the past year, as agreed in last year's action plan, to discuss non-medical issues such as parking.

Telephones

- The ability to 'speak to a clinician' the percentage of satisfaction of 45% is a slight improvement on last year's 39%. This is still a very low score despite the practice offering telephone appointments within the duty clinician morning surgery and at the end of every GP's morning surgery. The practice also offers a telephone triage service provided by the practice Nurse between 11.00 am and 12 noon daily. The practice is offering a very good service and it was felt this low satisfaction score was due to patients not being able to speak to a clinician at the time of contact with the practice. The clinician does call back at a convenient time during surgery time.

Consultation

- The satisfaction score for seeing a GP of choice was 82%. This is a significant improvement to last year's score of 46% and 20% higher than the Mid Essex PCT average satisfaction score of 62% for 2011/12. This reflects the changes to the appointment system and the number of appointments offered. The recommended number of appointments offered should be 5.7 per patient per total population. The practice states they offer above this number. The practice has above the national average of patients 65 years and over which also puts a high demand on the appointment system.

Practice population 65 and over – 24%

National Average 65 and over – 18%

The patients are very satisfied with the opening times of the practice, giving a satisfaction score of 95%

The practice is open from 8.00am – 6.30pm Monday to Friday and 8.00am – 11.00am on a Saturday.

The patients were highly satisfied with the consultation with their GP or Practice Nurse. A summary of the percentage satisfaction can be seen in the table below:

Summary of the results		
Patient Experience	Practice Survey Results 2012-13	Practice Survey Results 2011-12
Overall patient experience	86%	-
Recommend the practice to someone who has just moved into the area	91%	-
Your Consultation – Satisfactory Score		
Giving you enough time	96%	94%
Make you feel at ease	95%	92%
How well the doctor listens	94%	99%
Explaining treatment and tests	96%	91%
Involving you in decisions about your care	94%	91%
Treating you with care and concern	93%	95%
Confidence and trust in your doctor	92%	-
Happy to see GP again	92%	-

The patients were asked if they would recommend their practice to people moving into the area. 91% said they would and 9% said they would not. Seven of the nine patients who said no to recommending the practice commented their reason being, 'the practice could not cope with more patients and keep the level of service they are offering at this point in time'.

DANBURY MEDICAL CENTRE

The Partnership of:

Drs McAllister, Cooper, Dollery, Plate,
Crane, Hunt & Mrs L Graham

www.danburymedicalcentre.co.uk



Danbury Medical Centre
Eves Corner
Danbury
Essex CM3 4QA

Tel: 01245 221777
Fax: 01245 221779

The actions below are 'suggested actions' set for 2012/13.

Practice Noticeboard

Practice noticeboard in the waiting room with monthly theme to inform patients of change and new services

Advertising the on-line booking facility

Information regarding the on line booking facility to be included in the Danbury Journal to try and reduce the pressure on the telephone lines by encouraging people to use the service.

Patient who Did Not Attend (DNA) their appointments

Newsletter to advertise the level of DNAs and an allocated slot on the practice noticeboard. Re-audit the levels of DNAs in three months.

Average Consultation Audit

An average consultation audit to assess if waiting times can be improved.

Patients Waiting To Access The Surgery

Patients who arrive just before the 8am opening time to be offered a seat in the waiting room until reception is ready to open.

Patient Questionnaire Results 20012/13

Danbury Medical Centre

Thank you to all the patients that took the time to fill in our patient questionnaire.

This is what you had to say:



Access

How helpful are the receptionist	Satisfaction score	95%
To see a particular Doctor	Satisfaction score	82%
Surgery opening times	Satisfaction Score	87%
Consultation waiting time	Satisfaction Score	61%
Speak to practice on the phone	Satisfaction Score	46%
Speak to a Doctor on phone	Satisfaction Score	45%
Seen same day	Satisfaction Score	73%

Consultation

Listening	Satisfaction Score	94%
Put at ease in examination	Satisfaction Score	95%
Involved in decisions	Satisfaction Score	94%
Explanations	Satisfaction Score	96%
Time spent	Satisfaction Score	96%
Caring and concern	Satisfaction Score	93%
Confidence in your GP	Satisfaction Score	92%
See the GP again	Satisfaction Score	92%

Overall experience of you GP Surgery	Satisfaction Score	86%
Would you recommend the Surgery	Satisfaction Score	91%



Re: General Practice Questionnaire

Please find enclosed the report of your individual practice survey results for the current year.

The calculations on the report and charts are made as follows:

- ✚ Patients responding NA, Unknown are excluded from the percentage satisfaction score.
- ✚ Satisfaction: The percentage of patients who responded:
 - ✚ Yes
 - ✚ Excellent, Very Good or Good.
 - ✚ Very Easy and Fairly easy
 - ✚ Very Helpful and Fairly helpful

We hope you find the layout easy to read and the calculations helpful. We would appreciate any comments that you would like to make.

Yours sincerely

Jill

Jill Warn, Audit and IT Lead
EQUIP



Primary Health Care
General Practice Questionnaire

Practice Code: Danbury Medical Centre

Number returns: 315

About you

Q1. Are you

Male	Female	No Answer
132	183	0

Q2. How old are you?

<20yrs	20-30 yrs	31yrs-40yrs	41yrs – 50yrs	51yrs – 60yrs	61yrs – 70yrs	71yrs - 80yrs	80+yrs	No answer
8	20	30	39	47	83	67	21	0

Q3. Which Ethnic group do you belong to?

A: White		B: Mixed/Multiple Ethnic Groups		C: Asian/Asian British	
English	298	White and Black Caribbean	1	Indian	0
Irish	8	White and Black African	0	Pakistani	0
Dutch	1	White and Asian	1	Bangladeshi	0
White African	1	Any other Mixed/Multiple Ethnic Group	0	Chinese	0
German	1				
D: Black/African/Caribbean/Black British		E: Chinese/Other ethnic groups		F: No Answer	6
African	1	Chinese	0		
Caribbean	0	Indonesian Caribbean	1		
Any other Black/African/Caribbean Group	0				

Q4. Which of the following best describes you?

Employed	Unemployed	Full time education	Unable to work	Looking after home/family	Retired	Other	No answer
103	10	7	13	21	144	0	17

Q5. Do you have a long-standing health condition?

Yes	No	Don't know/can't say	No answer
154	139	8	17

Your Practice

Q6. How important is it for you to park your car with ease?

Essential	With Ease	Not Important	No answer
139	119	46	11

Q7. How do you feel your experience at the practice could be improved?

For suggestions please see attached.

Reception

Q8. How helpful do you find the receptionists at your surgery?

Very helpful	Fairly helpful	Not very helpful	Not at all helpful	Don't know	No answer
169	121	13	2	2	8

Q9. Do you find the automated book in screen helpful?

Yes	No	Don't know	No answer
270	17	15	13

Q10. Has the automated book in screen reduced time spent at reception?

Yes	No	Don't know	No answer
232	40	30	13

Appointments

Q11. In the last 12 months how many times have you see a GP/Nurse at your practice?

None	1-2times	3-4 times	5-6 times	7 or more times	No answer
22	99	88	36	51	19

Q12. How do you normally book your appointment to see a GP/Nurse?

In person	By Phone	Online	No answer
62	235	10	8

Q13. Are you aware of the online booking system?

Yes	No	No answer
139	161	15

Q14. How easy is it to get through to reception, at your GP practice on the phone?

Very easy	Fairly easy	Not very easy	Not at all easy	No answer
21	117	113	51	13

Q15. How do you rate this?

Excellent	Very good	Good	Fair	Poor	Very Poor	No answer
19	40	72	87	44	31	22

Q16. How easy is it to speak to a GP or Nurse on the phone at your GP practice?

Very easy	Fairly easy	Not very easy	Not at all easy	No answer
19	91	99	36	70

Q17. How do you rate this?

Excellent	Very good	Good	Fair	Poor	Very Poor	No answer
17	30	55	76	39	19	79

Q18. How many days do you usually have to wait to get an appointment with a GP/Nurse of your choice?

Same or next day 96	2-4 days 64	5 days or more 125	Don't know, never tried 9	No answer 21
------------------------	----------------	-----------------------	------------------------------	-----------------

Q19. How do you rate this?

Excellent 36	Very good 56	Good 63	Fair 74	Poor 40	Very Poor 20	No answer 26
-----------------	-----------------	------------	------------	------------	-----------------	-----------------

Q20. In general how often do you get to see a GP/Nurse?

Regularly 89	Occasionally 159	Very rare 55	No answer 12
-----------------	---------------------	-----------------	-----------------

Q21. How do you rate this?

Excellent 49	Very good 86	Good 81	Fair 40	Poor 5	Very Poor 3	No answer 51
-----------------	-----------------	------------	------------	-----------	----------------	-----------------

Q22. If you need to see a GP/Nurse urgently, can you normally be seen on the same day?

Yes 199	No 48	Don't know, never tried 53	No answer 15
------------	----------	-------------------------------	-----------------

Q23. How do you rate this?

Excellent 71	Very good 78	Good 49	Fair 31	Poor 16	Very Poor 12	No answer 58
-----------------	-----------------	------------	------------	------------	-----------------	-----------------

Q24. In general are you able to book appointments in advanced with any GP/Nurse?

Yes 198	No 53	Don't know, never tried 50	No answer 14
------------	----------	-------------------------------	-----------------

Q25. How do you rate this?

Excellent 46	Very good 54	Good 73	Fair 52	Poor 32	Very Poor 8	No answer 50
-----------------	-----------------	------------	------------	------------	----------------	-----------------

Q26. How long did you have to wait for your consultation to start today?

Less than 5minutes 18	5-10 minutes 62	11-20 minutes 94	21-30 minutes 57	more than 30 minutes 54	No answer 30
-----------------------------	--------------------	---------------------	---------------------	----------------------------	-----------------

Q27. Have you ever missed an appointment because?

Yes
73

Reasons for missing an appointment?

I recovered 13	I forgot 27	I was delayed 24	Too difficult to cancel 5	No means of contacting surgery 4
-------------------	----------------	---------------------	---------------------------------	--

Q28. Is your practice currently open at times that are convenient to you?

Yes 277	No 22	No answer 16
------------	----------	-----------------

Q29. How satisfied are you with the opening times?

Very Satisfied 136	Fairly satisfied 126	Neither satisfied or dissatisfied 31	Quite dissatisfied 6	Very dissatisfied 1	No answer 12
-----------------------	-------------------------	---	-------------------------	------------------------	-----------------

Q30. Would you like the surgery open additional times?

Yes 116	No 159	No answer 40
------------	-----------	-----------------

Q31. What additional hours would you like the surgery open?

114 patients said yes: (More than one answer was given for this question)

Before 8am At lunchtime After 6.30pm Other times
63 **31** **59** **11 (Saturday surgery requested)**

Your Consultation

Q32. Referring to your face to face / telephone consultation with the Doctor/ Nurse today, how highly would you score the Doctor/ Nurse at each of the following?

A: Giving you enough time?

Excellent 113	Very good 127	Good 50	Fair 10	Poor 0	Very poor 1	No answer 14
-------------------------	-------------------------	-------------------	-------------------	------------------	-----------------------	------------------------

B: Make you feel at ease?

Excellent 112	Very good 124	Good 51	Fair 10	Poor 3	Very poor 1	No answer 14
-------------------------	-------------------------	-------------------	-------------------	------------------	-----------------------	------------------------

C: Listening to you?

Excellent 112	Very good 121	Good 51	Fair 14	Poor 2	Very poor 1	No answer 14
-------------------------	-------------------------	-------------------	-------------------	------------------	-----------------------	------------------------

D: Explaining treatment and tests?

Excellent 110	Very good 120	Good 58	Fair 10	Poor 1	Very poor 2	No answer 14
-------------------------	-------------------------	-------------------	-------------------	------------------	-----------------------	------------------------

E: Involving you in decisions about your care?

Excellent 99	Very good 113	Good 68	Fair 14	Poor 2	Very poor 2	No answer 17
------------------------	-------------------------	-------------------	-------------------	------------------	-----------------------	------------------------

F: Treating you with care and concern?

Excellent 104	Very good 124	Good 53	Fair 18	Poor 1	Very poor 1	No answer 14
------------------	------------------	------------	------------	-----------	----------------	-----------------

G: How much confidence and trust did you have in the GP/Nurse you last saw or spoke to?

Excellent 113	Very good 110	Good 54	Fair 20	Poor 1	Very poor 2	No answer 15
------------------	------------------	------------	------------	-----------	----------------	-----------------

H: Would you be completely happy to see this GP/ Nurse again?

Excellent 123	Very good 103	Good 49	Fair 20	Poor 1	Very poor 2	No answer 17
------------------	------------------	------------	------------	-----------	----------------	-----------------

Patient Experience

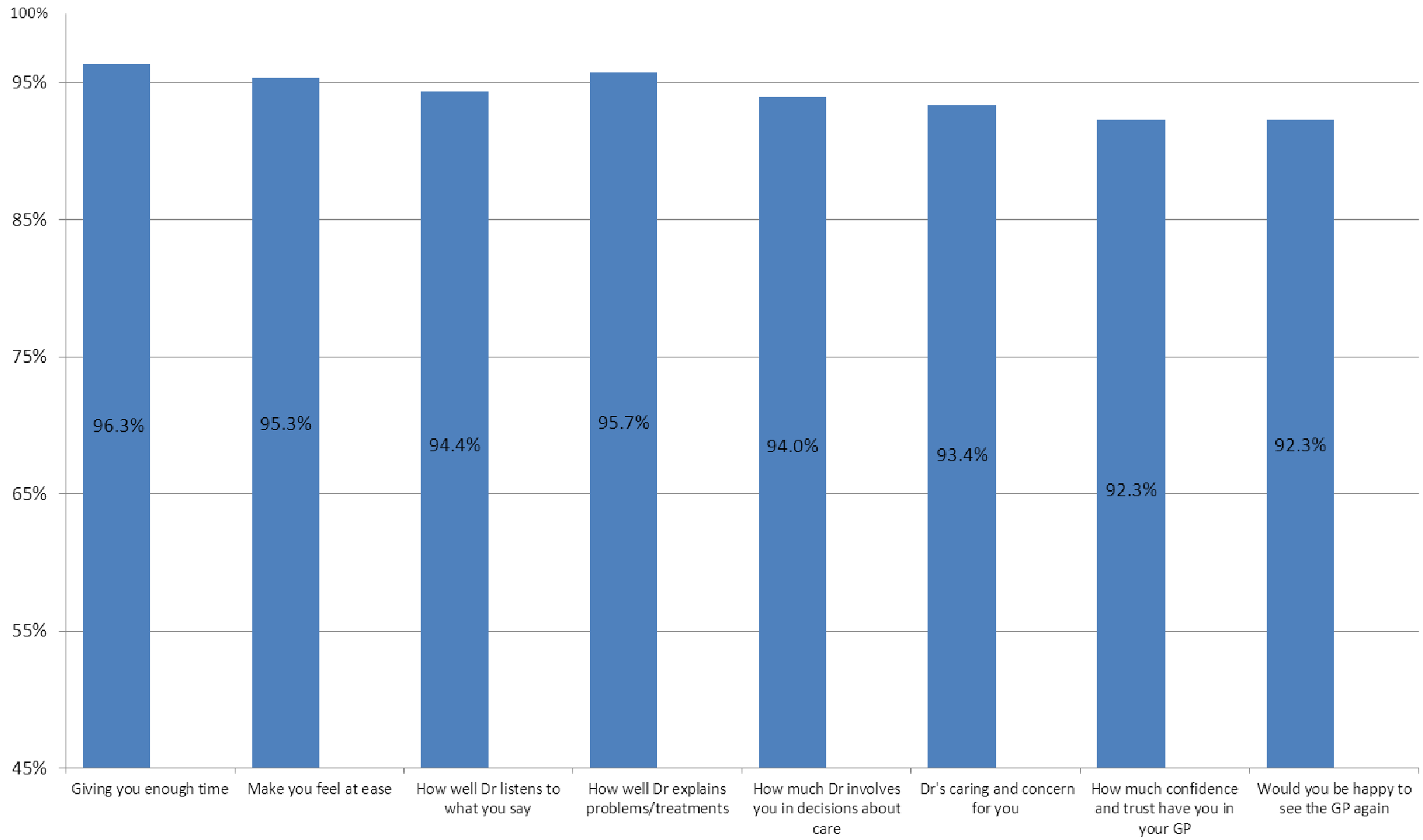
22: Overall, how would you describe your experience of your GP practice?

Excellent 75	Very good 112	Good 70	Fair 35	Poor 3	Very poor 3	No answer 17
-----------------	------------------	------------	------------	-----------	----------------	-----------------

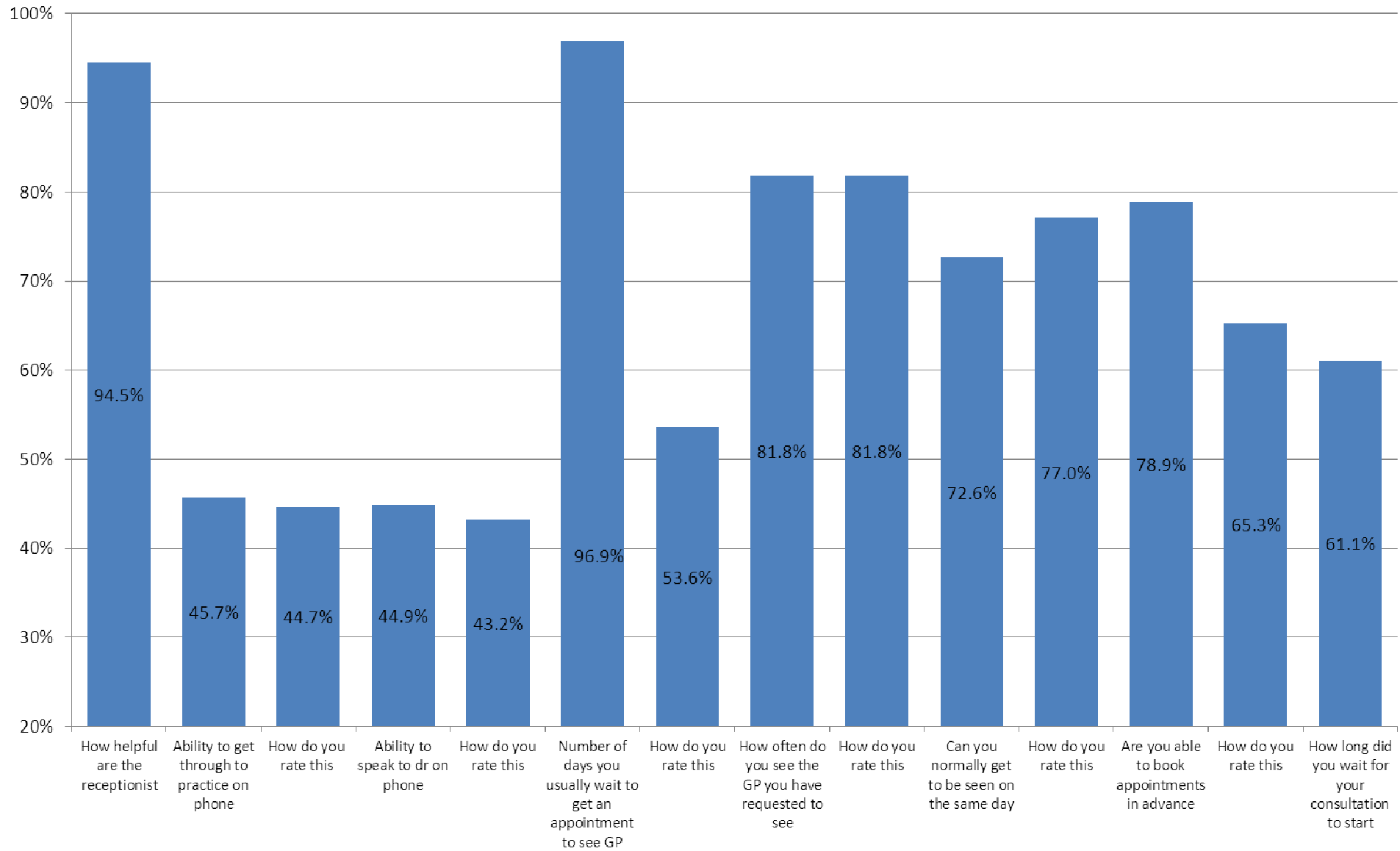
23: Would you recommend you GP Practice to someone who has just moved to your local area?

Yes 269	No 25	No answer 21
------------	----------	-----------------

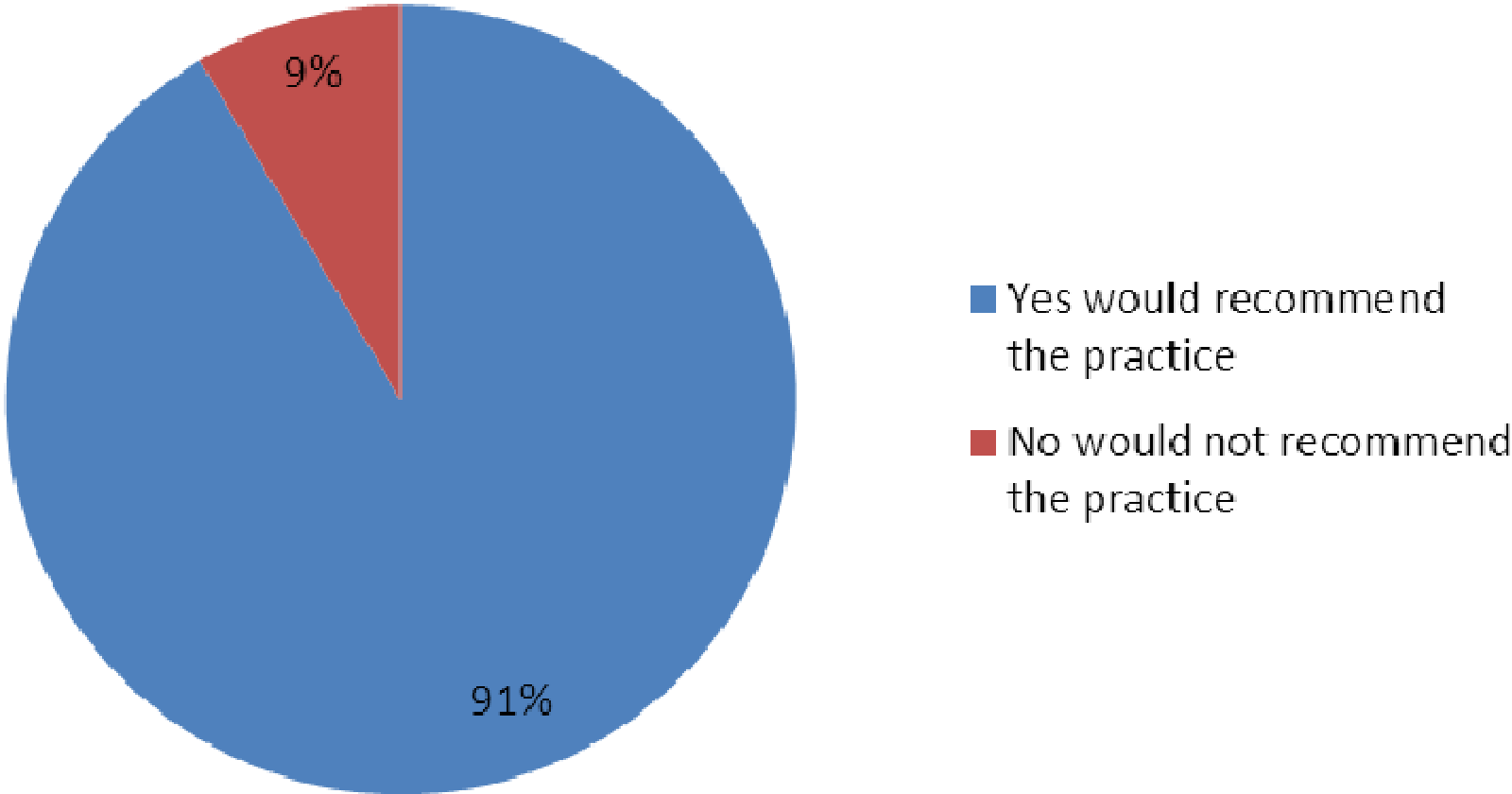
Consultation Satisfaction Score



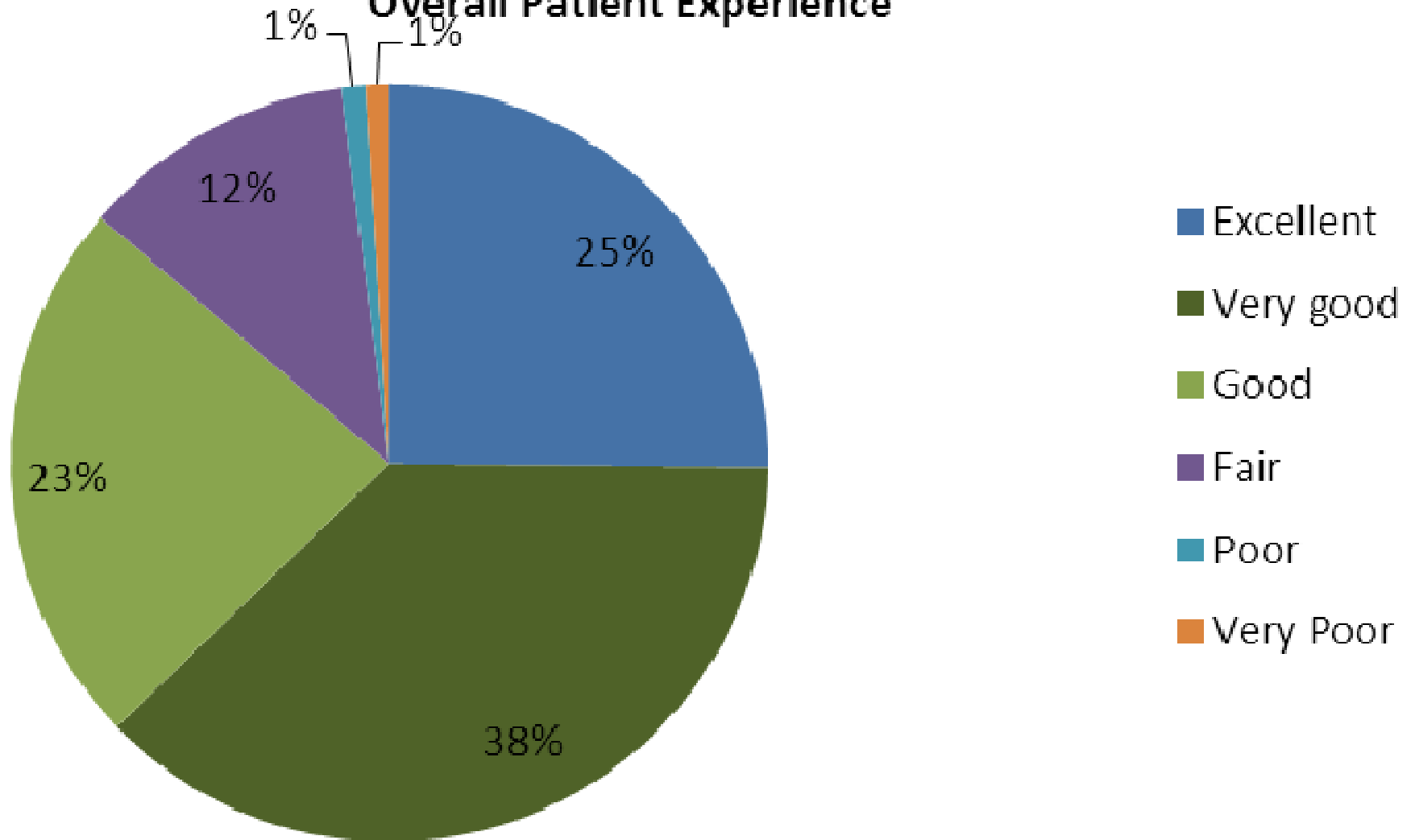
Satisfaction Score



Would You Recommend The Practice



Overall Patient Experience





A small sample of patient comments and answers

8. How do you feel your experience at the practice could be improved?

I am happy with all aspects, have never had any problems.

Quite satisfied. More doctors and more availability of appointments.

It has always been exceptional.

It could be easier to get test results by phone, which seems to be always engaged.

Better lighting in the car park

Improved parking facilities.

More parking facilities.

Annual health check. More parking spaces. More on-line access.

The practice is aware of the parking issue, it was agreed there was no room for expansion but hopefully will be rectified in 2014 when the practice moves into new premises.

Appointments more readily available

More continuity of seeing the same Doctor.

Appointment availability for specific doctor.

Ability for the doctor to be able to make monthly follow up appointments.

Better appointment system for those who require regular appointments.

31. Is your practice currently open at times that are convenient to you? – If, why not?

Need more Saturday appointments.

The surgery offers pre-bookable appointments on a Saturday during the hours of 8.00am -11.00am

Not many after school appointments available.

No, work full-time.

No. Very little outside of working hours.

The Surgery opening times are as follows

Monday: 08:00 - 18:30

Tuesday: 08:00 - 18:30

Wednesday: 08:00 - 18:30

Thursday: 08:00 - 18:30

Friday: 08:00 - 18:30

Saturday: 8.00am -11.00am

34. What additional hours would you like the surgery open?

Doctors overall are very good.

Overall excellent. The only concern is long waits, up to a month, possibly due to part-time doctors.**

Service is excellent.

I had never seen this doctor before and therefore he had no idea of my previous history. He was very kind, listened to me and suggested various aids, but I felt a bit sorry for him!

Most of the doctors have a sense of humour.

I saw a Nurse Practitioner who was very helpful and also consulted a GP before completing my treatment.

Depends which Doctor you see.

Very hard to get an appointment with

Weekends

Saturday morning

Saturday morning.

Weekends.

The surgery offers pre-bookable appointments on a Saturday during the hours of 8.00am -11.00am

Weekend emergencies, and not pre-bookable

Saturday surgery due to the Government initiative of extended hours offering pre-bookable appointments

What is the problem with patients waiting inside for first appointments of the day?

It was agreed Patients who arrive just before the 8am opening time to be offered a seat in the waiting room until reception is ready to open.

36. Experience of GP practice: If not pleased, let us know why:

The practice offers book on the day and emergency appointments. Emergencies are considered 'first line appointments'.

Apart from surgery waiting times, which can be unacceptably long.

The booking/waiting times for appointments and sitting in the surgery is infuriating. The location is excellent and the facilities/fabric of building are adequate.

The "new" appointment system is a disaster.

Automated telephone answering can be very frustrating and time consuming.

The practice offers on line booking to all patients as an alternative to access appointments available.

37. Would you recommend your GP Practice to someone who has just moved to your local area? If not, let us know why:

Yes, Fine as long as they can drive, as no bus from some areas.

Yes, there is not much choice really!!

No, Too hard to get an appointment. Doctors keep leaving, so you have to see new person each time.

No. Appointments/ unable to see Doctor of choice.

Patients can book 4 weeks in advance to see a GP and approximately two months ahead for a Practice Nurse

Location and convenience as long as you don't work in London, then getting an appointment is very difficult.

No, because it is completely full already.

They cannot cope with system as it is at present. Not so much a problem with medical care, more administration problems.

No, difficult to park. Hard to get appointments.

Yes, but only with certain doctors. No parking, long waits, no general checks on health as in other practices. No small ops as removing moles.

No, had a very bad experience in the past.

Yes, good doctors and nurses.

No, because the premises are totally inadequate for the number of patients!

We are interested in any other comments you may have about your experience:

As a family, we have never received a bad experience at this surgery and the service is always outstanding.

Could we have visual, as well as audible, to call patients in to see the Doctor or Nurse?

Very supportive practice. Décor could do with updating as, although functional, it is a bit depressing. Satisfied with most things.

Pharmacy needs a complete reorganisation. I realise this is a busy practice which is stretched to the limit, but patient care is suffering.

Move to new site and new building and better parking.

The practice is planning a move to new premises in 2014

We are very fortunate to have such a good practice. There are obviously big problems with parking. Waiting times for consultations to start could obviously be improved upon, but no doubt would necessitate more Doctors and more time given to each patient. Time spent waiting at the Dispensary for prescriptions would be a real benefit if reduced since it would also enable patients lucky enough to be parked to make way for others.

Feel the practice has lost sight of the patients - too many people? too busy? I feel I have to chase up everything nowadays.

Nothing to add – happy with all your good work.

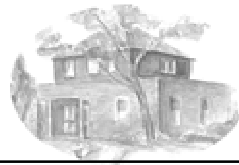
Remove the automated telephone system. No patients from outside Danbury/Little Baddow admitted.

Going to try on-line booking system.

The Partnership of:

Drs McAllister, Cooper, Dollery, Plate,
Crane, Hunt & Mrs L Graham

www.danburymedicalcentre.co.uk



Danbury Medical Centre
Eves Corner
Danbury
Essex CM3 4QA

Tel: 01245 221777
Fax: 01245 221779

Dear Patient

We would be grateful if you would take some time to complete this patient survey. Your Doctors and Nurses want to provide the highest standard of care. Feedback from this survey will help them to identify areas that may need improvement. Your opinions are very valuable.

Please answer ALL the questions that apply to you by putting an X in one box unless more than one answer is allowed. There are no right or wrong answers and your doctor will NOT be able to identify your individual answers.

Thank you.

About You:

1: Are you: Male Female

2: How old are you? _____

3: What is your ethnic group?

A: White

- British
- Irish

Any other White background
(Please detail) _____

B: Mixed

- White and Black Caribbean
- White and Black African
- White and Asian

Any other Mixed background
(Please detail) _____

C: Asian or Asian British

- Indian
- Pakistani
- Bangladeshi

Any other Asian background
(Please detail) _____

D: Black or Black British

- Caribbean
- African
- Any other Black background

E: Chinese/Other Ethnic Group

- Chinese
- Any other Ethnic Group

(Please detail) _____

F: Not Stated

4: Which of the following best describes you?

Employed
(full, part time, including self-employed)

Unemployed
(includes looking for work)

Full time education

Unable to work
due to long term sickness

Looking after
family and home.

Retired from paid work

Other _____

6: Do you have a long-standing health condition?

Yes No Don't know/can't say

Your practice

As you know the practice is imminently awaiting occupation of a new build, with this in mind the questions are specific to the new build project :

7: How important is it for you to park your car with ease ?

- Essential With Ease Not important

8: How do you feel your experience at the practice could be improved?

Reception

9: How helpful do you find the receptionists at the Surgery?

- Very Helpful Fairly helpful Not very helpful Not at all helpful Don't know

10: Do you find the automated book in screen useful?

- Yes No Don't know

11: Has using the automated book in screen reduced the time spent in reception?

- Yes No Don't know

Appointments

14: In the last 12 months how many times have you seen a GP/Nurse at your practice?

- None Once or twice Three or four times Five or six times seven times or more

15: How do you normally book your appointments to see a GP?

- In person By Phone online

16: Are you aware of the online booking system?

- Yes No

If you are interested in booking appointments online, please speak to a member of the Reception team who will provide you with your unique access password.

Details are available on our website www.danburymedicalcentre.co.uk.

17: How easy is it to get through to someone at your GP practice on the phone?

- Very easy Fairly easy Not very easy Not at all easy

18: How do you rate this?

Excellent Very good Good Fair Poor Very poor N/A

19: How easy is it to speak to a doctor or nurse on the phone at your GP practice?

Very easy Fairly easy Not very easy Not at all easy

20 :How do you rate this?

Excellent Very good Good Fair Poor Very poor N/A

21: How many days do you usually have to wait to get an appointment with a GP/Nurse?

Same or next day 2-4 days 5 days or more Don't know, never tried

22: How do you rate this?

Excellent Very good Good Fair Poor Very poor N/A

23: In general how often do you usually see a GP/Nurse

Regularly Occasionally Very rarely

24: How do you rate this?

Excellent Very good Good Fair Poor Very poor N/A

25: If you need to see a GP/Nurse urgently, can you normally get seen on the same day?

Yes No Don't know, never tried

26: How do you rate this?

Excellent Very good Good Fair Poor Very poor N/A

27: In general are you able to book appointments in advance with any GP?

Yes No Don't know, never tried

28: How do you rate this?

Excellent Very Good Good Fair Poor Very Poor

29: How long did you have to wait for your consultation to start?

Less than 5minutes 5-10 minutes 11-20 minutes 21-30 minutes more than 30 minutes

30: Have you ever missed an appointment because?

I recovered I forgot I was delayed Too difficult No means of contacting surgery

For your information you can now cancel appointments online.

31: Is your practice currently open at times that are convenient to you?

Yes No

If not, why not?

32: How satisfied are you with the surgery opening times?

Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Quite dissatisfied Very dissatisfied

33: Would you like the surgery open at additional times?

Yes No

34: What additional hours would you like the surgery open?

Before 8am? At lunchtime? After 6.30pm? Other times, please state below:

Your Consultation

35: The last time you saw a Doctor/Nurse or had a telephone consultation at your surgery how highly would you score the Doctor/ Nurse at each of the following?

A: Giving you enough time?

Excellent Very good Good Fair Poor Very poor

B: Make you feel at ease?

Excellent Very good Good Fair Poor Very poor

C: Listening to you?

Excellent Very good Good Fair Poor Very poor

D: Explaining treatment and tests?

Excellent Very good Good Fair Poor Very poor

E: Involving you in decisions about your care?

Excellent Very good Good Fair Poor Very poor

F: Treating you with care and concern?

Excellent Very good Good Fair Poor Very poor

G: Did you have confidence and trust in the GP you last saw or spoke to?

Excellent Very good Good Fair Poor Very poor

H: Would you be completely happy to see this GP again?

Excellent Very good Good Fair Poor Very poor

H: Continued:

Please add any other comment you want to make about this Doctor.

Patient Experience

36: Overall, how would you describe your experience of your GP practice?

- Excellent Very good Good Fair Poor Very poor N/A

If not pleased let us know why?

37: Would you recommend you GP Practice to someone who has just moved to your local area?

- Yes No

If not please let us know why?

We are interested in any other comments you may have about your experience?

Thank you for taking time to complete this questionnaire.