

MONTPELIER SURGERY 2019 PATIENT QUESTIONNAIRE

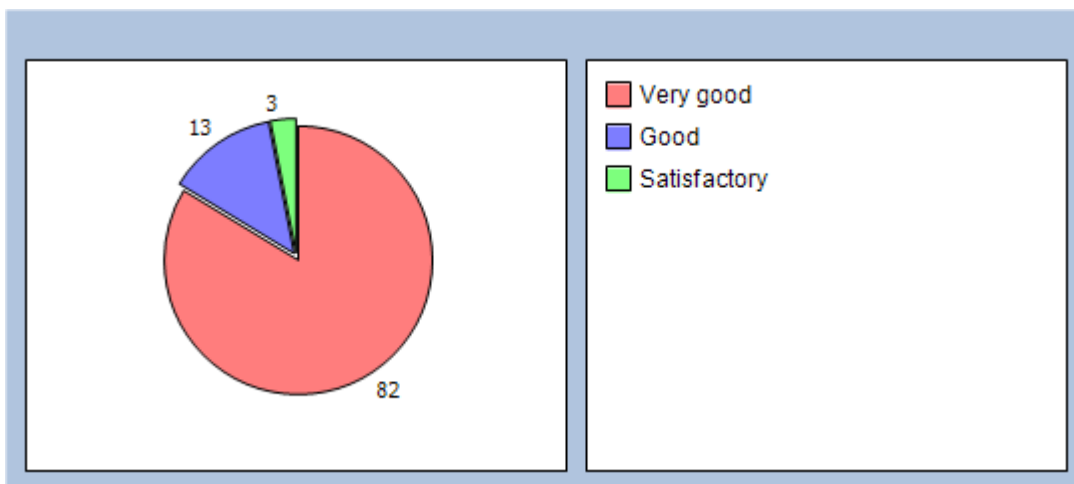
Number of Responses: 128

The following are the results from the patient feedback survey 2019.

About your visit to the GP, how good was your GP at the following:

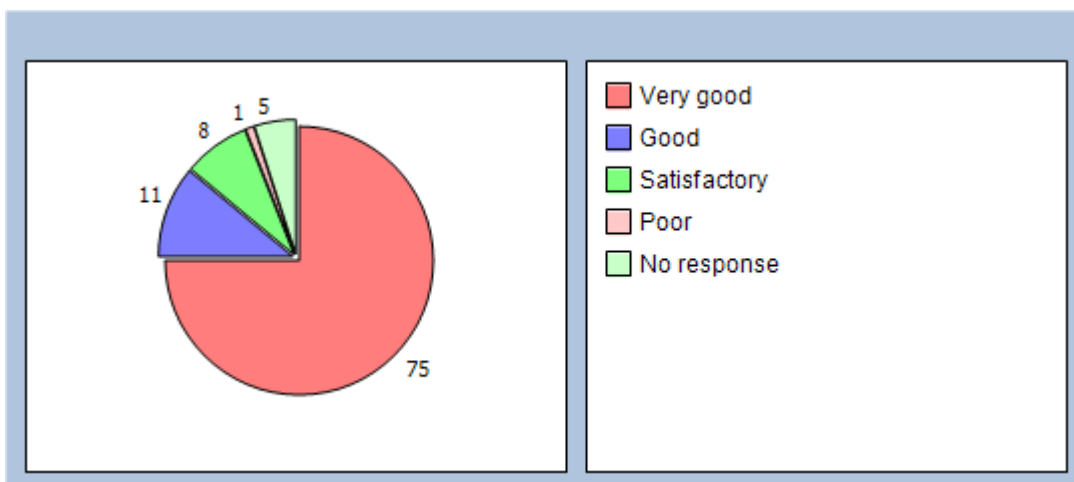
Q1 Making you feel comfortable?

Very good **82%**
Good **13%**
Satisfactory **3%**
Poor **0%**
Very poor **0%**



Q2 Giving you enough time?

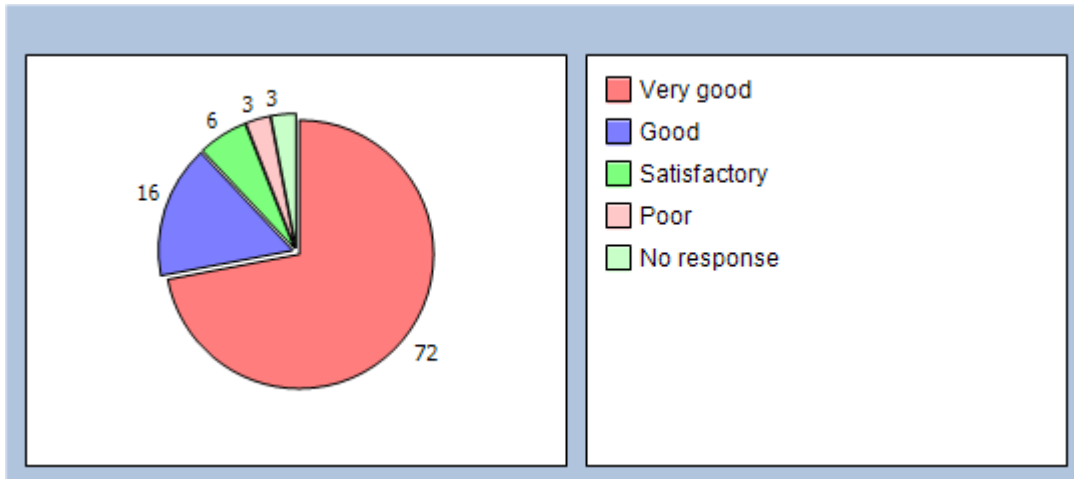
Very good **75%**
Good **11%**
Satisfactory **8%**
Poor **1%**
Very poor **0%**
No response **5%**



Q3 Assessing your medical condition?

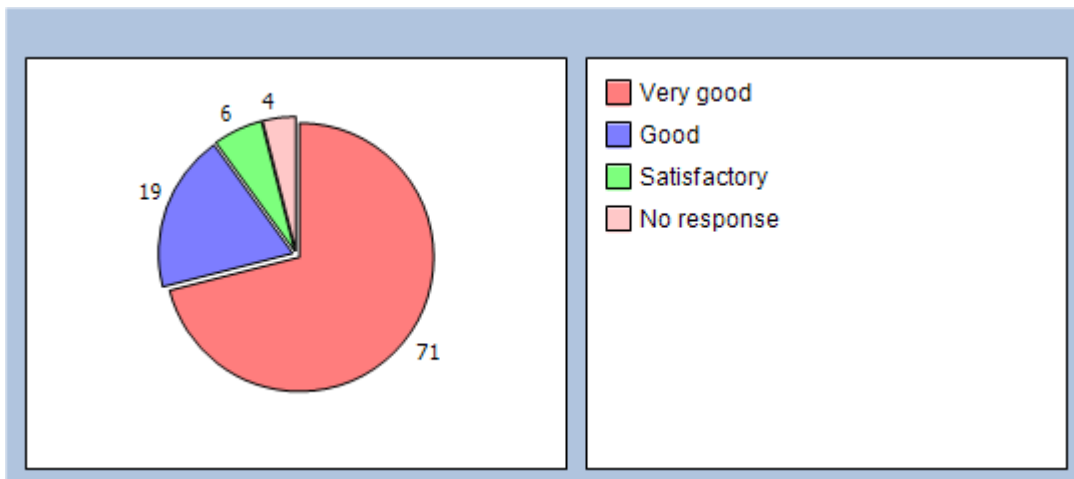
Very good **72%**

Good **16%**
Satisfactory **6%**
Poor **3%**
Very poor **0%**
No response **3%**



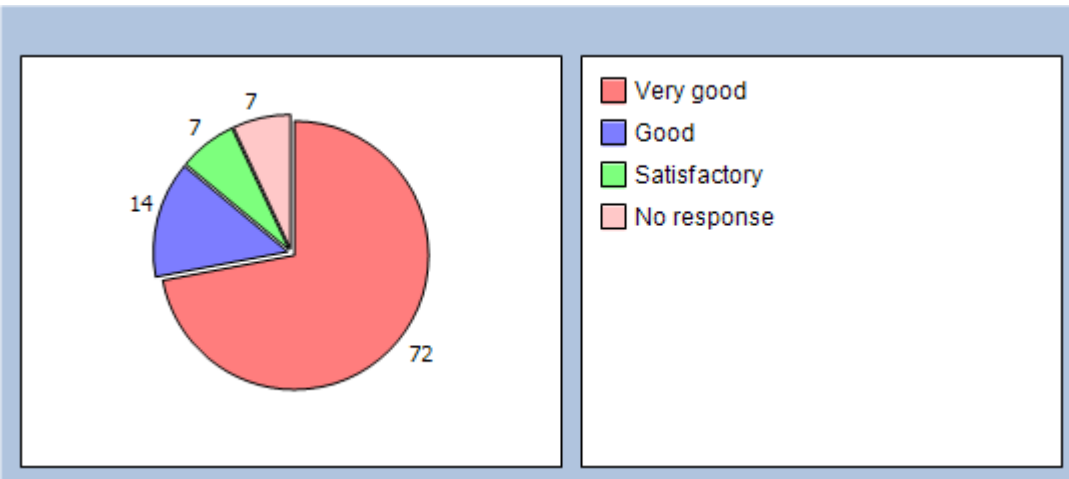
Q4 Explaining your medical condition and treatment?

Very good **71%**
Good **19%**
Satisfactory **6%**
Poor **0%**
Very poor **0%**
No response **4%**



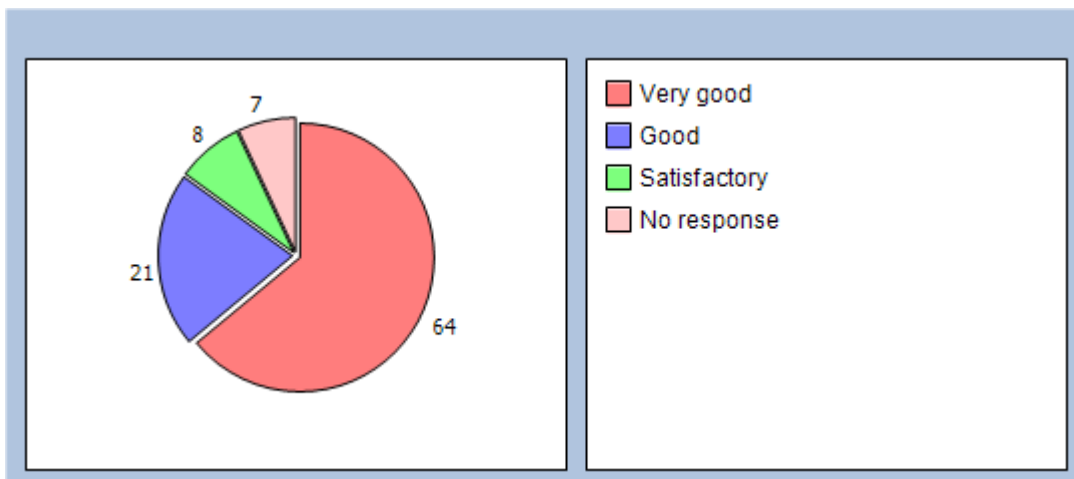
Q5 Involving you in decisions about your care?

Very good **72%**
Good **14%**
Satisfactory **7%**
Poor **0%**
Very poor **0%**
No response **7%**



Q6 Providing and arranging treatment for you?

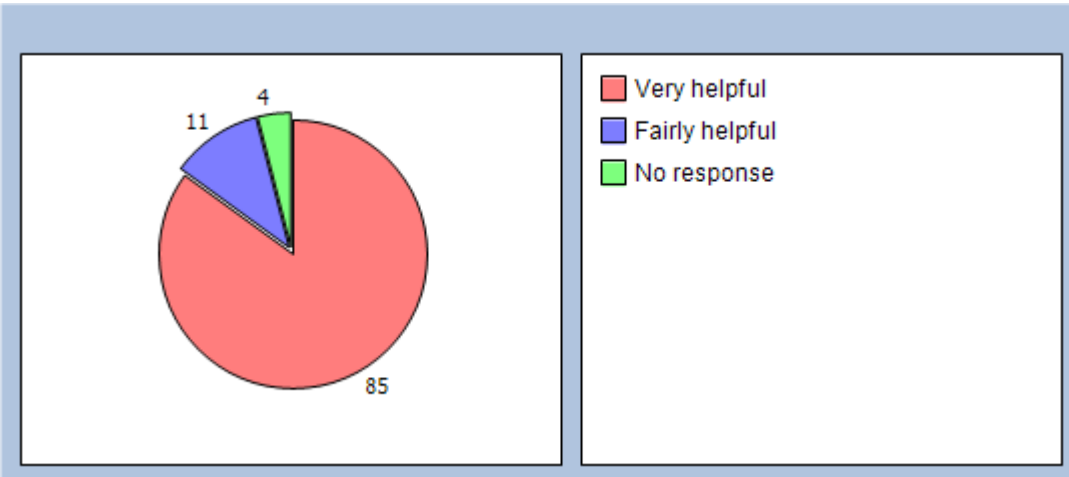
Very good **64%**
 Good **21%**
 Satisfactory **8%**
 Poor **0%**
 Very poor **0%**
 No response **7%**



About Receptionists and Appointments:

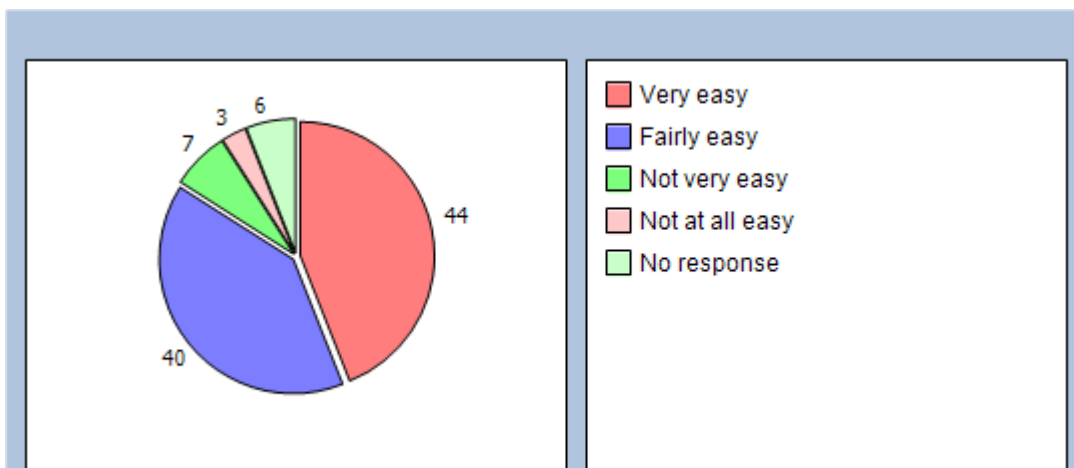
Q7 How helpful do you find the receptionists at your GP practice?

Very helpful **85%**
 Fairly helpful **11%**
 Not very helpful **0%**
 Not at all helpful **0%**
 No response **4%**



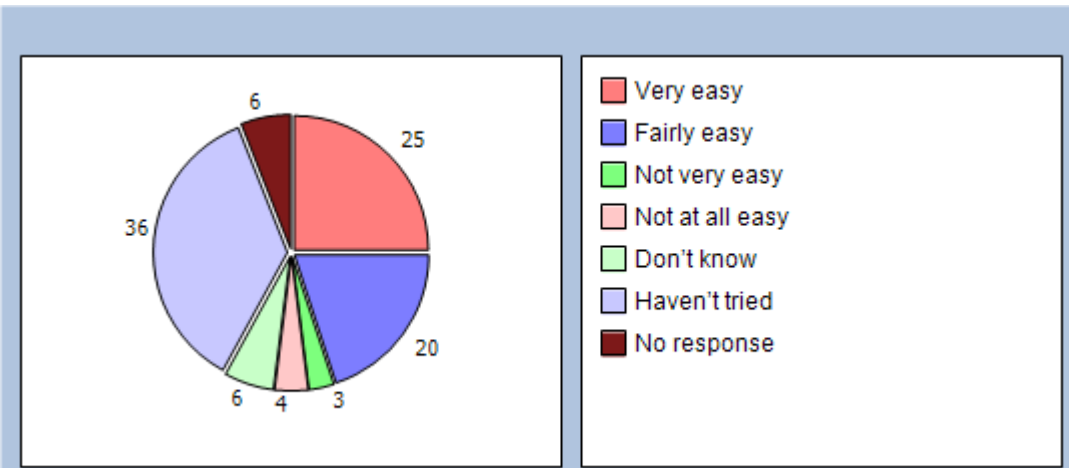
Q8 How easy is it to get through to someone at your GP practice on the phone?

Very easy **44%**
 Fairly easy **40%**
 Not very easy **7%**
 Not at all easy **3%**
 Don't know **0%**
 Haven't tried **0%**
 No response **6%**



Q9 How easy is it to speak to a doctor or nurse on the phone at your GP practice?

Very easy **25%**
 Fairly easy **20%**
 Not very easy **3%**
 Not at all easy **4%**
 Don't know **6%**
 Haven't tried **36%**
 No response **6%**



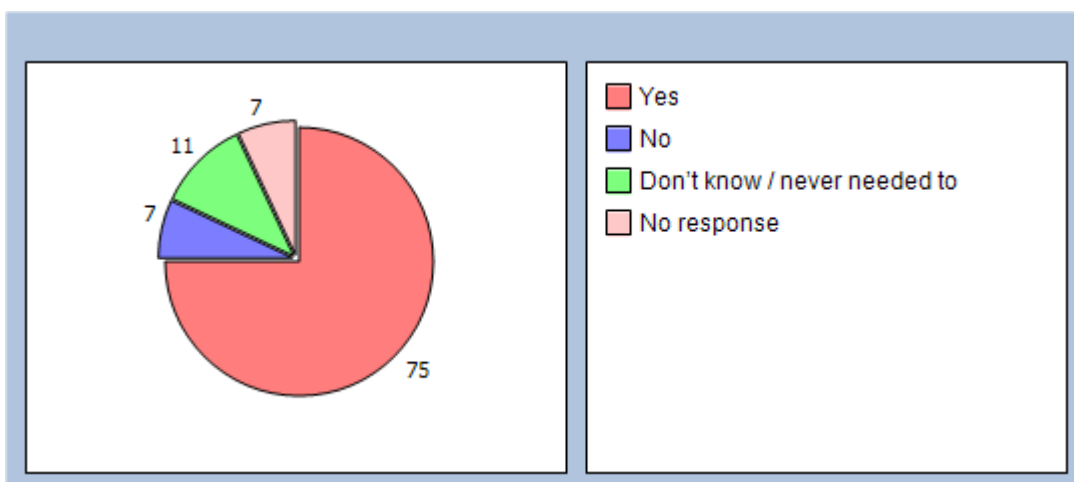
Q10 If you need to see a GP urgently, can you normally get seen on the same day?

Yes **75%**

No **7%**

Don't know / never needed to **11%**

No response **7%**



Q11 How easy is it to book ahead in your practice?

Very easy **28%**

Fairly easy **35%**

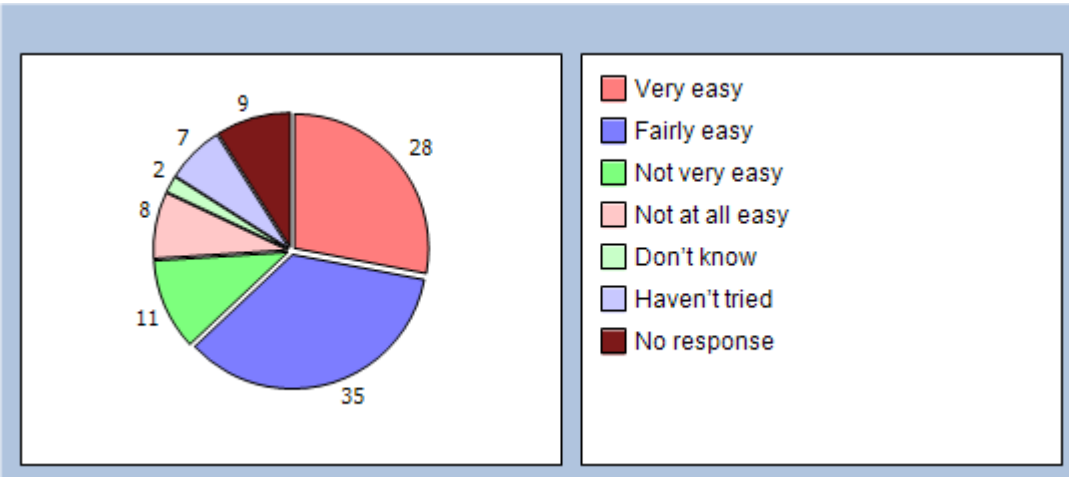
Not very easy **11%**

Not at all easy **8%**

Don't know **2%**

Haven't tried **7%**

No response **9%**



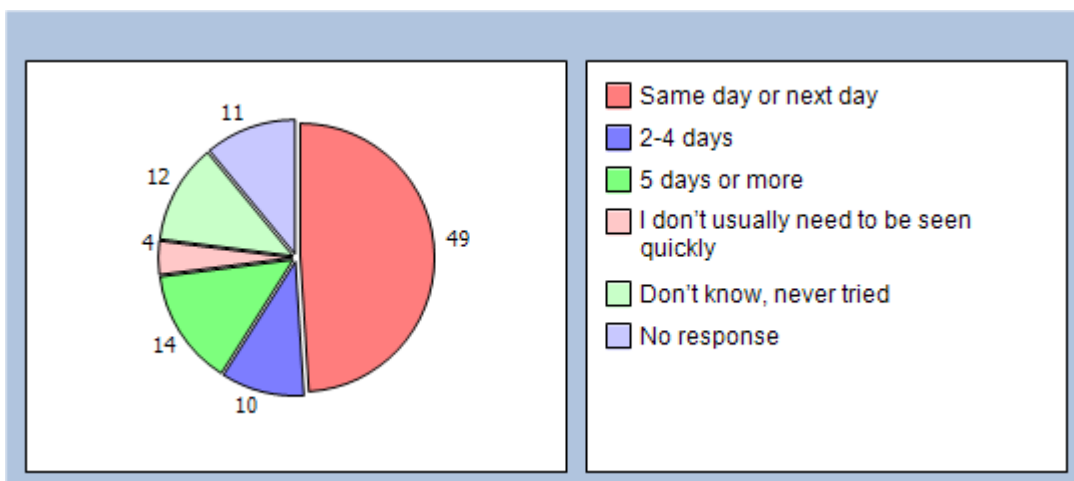
Q12 Which of the following methods would you prefer to use to book appointments at your practice?

In person **32%**
 By phone **64%**
 Online **49%**
 Doesn't apply **0%**

About waiting times and accessibility:

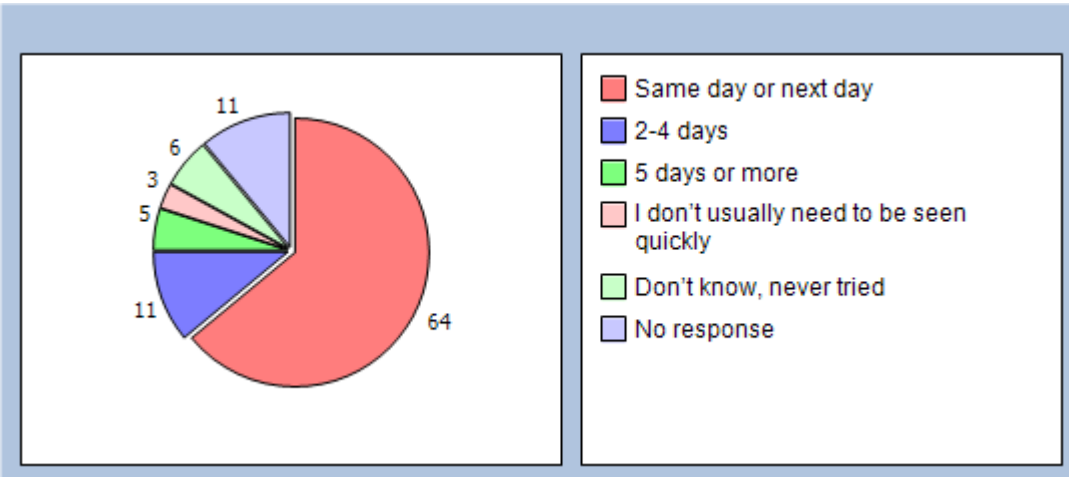
Q13 When you need to see a particular GP or nurse, how quickly do you get seen?

Same day or next day **49%**
 2-4 days **10%**
 5 days or more **14%**
 I don't usually need to be seen quickly **4%**
 Don't know, never tried **12%**
 No response **11%**



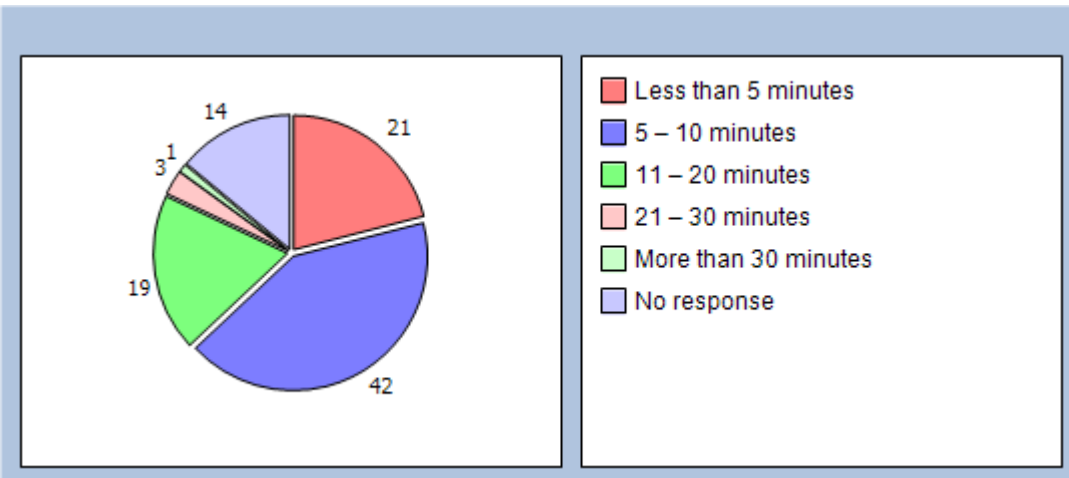
Q14 When you can see any available GP or nurse, how quickly do you get seen?

Same day or next day **64%**
 2-4 days **11%**
 5 days or more **5%**
 I don't usually need to be seen quickly **3%**
 Don't know, never tried **6%**
 No response **11%**



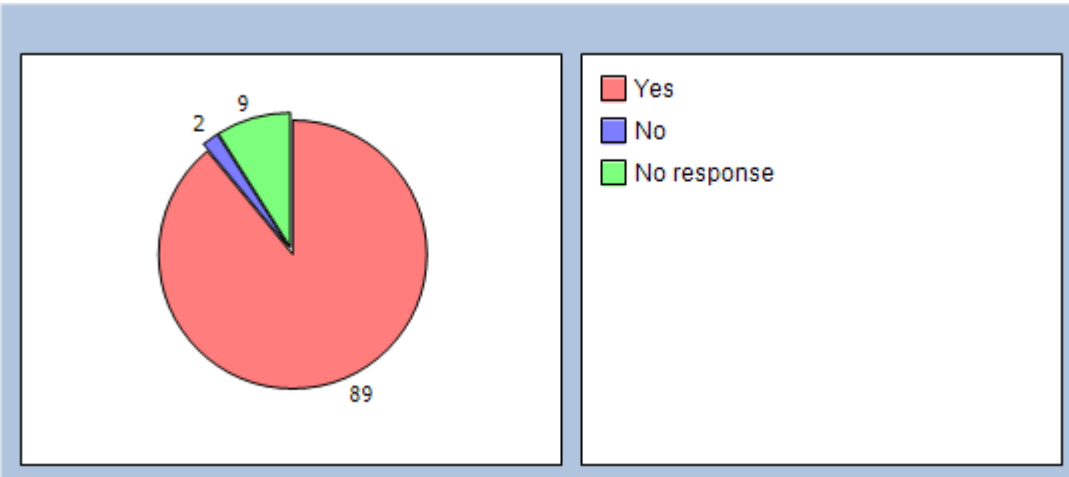
Q15 Thinking of your most recent consultation with a GP or nurse, how long did you wait for your consultation to start?

- Less than 5 minutes **21%**
- 5 – 10 minutes **42%**
- 11 – 20 minutes **19%**
- 21 – 30 minutes **3%**
- More than 30 minutes **1%**
- There was no set time for my consultation **0%**
- No response **14%**



Q16 Is your GP practice currently open at times that are convenient to you?

- Yes **89%**
- No **2%**
- No response **9%**



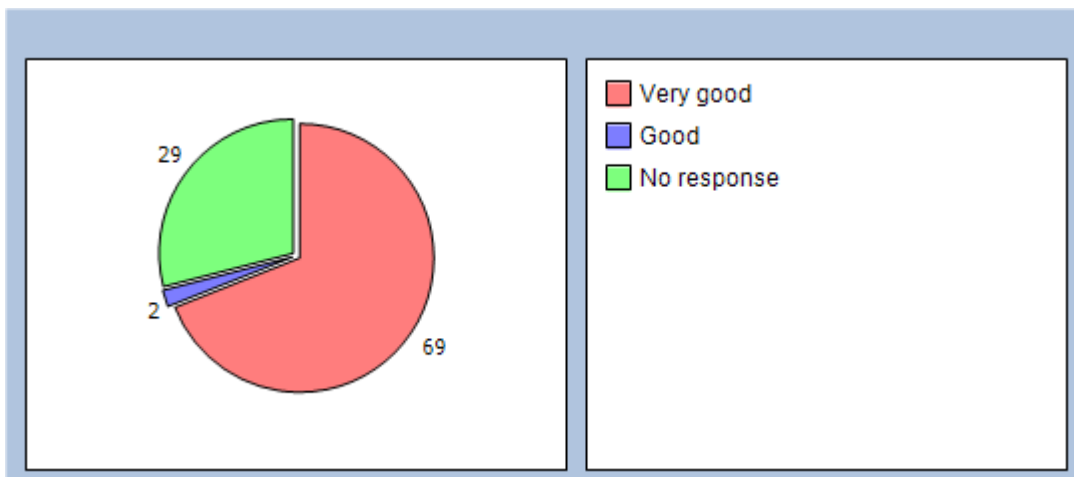
Q17 Would any of the following additional opening hours make it easier for you to see or speak to someone?

- Before 8am **20%**
- At lunchtime **10%**
- After 6.30pm **33%**
- On a Saturday **25%**
- On a Sunday **8%**
- None of these **25%**

About your visit to the nurse:

Q18 How good was the last nurse you saw at putting you at ease?

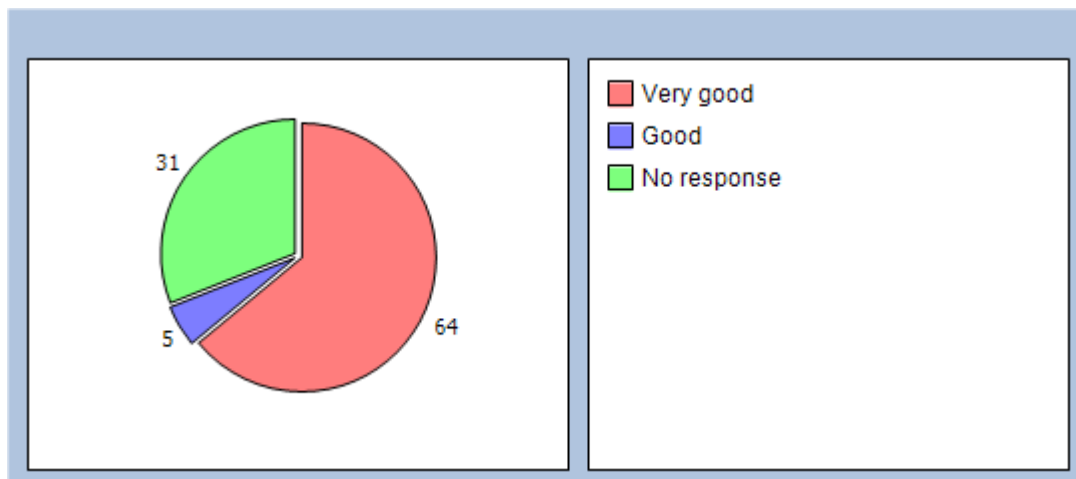
- Very good **69%**
- Good **2%**
- Satisfactory **0%**
- Poor **0%**
- Very poor **0%**
- No response **29%**



Q19 How good was the last nurse you saw at giving you enough time?

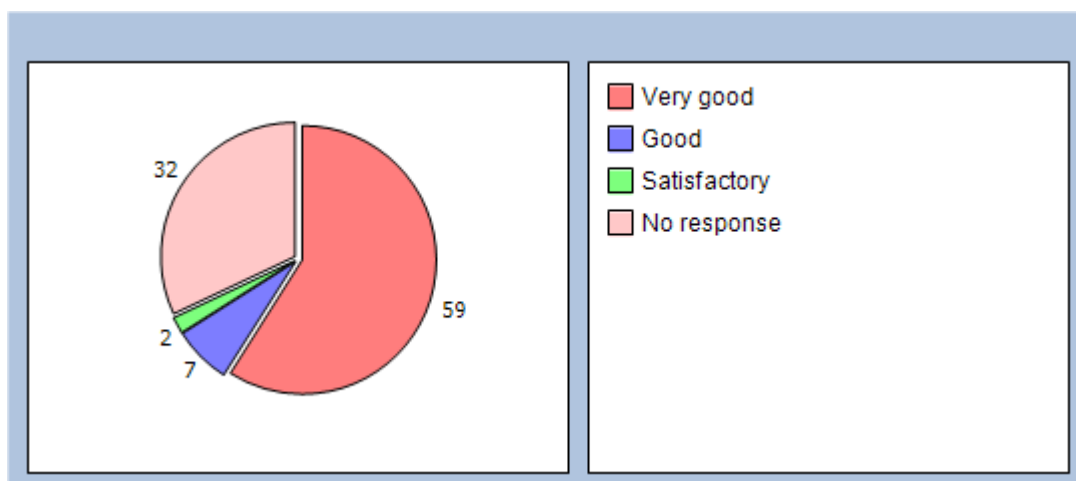
- Very good **64%**
- Good **5%**
- Satisfactory **0%**
- Poor **0%**
- Very poor **0%**

No response **31%**



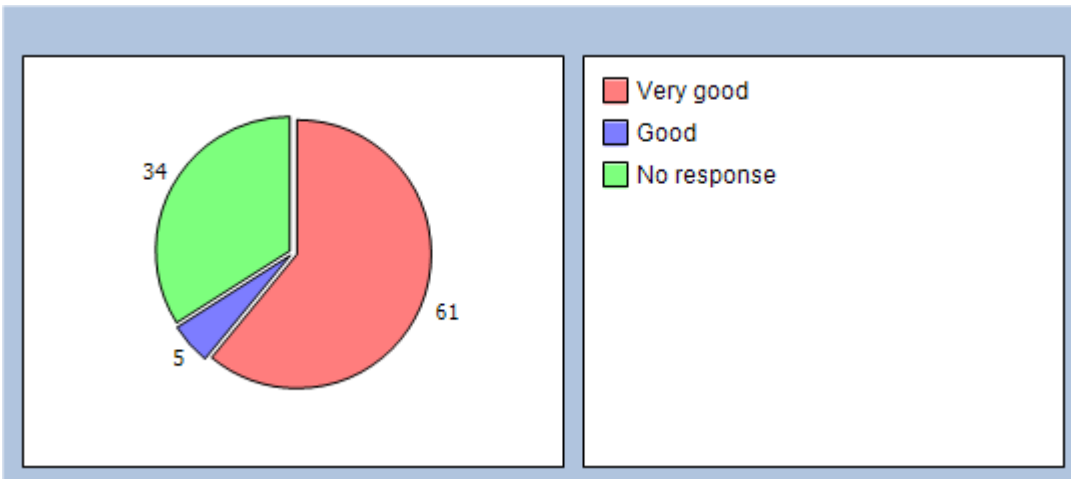
Q20 How good was the last nurse you saw at explaining your condition and treatment?

Very good **59%**
Good **7%**
Satisfactory **2%**
Poor **0%**
Very poor **0%**
No response **32%**



Q21 How good was the last nurse you saw at providing or arranging treatment?

Very good **61%**
Good **5%**
Satisfactory **0%**
Poor **0%**
Very poor **0%**
No response **34%**

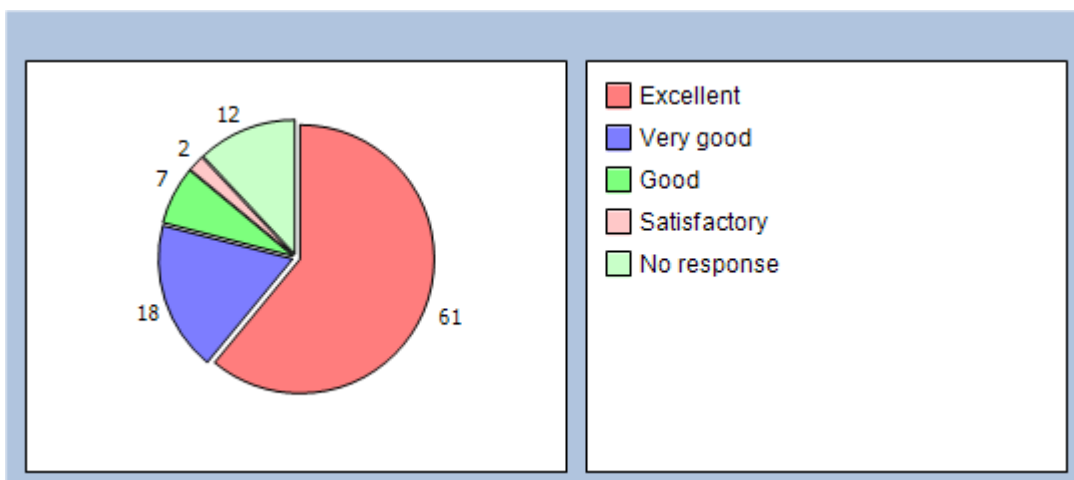


Please add any further comments you would like to add about visits to the nurse:

About Montpelier Surgery

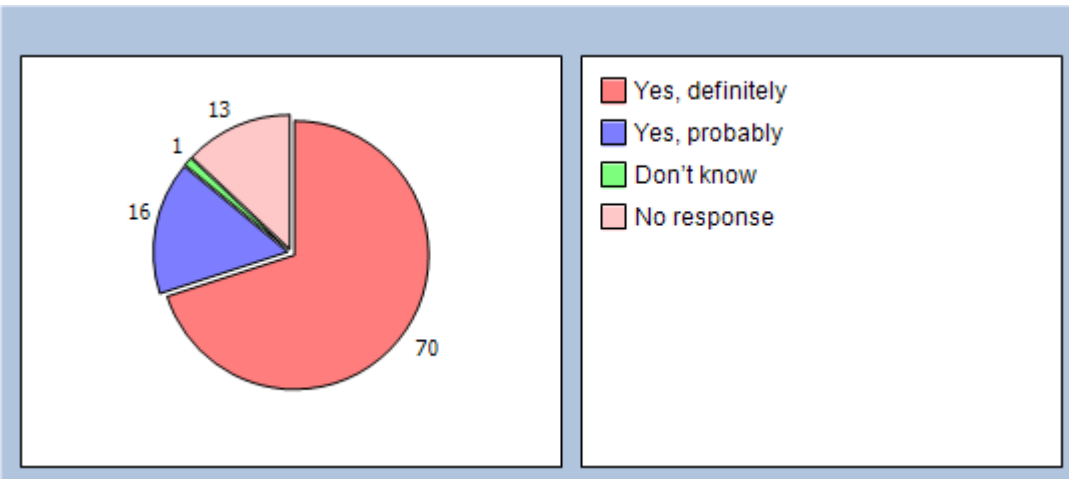
Q22 Overall, how would you describe your experience of your GP surgery?

Excellent **61%**
 Very good **18%**
 Good **7%**
 Satisfactory **2%**
 Poor **0%**
 Very poor **0%**
 No response **12%**



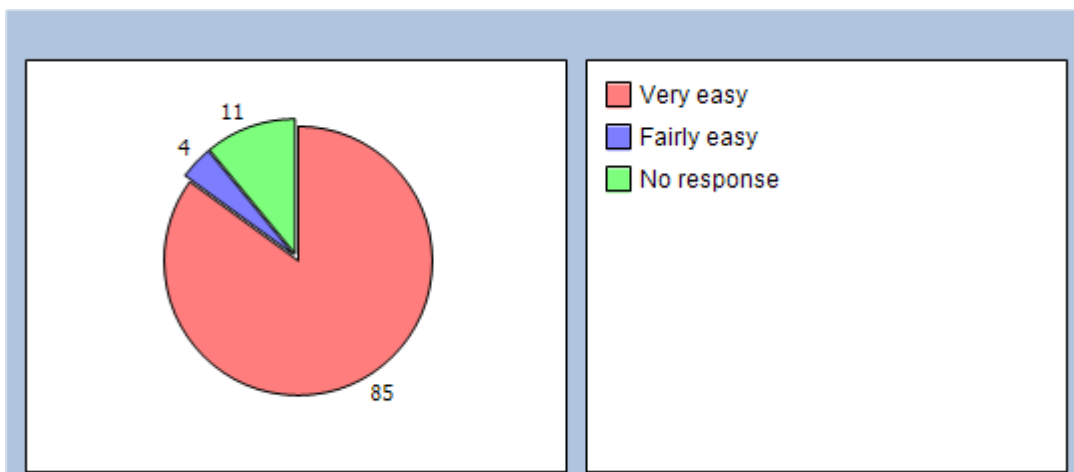
Q23 Would you recommend your GP surgery to someone who has just moved to your local area?

Yes, definitely **70%**
 Yes, probably **16%**
 No, probably not **0%**
 No, definitely not **0%**
 Don't know **1%**
 No response **13%**



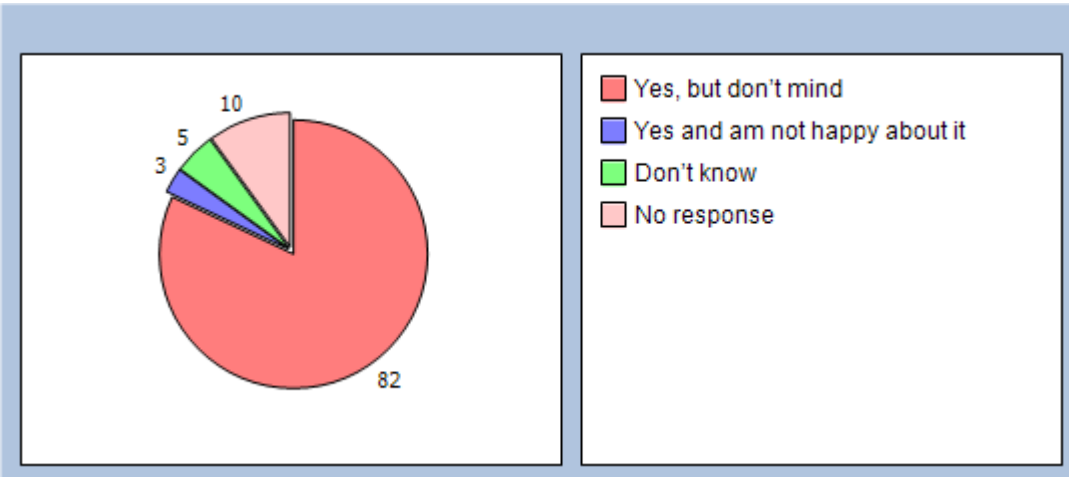
Q24 How easy do you find getting into the building at the surgery?

Very easy **85%**
 Fairly easy **4%**
 Not very easy **0%**
 Not at all easy **0%**
 No response **11%**



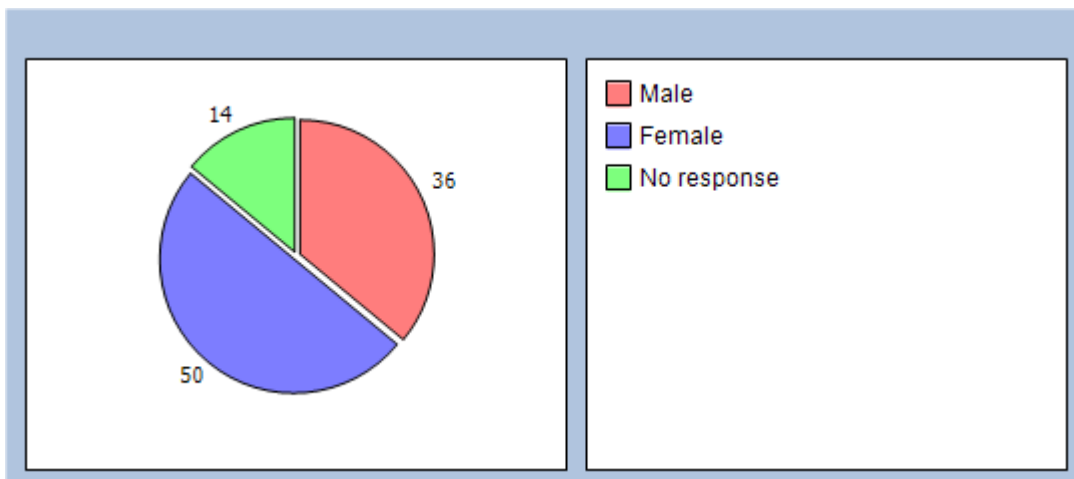
Q25 In the Reception Area, can other patients overhear what you say to the receptionist?

Yes, but don't mind **82%**
 Yes and am not happy about it **3%**
 No, other patients can't overhear **0%**
 Don't know **5%**
 No response **10%**



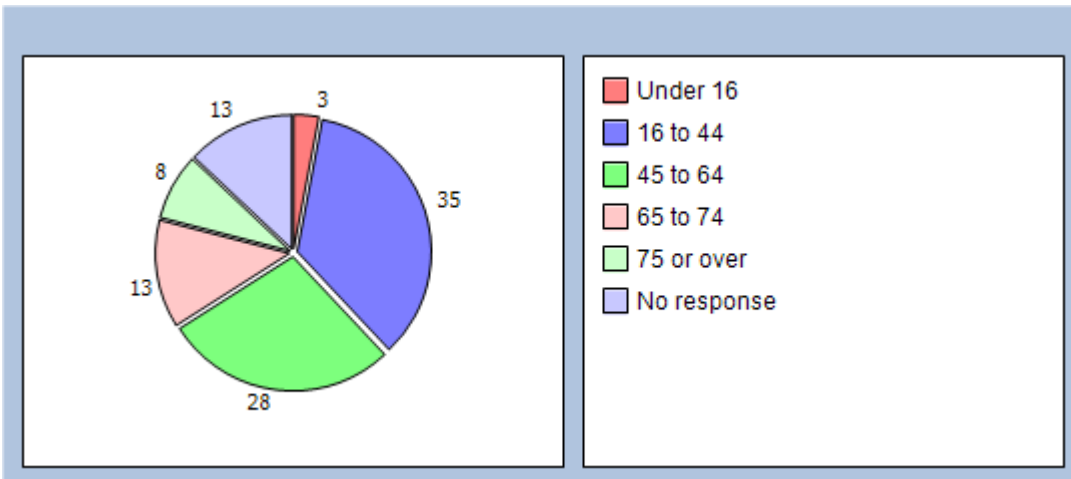
Q26 Are you ?

Male **36%**
 Female **50%**
 Non-binary/Third gender **0%**
 prefer not to say **0%**
 No response **14%**



Q27 How old are you?

Under 16 **3%**
 16 to 44 **35%**
 45 to 64 **28%**
 65 to 74 **13%**
 75 or over **8%**
 No response **13%**



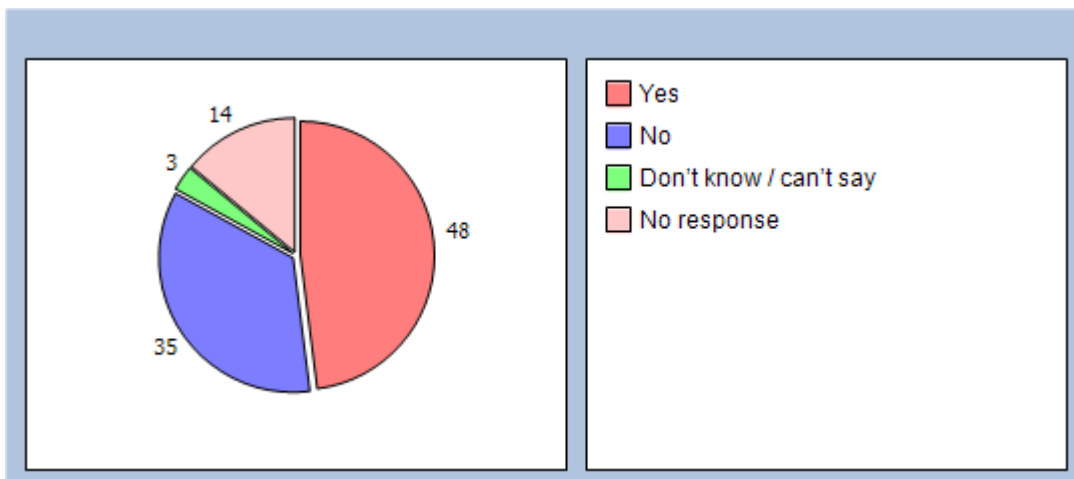
Q28 Do you have a long-standing health condition?

Yes **48%**

No **35%**

Don't know / can't say **3%**

No response **14%**



Q29 What is your ethnic group?

White **71%**

Black or Black British **0%**

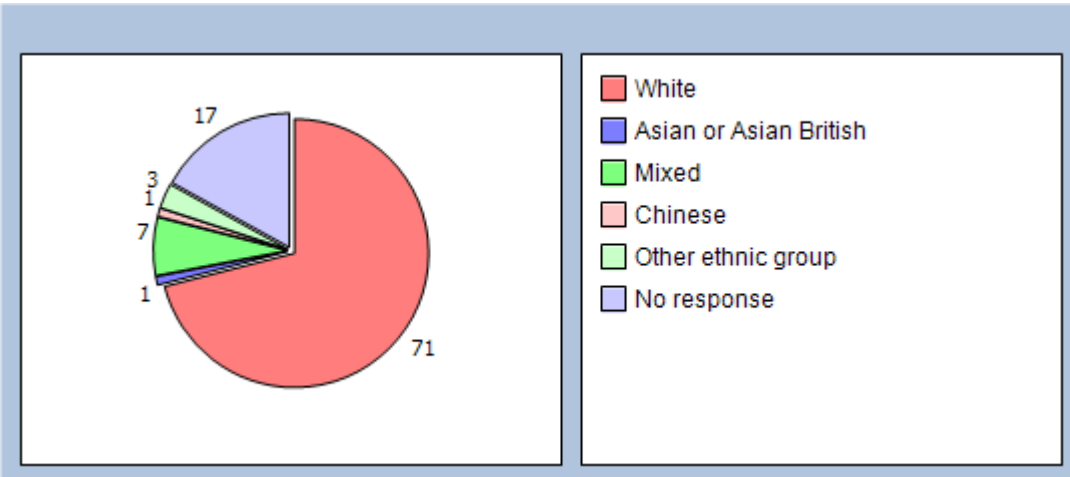
Asian or Asian British **1%**

Mixed **7%**

Chinese **1%**

Other ethnic group **3%**

No response **17%**



Q30 Which of the following best describes you?

- Employed (full or part time, including self-employed) **53%**
- Unemployed / looking for work **0%**
- At school or in full time education **5%**
- Unable to work due to long term sickness **6%**
- Looking after your home/family **4%**
- Retired from paid work **15%**
- Other **5%**
- No response **12%**

