

Harrowby Lane Surgery

Patient Survey 2019

Number of Responses: 106

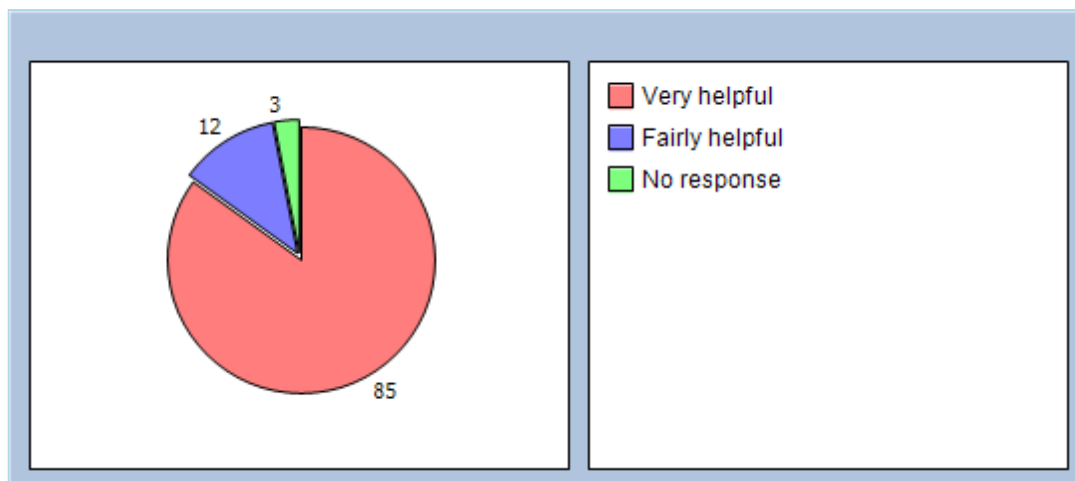
We would be grateful if you would complete this survey about your general practice. Your surgery want to provide the highest standard of care. Feedback from this survey will help them to identify areas that may need improvement. Your opinions are very valuable.

Please answer ALL the questions that apply to you. There are no right or wrong answers and your doctor will NOT be able to identify your individual answers.

Thank you.

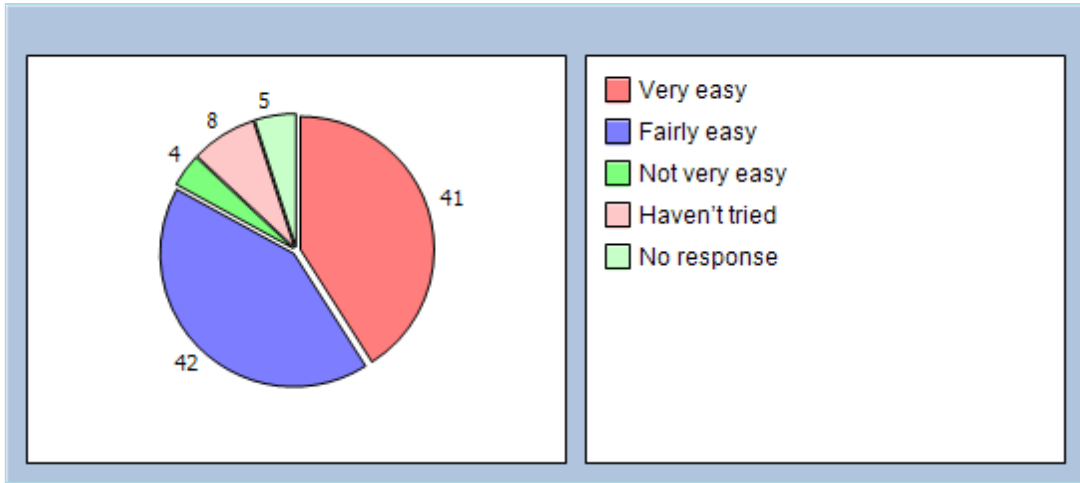
Q1 How helpful do you find the receptionists at your GP practice?

Very helpful	85%
Fairly helpful	12%
Not very helpful	0%
Not at all helpful	0%
Don't know	0%
No response	3%



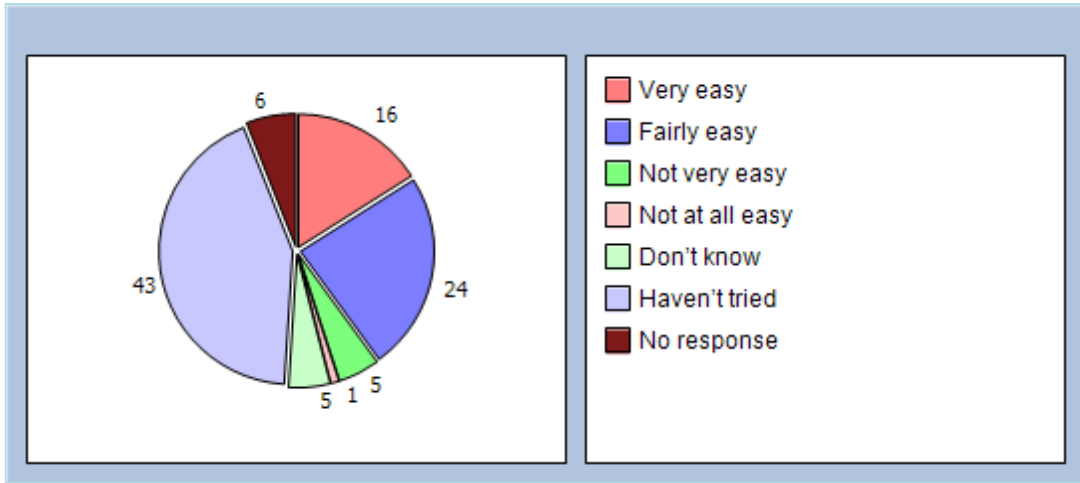
Q2 How easy is it to get through to someone at your GP practice on the phone?

Very easy	41%
Fairly easy	42%
Not very easy	4%
Not at all easy	0%
Don't know	0%
Haven't tried	8%
No response	5%



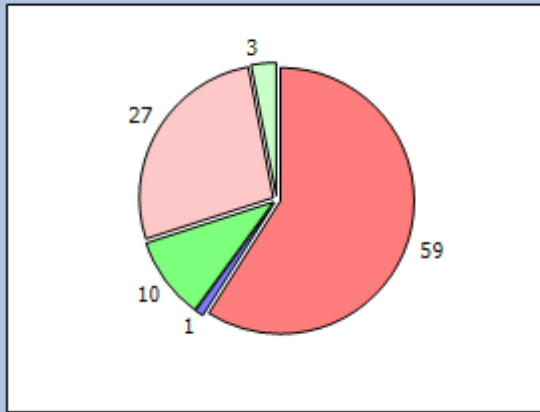
Q3 How easy is it to speak to a doctor or nurse on the phone at your GP practice?

Very easy	16%
Fairly easy	24%
Not very easy	5%
Not at all easy	1%
Don't know	5%
Haven't tried	43%
No response	6%



Q4 Do you feel that the surgery is wheelchair friendly?

Yes, all aspects	59%
Not all aspects	1%
Not at all	0%
Don't know	10%
Haven't tried	27%
No response	3%

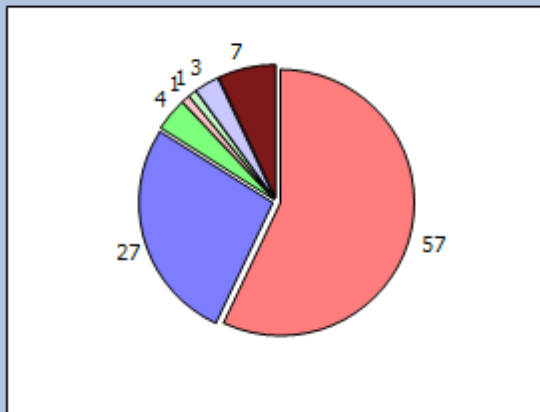


- Yes, all aspects
- Not all aspects
- Don't know
- Haven't tried
- No response

How good was the last GP you saw for the following?(Q5-Q11)

Q5 Giving you enough time?

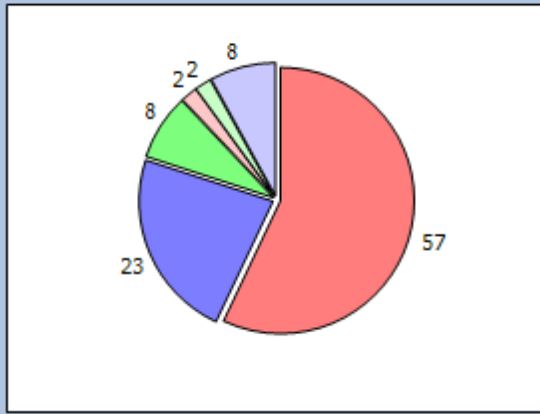
Very good	57%
Good	27%
Fair	4%
Poor	1%
Very poor	1%
Does not apply	3%
No response	7%



- Very good
- Good
- Fair
- Poor
- Very poor
- Does not apply
- No response

Q6 Listening to you

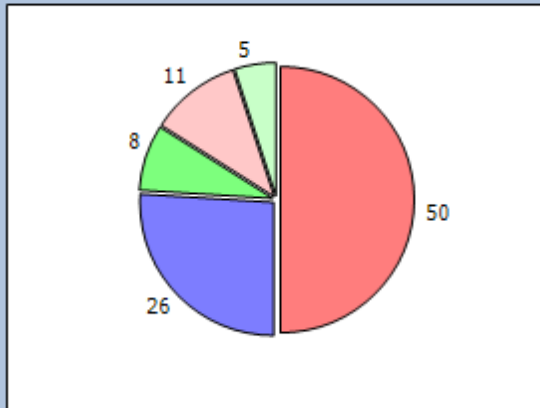
Very good	57%
Good	23%
Fair	8%
Poor	0%
Very poor	2%
Does not apply	2%
No response	8%



- Very good
- Good
- Fair
- Very poor
- Does not apply
- No response

Q7 Explaining tests and treatment

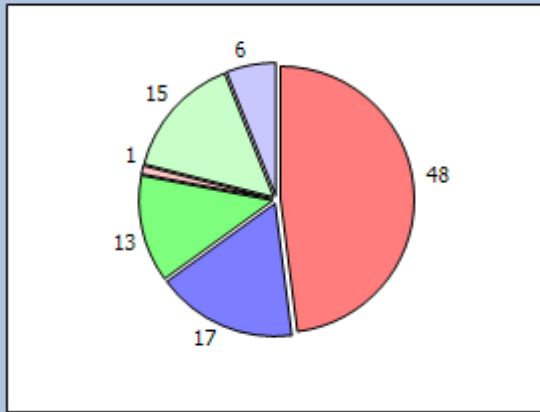
Very good	50%
Good	26%
Fair	8%
Poor	0%
Very poor	0%
Does not apply	11%
No response	5%



- Very good
- Good
- Fair
- Does not apply
- No response

Q8 Involving you in decision about your care, giving you time and choice

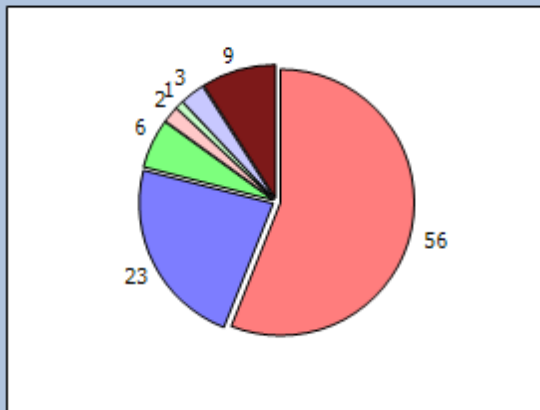
Very good	48%
Good	17%
Fair	13%
Poor	0%
Very poor	1%
Does not apply	15%
No response	6%



- Very good
- Good
- Fair
- Very poor
- Does not apply
- No response

Q9 Treating you with care and concern

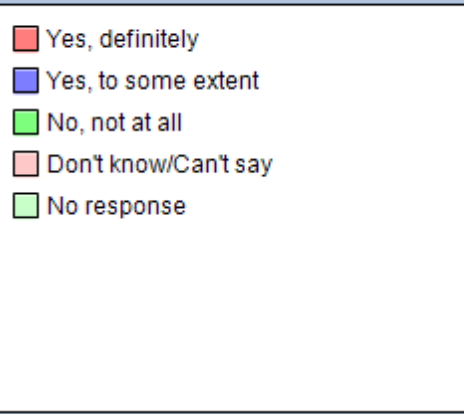
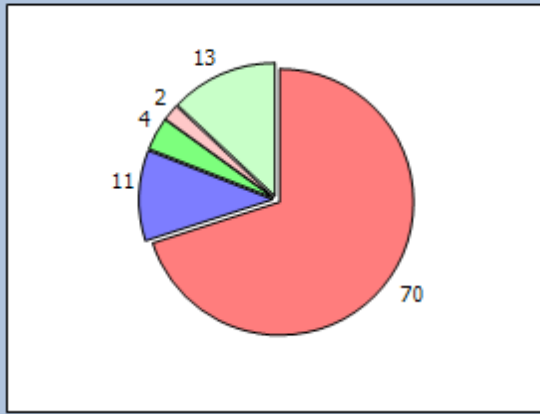
Very good	56%
Good	23%
Fair	6%
Poor	2%
Very poor	1%
Does not apply	3%
No response	9%



- Very good
- Good
- Fair
- Poor
- Very poor
- Does not apply
- No response

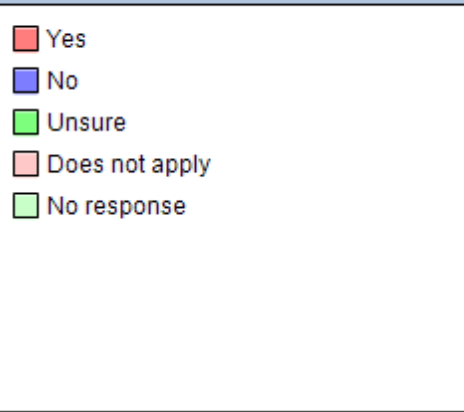
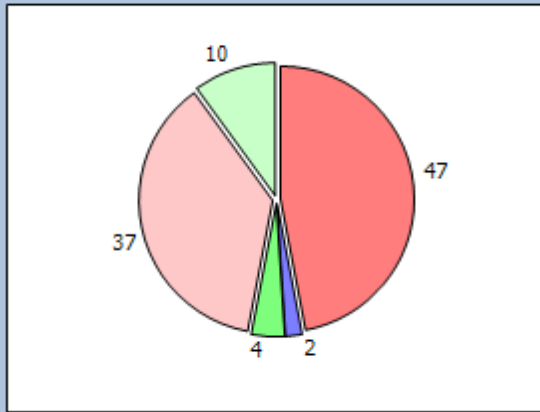
Q10 Did you have confidence and trust in the GP you saw

Yes, definitely	70%
Yes, to some extent	11%
No, not at all	4%
Don't know/Can't say	2%
No response	13%



Q11 If the GP referred you to other services, was this done in a timely manor?

Yes	47%
No	2%
Unsure	4%
Does not apply	37%
No response	10%

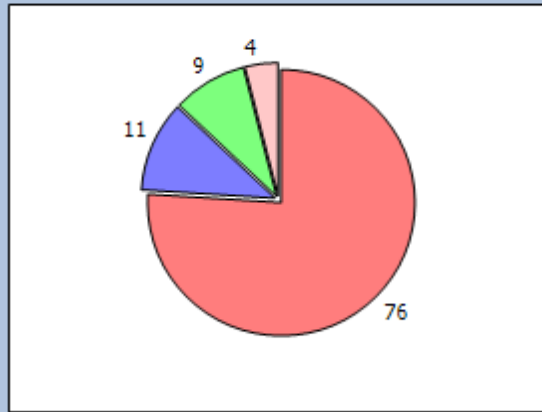


Please specify which doctor the above answers relate to- these comments are anonymous

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Q12 How would you like the appointment system to look in the future?

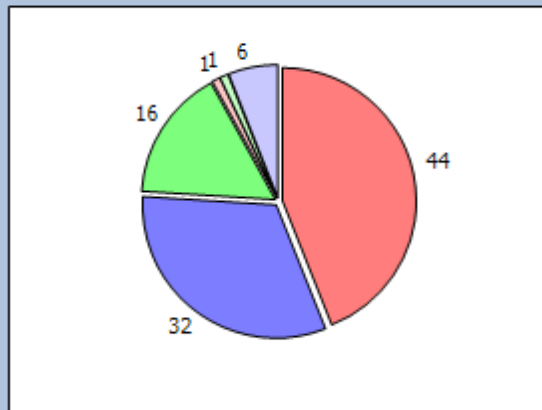
Half pre-booked appointments and half open surgery giving flexibility to patients	76%
All open surgery clinics with no pre-bookable appointment	11%
All appointments pre-bookable	9%
No response	4%



- Half pre-booked appointments and half open surgery giving flexibility to patients
- All open surgery clinics with no pre-bookable appointment
- All appointments pre-bookable
- No response

Q13 Overall, how would you describe your experience of your GP surgery?

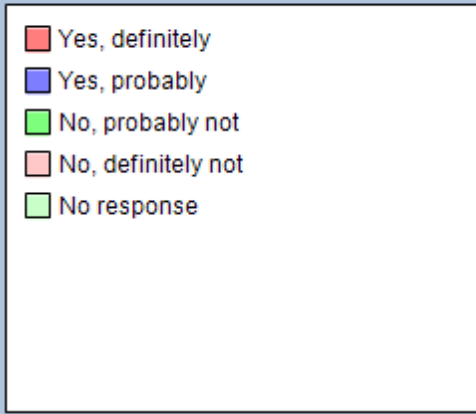
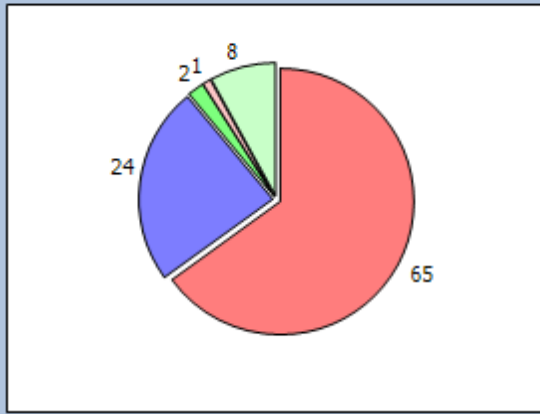
Excellent	44%
Very good	32%
Good	16%
Fair	1%
Poor	0%
Very poor	1%
No response	6%



- Excellent
- Very good
- Good
- Fair
- Very poor
- No response

Q14 Would you recommend your GP surgery to someone who has just moved to your local area?

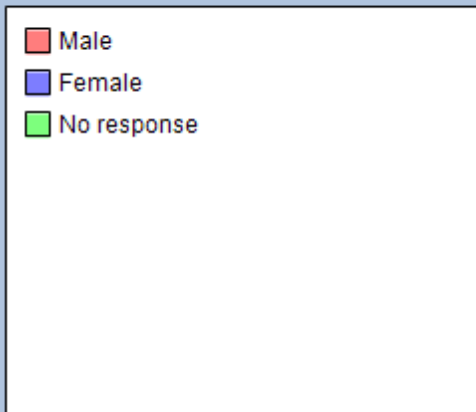
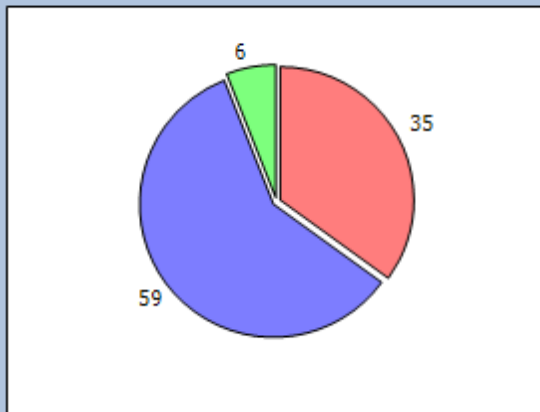
Yes, definitely	65%
Yes, probably	24%
No, probably not	2%
No, definitely not	1%
Don't know	0%
No response	8%



It will help us to understand your answers if you could tell us a little about yourself

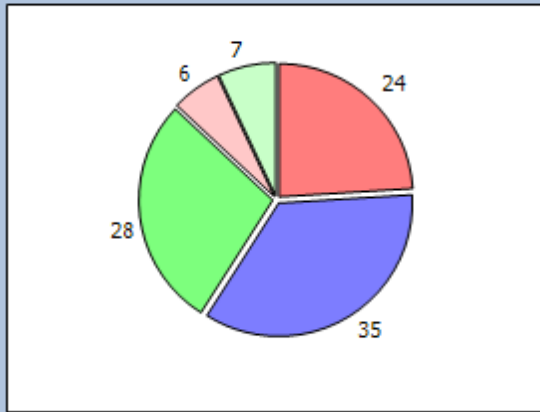
Q15 Are you?

Male	35%
Female	59%
No response	6%



Q16 How old are you?

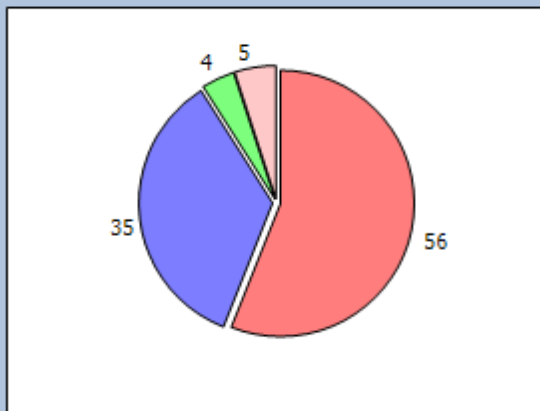
Under 16	0%
16 to 44	24%
45 to 64	35%
65 to 74	28%
75 or over	6%
No response	7%



- 16 to 44
- 45 to 64
- 65 to 74
- 75 or over
- No response

Q17 Do you have a long-standing health condition?

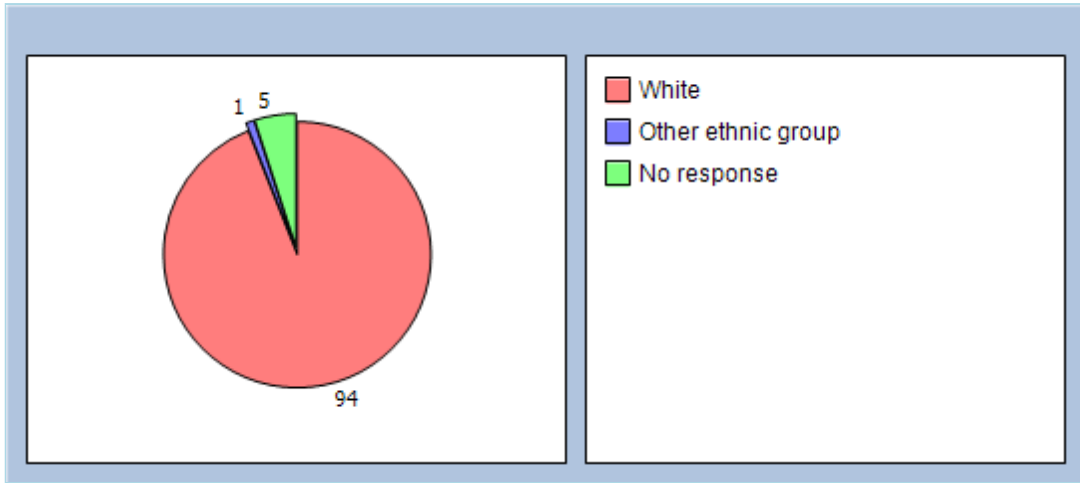
Yes	56%
No	35%
Don't know / can't say	4%
No response	5%



- Yes
- No
- Don't know / can't say
- No response

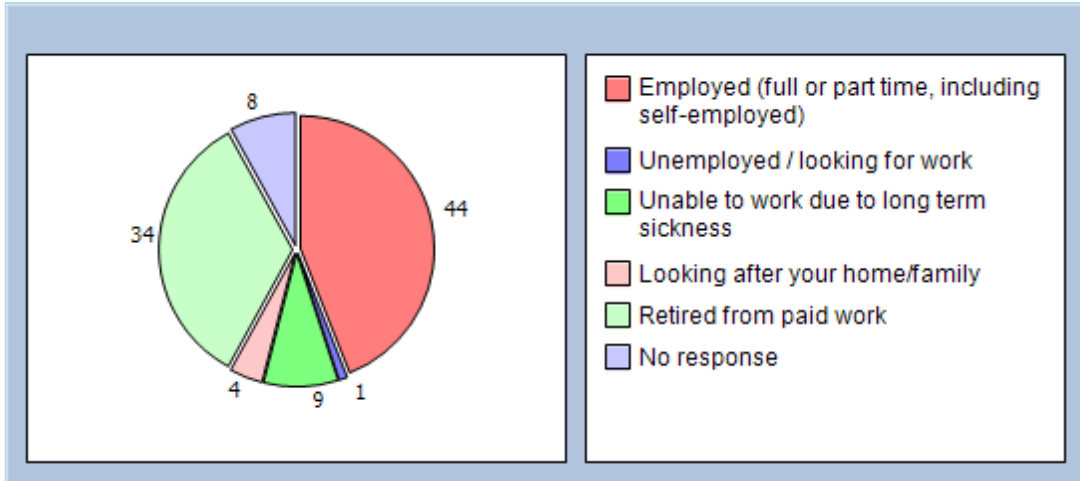
Q18 What is your ethnic group?

White	94%
Black or Black British	0%
Asian or Asian British	0%
Mixed	0%
Chinese	0%
Other ethnic group	1%
No response	5%



Q19 Which of the following best describes you?

Employed (full or part time, including self-employed)	44%
Unemployed / looking for work	1%
At school or in full time education	0%
Unable to work due to long term sickness	9%
Looking after your home/family	4%
Retired from paid work	34%
Carer	0%
Other	0%
No response	8%



Finally, please add any other comments you would like to make about your GP practice:

Results will be published on the surgery website. Many thanks