

PARKSIDE MEDICAL PRACTICE 2019-2020 SURVEY							
How good was the GP/ANP/Nurse/HCA:							
	Very Good	Good	Satisfactory	Poor	Very poor	Does not apply	Total
1. How good was the GP/HCA/Nurse at putting you at ease?	56	84	9	1			150
2. How good was the GP/HCA/Nurse at listening to you?	79	59	10	2			150
3. How good was the GP/HCA/Nurse at explaining your treatment and condition?	74	53	21	2			150
4. Did you have confidence that the GP/ANP/Nurse will keep your information confidential?	Yes, definitely	Yes, to some extent	No, not at all	Don't know / can't say			150
5. Would you be completely happy to see this GP/ANP/Nurse again?	Yes	No					150
6. Are you aware that you have a choice of where you can be referred to?	Yes	No					150
Please enter the name of the GP/HCA/Nurse you recently saw and any additional comments.	GP: 51	ANP: 71	HCA: 28				150

Questions regarding the Clinical Team:							
Thinking about the care you get from your GPs/ANP/nurse overall, how well does the practice help you to:							
	Very Helpful	Fairly Helpful	Not very helpful	Not at all helpful			Total
7. How well does the practice help you to understand your health problems?	79	68	1	2			150
8. How well does the practice help you to cope with your health problems?	88	58	1	1	2		150
Questions regarding the Receptionist and Appointments							
	Very Helpful	Fairly Helpful	Not very helpful	Not at all helpful	Don't know		Total
9. How helpful do you find the receptionist at your GP practice?	90	49	1		1		150
10. How easy is it to get through to someone at your GP Practice on the phone?	73	53	18	3	1	2	150
11. How easy is it to speak to a GP/ANP/Nurse/HCA on the phone at your GP Practice?	50	67	14	8	1	10	150

Thinking of times when you are willing to see any GP							
	Same day or next day	2-4 days	5 days or more	don't usually need to be seen quickly			Total
12. How quickly do you usually get seen?	92	41	9	8			150
13. How do you rate how quickly you were seen?	Very Quickly	Fairly Quickly	Not very Quickly	Not at all quick	Don't know		150
	63	66	13	4	4		150

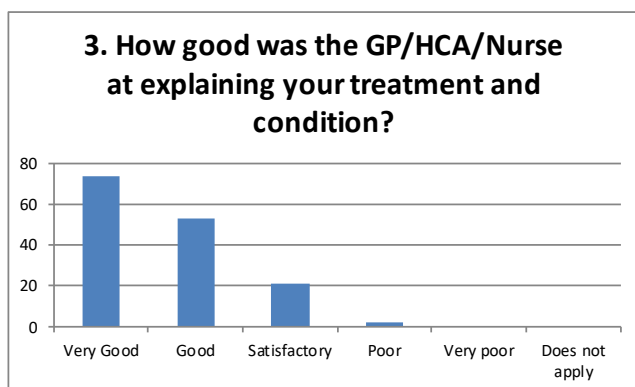
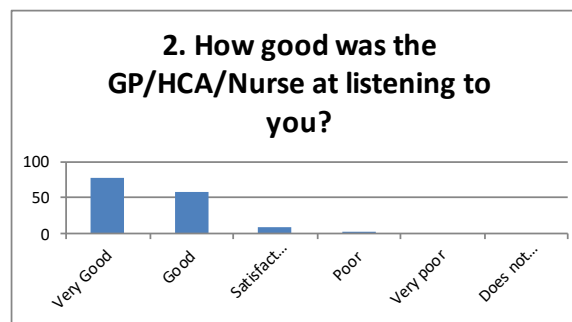
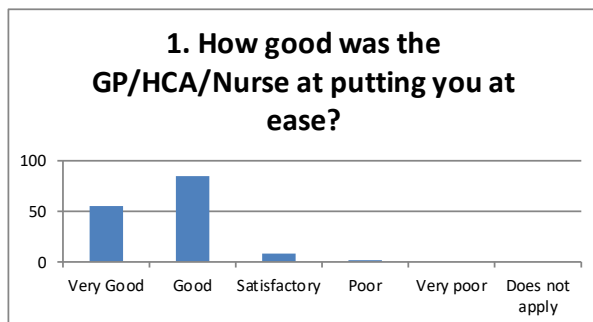
Extended Access Service							
	Yes	No	Don't know				Total
14. Did you know that we offer extra appointments at another 3 different venues when we are closed to allow more accessibility to working patients?	83	46	21				150
15. Did you know that at these venues there are clinics such as asthma, smear, blood test and benefit advice clinics?	68	55	27				150
16. Did you know that these clinics are open on evenings and weekends?	84	48	18				150

Information/Communication							
	Yes	No					Total
17. Are you aware where you can find information about the practice?	88	62					150
18. Are you aware that a GP is made aware and given all telephone calls and messages after his/her surgery?	86	64					150

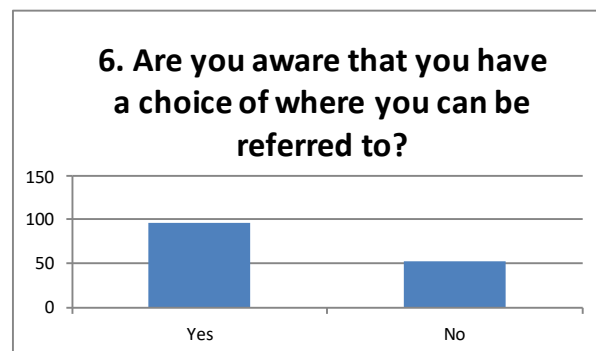
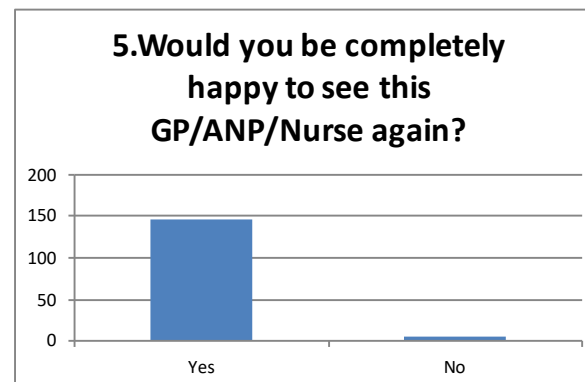
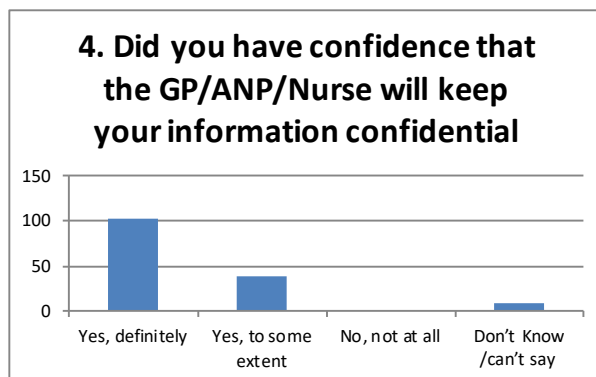
Practice Services:							
	Yes	No					Total
19. Are you aware that patients can use the E-consult facility on the practice website for certain medical advice?	66	84					150
20. Are you aware that we have a private room if you do not wish to discuss anything private at the front reception?	102	48					150
21. Are you aware that we have a mobile telephone number to enable you to text us to cancel an appointment?	83	67					150
22. Are you aware that we hold weight management clinics?	65	85					150
23. Did you know that we offer a chaperone service?	102	48					150
24. Did you know we have a breastfeeding room?	85	65					150
25. Did you know that the practice offers MMR vaccinations?	96	54					150
26. Did you know that St Luke's offers screening for breast cancer should you miss an appointment at the practice?	64	86					150
27. Are you aware that the practice offers contraception services?	86	64					150
28. Are you aware that the practice offers joint injections eg for shoulder or knee pain?	66	84					150
29. Did you know that the practice offers accessibility for our patients eg hearing loop?	76	74					150
30. Did you know that you have to collect an ordered prescription from the surgery before 28 days?	92	58					150
31. Did you know that we now have a female assistant that can carry out ECGs?	80	70					150
32. Overall, how would you describe your experience at your surgery?	Excellent	Very Good	Good	Satisfactory	Poor	Very poor	150
	51	76	14	9			150

It will help us to understand your answers if you could tell us a little bit about yourself.							
	Male	Female					Total
33. Are you:	Under 16	16-29	30-44	45-64	65-74	75 or over	150
34. How old are you?	40	78	21	9	2		150
35. What is your ethnic Group?	White	Black or Black British	Asian or Asian British	Mixed	Chinese	Other ethnic Group	150
	13	6	130	1			150
Finally please add any comments you would like to make about your GP Practice:	Comments compiled on a separate Document						

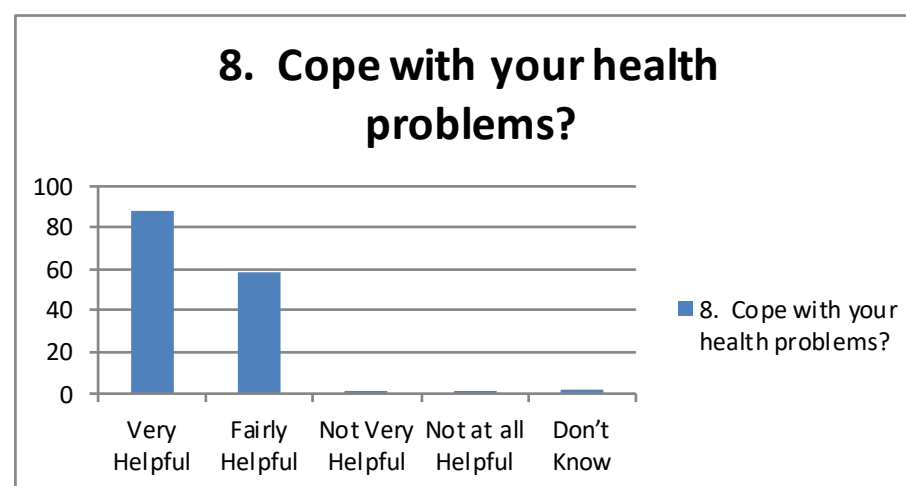
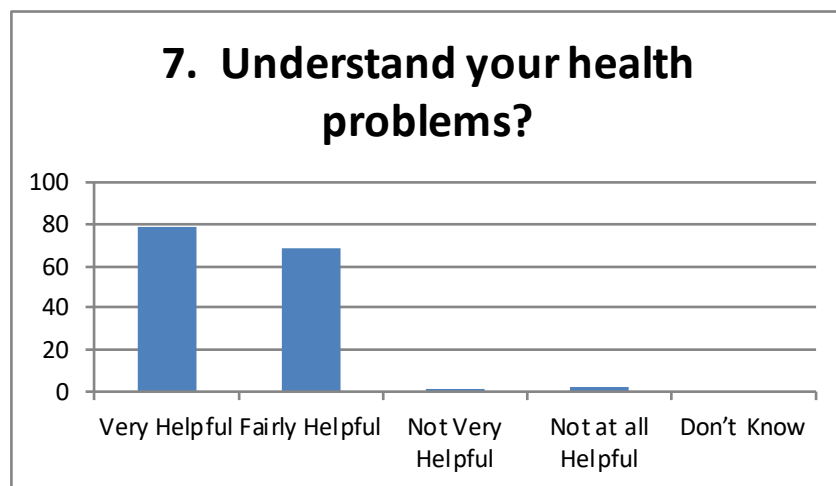
How good was the GP/ANP/Nurse/HCA:							
	Very Good	Good	Satisfactory	Poor	Very poor	Does not apply	Total
1. How good was the GP/HCA/Nurse at putting you at ease?	56	84	9	1	0	0	150
2. How good was the GP/HCA/Nurse at listening to you?	79	59	10	2	0	0	150
3. How good was the GP/HCA/Nurse at explaining your treatment and condition?	74	53	21	2	0	0	150



How good was the GP/ANP/Nurse/HCA:					
	Yes, definitely	Yes, to some extent	No, not at all	Don't Know /can't say	
4. Did you have confidence that the GP/ANP/Nurse will keep your information confidential	103	39		8	150
	Yes	No			
5. Would you be completely happy to see this GP/ANP/Nurse again?	146	4		0	150
	Yes	No			
6. Are you aware that you have a choice of where you can be referred to?	97	53		0	150
Please enter the name of the GP/HCA/Nurse you recently saw and any additional comments:	GP:	ANP:	HCA:		
	51	71	28		150



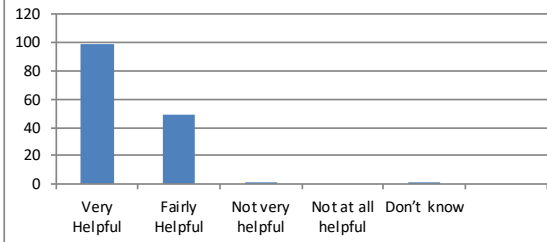
Questions regarding the Clinical Team:						
	Very Helpful	Fairly Helpful	Not Very Helpful	Not at all Helpful	Don't Know	
7. Understand your health problems?	79	68	1	2	0	150
	Very Helpful	Fairly Helpful	Not Very Helpful	Not at all Helpful	Don't Know	
8. Cope with your health problems?	88	58	1	1	2	150



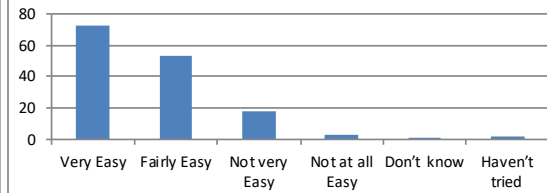
Questions regarding the Receptionist and Appointments

	Very Helpful	Fairly Helpful	Not very helpful	Not at all helpful	Don't know		
9. How helpful do you find the receptionist at your GP practice?	99	49	1	0	1		150
	Very Easy	Fairly Easy	Not very Easy	Not at all Easy	Don't know	Haven't tried	
10. How easy is it to get through to someone at your GP Practice on the phone?	73	53	18	3	1	2	150
	Very Easy	Fairly Easy	Not very Easy	Not at all Easy	Don't know	Haven't tried	
11. How easy is it to speak to a GP/ANP/Nurse/HCA on the phone at your GP Practice?	50	67	14	8	1	10	150

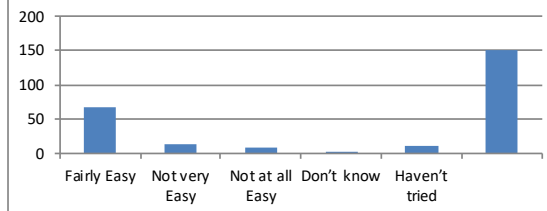
9. How helpful do you find the receptionist at your GP practice?



10. How easy is it to get through to someone at your GP Practice on the phone?



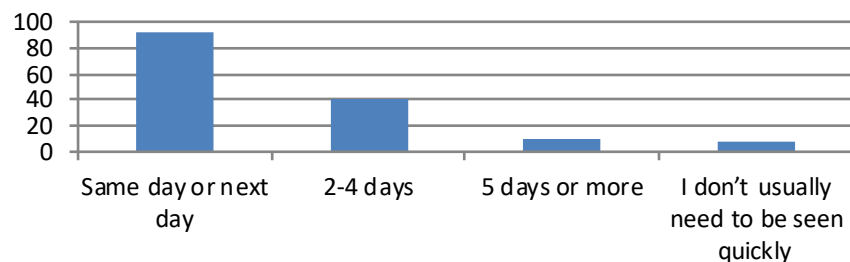
11. How easy is it to speak to a GP/ANP/Nurse/HCA on the phone at your GP Practice?



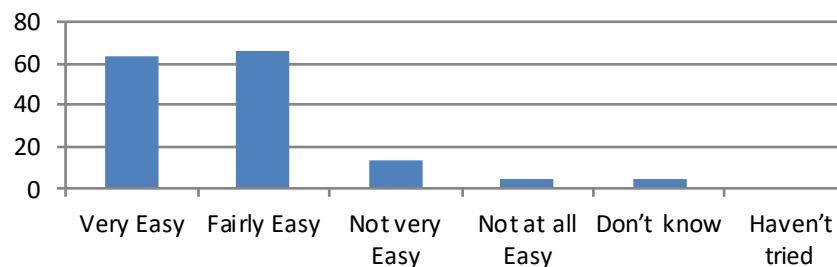
Thinking of times when you are willing to see any GP

	Same day or next day	2-4 days	5 days or more	I don't usually need to be seen quickly			
12. How quickly do you usually get seen?	92	41	9	8			150
	Very Easy	Fairly Easy	Not very Easy	Not at all Easy	Don't know	Haven't tried	
13. How do you rate how quickly you were seen	63	66	13	4	4		150

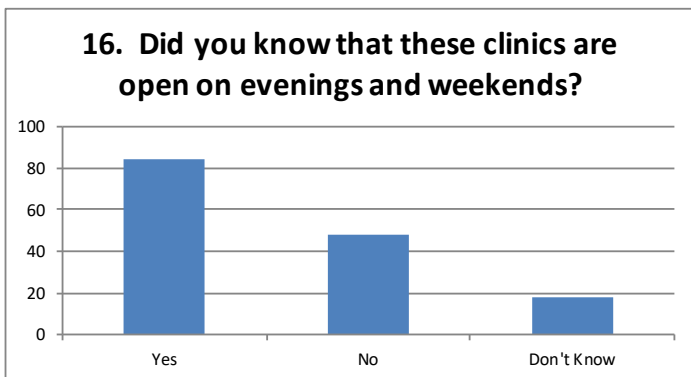
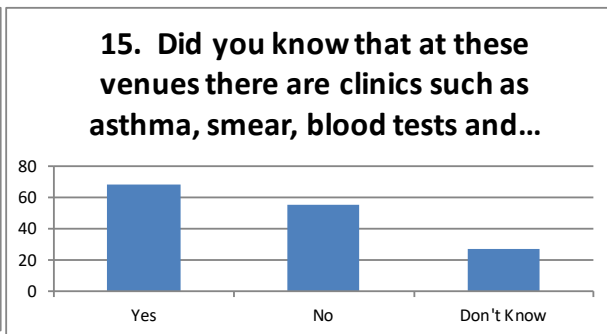
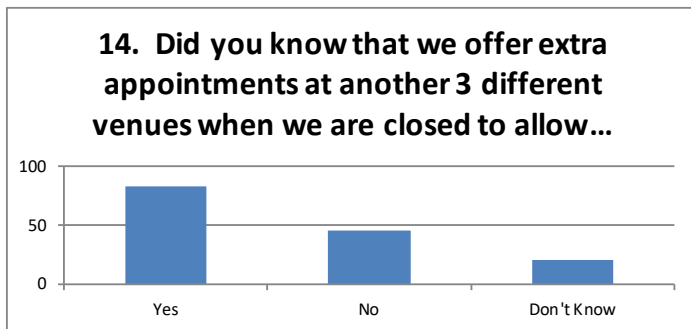
12. How quickly do you usually get seen?



13. How do you rate how quickly you were seen



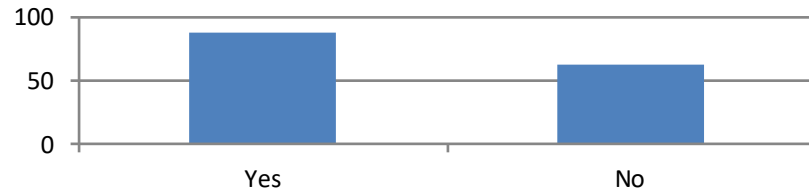
Extended Access Service				
	Yes	No	Don't Know	
14. Did you know that we offer extra appointments at another 3 different venues when we are closed to allow more accessibility to working patients?	83	46	21	150
	Yes	No	Don't Know	
15. Did you know that at these venues there are clinics such as asthma, smear, blood tests and benefit advice clinics?	68	55	27	150
	Yes	No	Don't Know	
16. Did you know that these clinics are open on evenings and weekends?	84	48	18	150



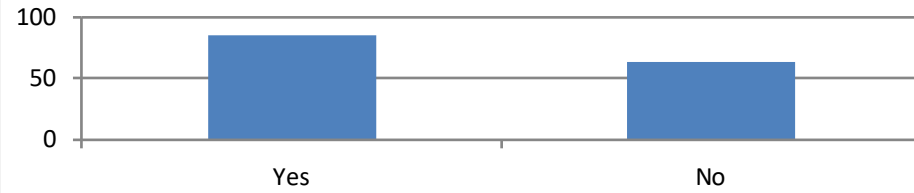
Information/Communication

	Yes	No	
17. Are you aware where you can find information about the practice?	88	62	150
	Yes	No	
18. Are you aware that a GP is made aware and given all telephone calls and messages after his/her surgery?	86	64	150

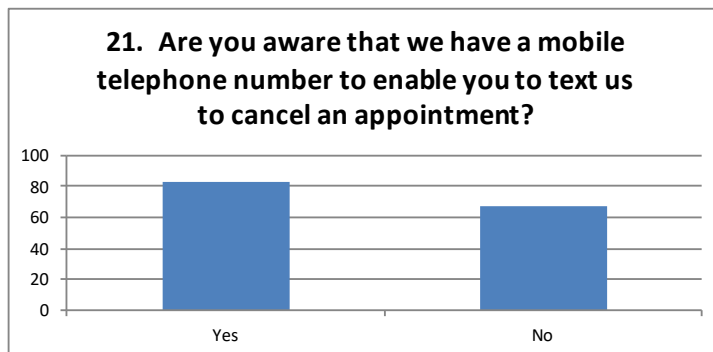
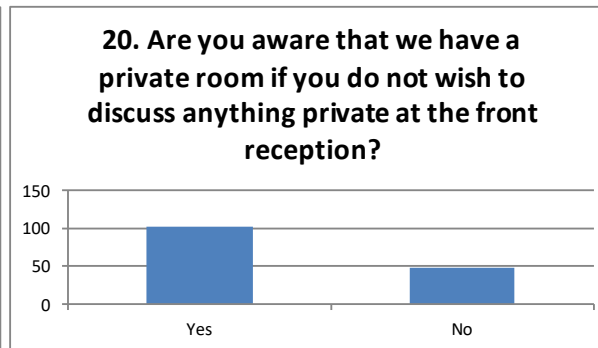
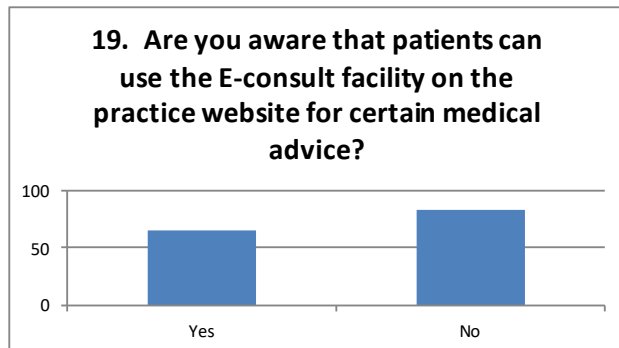
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18. Are you aware that a GP is made aware and given all telephone calls and messages after his/her surgery?

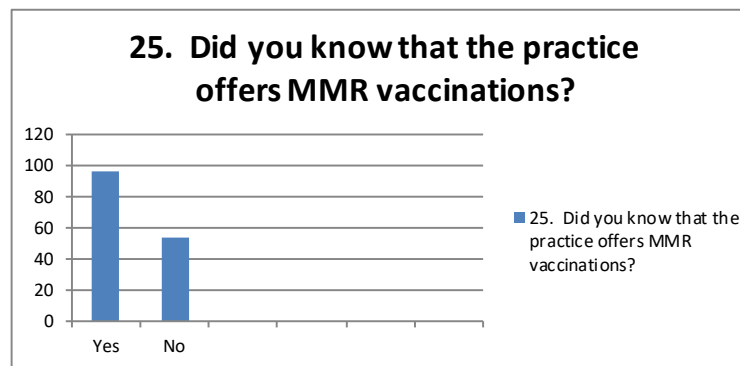
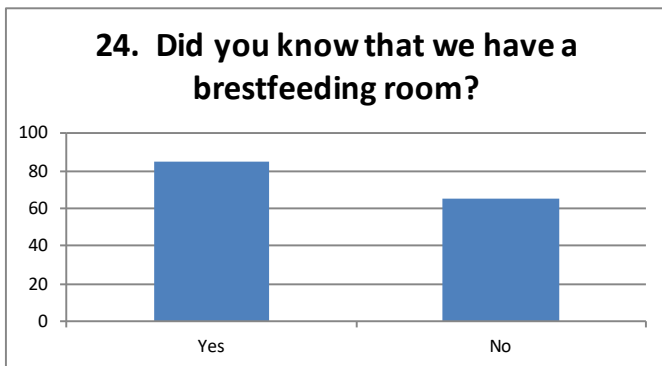
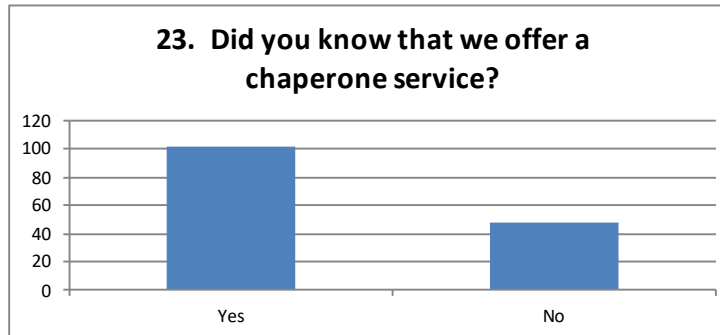
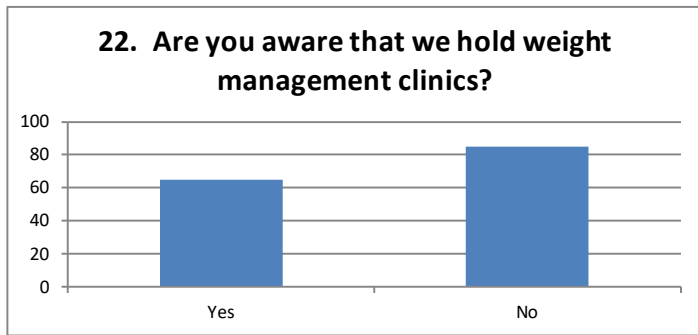


Practice Services:						
	Yes	No				
19. Are you aware that patients can use the E-consult facility on the practice website for certain medical advice?	66	84				150
20. Are you aware that we have a private room if you do not wish to discuss anything private at the front reception?	102	48				150
21. Are you aware that we have a mobile telephone number to enable you to text us to cancel an appointment?	83	67				150



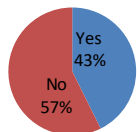
Practice Services:

	Yes	No					
22. Are you aware that we hold weight management clinics?	65	85					150
23. Did you know that we offer a chaperone service?	102	48					150
24. Did you know that we have a breastfeeding room?	85	65					150
25. Did you know that the practice offers MMR vaccinations?	96	54					150

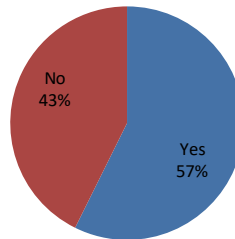


Practice Services							
	Yes	No					
26. Did you know that St. Luke's Hospital offers screening for breast cancer?	64	86					150
	Yes	No					
27. Are you aware that the practice offers contraception services?	86	64					150
	Yes	No					
28. Are you aware that the practice offers joint injections eg for shoulder or knee pain?	66	84					150

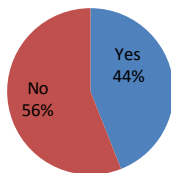
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27. Are you aware that the practice offers contraception services?

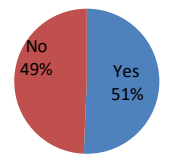


28. Are you aware that the practice offers joint injections eg for shoulder or knee pain?

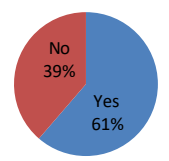


Practice services cont.						
	Yes	No				
29. Did you know that the practice offers accessibility for our patients eg hearing loop?	76	74				150
	Yes	No				
30. Did you know that you have to collect an ordered prescription from the surgery before 28 days?	92	58				150
	Yes	No				
31. Did you know we know we have a female assistant that can carry out ECG's?	80	70				150
	Excellent	Very Good	Good	Satisfactor	Poor	Very poor
32. Overall, how would you describe your experience at your surgery?	51	76	14	9		150

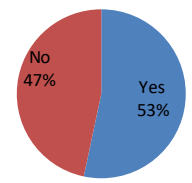
29. Did you know that the practice offers accessibility for our patients eg hearing loop?



30. Did you know that you have to collect an ordered prescription from the surgery before 28 days?



31. Did you know we know we have a female assistant that can carry out ECG's?



32. Overall, how would you describe your experience at your surgery?

