

**PATIENT PARTICIPATION SURVEY NOV/DEC 15
CLINICIANS SURVEY**

CLINICIANS QUESTIONNAIRE	% out of 25 responses	
	Responses	Percentage
Who did you see?		
GP	17	68
NURSE	5	20
HCA (Health Care Assistant)	3	12
Q1 How easy has it been for you to get an appointment with GP/ Nurse/ HCA	Responses	Percentage
a Haven't tried	0	0
b Very easy	13	52
c fairly easy	7	28
d Not very easy	1	4
e Not easy at all	3	12
f Don't know	1	4
Comments: Requested Dr Kershaw so was happy to wait a little longer - non urgent impressed with the reception staff Only problem GP only works a few days a week		
Q2 How good was the practice GP/Nurse/HCA at each of the following.....Giving you enough time?	Responses	Percentage
a Very good	24	96
b Good	0	0
c Neither good nor poor	0	0
d Poor	1	4
e Very poor	0	0
f Doesn't apply	0	0
Q3 Asking you about your symptoms?	Responses	Percentage
a Very good	22	88
b Good	2	8
c Neither good nor poor	1	4
d Poor	0	0
e Very poor	0	0
f Doesn't apply	0	0
Q4 Listening to you?	Responses	Percentage
a Very good	24	96
b Good	1	4
c Neither good nor poor	0	0
d Poor	0	0
e Very poor	0	0
f Doesn't apply	0	0
Q5 Explaining tests / treatment?	Responses	Percentage
a Very good	24	96
b Good	1	4
c Neither good nor poor	0	0
d Poor	0	0
e Very poor	0	0
f Doesn't apply	0	0
Q6 Treating you with care and concern?	Responses	Percentage
a Very good	22	88
b Good	0	0
c Neither good nor poor	2	8
d Poor	1	4
f Doesn't apply	0	0

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Q7 How long after your appointment time do you normally wait to be seen? a I am normally seen at my appointment time b less than 5 minutes c 5-10 minutes d 16-30 minutes e more than 30 minutes	Responses	Percentage
	4	16
	7	28
	10	40
	2	8
	0	0

Comments:
Because Dr is so thorough happy to wait.
Time varies Dr Sharma is very thorough.
Sometimes longer that normal - but understand I was on triage today so good timing.

Q8 How satisfied are you with the hours that the surgery is open? a Very satisfied b Fairly satisfied c Neither satisfied not dissatisfied d Fairly dissatisfied e Very dissatisfied f Not sure of opening times	Responses	Percentage
	12	48
	8	32
	3	12
	0	0
	2	8
	0	0

Comments:
Waiting for a minimum of 2 weeks for an appt is not acceptable!
At surgery last week between 4pm - 4.40pm surgery was empty (like Marie Celeste!!) Could you put Drs and their surgeries on line?

Q9 Are you aware that Dr Kersahw is your named GP; however you can continue to see any GP in the Practice. a Yes b No	Responses	Percentage
	25	100
	0	0

Gender	Male	Female	Male %	Female %
	8	17	32	68

Age Group:	Responses	Percentage
Under 16	1	4
17-24	0	0
25-34	0	0
35-44	3	12
45-54	3	12
55-64	4	16
65-74	8	32
75-83	4	16
Over 84	0	0
Unknown	2	8

Ethnicity	Responses	Percentage
White British	23	92
White European	0	0
Not Given	2	8

	Responses	Percentage
E-MAIL ADDRESS REGISTRATION GIVEN	9	36
MOBILE NUMBERS GIVEN	10	40