

Bildeston Health Centre

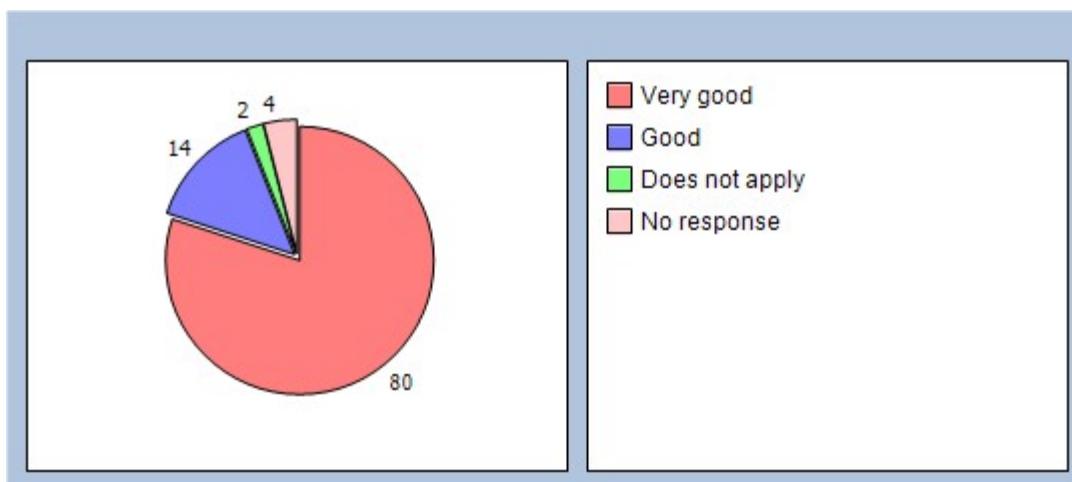
Patient Survey 2017

Number of Responses:332

How good was the GP at:

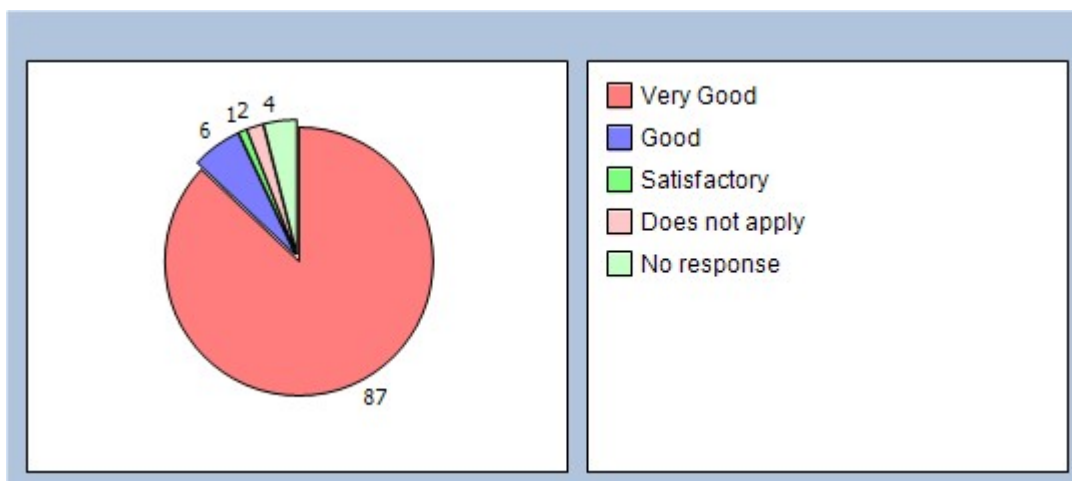
Q1 Putting you at ease?

Very good **80%**
Good **14%**
Satisfactory **0%**
Poor **0%**
Very Poor **0%**
Does not apply **2%**
No response **4%**



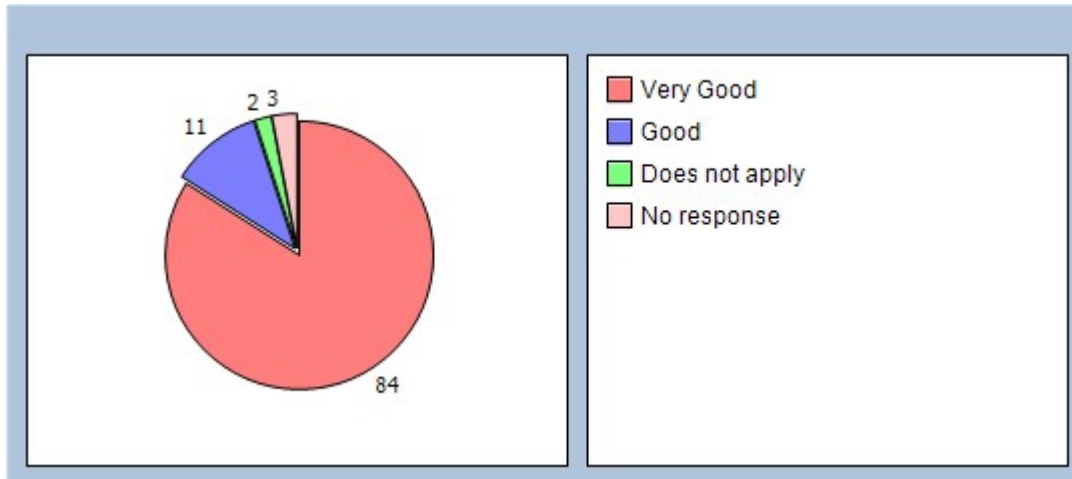
Q2 Being Polite & Considerate?

Very Good **87%**
Good **6%**
Satisfactory **1%**
Poor **0%**
Very Poor **0%**
Does not apply **2%**
No response **4%**



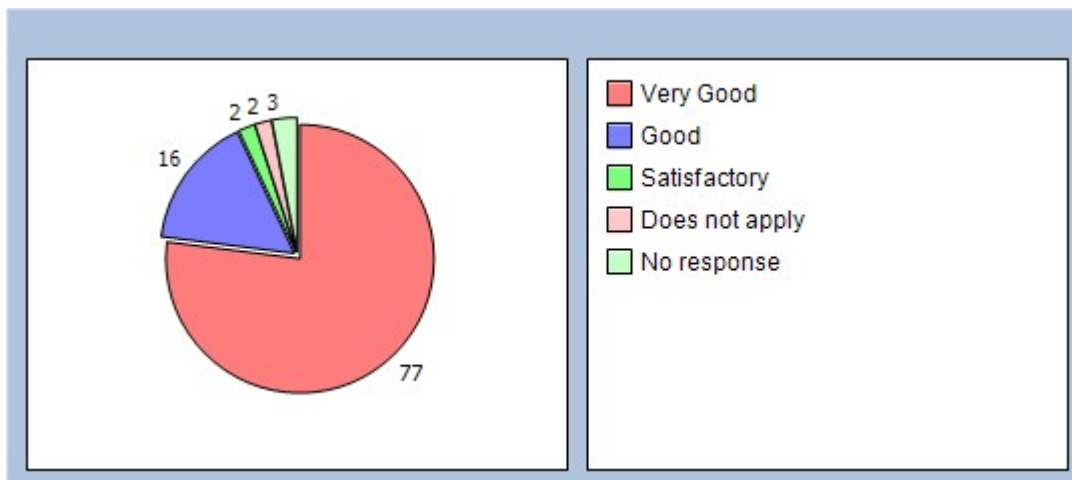
Q3 Listening to you?

Very Good **84%**
 Good **11%**
 Satisfactory **0%**
 Poor **0%**
 Very Poor **0%**
 Does not apply **2%**
 No response **3%**



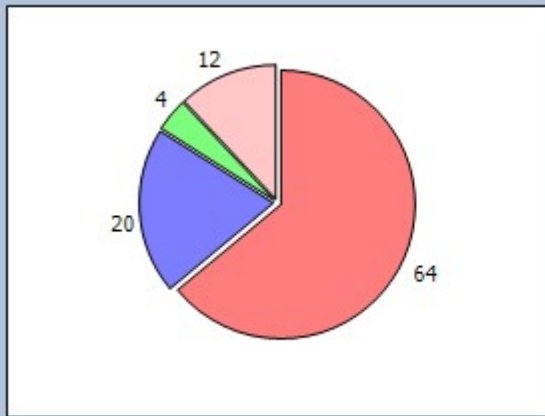
Q4 Giving you enough time?

Very Good **77%**
 Good **16%**
 Satisfactory **2%**
 Poor **0%**
 Very Poor **0%**
 Does not apply **2%**
 No response **3%**



Q5 Assessing your medical condition?

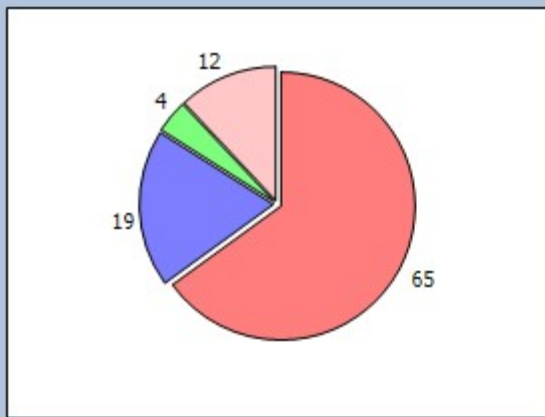
Very Good **64%**
 Good **20%**
 Satisfactory **0%**
 Poor **0%**
 Very Poor **0%**
 Does not apply **4%**
 No response **12%**



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

Q6 Explaining your condition & treatment?

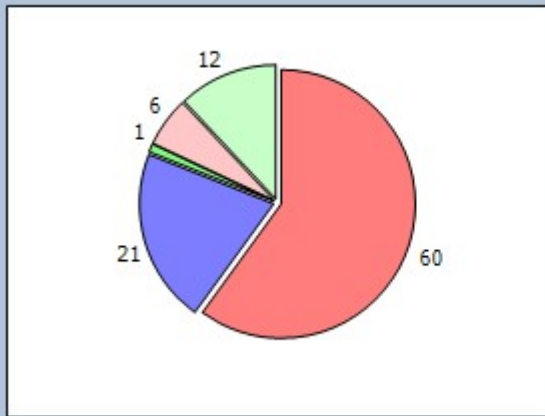
Very Good **65%**
 Good **19%**
 Satisfactory **0%**
 Poor **0%**
 Very Poor **0%**
 Does not apply **4%**
 No response **12%**



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

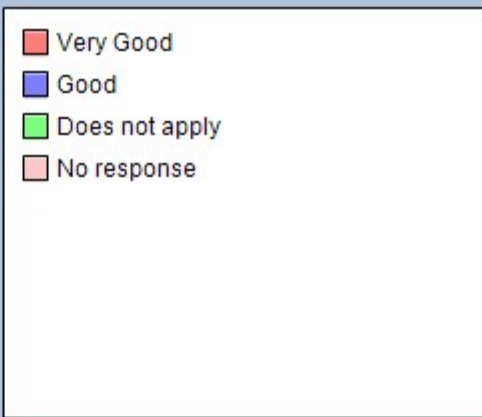
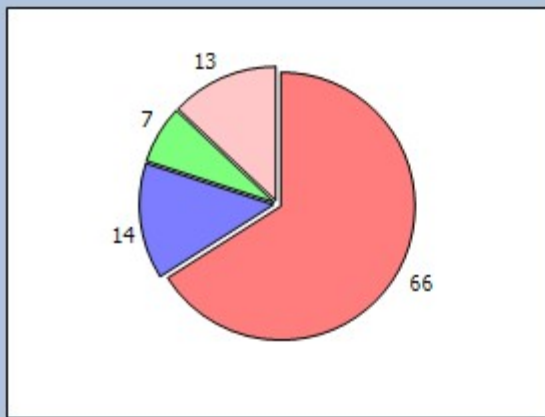
Q7 Involving you in decisions about your care?

Very Good **60%**
 Good **21%**
 Satisfactory **1%**
 Poor **0%**
 Very Poor **0%**
 Does not apply **6%**
 No response **12%**



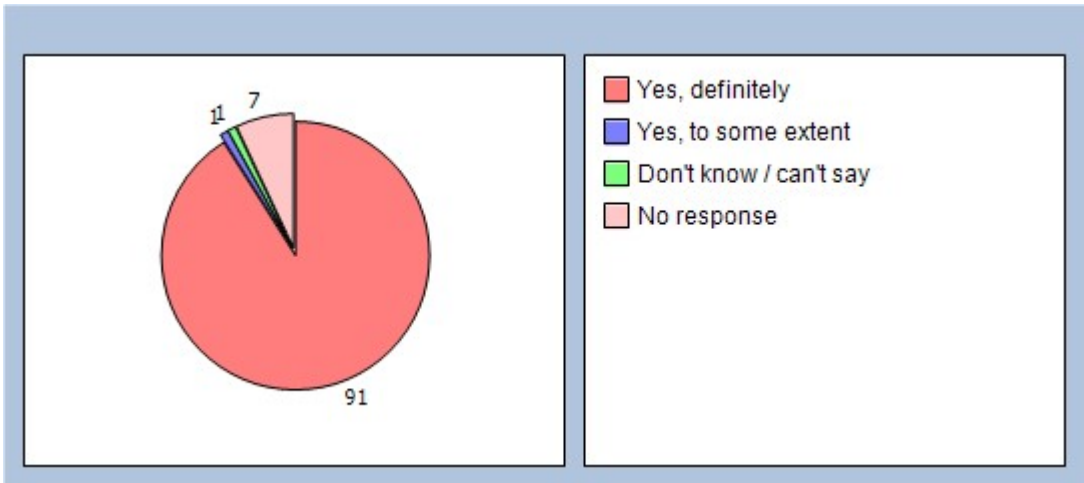
Q8 Providing or arranging treatment for you?

Very Good **66%**
 Good **14%**
 Satisfactory **0%**
 Poor **0%**
 Very Poor **0%**
 Does not apply **7%**
 No response **13%**



Q9 Did you have confidence that the GP was honest & trustworthy?

Yes, definitely **91%**
 Yes, to some extent **1%**
 No, not at all **0%**
 Don't know / can't say **1%**
 No response **7%**



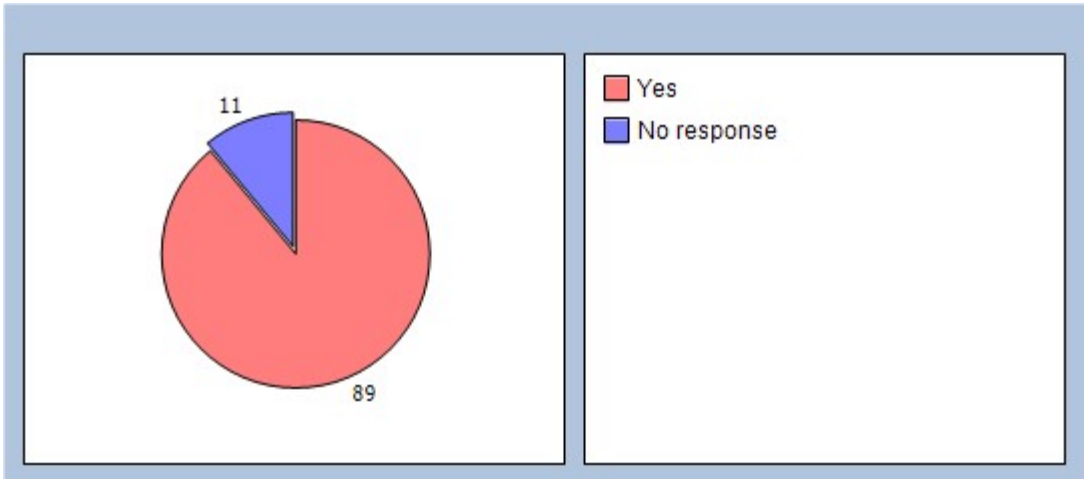
Q10 Did you have confidence that the doctor will keep your information confidential?

Yes, definitely **90%**
 Yes, to some extent **0%**
 No, not at all **0%**
 Don't know / can't say **2%**
 No response **8%**



Q11 Would you be completely happy to see this GP again?

Yes **89%**
 No **0%**
 No response **11%**

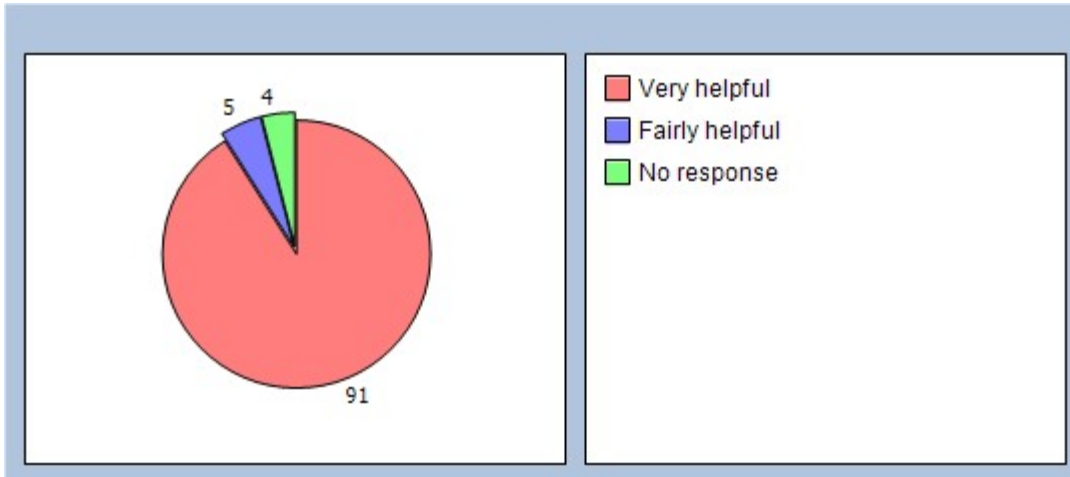


Please enter the name of the GP/Nurse you recently saw and add any additional comments:

ABOUT RECEPTION STAFF & APPOINTMENTS

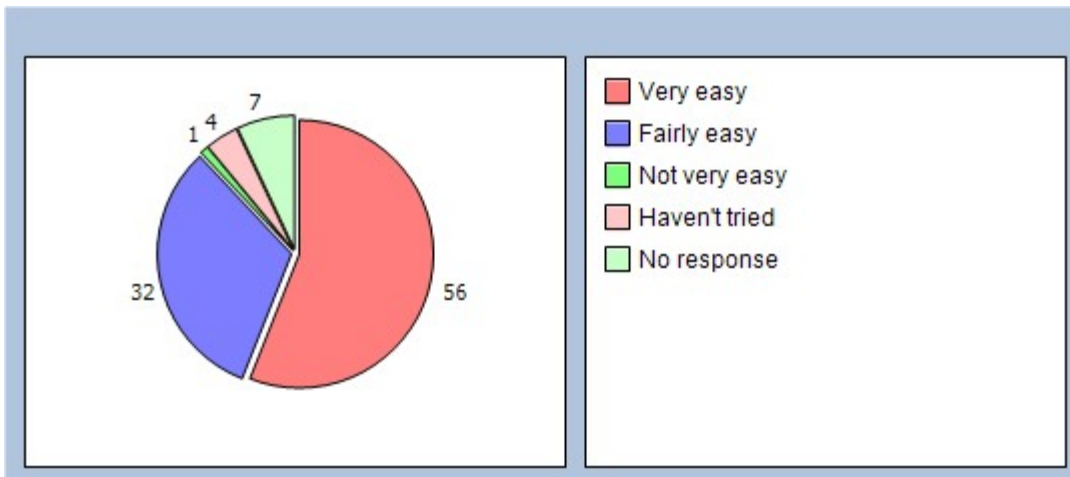
Q12 How helpful do you find the reception staff?

Very helpful **91%**
Fairly helpful **5%**
Not very helpful **0%**
Not at all helpful **0%**
Don't know **0%**
No response **4%**



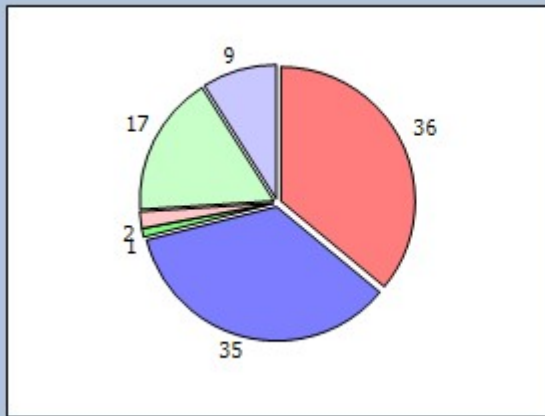
Q13 How easy is it to get through to someone at the GP practice on the phone?

Very easy **56%**
Fairly easy **32%**
Not very easy **1%**
Not at all easy **0%**
Don't know **0%**
Haven't tried **4%**
No response **7%**



Q14 How easy is it to speak to a doctor or nurse on the phone at your GP practice?

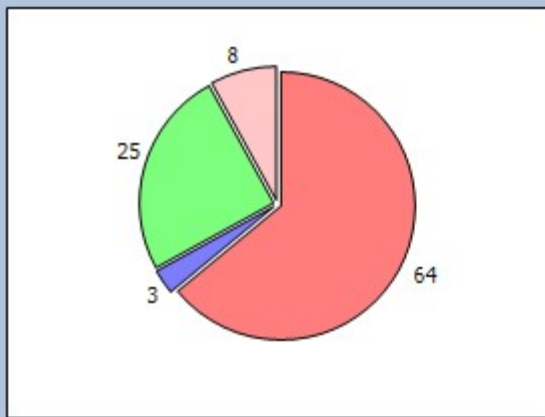
Very easy **36%**
Fairly easy **35%**
Not very easy **1%**
Not at all easy **0%**
Don't know **2%**
Haven't tried **17%**
No response **9%**



- Very easy
- Fairly easy
- Not very easy
- Don't know
- Haven't tried
- No response

Q15 If you need to see a GP urgently, can you normally get seen on the same day?

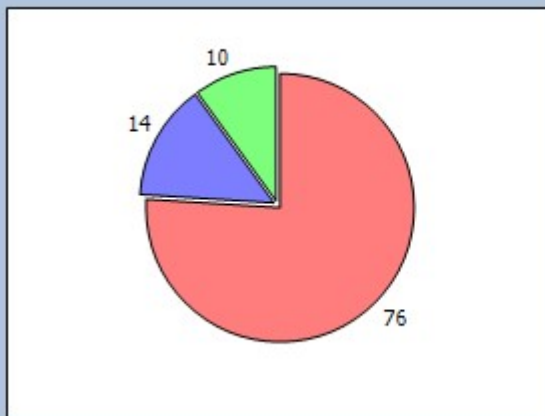
Yes **64%**
 No **3%**
 Don't know / never needed to **25%**
 No response **8%**



- Yes
- No
- Don't know / never needed to
- No response

Q16 How important is it to you to be able to book appointments ahead of time in your practice?

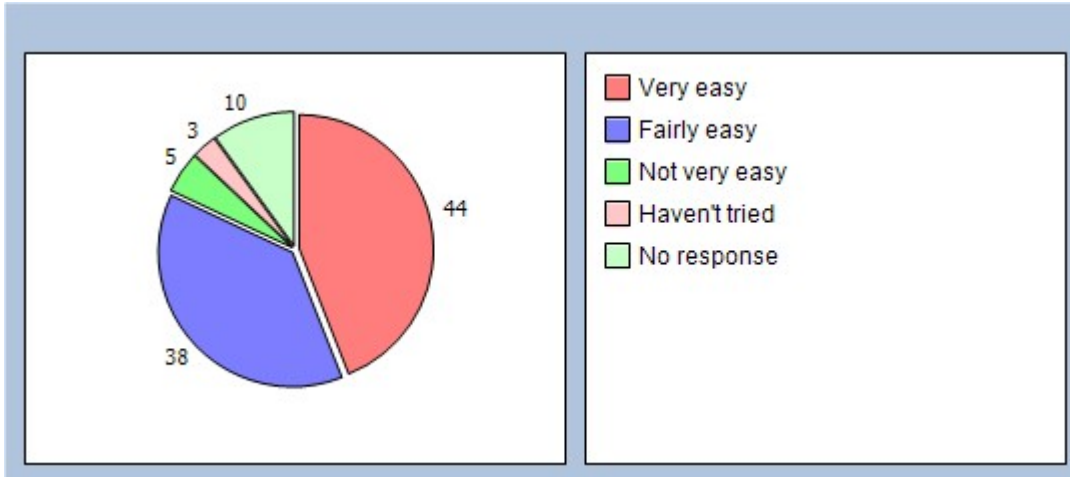
Important **76%**
 Not important **14%**
 No response **10%**



- Important
- Not important
- No response

Q17 How easy is it to book ahead in your practice?

Very easy **44%**
 Fairly easy **38%**
 Not very easy **5%**
 Not at all easy **0%**
 Don't know **0%**
 Haven't tried **3%**
 No response **10%**



Q18 How do you normally book your appointments at your practice? (Please select all boxes that apply)

In person **39%**
 By phone **76%**
 Online **9%**
 Doesn't apply **3%**

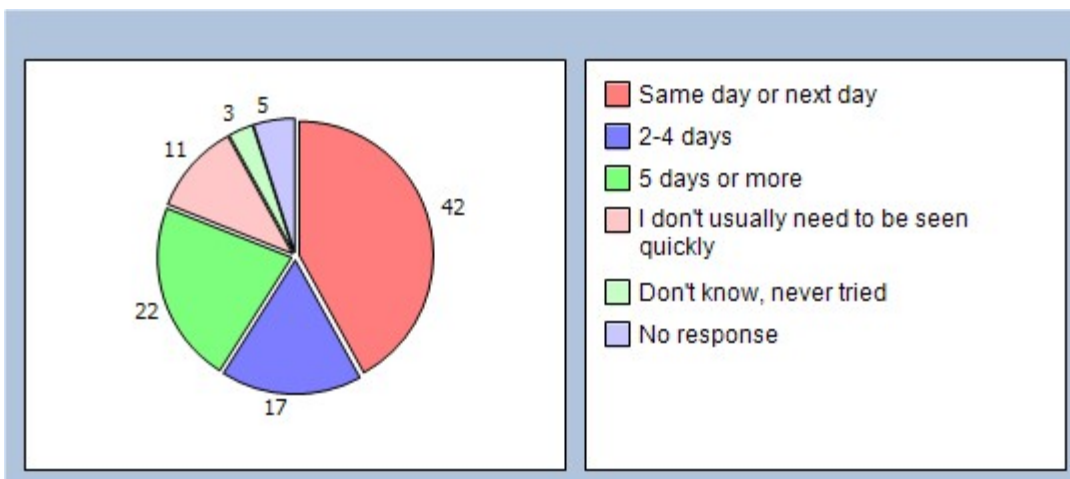
Q19 Which of the following methods would you prefer to use to book appointments at your practice? (Please select all boxes that apply)

In person **37%**
 By phone **78%**
 Online **29%**
 Doesn't apply **2%**

THINKING OF TIMES WHEN YOU WANT TO SEE A PARTICULAR DOCTOR / NURSE:

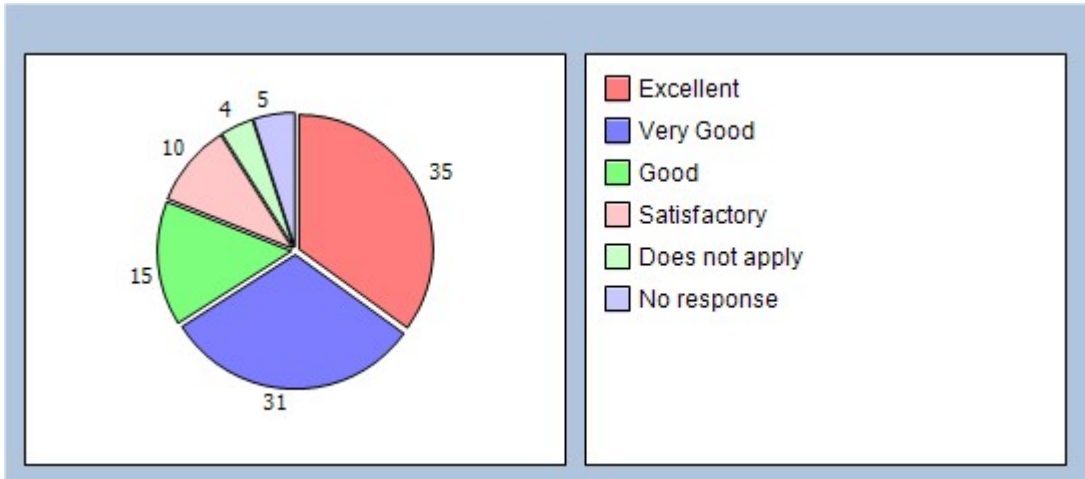
Q20 How quickly do you usually get seen?

Same day or next day **42%**
 2-4 days **17%**
 5 days or more **22%**
 I don't usually need to be seen quickly **11%**
 Don't know, never tried **3%**
 No response **5%**



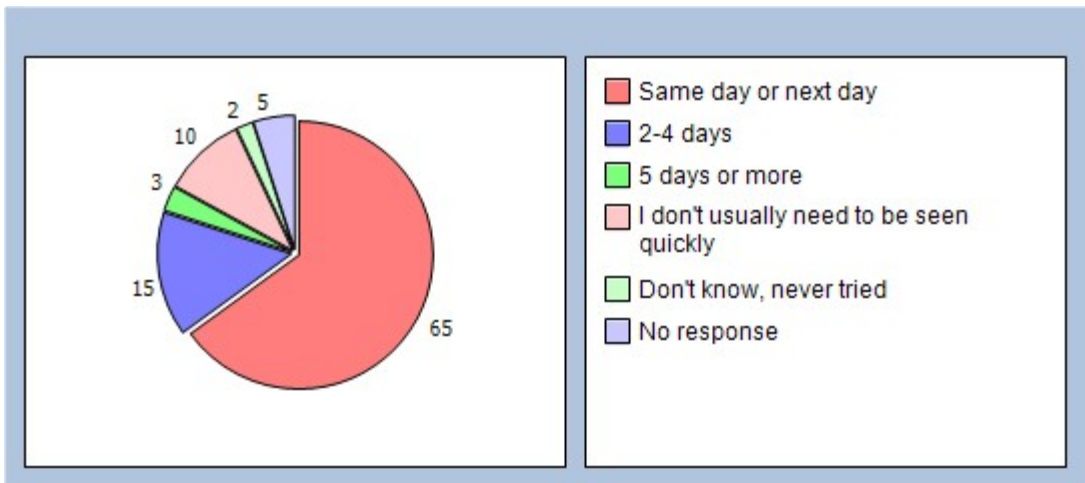
Q21 How do you rate how quickly you were seen?

Excellent **35%**
 Very Good **31%**
 Good **15%**
 Satisfactory **10%**
 Poor **0%**
 Very Poor **0%**
 Does not apply **4%**
 No response **5%**



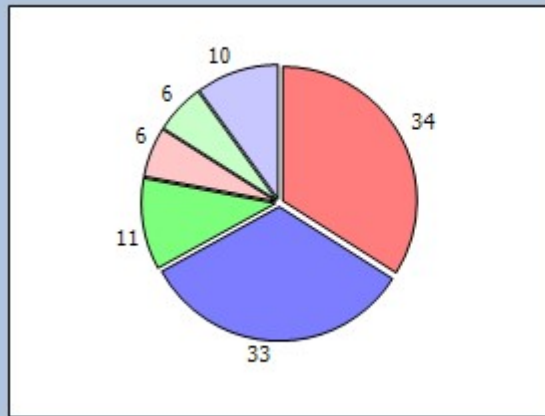
THINKING OF TIMES WHEN YOU ARE WILLING TO SEE ANY DOCTOR Q22 How quickly do you usually get seen?

Same day or next day **65%**
 2-4 days **15%**
 5 days or more **3%**
 I don't usually need to be seen quickly **10%**
 Don't know, never tried **2%**
 No response **5%**



Q23 How do you rate how quickly you were seen?

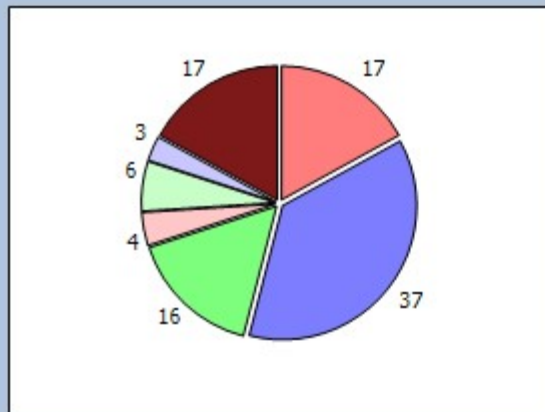
Excellent **34%**
 Very Good **33%**
 Good **11%**
 Satisfactory **6%**
 Poor **0%**
 Very Poor **0%**
 Does not apply **6%**
 No response **10%**



- Excellent
- Very Good
- Good
- Satisfactory
- Does not apply
- No response

THINKING OF YOUR MOST RECENT CONSULTATION WITH A DOCTOR OR NURSE Q24 How long did you wait for your consultation to start?

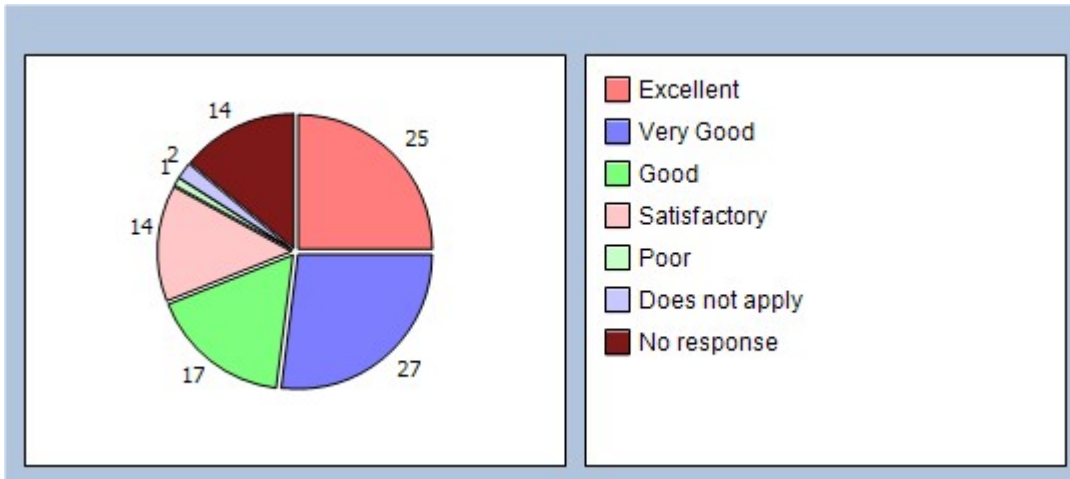
- Less than 5 minutes **17%**
- 5-10 minutes **37%**
- 11-20 minutes **16%**
- 21-30 minutes **4%**
- More than 30 minutes **6%**
- There was no set time for my consultation **3%**
- No response **17%**



- Less than 5 minutes
- 5-10 minutes
- 11-20 minutes
- 21-30 minutes
- More than 30 minutes
- There was no set time for my consultation
- No response

Q25 How do you rate how long you waited?

- Excellent **25%**
- Very Good **27%**
- Good **17%**
- Satisfactory **14%**
- Poor **1%**
- Very poor **0%**
- Does not apply **2%**
- No response **14%**



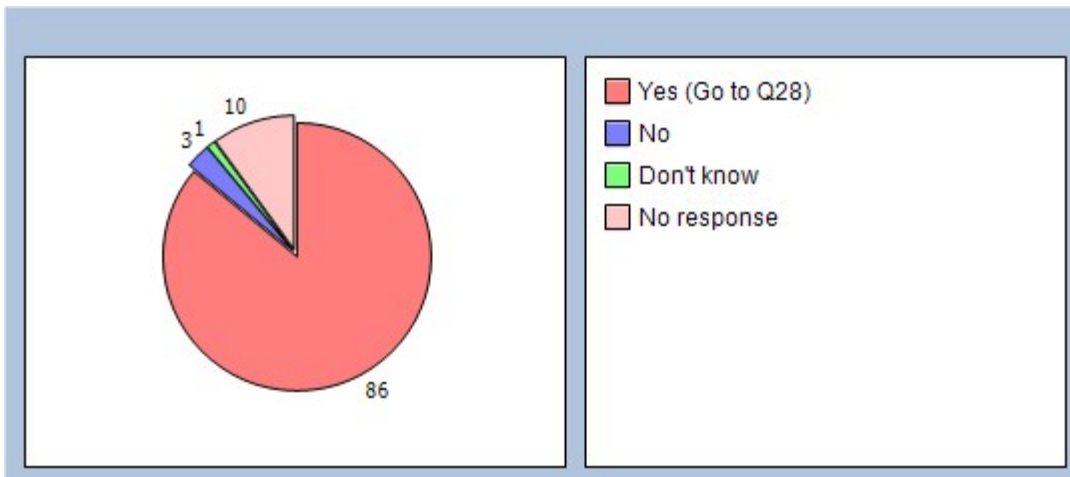
Q26 Is your GP practice currently open at times that are convenient to you?

Yes (Go to Q28) **86%**

No **3%**

Don't know **1%**

No response **10%**



Q27 Which of the following additional hours would make it easier for you to see or speak to someone? (Please select all boxes that apply)

Before 8.00 am **5%**

At lunchtime **4%**

After 6.30 pm **7%**

On a Saturday **13%**

On a Sunday **3%**

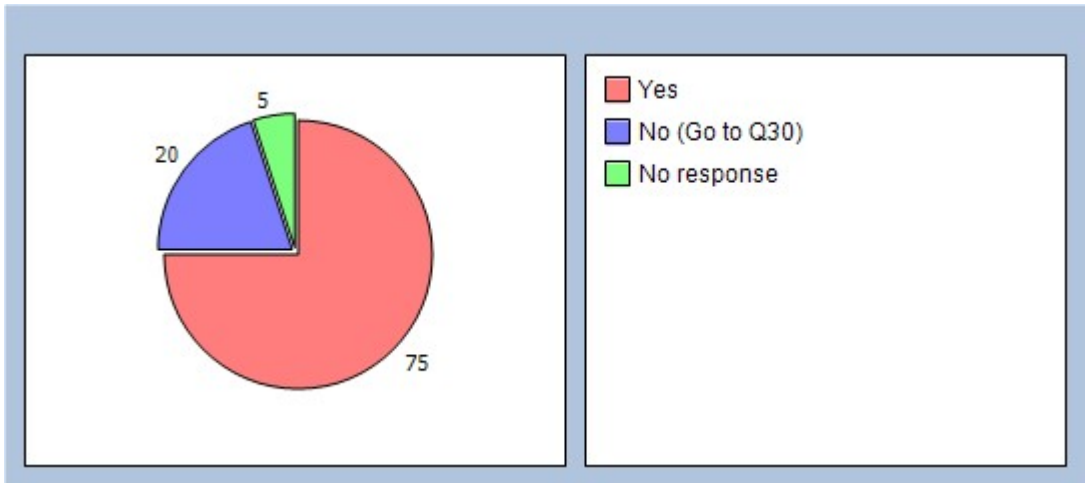
None of these **8%**

Q28 Is there a particular GP you usually prefer to see or speak to?

Yes **75%**

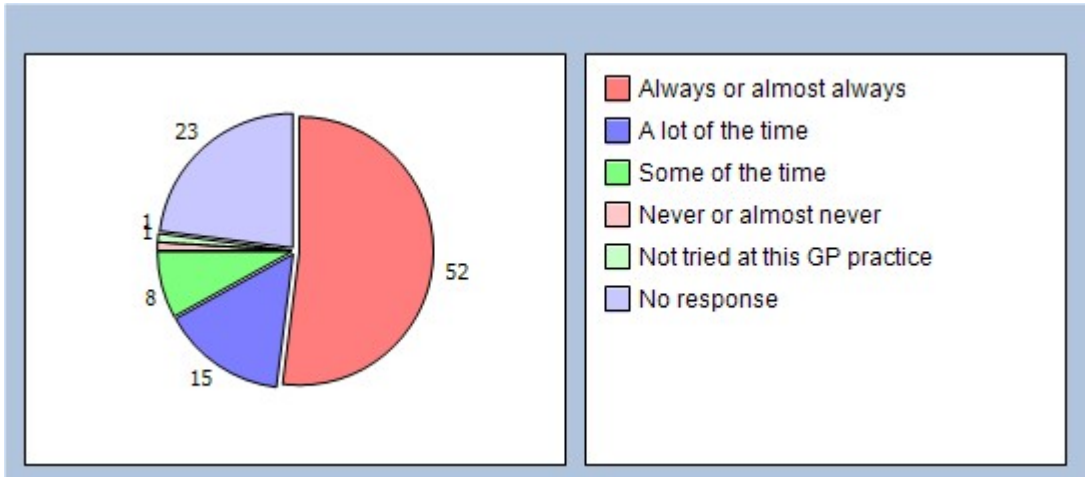
No (Go to Q30) **20%**

No response **5%**



Q29 How often do you see or speak to the GP you prefer?

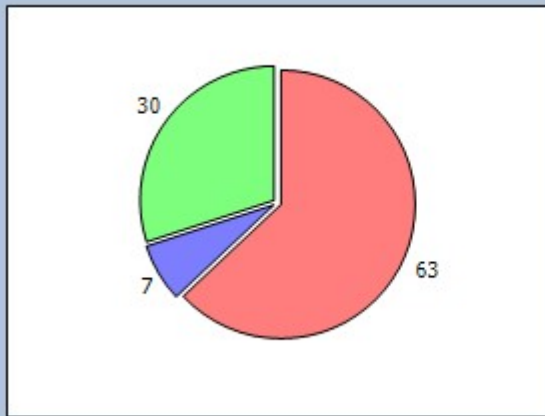
- Always or almost always **52%**
- A lot of the time **15%**
- Some of the time **8%**
- Never or almost never **1%**
- Not tried at this GP practice **1%**
- No response **23%**



IF YOU HAVE NOT SEEN A NURSE IN THE LAST 6 MONTHS - PLEASE GO TO Q37 HOW GOOD WAS THE NURSE YOU LAST SAW AT:

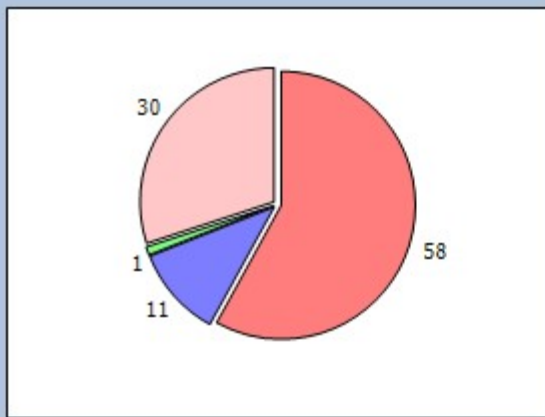
Q30 Putting you at your ease?

- Very Good **63%**
- Good **7%**
- Satisfactory **0%**
- Poor **0%**
- Very Poor **0%**
- Does not apply **0%**
- No response **30%**



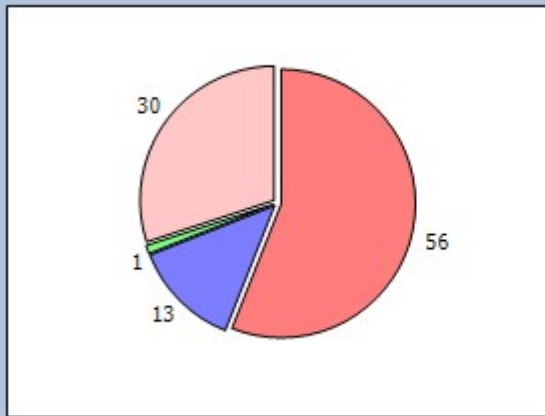
Q31 Giving you enough time?

Very Good **58%**
 Good **11%**
 Satisfactory **1%**
 Poor **0%**
 Very Poor **0%**
 Does not apply **0%**
 No response **30%**



Q32 Listening to you?

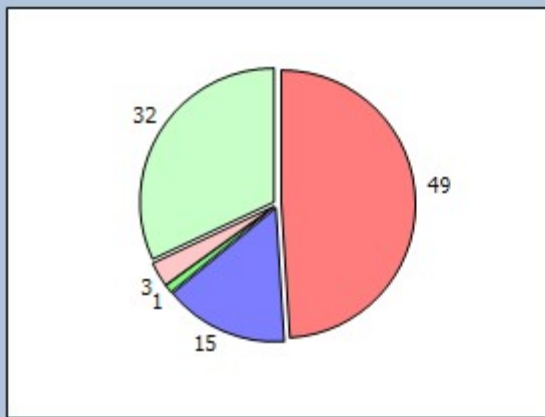
Very good **56%**
 Good **13%**
 Satisfactory **1%**
 Poor **0%**
 Very Poor **0%**
 Does not apply **0%**
 No response **30%**



- Very good
- Good
- Satisfactory
- No response

Q33 Explaining your condition and treatment?

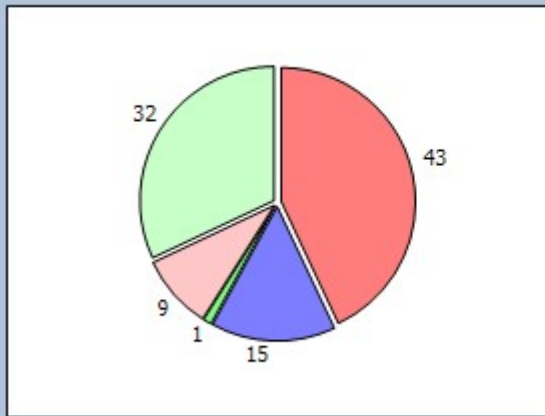
Very Good **49%**
 Good **15%**
 Satisfactory **1%**
 Poor **0%**
 Very Poor **0%**
 Does not apply **3%**
 No response **32%**



- Very Good
- Good
- Satisfactory
- Does not apply
- No response

Q34 Involving you in decisions about your care?

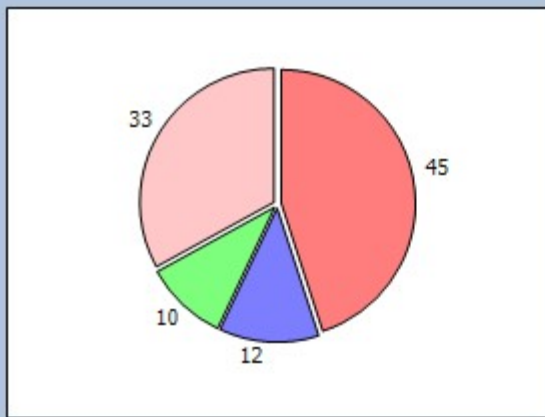
Very Good **43%**
 Good **15%**
 Satisfactory **1%**
 Poor **0%**
 Very Poor **0%**
 Does not apply **9%**
 No response **32%**



- Very Good
- Good
- Satisfactory
- Does not apply
- No response

Q35 Providing or arranging treatment for you?

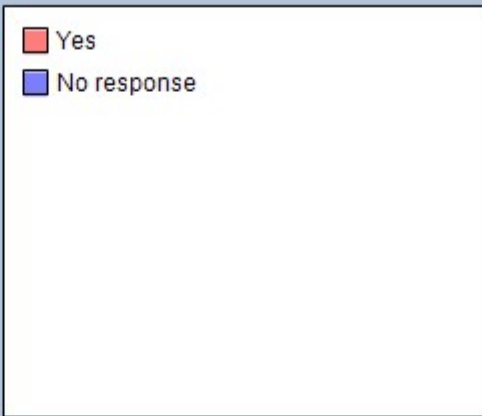
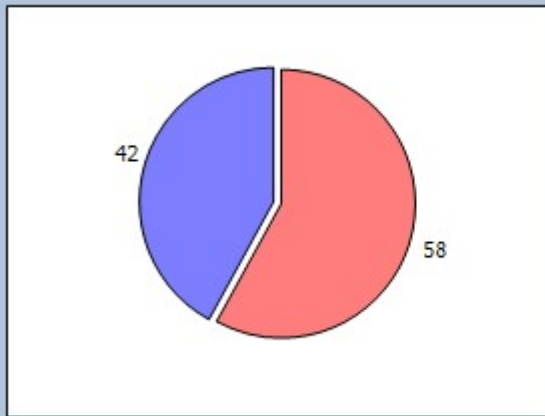
Very Good **45%**
 Good **12%**
 Satisfactory **0%**
 Poor **0%**
 Very Poor **0%**
 Does not apply **10%**
 No response **33%**



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

Q36 Would you be completely happy to see this nurse again?

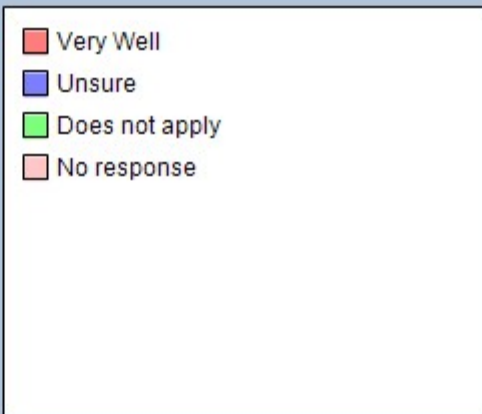
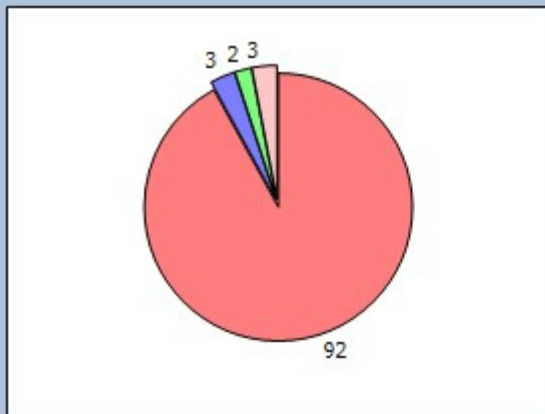
Yes **58%**
 No **0%**
 No response **42%**



THINKING ABOUT THE CARE YOU GET FROM YOUR DOCTORS AND NURSES OVERALL, HOW WELL DOES THE PRACTICE HELP YOU TO:

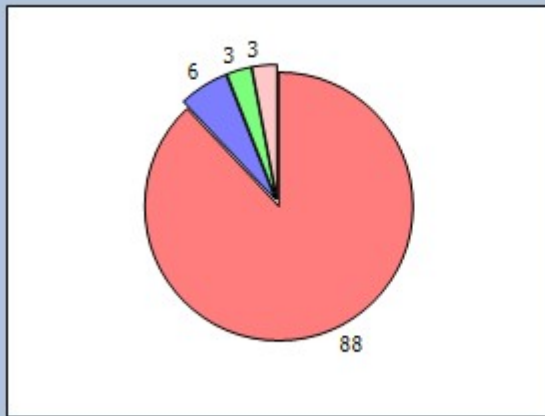
Q37 Understand your health problems?

- Very Well **92%**
- Unsure **3%**
- Not Very Well **0%**
- Does not apply **2%**
- No response **3%**



Q38 Cope with your health problems

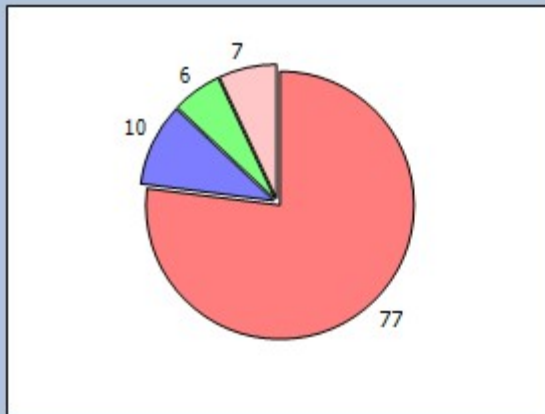
- Very Well **88%**
- Unsure **6%**
- Not Very well **0%**
- Does not apply **3%**
- No response **3%**



- Very Well
- Unsure
- Does not apply
- No response

Q39 Keep yourself healthy

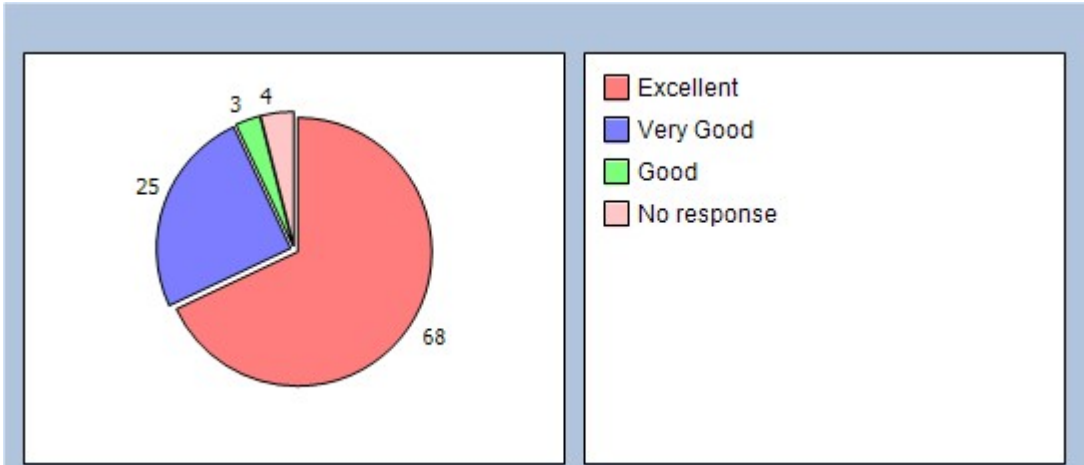
Very Well **77%**
 Unsure **10%**
 Not Very Well **0%**
 Does not apply **6%**
 No response **7%**



- Very Well
- Unsure
- Does not apply
- No response

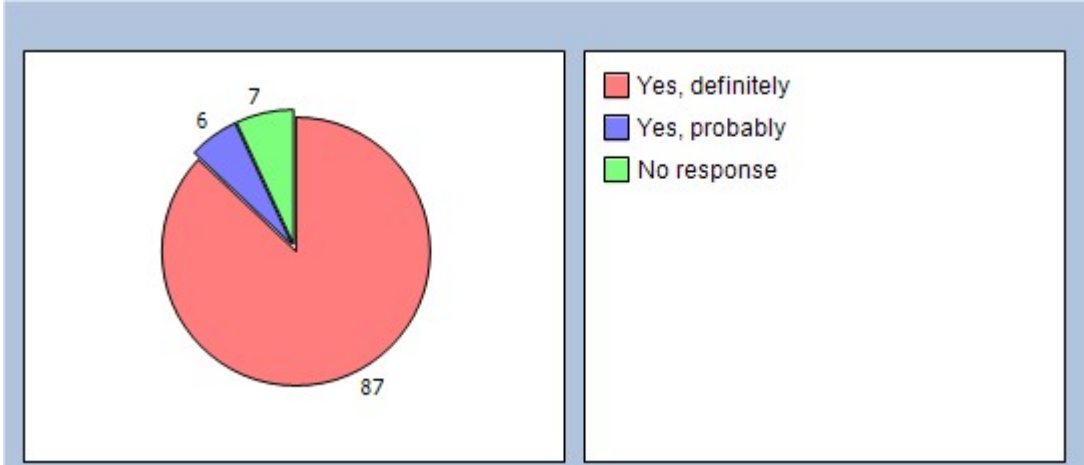
Q40 Overall, how would you describe your experience of your GP surgery?

Excellent **68%**
 Very Good **25%**
 Good **3%**
 Satisfactory **0%**
 Poor **0%**
 Very Poor **0%**
 No response **4%**



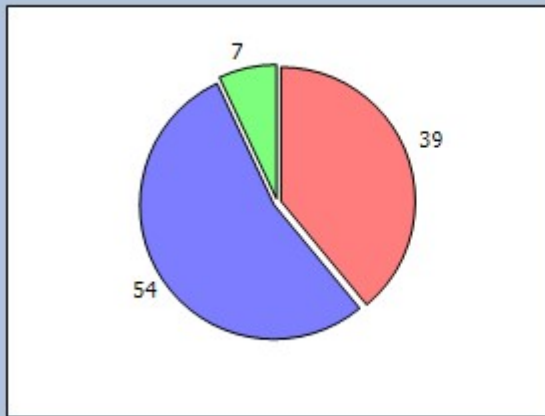
Q41 Would you recommend your GP surgery to someone who has just moved to your local area?

- Yes, definitely **87%**
- Yes, probably **6%**
- No, probably not **0%**
- No, definitely not **0%**
- Don't know **0%**
- No response **7%**



IT WILL HELP US TO UNDERSTAND YOUR ANSWERS IF YOU COULD TELL US A LITTLE ABOUT YOURSELF Q42 Are you?

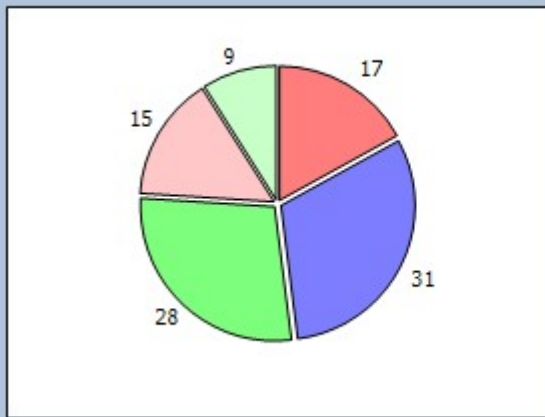
- Male **39%**
- Female **54%**
- No response **7%**



- Male
- Female
- No response

Q43 How old are you?

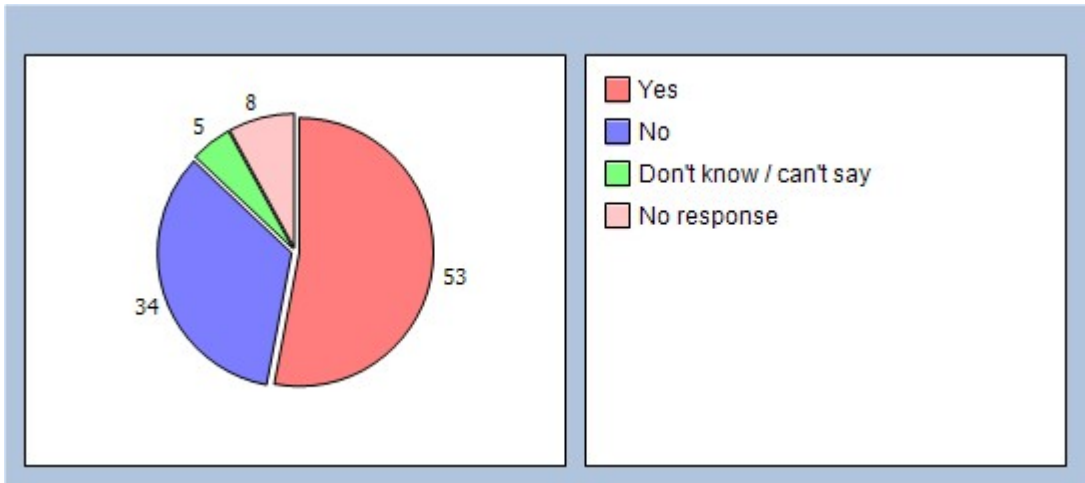
- Under 16 **0%**
- 16 to 44 **17%**
- 45 to 64 **31%**
- 65 to 74 **28%**
- 75 or over **15%**
- No response **9%**



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

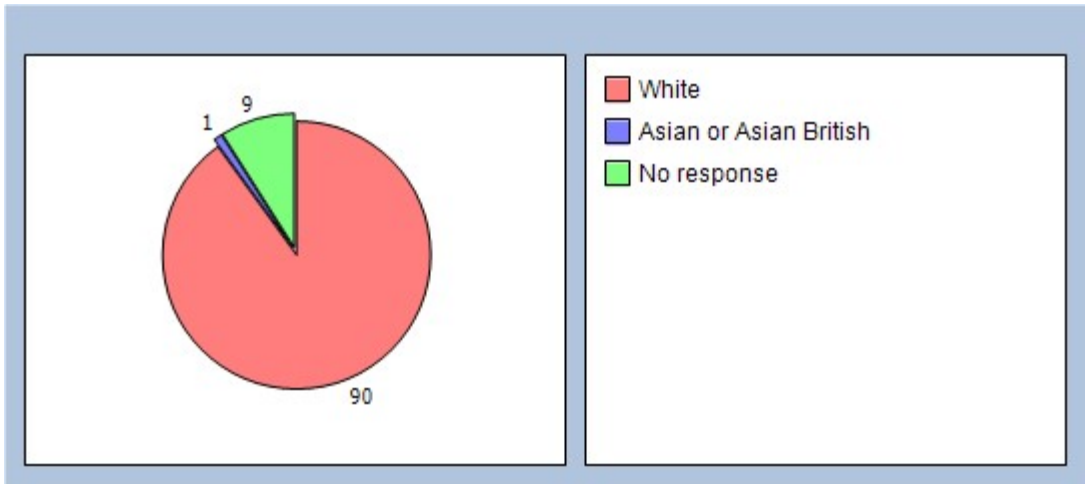
Q44 Do you have a long-standing health condition?

- Yes **53%**
- No **34%**
- Don't know / can't say **5%**
- No response **8%**



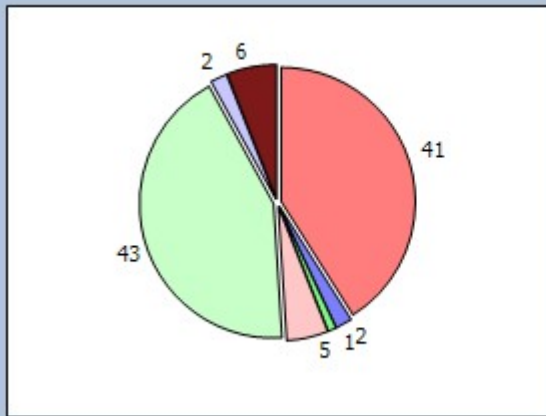
Q45 What is your ethnic group?

- White **90%**
- Black or Black British **0%**
- Asian or Asian British **1%**
- Mixed **0%**
- Chinese **0%**
- Other Ethnic Group **0%**
- No response **9%**



Q46 Which of the following best describes you?

- Employed (full or part time, including self-employed) **41%**
- Unemployed / looking for work **0%**
- At school or in full time education **2%**
- Unable to work due to long term sickness **1%**
- Looking after your home / family **5%**
- Retired from paid work **43%**
- Other **2%**
- No response **6%**



- Employed (full or part time, including self-employed)
- At school or in full time education
- Unable to work due to long term sickness
- Looking after your home / family
- Retired from paid work
- Other
- No response

FINALLY - PLEASE ADD ANY OTHER COMMENTS YOU WOULD LIKE TO MAKE ABOUT YOUR GP PRACTICE