

THE FRIENDS OF THE COTTAGE SURGERY



3/31/2014

Patient Questionnaire Results

The Friends of the Cottage Surgery

PATIENT QUESTIONNAIRE RESULTS

Practice population profile 2014		
Show how the practice demonstrates that the PRG is representative by providing information on the practice profile:		
Age <u>See Appendix 1</u>	Sex <u>See Appendix 1</u>	Ethnicity ; Approx. 90% of the Cottage's Patients are White British
PRG profile		
<u>Show how the practice demonstrates that the PRG being is representative by providing information on the PRG profile</u>		
The Cottage Surgery PRG comprises of 10 members. With the addition of 2 staff members		
Age 18-39 (1) 40-59 (1) 60-79 (8)	Sex 4 male 6 female <i>Staff member 18-39 (Male white British) and 40-59 (Male white British)</i>	Ethnicity White British
Differences between the practice population and members of the PRG		

Please describe variations between the group and what efforts the practice has made to reach any groups not represented.

The Friends of The Cottage Surgery Patient Group has been up & running since 2004 and currently has 10 members plus 2 members of staff. The group consists of a wide range of representation of age, gender, ethnicity and area of residence.

We have members in all of the following age ranges:

Under 20 years

20-39

40-59

60-79

Over 80 years

Posters advertising the PRG are displayed in the waiting room asking for new members, ad-hoc contact by staff, details were put on our website. One member has also put information regarding the PRG on *Facebook*.

The Patient Survey

We had one or two logistical issues with organizing a PRG Meeting in January and therefore our first meeting of 2014 was late. Prior to this meeting a draft copy of the patient questionnaire was shared amongst the PRG Members. At the meeting in February the final draft was agreed and finalized.

The Survey was advertised with posters in the waiting area, on the practice website and noted on prescriptions. Patients were able to take printed copies from the surgery or to fill out the Survey online.

See attached Appendix 1 for results.

The survey results and comments were circulated to the group.

A special meeting is due to be held in April 2014 to develop an Action Plan from the Survey Results. (See below). Due to the lateness of our meeting in February this has caused some unforeseen delays.

The Cottage Surgery Practice Population Profile

Age Group	Female	Male	Total
0-4	72	84	156
5-16	165	195	360
17-24	89	122	211
25-34	140	144	284
35-44	196	167	363
45-54	197	206	403
55-64	170	188	358
65-74	135	139	274
74-84	73	75	148
85-89	19	9	28
90+	20	9	29
All Ages	1276	1338	2614

Access to a Doctor or Nurse...

1	Overall Speed at which the telephone is answered initially	Percentage	
	No experience	0%	
	Poor	0%	1%
	Fair	1%	
	Good	17%	99%
	Very Good	25%	
	Excellent	57%	

2	Speed at which the telephone was answered if call transferred to GP	Percentage	
	No experience	15%	
	Poor	0%	1%
	Fair	1%	
	Good	15%	99%
	Very Good	28%	
	Excellent	41%	

3	Length of time you had to wait for the appointment you requested	Percentage	
	No experience	3%	
	Poor	0%	3%
	Fair	3%	
	Good	13%	97%
	Very Good	22%	
	Excellent	59%	

4	Convenience of day and time of your appointment	Percentage	
	No experience	2%	
	Poor	1%	1%
	Fair	0%	
	Good	10%	97%
	Very Good	32%	
	Excellent	55%	

5	How regularly you get to see the GP of your choice	Percentage	
	No experience	8%	
	Poor	0%	3%
	Fair	3%	
	Good	6%	89%
	Very Good	39%	
	Excellent	44%	

6	Length of time waiting to check in with Reception	Percentage	
	No experience	2%	
	Poor	1%	2%
	Fair	1%	
	Good	5%	96%
	Very Good	30%	
	Excellent	61%	

7	Length of time past your appointment time waiting to see GP or Nurse	Percentage	
	No experience	6%	
	Poor	0%	5%

	Fair	5%	89%
	Good	20%	
	Very Good	38%	
	Excellent	31%	

8	Opportunity of speaking to a Doctor or Nurse on the telephone when necessary	Percentage	
	No experience	2%	
	Poor	2%	4%
	Fair	2%	
	Good	9%	94%
	Very Good	23%	
	Excellent	62%	

9	Opportunity of obtaining a home visit when necessary	Percentage	
	No experience	78%	
	Poor	7%	9%
	Fair	2%	
	Good	1%	13%
	Very Good	1%	
	Excellent	11%	

10	Level of satisfaction with Out of Hours Service	Percentage	
	No experience	76%	
	Poor	4%	5%
	Fair	1%	
	Good	6%	19%
	Very Good	4%	

	Excellent	9%	
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Obtaining a Repeat Prescription...

11	Prescription ready on time	Percentage	
	No experience	16%	
	Poor	0%	1%
	Fair	1%	
	Good	6%	83%
	Very Good	22%	
	Excellent	55%	

12	Prescription correctly issued	Percentage	
	No experience	13%	
	Poor	1%	2%
	Fair	1%	
	Good	4%	85%
	Very Good	19%	
	Excellent	62%	

13	Handling of any queries	Percentage	
	No experience	18%	
	Poor	1%	1%
	Fair	0%	
	Good	4%	81%
	Very Good	21%	
	Excellent	56%	

Obtaining Test Results...

14	Were you told when to contact us for your results?	Percentage	
	Yes	73%	73%
	No	6%	6%
	No experience	21%	

15	Results available when you contacted us?	Percentage	
	No experience	20%	
	Poor	1%	1%
	Fair	0%	
	Good	13%	79%
	Very Good	31%	
	Excellent	35%	

16	Level of satisfaction with the amount of information provided	Percentage	
	No experience	16%	
	Poor	2%	3%
	Fair	1%	
	Good	9%	81%
	Very Good	32%	
	Excellent	40%	

17	Level of satisfaction with the manner in which the result was given	Percentage	
	No experience	18%	
	Poor	2%	3%
	Fair	1%	
	Good	8%	79%
	Very Good	27%	

	Excellent	44%	
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About the Staff...

18	The information provided by the Reception Staff	Percentage	
	No experience	2%	
	Poor	0%	0%
	Fair	0%	
	Good	9%	98%
	Very Good	28%	
	Excellent	61%	

19	The helpfulness of the Reception Staff	Percentage	
	No experience	1%	
	Poor	0%	0%
	Fair	0%	
	Good	5%	99%
	Very Good	23%	
	Excellent	71%	

20	The information provided by other staff	Percentage	
	No experience	7%	
	Poor	0%	1%
	Fair	1%	
	Good	8%	92%
	Very Good	27%	
	Excellent	57%	

21	The helpfulness of other staff	Percentage	

	No experience	8%	
	Poor	0%	1%
	Fair	1%	
	Good	10%	91%
	Very Good	21%	
	Excellent	60%	

And Finally...

21	My overall Satisfaction with this Practice	Percentage	
	Poor	1%	2%
	Fair	1%	
	Good	3%	98%
	Very Good	17%	
	Excellent	72%	
22	Would you recommend the Practice to family/friends?	Percentage	
	Yes	91%	97%
	Probably Would	6%	
	Not Sure	3%	3%
	Definitely Not	0%	
	Don't Know	0%	
23	Would you recommend the Practice to someone who has just moved to the area?	Percentage	
	Yes	93%	97%
	Probably Would	4%	
	Not Sure	3%	3%
	Definitely Not	0%	
	Don't Know	0%	