



Primary Health Care  
General Practice Questionnaire

Re: F81149– Sidney House, Patient Reference Group Questionnaire 2013/14

The calculations on the report and charts are made as follows:

**No Answer:** The number of patients who did not complete the question.  
Patients responding “NA”, “Unknown” are excluded from the percentage satisfaction score.

**Satisfaction:** The percentage of patients who responded “Good”, “Very Good” or “Excellent” or Easy/ Helpful and Fairly Easy/ Helpful.

We hope you find the layout easy to read and the calculations helpful. We would appreciate any comments that you would like to make.

Yours sincerely

Jill Warn  
Audit and IT Lead



Practice Code: Sidney House Surgery

Number returns: 129

**About you**

**Q1. Are you**

Male	Female	No Answer
56	73	0

**Q2. How old are you?**

<20yrs	20-30 yrs	31yrs-40yrs	41yrs – 50yrs	51yrs – 60yrs	61yrs – 70yrs	71yrs - 80yrs	80+yrs	No answer
0	6	14	11	25	29	33	8	3

**Q3. Which Ethnic group do you belong to?**

A: White	111	B: Mixed	1	C: Asian or Asian British	0
British	14	White and Black Caribbean	0	Indian	0
Irish	0	White and Black African	0	Pakistani	0
Black	0	White and Asian	0	Bangladeshi	0
Other White background	0	Other Mixed background	0	Other Asian background	0
No answer	3				

**Q4. Which of the following best describes you?**

Employed	Unemployed	Full time education	Unable to work	Looking after home/family	Retired	Other	No Answer
47	1	2	7	10	59	0	3

**Q5. Do you have a long-standing health condition?**

Yes	No	Don't know /can't say	No answer
75	49	4	1

## **Your Journey**

**Q6.** How do you travel to the Surgery?

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Walk	Car	Cycle	Public Transport	Other	No answer
25	94	0	0	0	10

**Q7.** Does this present any problems?

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Yes	No	No answer
8	120	1

## **Your Practice**

**Q8.** How easy do you find getting into the building at the Surgery?

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Very easy	Fairly easy	Not very easy	Not at all easy	No answer
115	12	1	0	1

**Q10.** How clean is the practice waiting room?

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Very clean	Fairly clean	Not very clean	Don't know	No answer
105	21	3	0	0

## **Reception**

**Q11.** How helpful do you find the receptionists at your surgery?

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Very helpful	Fairly helpful	Not very helpful	Don't know	No answer
118	9	1	0	1

**Q12.** In the reception area, can other patients overhear what you say to the Receptionist?

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Yes	No	Don't know	No Answer
62	33	28	6

### **Appointments**

**Q13.** In the last 12 months how many times have you see a GP/Nurse at your practice?

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None	1-3times	4-6 times	6 or more times	No answer
3	46	38	41	1

**Q14.** How do you normally book your appointment to see a GP/Nurse?

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In person	By Phone	No answer
22	96	11

**Q15a.** Considering the volume of calls, how easy is it to get through to reception at your GP practice on the phone?

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Very easy	Fairly easy	Not very easy	Not at all easy	No answer
25	71	23	7	3

### **Q15b. Comments**

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See comments attached

**Q16.** How easy is it to speak to a doctor or nurse on the phone at your GP practice?

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Very easy	Fairly easy	Not very easy	Not at all easy	N/A	No answer
30	38	14	1	40	6

**Q17.** How many days do you usually have to wait to get an appointment with a GP/Nurse of your choice?

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Same or next day	2-4 days	5 days or more	Don't know, never tried	No answer
47	47	24	1	10

**Q18.** How often do you get to see your GP/Nurse you have requested?

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Always	A lot of the time	Some of the time	Never	N/A	No answer
55	45	15	0	10	4

**Q19.** If you need to see a GP/Nurse urgently, can you normally be seen on the same day?

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Yes	No	Don't know, never tried	No answer
93	4	24	8

**Q20a.** Have you ever missed an appointment because?

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I recovered	I forgot	I was delayed	Too difficult to cancel	Could not get through on the phone	No answer/NA
7	16	5	0	9	92

**Q20b.** Have you ever cancelled by text message?

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Yes	No	No answer
3	115	11

**Q21.** Is your practice currently open at times that are convenient to you?

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Yes	No	No answer
117	5	7

### **Dispensary Question**

**Q22.** How do you order your repeat prescription?

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Phone	Fax	Email	Chemist	By Hand	No Answer or N/A
16	0	19	34	40	20

## Your Consultation

**Q23.** Referring to your face to face / telephone consultation with the Doctor/ Nurse today, how highly would you score the Doctor/ Nurse at each of the following?

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**A:** Giving you enough time?

Excellent	Very good	Good	Fair	Poor	Very poor	No answer
75	35	6	3	0	0	10

**B:** Make you feel at ease?

Excellent	Very good	Good	Fair	Poor	Very poor	No answer
79	33	11	0	1	0	5

**C:** Listening to you?

Excellent	Very good	Good	Fair	Poor	Very poor	No answer
89	28	7	0	1	0	4

**D:** Explaining treatment and tests?

Excellent	Very good	Good	Fair	Poor	Very poor	No answer
81	33	9	0	0	0	6

**E:** Involving you in decisions about your care?

Excellent	Very good	Good	Fair	Poor	Very poor	No answer
82	31	10	0	0	1	5

**F:** Treating you with care and concern?

Excellent	Very good	Good	Fair	Poor	Very poor	No answer
87	28	7	0	1	1	5

**G:** How much confidence and trust did you have in the GP/Nurse you last saw or spoke to?

Excellent	Very good	Good	Fair	Poor	Very poor	No answer
118	5	0	1	0	0	5

**H:** Would you be completely happy to see this GP/ Nurse again?

Excellent	Very good	Good	Fair	Poor	Very poor	No answer
121	2	1	0	0	0	5

### **Patient Experience**

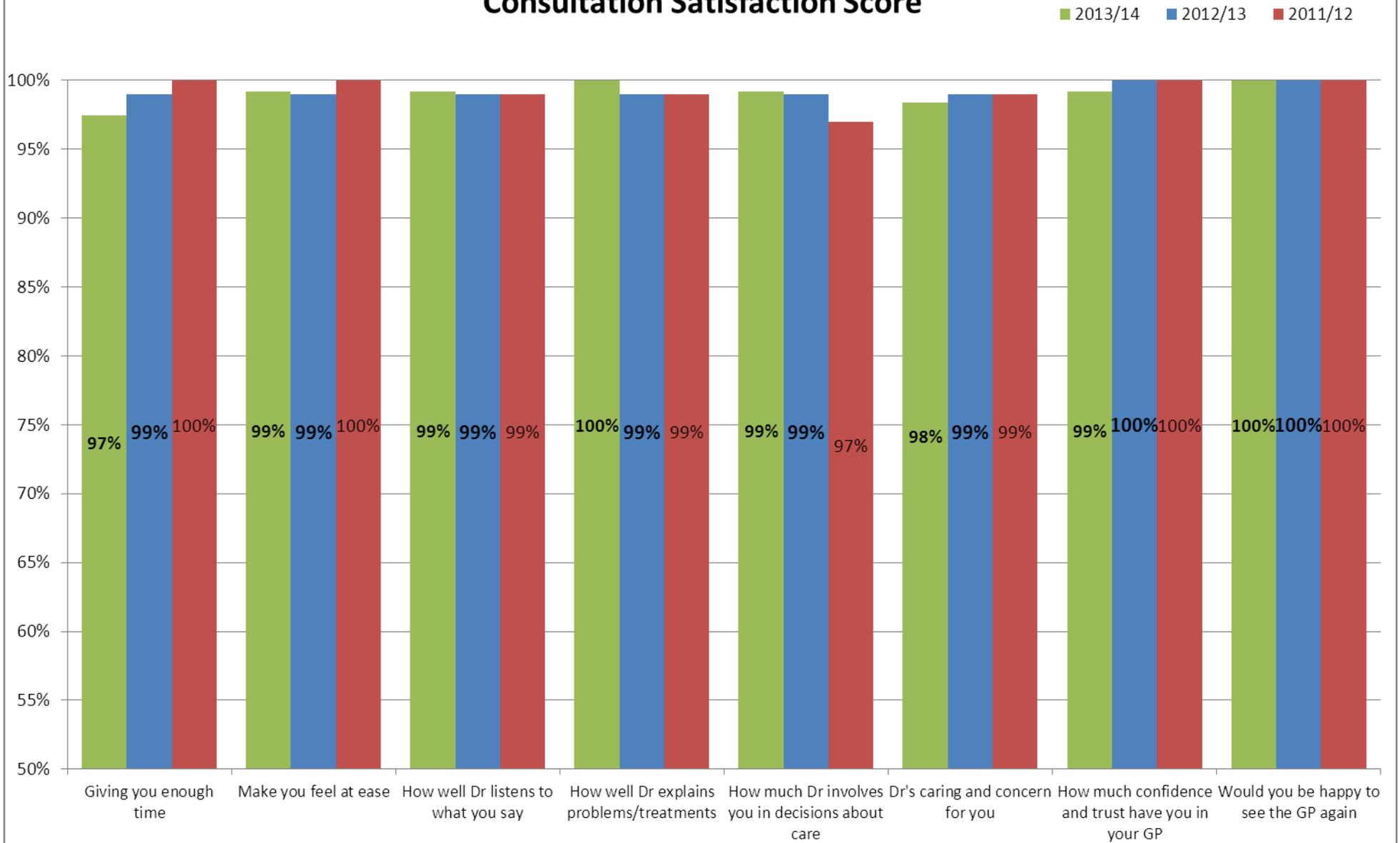
**24:** Overall, how would you describe your experience of your GP practice?

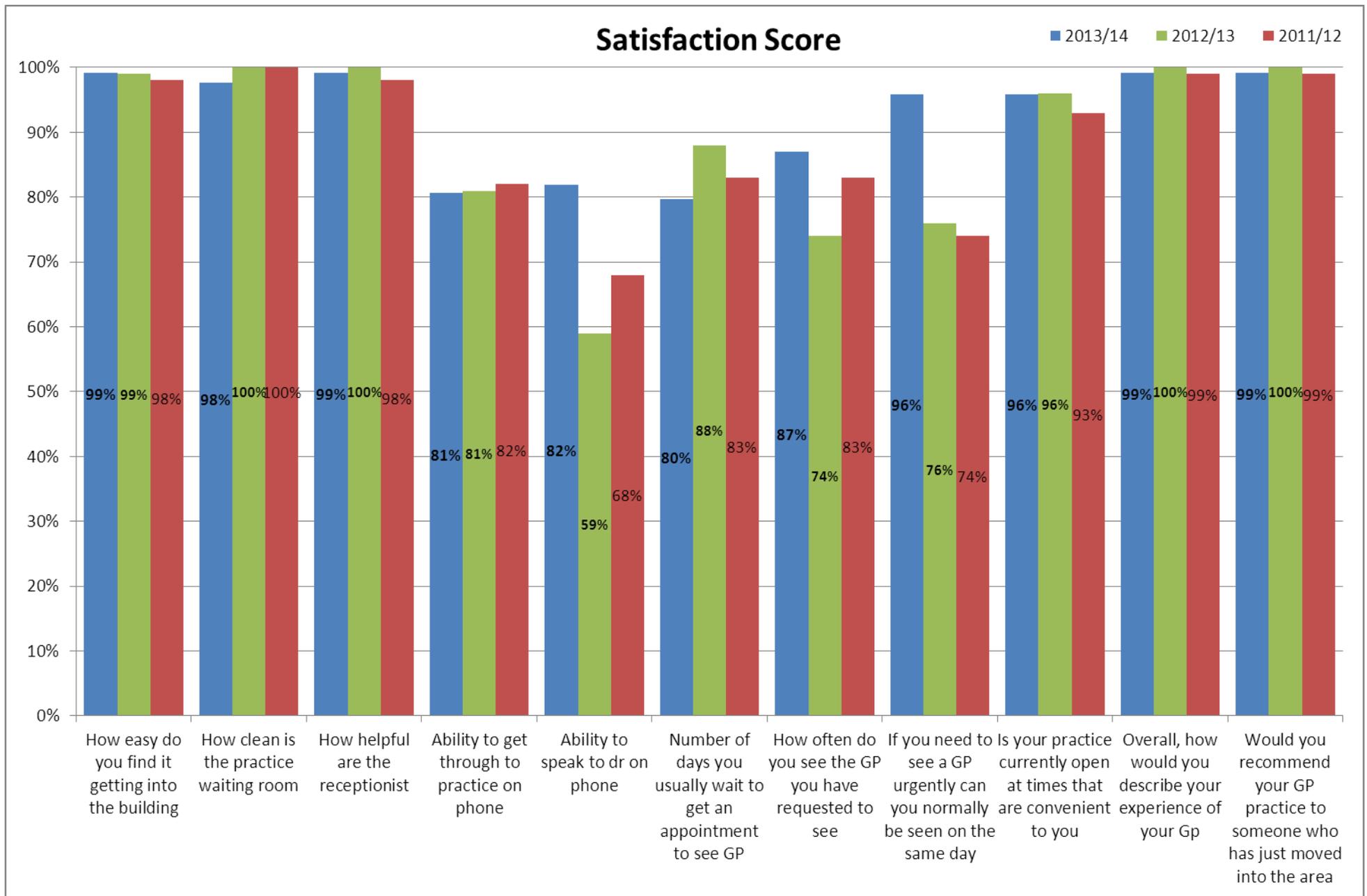
Excellent	Good	Fair	Poor	N/A	No answer
100	25	1	0	0	3

**25:** Would you recommend you GP Practice to someone who has just moved to your local area?

Yes	No	No answer
123	1	5

## Consultation Satisfaction Score





## Consultation Satisfaction Score 2013/14 Excellent - Fair

