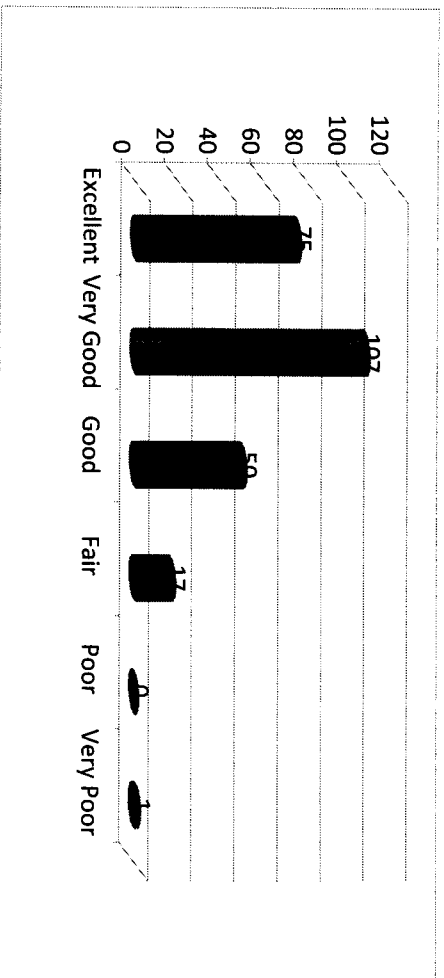


# THE GREEN WOOD PRACTICE

## PATIENT SURVEY RESULTS - FEBRUARY 2015

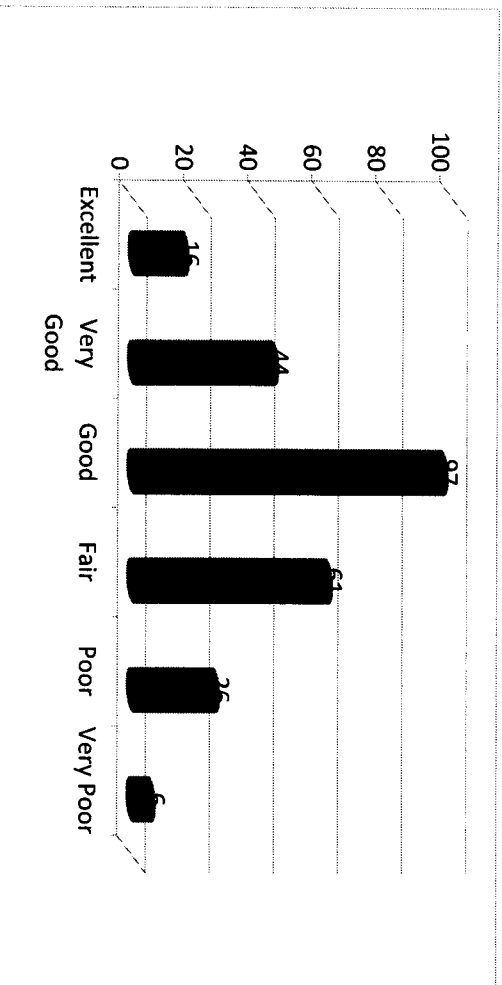
Q1 How do you rate the way you are treated by the receptionists at the practice?

	Number of responses	Score as a %
Excellent	75	30.00%
Very Good	107	42.80%
Good	50	20.00%
Fair	17	6.80%
Poor	0	0.00%
Very Poor	1	0.40%
<b>Total</b>	<b>250</b>	<b>100.00%</b>

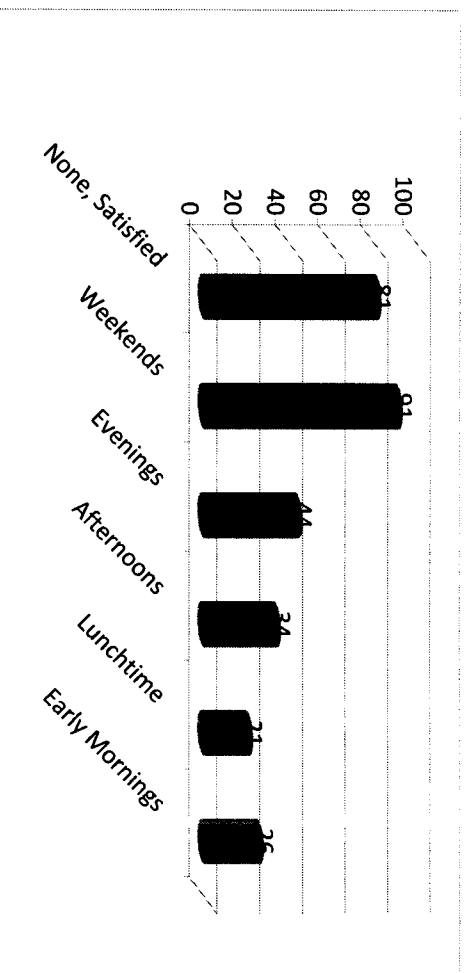


Q2 How do you rate the hours the practice is open for appointments?

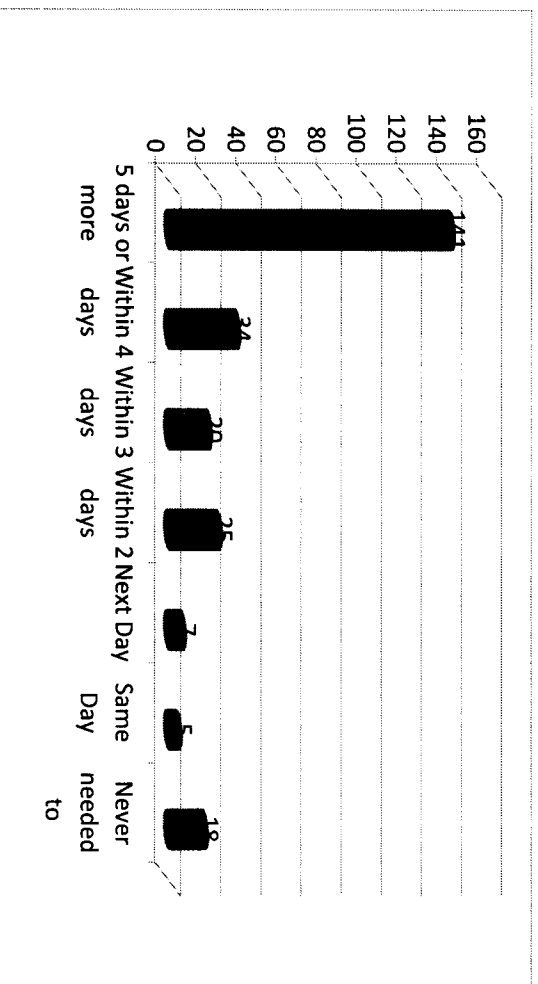
	Number of responses	Score as a %
Excellent	16	6.40%
Very Good	44	17.60%
Good	97	38.80%
Fair	61	24.40%
Poor	26	10.40%
Very Poor	6	2.40%
<b>Total</b>	<b>250</b>	<b>100.00%</b>



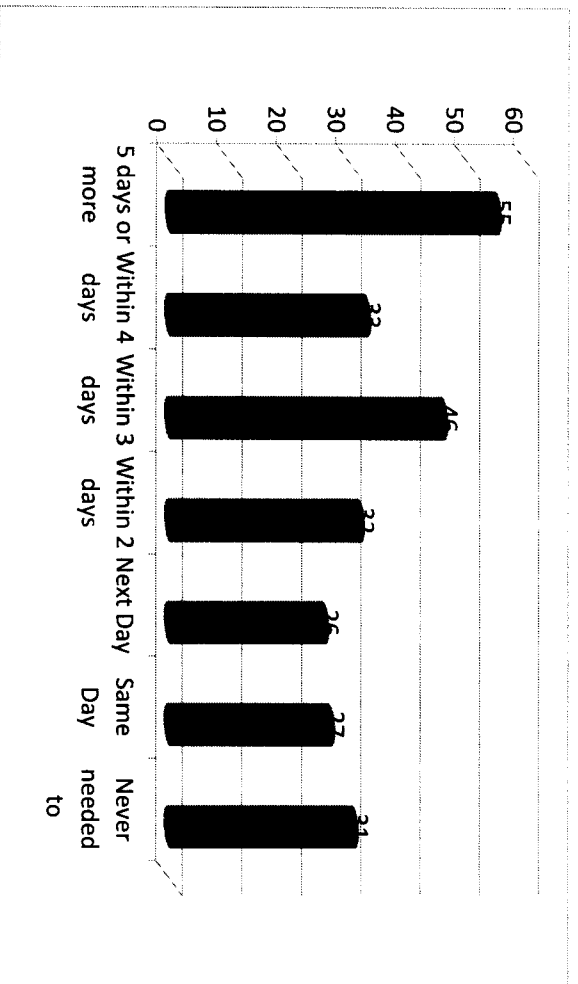
Q3 Are there any additional hours you would like the practice to be open?		
	Number of responses	Score as a %
None, Satisfied	81	27.27%
Weekends	91	30.64%
Evenings	44	14.81%
Afternoons	34	11.45%
Lunchtime	21	7.07%
Early Mornings	26	8.76%
<b>Total</b>	<b>297</b>	<b>100.00%</b>



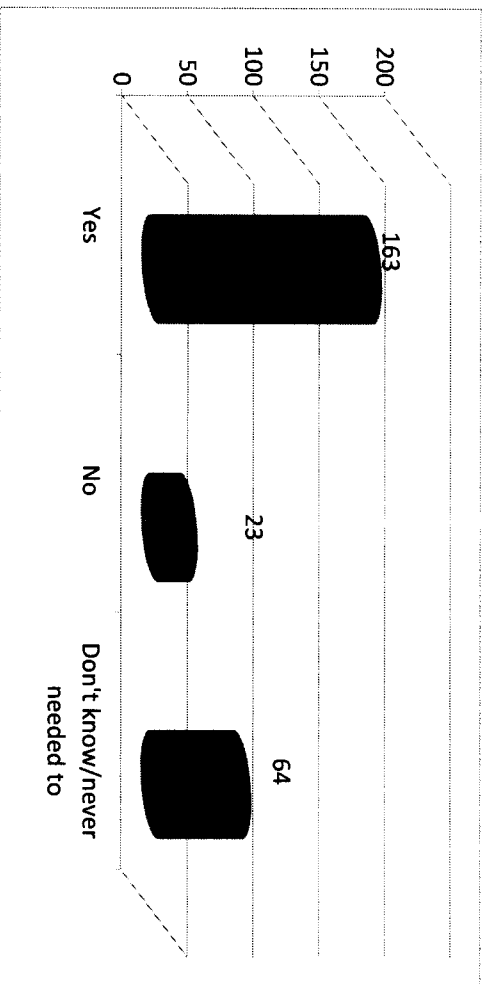
Q4 How quickly can you see the doctor of your choice?		
	Number of responses	Score as a %
5 days or more	141	56.40%
Within 4 days	34	13.60%
Within 3 days	20	8.00%
Within 2 days	25	10.00%
Next Day	7	2.80%
Same Day	5	2.00%
Never needed to	18	7.20%
<b>Total</b>	<b>250</b>	<b>100.00%</b>



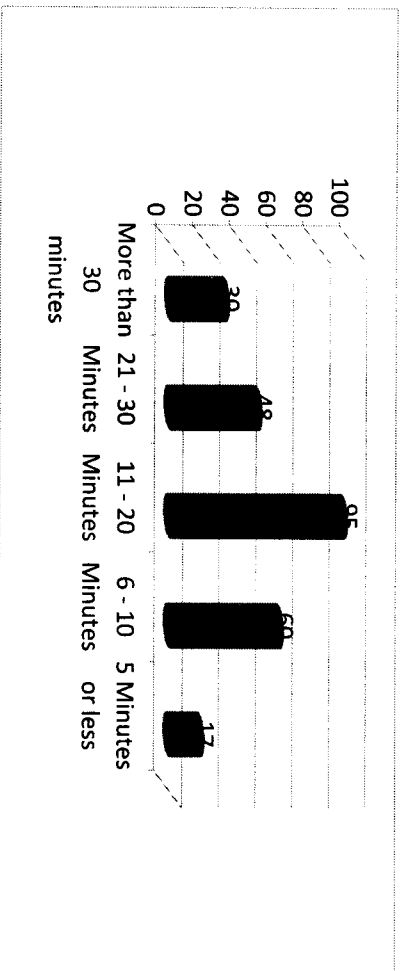
Q5 How quickly can you see any doctor?		Number of responses	Score as a %
5 days or more		55	22.00%
Within 4 days		33	13.20%
Within 3 days		46	18.40%
Within 2 days		32	12.80%
Next Day		26	10.40%
Same Day		27	10.80%
Never needed to		31	12.40%
<b>Total</b>		<b>250</b>	<b>100.00%</b>



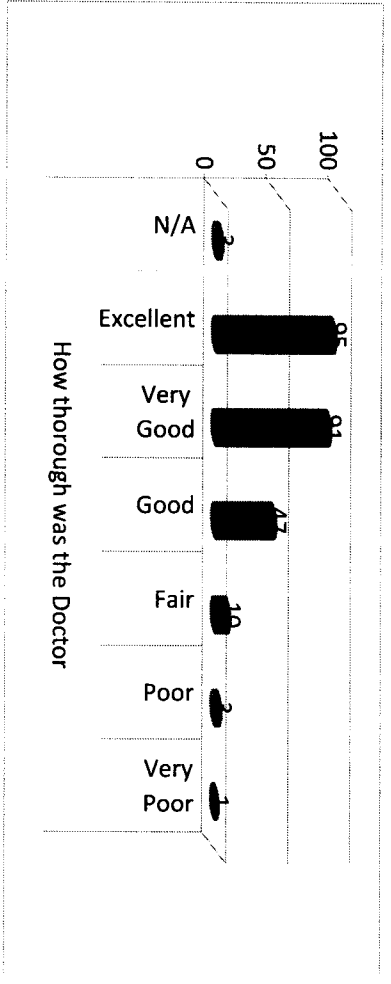
Q6 If you need to see a GP urgently can you be seen on the same day?		Number of responses	Score as a %
Yes		163	65.20%
No		23	9.20%
Don't know/never needed to		64	25.60%
<b>Total</b>		<b>250</b>	<b>100.00%</b>



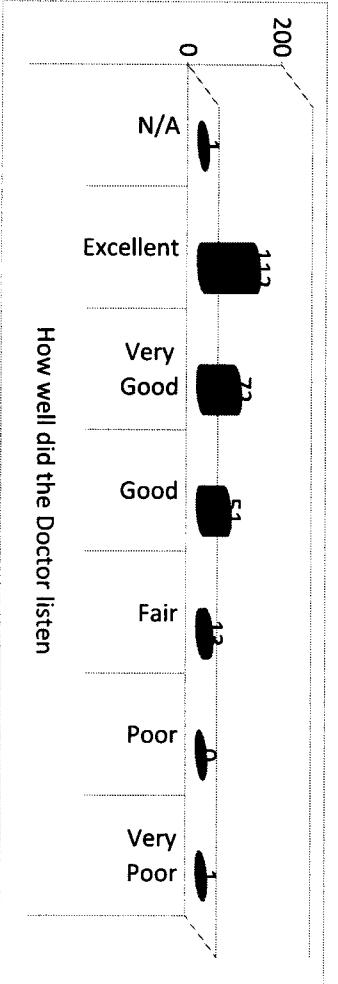
Q7 How long do you have to wait for your consultation to begin?		Number of responses	Score as a %
More than 30 minutes		30	12.00%
21 - 30 Minutes		48	19.20%
11 - 20 Minutes		95	38.00%
6 - 10 Minutes		60	24.00%
5 Minutes or less		17	6.80%
<b>Total</b>		<b>250</b>	<b>100.00%</b>



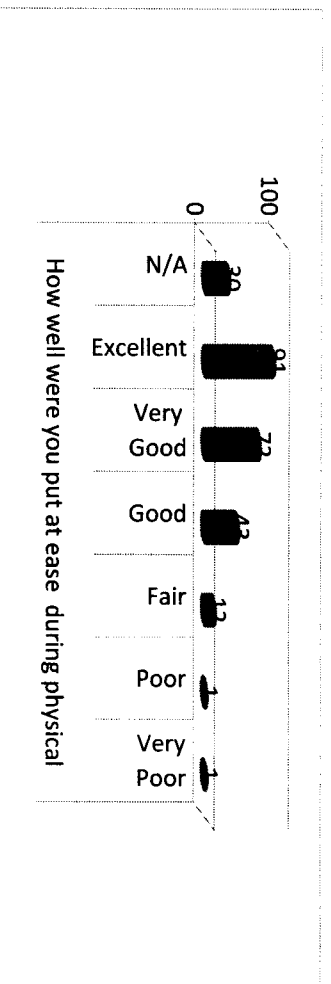
Q8 About Consultation		Scoring	Responses
How thorough was the Doctor	N/A		3
	Excellent		95
	Very Good		91
	Good		47
	Fair		10
	Poor		3
	Very Poor		1
<b>Total</b>			<b>250</b>



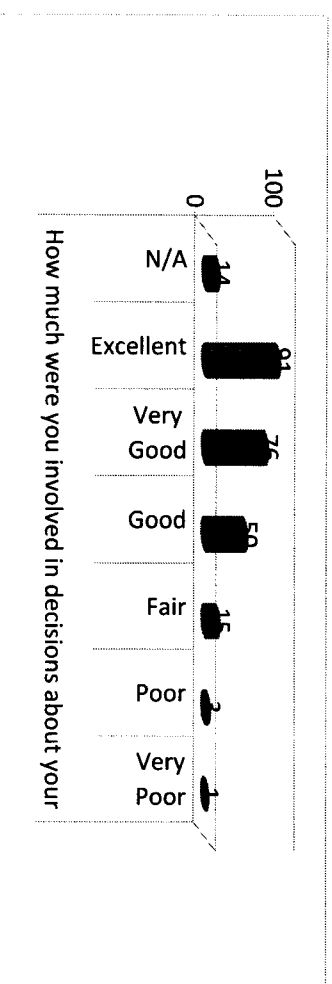
Question	Scoring	Responses
How well did the Doctor listen	N/A	1
	Excellent	112
	Very Good	72
	Good	51
	Fair	13
	Poor	0
	Very Poor	1
<b>Total</b>		<b>250</b>



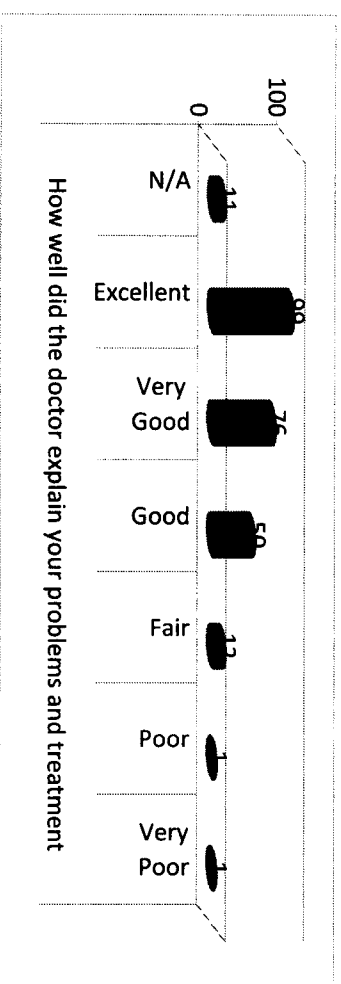
Question	Scoring	Responses
How well were you put at ease during physical	N/A	30
	Excellent	91
	Very Good	72
	Good	43
	Fair	12
	Poor	1
	Very Poor	1
<b>Total</b>		<b>250</b>



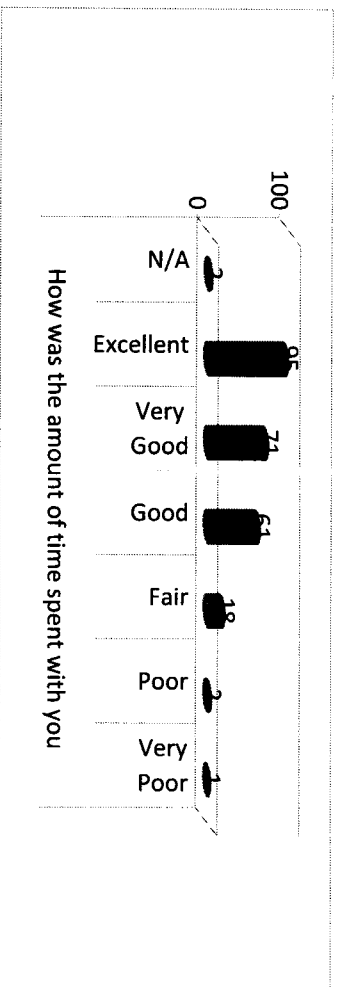
Question	Scoring	Responses
How much were you involved in decisions about your	N/A	14
	Excellent	91
	Very Good	76
	Good	50
	Fair	15
	Poor	3
	Very Poor	1
<b>Total</b>		<b>250</b>



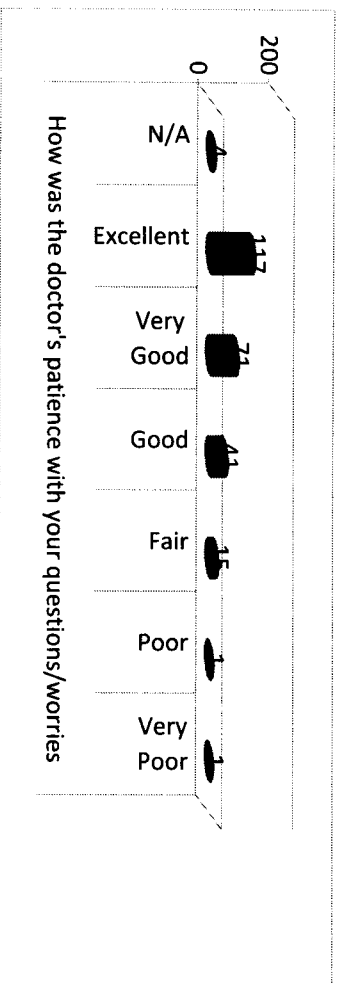
Question	Scoring	Responses
How well did the doctor explain your problems and treatment	N/A	11
	Excellent	99
	Very Good	76
	Good	50
	Fair	12
	Poor	1
	Very Poor	1
<b>Total</b>		<b>250</b>



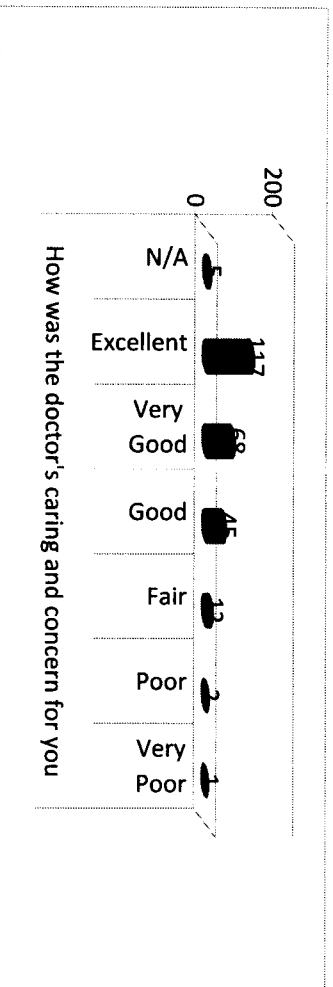
Question	Scoring	Responses
How was the amount of time spent	N/A	2
	Excellent	95
	Very Good	71
	Good	61
	Fair	18
	Poor	2
	Very Poor	1
<b>Total</b>		<b>250</b>



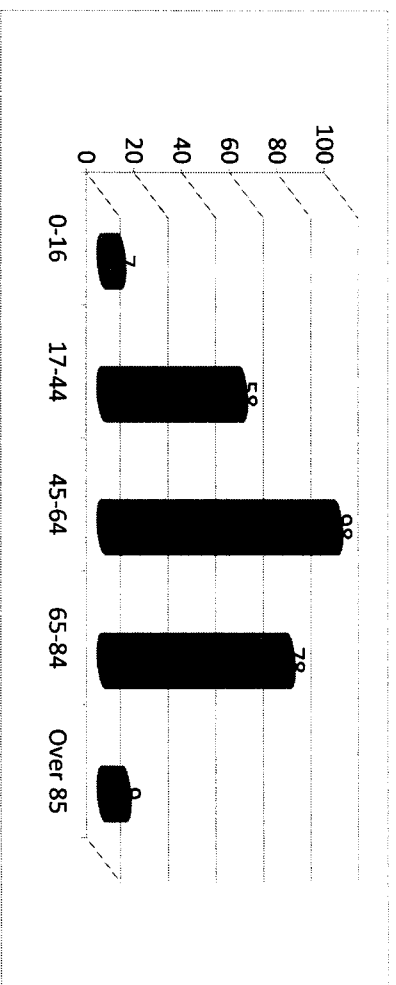
Question	Scoring	Responses
How was the doctor's patience with	N/A	4
	Excellent	117
	Very Good	71
	Good	41
	Fair	15
	Poor	1
	Very Poor	1
<b>Total</b>		<b>250</b>



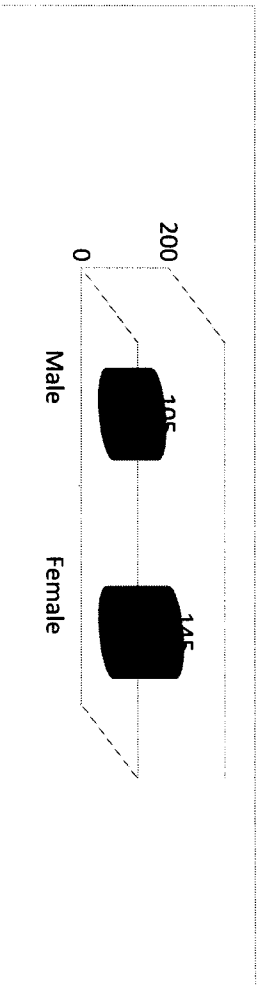
Question	Scoring	Responses
How was the doctor's caring and concern for you	N/A	5
	Excellent	117
	Very Good	68
	Good	45
	Fair	12
	Poor	2
	Very Poor	1
<b>Total</b>		<b>250</b>



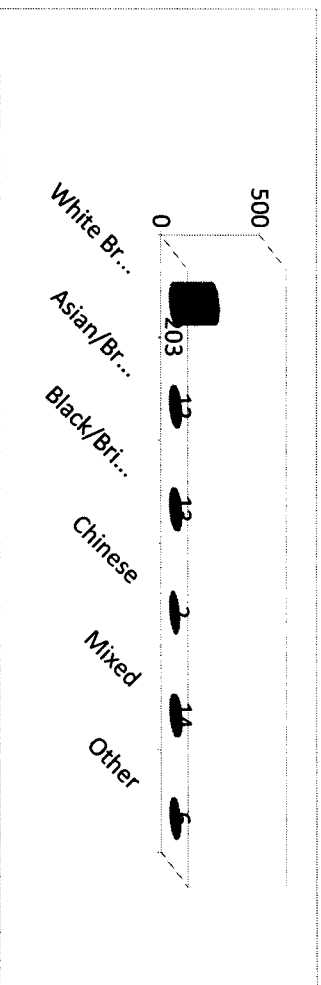
Number of Responses by Age, Gender, Ethnicity, Employment Status		Number of responses
AGE	0-16	7
	17-44	58
	45-64	98
	65-84	78
	Over 85	9



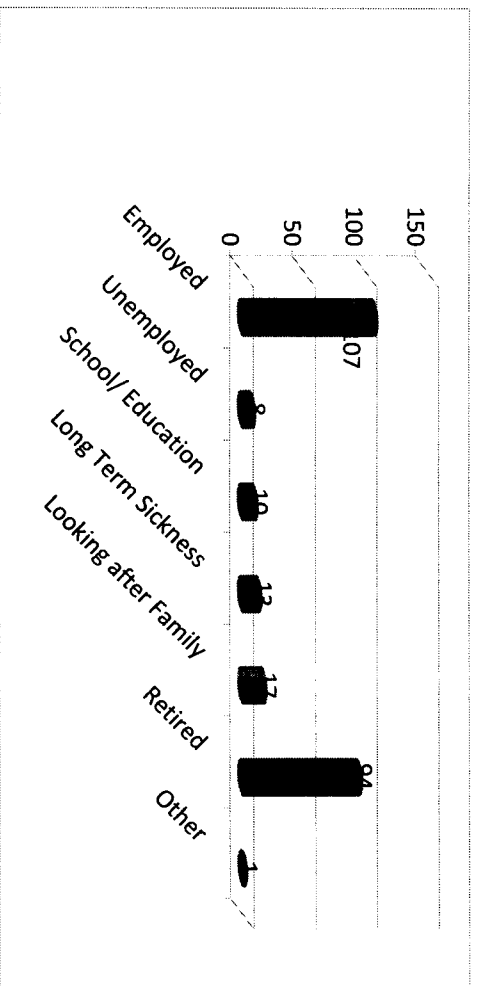
GENDER	Number of responses
Male	105
Female	145



ETHNICITY	Number of responses
White British	203
Asian/British	12
Black/British	13
Chinese	2
Mixed	14
Other	6



EMPLOYMENT STATUS	Count
Employed	107
Unemployed	8
School/ Education	10
Long Term Sickness	13
Looking after Family	17
Retired	94
Other	1





Good Comments Made	Improvements Suggested
<p>All Excellent</p> <p>Doctor takes time to follow up on me</p> <p>Always polite which makes it easier to talk to doctor even when embarrassing problem</p> <p>Doctors are always compassionate, helpful and give brilliant medical advice</p> <p>Good services provided by all members of staff</p> <p>Excellent surgery, always attentive and excellent reception staff as well</p> <p>Everyone involved in my care is very kind and understand my communication problems</p> <p>Just a huge thank you to all of you</p> <p>Dr. is very caring and attentive to my health needs.</p> <p>I would never change my doctor</p> <p>Nurses at the practice have always been very good.</p> <p>Excellent service, quick appts given when needed.</p> <p>Practice Nurses very sympathetic, kind and professional</p> <p>Staff have been particularly helpful during my husband's terminal illness</p> <p>Comfortable waiting area</p> <p>All of the team are very caring and listen to concerns voiced.</p> <p>The ladies on reception are always really helpful</p> <p>I am feeling very warm with all of the staff</p> <p>All is perfect, very kind, excellent</p> <p>All good - no complaints</p> <p>Medication seems to do what it is supposed to do</p> <p>Nurses are very caring and professional</p> <p>They always do their best</p> <p>Seen very quickly</p> <p>Very satisfied, good to have a survey like this</p> <p>Follow Up good</p> <p>I feel I have been well looked after over many years</p> <p>I feel at ease and able to express my concerns freely</p> <p>Keep up the good work you are an excellent team</p> <p>Good team of doctors, receptionists friendly and helpful</p> <p>Confident in the care over many years</p> <p>Although the surgery is very busy, staff still find time to be helpful</p> <p>Serious conditions are dealt with sensitively, with adequate time to discuss treatment and prognosis</p>	<p>Improvements Suggested</p> <p>Telephones should have flashing lights and not have ringing as reception is noisy</p> <p>Improve hours for appointments</p> <p>Appointment line is always engaged so more lines would be helpful</p> <p>Waiting times made shorter</p> <p>Longer surgery opening times, specifically for general appts</p> <p>Early morning opening and Saturday mornings</p> <p>Appt line opening hours</p> <p>Would be better to get appt within 2 days</p> <p>Longer appts, more availability</p> <p>Continuity of seeing same doctor is not possible without waiting a long period</p> <p>First appt of the day should start on time to avoid day running late</p> <p>Doctors vary with their attitude and patience</p> <p>I would like to see my GP sooner and would like longer with him</p> <p>Better awareness of diabetes and diabetic complications</p> <p>The name of the practice should be displayed</p> <p>Patient info, e.g. emergency Dentist, should be displayed on outer noticeboard</p> <p>Need more parking</p> <p>Surgery rather noisy, can phones be redirected elsewhere</p> <p>Can be 2 to 3 weeks to see specific doctor because of 2 sites</p> <p>A drop surgery one or twice a week would be good</p> <p>I would like to see one doctor all of the time but appt system does not allow this</p> <p>Reminders for annual check ups would be appreciated</p> <p>More doctors on duty on the same day</p> <p>More telephone times to make appts</p> <p>Refurbishment of the surgery</p> <p>Difficult to speak to the receptionists without person behind hearing</p> <p>Patients should be charged for non-arrival to their appts</p> <p>Two sites creates a longer wait for some doctors</p> <p>Requesting prescriptions on line would save trip to surgery</p>