

# OLD STATION SURGERY SURVEY REPORT

## 2014 SURVEY EVALUATION FORM

1. GENDER AND AGE BRACKET		18-25	26 – 40	41 – 60	60+	TOTAL
	Female	44	210	67	71	392
	Male	8	52	63	54	177
TOTAL NUMBER OF SURVEY FORMS COMPLETED	569			Female	Male	
				392	177	
		18-25	26-40	41-60	60+	
2. WHAT IS YOUR EMPLOYMENT STATUS?	Working	Female	37	117	41	3
		Male	13	31	53	3
	Not Working	Female	19	49	22	2
		Male	4	9	6	2
	Retired	Female	0	5	2	60
		Male	0	0	1	45
	Retired but doing some paid or unpaid work	Female	0	0	0	4
		Male	0	0	1	1
	In Education	Female	8	6	0	0
		Male	1	0	1	0
	Carer	Female	0	13	2	2
		Male	1	1	1	3

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3. HOW OFTEN DO YOU SEE YOUR PREFERRED GP?	Always or Nearly Always		48 hour release system gets me my preferred GP		I take any available appointment			
	198		16		210			
4. IF YOU ELECT NOT TO SEE A PARTICULAR DOCTOR IS THIS BECAUSE:	They are not your preferred Doctor		You want same sex Doctor		This would not happen I am happy to see any of our Doctors			
	198		41		339			
5. IN THE PAST YEAR HAVE YOU TRIED TO SEE ANY DOCTOR WITHIN TWO WORKING DAYS?	Yes I got an appointment		No I could not get an appointment		I have not tried			
	224		175		175			
6. PLEASE RATE STAFF ON a. Appointment Line b. General Enquiry Line c. Reception			Helpful		Could be more helpful			
	Appointment Line		427		58			
	General Enquiries Line		449		67			
	Reception		435		42			
7. How satisfied are you with Surgery opening hours?	Satisfied		Not Satisfied		For opening hours being extended		Don't know opening hours	
	360		10		68		5	
8. If opening hours could be extended what would be most helpful to you?	Earlier opening	Later closing	Sat am	All day Saturday	Sun a.m.		All day Sunday	
	35	124	9	77	27		27	

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9. Do you normally find it easy to get through to the Surgery within ten minutes?	Yes	No	By ringing back at less busy time	Call in to Surgery
	314	156	126	25
10. In the last 12 months have you or anyone close to you called the Emergency Ambulance Service or 111	Ambulance Service		111	Neither
	93		100	322
11. Were you satisfied with a. Response Time?  b. Quality of medical response?	Yes	No	Yes	No
	74	19	80	20
	Yes	No	Yes	No
	91	2	79	21
12. Is your care overseen by our Care Coordinator?	Yes		No	
	41		457	
Are you satisfied with the arrangements that have been put in place	Yes		No	
	40		1	

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13. When using the Triage Nurse were you satisfied with	Response Time?		Yes	No	Never Used	No Need	Didn't know about it	
			317	3	139	83	58	
	Quality of Medical Response		Yes			No		
			318			5		
14. What things does your Doctor <b>NOT</b> do well?	Give enough time	Listen to your concerns respectfully	Explain your treatment options	Involve you in medication discussions	Explain test results	Tell you to return if condition persists		
	44	31	48	53	61	47		
15. Do you have confidence and trust in your preferred Doctor?	Yes			I have confidence and trust in other GPs and would see them to get an earlier appointment				
	459			66				
16. When you saw another Doctor was he as good as your preferred Doctor?	Yes			No				
	310			132				
17. Thinking about Manor Pharmacy, how would you rate their service?	Excellent		Good		Could be improved			
	203		151		38			
18. What improvements would you like to see so far as Manor Pharmacy is concerned?	See separate sheet							

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19. If you have repeat prescriptions have you noticed dispensing times have increased over the past year	Yes	No	About the same	
	101	122	99	
20. How do you get your repeat prescriptions actioned?	By taking them into the Surgery	By taking them into the Chemist	Online	
	260	81	87	
21. Preferred method of contact by the Surgery	Letter	Phone	Online	Text message
	108	330	41	173
22. Do you use our hand sanitiser/s?	Yes	No	Not aware of them	
	189	66	139	
23. Do you use our blood pressure monitor?	Yes	No	Not aware of them	
	158	194	24	
24. Do you read notices on the PPG Noticeboard?	Yes	No	Not aware of them	
	253	109	20	
25. Do you know what the PPG does?	Yes		No	
	150		388	

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26. Would you like to attend a PPG Meeting	Yes		No		
	13		341		
27. Did you notice any improvements in the Surgery's performance since last year's Survey in terms of:-	Making appointments	Waiting time to get an appointment	Quality of your experience with doctors	Quality of your experience with nurses	About the same
	90	71	43	42	120
28. Would you recommend our Practice to others?	Definitely		Probably	Probably Not	Definitely not
	325		166	1	13
29. What things could the Practice do better?	See sheet attached				
30. Any other comments or suggestions	See sheet attached				