

Summary Report

Client: **Mansfield and Ashfield CCG**

Total Surveys: **183 of 196**

Surveys: **Sandy Lane Surgery: Patient Survey 2012**

Quarantined: **13**

Locations: **Sandy Lane Surgery**

Date Range: **12 Oct 2012 to 31 Oct 2012**

Time Range: **00:00 to 23:59**

		%	n
1	How helpful do you find the receptionists? (183)	Response Breakdown	
	Very good	59.02	108
	Good	32.24	59
	Fair	7.1	13
	Poor	1.64	3
2	Thinking of times when you want to see a particular doctor how quickly do you usually get seen? (183)	Response Breakdown	
	Same day	25.68	47
	Next day	9.29	17
	Within 1 week	40.44	74
	Longer	11.48	21
	Not Applicable	13.11	24
3	Thinking of times when you want to see a particular doctor are you satisfied with the time in which you are	Response Breakdown	
	Yes	81.76	130
	No	17.61	28
	Not applicable	0.63	1
4	Thinking of times when you need to see any doctor, how quickly do you usually get seen? (159)	Response Breakdown	
	Same day	75.47	120
	Next day	8.18	13
	Within 1 week	11.95	19
	Longer	1.89	3
	Not applicable	2.52	4
5	Thinking of times when you need to see any doctor, are you satisfied with the time in which you are seen?	Response Breakdown	
	Yes	84.36	151
	No	6.15	11
	Not applicable	9.5	17
6	Thinking of times when you need to see a practice nurse, how quickly do you usually get seen? (179)	Response Breakdown	
	Same day	16.76	30
	Next day	2.79	5
	Within 1 week	31.28	56
	Longer	10.61	19
	Not applicable	38.55	69
7	Thinking of times when you need to see a practice nurse, are you satisfied with the time in which you are	Response Breakdown	
	Yes	92.98	106
	No	7.02	8
8	How near to your allocated time for your appointments are you usually seen? (183)	Response Breakdown	
	Less than 10 minutes	36.07	66
	Within 30 minutes	42.08	77
	Longer	21.86	40
9	If there is an extended delay, are you kept informed? (183)	Response Breakdown	
	Yes	40.98	75
	No	59.02	108
10	How easy is it to get through to the surgery on the phone? (183)	Response Breakdown	
	Very easy	7.1	13
	Easy	30.05	55
	Difficult	33.33	61

	Very difficult	29.51	54
11	Have you used the telephone consultation process to speak to a doctor? (183)	Response Breakdown	
	Yes	8.2	15
	No	91.8	168
12	Was this useful? (15)	Response Breakdown	
	Yes	100	15
	No	0	0
13	Are you aware of booking appointments online via our website? (183)	Response Breakdown	
	Yes	59.02	108
	No	40.98	75
14	Who was the last doctor you saw at the surgery? (183)	Response Breakdown	
	Doctor Masud	44.81	82
	Doctor Aghel	24.59	45
	Doctor Qureshi	27.32	50
	Can't remember	1.09	2
	Not applicable	2.19	4
15	How good was the last doctor you saw at explaining tests and treatment? (179)	Response Breakdown	
	Very good	64.25	115
	Good	26.26	47
	Fair	7.82	14
	Poor	1.68	3
16	How good was the last doctor you saw at giving you enough time? (179)	Response Breakdown	
	Very good	58.1	104
	Good	34.08	61
	Fair	3.91	7
	Poor	3.91	7
17	How good was the last doctor you saw at asking about your symptoms? (179)	Response Breakdown	
	Very good	60.89	109
	Good	30.17	54
	Fair	6.7	12
	Poor	2.23	4
18	How good was the last doctor you saw at involving you in decisions about your care? (179)	Response Breakdown	
	Very good	46.37	83
	Good	41.34	74
	Fair	7.82	14
	Poor	4.47	8
19	How good was the last doctor you saw at taking your problems seriously? (179)	Response Breakdown	
	Very good	58.66	105
	Good	29.05	52
	Fair	6.7	12
	Poor	5.59	10
20	Did you have confidence and trust in the last doctor you saw? (179)	Response Breakdown	
	Yes	93.85	168
	No	6.15	11
21	Who was the last practice nurse you saw at the surgery? (183)	Response Breakdown	
	Elaine	19.67	36
	Fiona	12.02	22
	Cat	2.19	4
	Can't remember	16.94	31
	Not applicable	49.18	90
22	How good was the last practice nurse you saw at explaining tests and treatment? (93)	Response Breakdown	
	Very good	66.67	62
	Good	24.73	23
	Fair	7.53	7
	Poor	1.08	1

23	How good was the last practice nurse you saw at giving you enough time? (93)	Response Breakdown
	Very good	64.52 60
	Good	30.11 28
	Fair	4.3 4
	Poor	1.08 1
24	How good was the last practice nurse you saw at asking about your symptoms? (93)	Response Breakdown
	Very good	54.84 51
	Good	37.63 35
	Fair	5.38 5
	Poor	2.15 2
25	How good was the last practice nurse you saw at involving you in decisions about your care? (92)	Response Breakdown
	Very good	54.35 50
	Good	36.96 34
	Fair	7.61 7
	Poor	1.09 1
26	How good was the last practice nurse you saw at taking your problems seriously? (92)	Response Breakdown
	Very good	56.52 52
	Good	36.96 34
	Fair	4.35 4
	Poor	2.17 2
27	Did you have confidence and trust in the nurse you saw? (92)	Response Breakdown
	Yes	95.65 88
	No	4.35 4
28	Overall, how well do the doctors/nurses at the surgery help you to understand your health problems? (182)	Response Breakdown
	Very good	50 91
	Good	39.56 72
	Fair	9.34 17
	Poor	1.1 2
29	Overall how well do the doctors/nurses at the surgery help you to keep yourself healthy? (182)	Response Breakdown
	Very good	36.81 67
	Good	46.15 84
	Fair	12.09 22
	Poor	4.95 9
30	Do you feel you get directed to additional support services if you need them? (182)	Response Breakdown
	Yes	87.91 160
	No	12.09 22
31	How would you like information to be provided?	Response Breakdown
	Written information leaflets	61.94 153
	Support groups	15.38 38
	Other	22.67 56
32	What other suggestions do you have? (181)	Response Breakdown
	Free Format Text	34.81 63
	No Response	65.19 118
33	Would you recommend the surgery to someone new to the area? (182)	Response Breakdown
	Yes	91.21 166
	No	8.79 16
34	Have you ever complained to the surgery? (181)	Response Breakdown
	Yes	9.39 17
	No	90.61 164
35	If you use the surgery website, which of the following services do you use? (Tick as many as apply) (191)	Response Breakdown
	Clinics	4.19 8
	Latest news	3.66 7
	Self help information	2.62 5
	Contact details	3.66 7
	Other	0.52 1

		Not applicable	85.34	163
36	What else would you like to see on the website? (18)		Response Breakdown	
		Free Format Text	33.33	6
		No Response	66.67	12
37	What is your age group? (181)		Response Breakdown	
		16 or under	1.66	3
		17-25	8.29	15
		26-35	12.71	23
		36-45	13.26	24
		46-55	24.31	44
		56-65	14.36	26
		66-75	17.13	31
		76+	8.29	15
38	Do you have a long standing illness, disability or infirmity? (180)		Response Breakdown	
		Yes	48.89	88
		No	51.11	92
39	Are you a carer for anyone at home? (180)		Response Breakdown	
		Yes	16.67	30
		No	83.33	150
40	To which ethnic group do you belong? (180)		Response Breakdown	
		White	96.11	173
		Black	0	0
		Black British	0.56	1
		Asian	0	0
		Asian British	1.11	2
		Chinese	0	0
		Mixed	1.67	3
		Other ethnic group	0.56	1
41	How would you describe yourself? (180)		Response Breakdown	
		Employed	36.67	66
		Unemployed	9.44	17
		School/full-time education	2.78	5
		Unable to work due to long term sickness	7.78	14
		Looking after your home/family	12.78	23
		Retired	27.78	50
		Other	2.78	5
42	If you use the car park how easy is it for you to use? (180)		Response Breakdown	
		Very easy	27.78	50
		Easy	23.89	43
		Difficult	1.67	3
		Very difficult	0	0
		Not applicable	46.67	84
43	Are there enough disabled spaces? (96)		Response Breakdown	
		Yes	82.29	79
		No	17.71	17
44	How easy are they to use? (96)		Response Breakdown	
		Very easy	21.88	21
		Easy	22.92	22
		Difficult	1.04	1
		Very difficult	0	0
		Not applicable	54.17	52
45	How appropriate for your needs is the seating in the waiting room? (180)		Response Breakdown	
		Very good	24.44	44
		Good	57.22	103

Fair	13.33	24
Poor	5	9