

Survey Name:	<i>Sandy Lane Surgery Patient Survey 2013</i>
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Location:	<i>Sandy Lane Surgery</i>
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Date:	<i>2nd to 17th October 2013</i>
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Summary Report

Client: **NHS Mansfield & Ashfield CCG**

Total Surveys: **191 of 191**

Surveys: **Sandy Lane Surgery Patient Survey 2013(2)**

Locations: **Sandy Lane Surgery**

Date of Survey: **02 Oct 2013 to 17 Oct 2013**

Percentages are calculated after N/A's have been subtracted from the total number of responses in order to focus on the quantifiable results.

		% Rounded to nearest whole number	%	n
1	Are the receptionists helpful? (Sample 191)	Response Breakdown		
	Very good	79		151
	Good	17		32
	Fair	4		8
	Poor	0		0
	N/A [Not Applicable and Not Answered] from total number of replies			0
2	How quickly do you get to be seen by the Doctor? (Sample 180)	Response Breakdown		
	Same day	61		109
	Next day	14		25
	Within 1 week	17		31
	Longer	8		15
	N/A [Not Applicable and Not Answered] from total number of replies			11
3	How quickly do you get to be seen by the Nurse? (Sample 126)	Response Breakdown		
	Same Day	33		42
	Next Day	10		12
	Within 1 week	38		48
	Longer	19		24
	N/A [Not Applicable and Not Answered] from total number of replies			65
4	Are you satisfied with the length of time in which you are seen by the Doctor? (Sample 185)	Response Breakdown		
	Yes	89		165
	No	11		20
	N/A [Not Applicable and Not Answered] from total number of replies			6
5	Are you satisfied with the length of time in which you are seen by the Nurse? (Sample 154)	Response Breakdown		
	Yes	96		148
	No	4		6
	N/A [Not Applicable and Not Answered] from total number of replies			37
6	How near to the allocated time for your appointments are you usually seen by the Doctor? (Sample 185)	Response Breakdown		
	Within 10 minutes	33		61
	Within 30 minutes	50		92
	Longer	17		32
	[Not Applicable and Not Answered] from total number of replies			6
7	How near to the allocated time for your appointments are you usually seen by the Nurse? (Sample 137)	Response Breakdown		
	Within 10 minutes	88		121
	Within 30 minutes	11		15
	Longer	1		1
	N/A [Not Applicable and Not Answered] from total number of replies			54
8	Are you kept informed if there is an extended delay? (Sample 170)	Response Breakdown		
	Yes	59		101
	No	41		69
	N/A [Not Applicable and Not Answered] from total number of replies			21
9	How easy is it to get through to the surgery on the phone? (Sample 188)	Response Breakdown		
	Very easy	10		18
	Easy	39		73
	Difficult	40		75
	Very Difficult	12		22
	N/A [Not Applicable and Not Answered] from total number of replies			3

10	Have you used the telephone consultation process to speak to a Doctor? (Sample 188)	Response Breakdown		
	Yes		15	29
	No		85	158
	N/A [Not Applicable and Not Answered] from total number of replies			3
11	Would you consider using it? (Sample 174)	Response Breakdown		
	Yes		72	126
	No		27	47
	N/A [Not Applicable and Not Answered] from total number of replies			17
12	Do you have a mobile phone? (Sample 189)	Response Breakdown		
	Yes		81	153
	No		19	35
	N/A [Not Applicable and Not Answered] from total number of replies			2
13	Do we have your mobile number for sending appointment reminder messages? (Sample 185)	Response Breakdown		
	Yes		65	121
	No		34	63
	N/A [Not Applicable and Not Answered] from total number of replies			6
14	Do you have internet access? (Sample 185)	Response Breakdown		
	Yes		59	109
	No		41	75
	N/A [Not Applicable and Not Answered] from total number of replies			6
15	Are you aware that appointments can be booked online via our website? (Sample 185)	Response Breakdown		
	Yes		70	130
	No		29	54
	N/A [Not Applicable and Not Answered] from total number of replies			6
16	During your last consultation, how well did the Doctor explain tests and treatment? (Sample 190)	Response Breakdown		
	Very good		71	135
	Good		23	44
	Fair		4	8
	Poor		1	2
	N/A [Not Applicable and Not Answered] from total number of replies			1
17	During your last consultation, how well did the Nurse explain tests and treatment? (Sample 166)	Response Breakdown		
	Very good		80	132
	Good		17	28
	Fair		3	5
	Poor		0	0
	N/A [Not Applicable and Not Answered] from total number of replies			25
18	During your last consultation how was the Doctor at giving you sufficient time? (Sample 188)	Response Breakdown		
	Very good		65	123
	Good		29	54
	Fair		5	9
	Poor		1	1
	N/A [Not Applicable and Not Answered] from total number of replies			3
19	During your last consultation how was the Nurse at giving you sufficient time? (Sample 166)	Response Breakdown		
	Very good		73	121
	Good		23	38
	Fair		4	6
	Poor		0	0
	N/A [Not Applicable and Not Answered] from total number of replies			25
20	During your last consultation how was the Doctor at asking about your symptoms? (Sample 187)	Response Breakdown		
	Very good		68	128
	Good		22	42
	Fair		7	14
	Poor		1	2
	N/A [Not Applicable and Not Answered] from total number of replies			4
21	During your last consultation how was the Nurse at asking about your symptoms? (Sample 160)	Response Breakdown		
	Very good		78	125

	Good	18	29
	Fair	3	5
	Poor	0	0
	N/A [Not Applicable and Not Answered] from total number of replies		31
22	Did the Doctor involve you in decisions about your care? (Sample 187)	Response Breakdown	
	Very good	62	107
	Good	30	51
	Fair	6	11
	Poor	1	2
	N/A [Not Applicable and Not Answered] from total number of replies		19
23	Did the Nurse involve you in decisions about your care? (Sample 160)	Response Breakdown	
	Very good	68	101
	Good	28	42
	Fair	3	4
	Poor	0	0
	N/A [Not Applicable and Not Answered] from total number of replies		42
24	Did the Doctor take your problem seriously? (Sample 175)	Response Breakdown	
	Yes	92	161
	No	6	11
	N/A [Not Applicable and Not Answered] from total number of replies		16
25	Did the Nurse take problem seriously? (Sample 146)	Response Breakdown	
	Yes	96	140
	No	2	3
	N/A [Not Applicable and Not Answered] from total number of replies		45
26	Did you have confidence & trust in the Doctor you saw? (Sample 176)	Response Breakdown	
	Yes	94	166
	No	4	7
	N/A [Not Applicable and Not Answered] from total number of replies		15
27	Did you have confidence & trust in the Nurse you saw? (Sample 152)	Response Breakdown	
	Yes	98	149
	No	0	0
	N/A [Not Applicable and Not Answered] from total number of replies		39
28	How well does the surgery help you to understand your health problems? (Sample 179)	Response Breakdown	
	Very good	55	99
	Good	35	62
	Fair	6	11
	Poor	2	3
	N/A [Not Applicable and Not Answered] from total number of replies		12
29	How well does the surgery help you to keep yourself healthy? (Sample 179)	Response Breakdown	
	Very good	55	96
	Good	32	57
	Fair	10	18
	Poor	1	1
	N/A [Not Applicable and Not Answered] from total number of replies		15
30	Do you feel that you are directed to additional support services, if you need them? (Sample 170)	Response Breakdown	
	Yes	87	148
	No	11	18
	N/A [Not Applicable and Not Answered] from total number of replies		21
31	Would you recommend the surgery to someone new to the area? (Sample 178)	Response Breakdown	
	Yes	86	153
	No	12	21
	N/A [Not Applicable and Not Answered] from total number of replies		13
32	Have you ever needed to complain to the surgery? (Sample 179)	Response Breakdown	
	Yes	17	30
	No	81	145
	N/A [Not Applicable and Not Answered] from total number of replies		12

33	Are you aware of the surgery website? (Sample 170)	Response Breakdown		
	Yes		69	121
	No		29	50
	N/A [Not Applicable and Not Answered] from total number of replies			16
34	Are you? (Sample 175)	Response Breakdown		
	Male		41	72
	Female		57	99
	N/A [Not Applicable and Not Answered] from total number of replies			16
35	Are you a carer for anyone at home? (Sample 177)	Response Breakdown		
	Yes		15	27
	No		82	146
	N/A [Not Applicable and Not Answered] from total number of replies			14
36	If you use the car park, how easy is it for you to use? (Sample 135)	Response Breakdown		
	Very easy		50	67
	Easy		39	53
	Difficult		7	9
	Very difficult		1	2
	N/A [Not Applicable and Not Answered] from total number of replies			56
37	Are there enough disabled spaces? (Sample 115)	Response Breakdown		
	Yes		75	86
	No		22	25
	N/A [Not Applicable and Not Answered] from total number of replies			76
38	How appropriate for your needs is the seating provided in the waiting room? (Sample 178)	Response Breakdown		
	Very good		43	77
	Good		38	67
	Fair		10	17
	Poor		7	13
	N/A [Not Applicable and Not Answered] from total number of replies			13

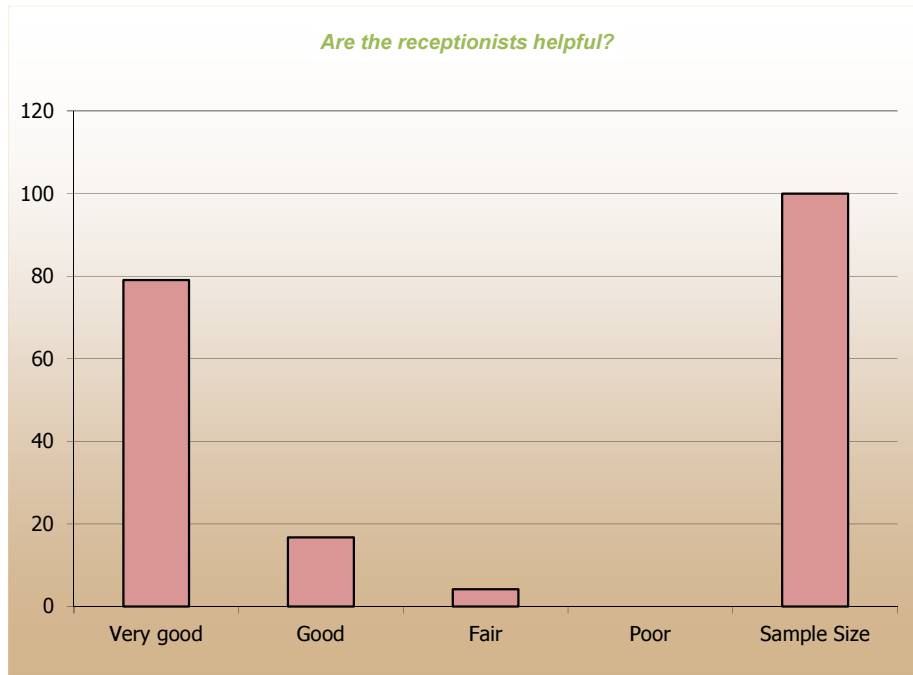
Open Ended Results

Sandy Lane Surgery Patient Survey 2013(2)

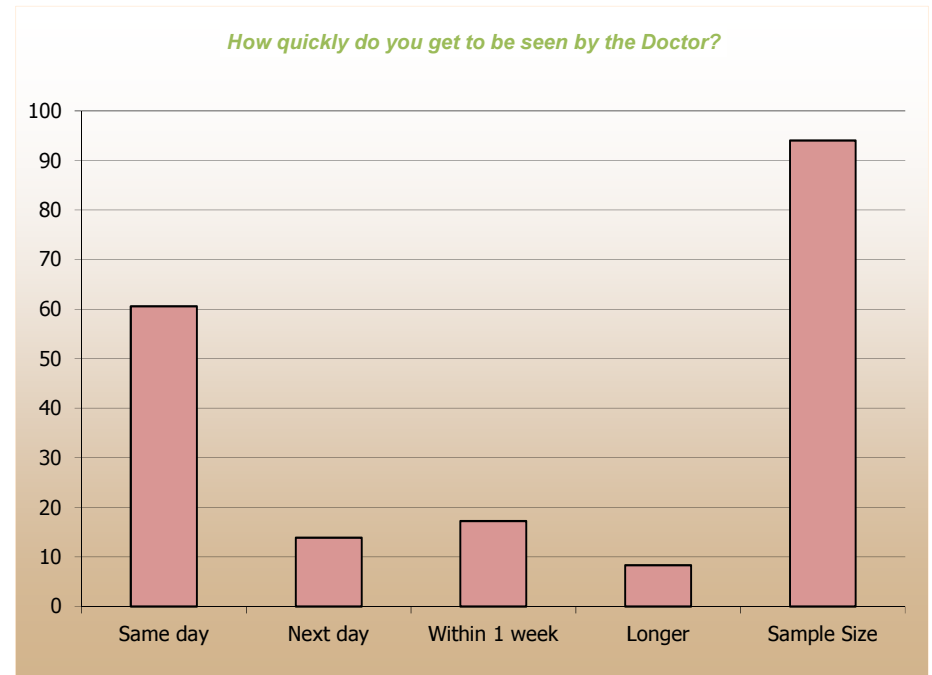
Sandy Lane Surgery

02 Oct 2013 to 17 Oct 2013

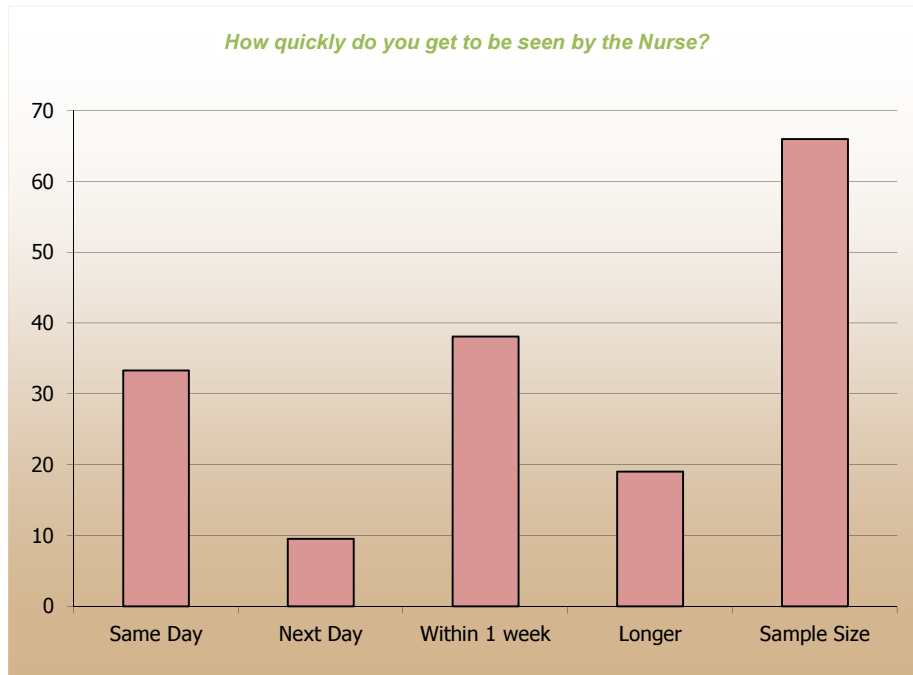
No Response Given: 191



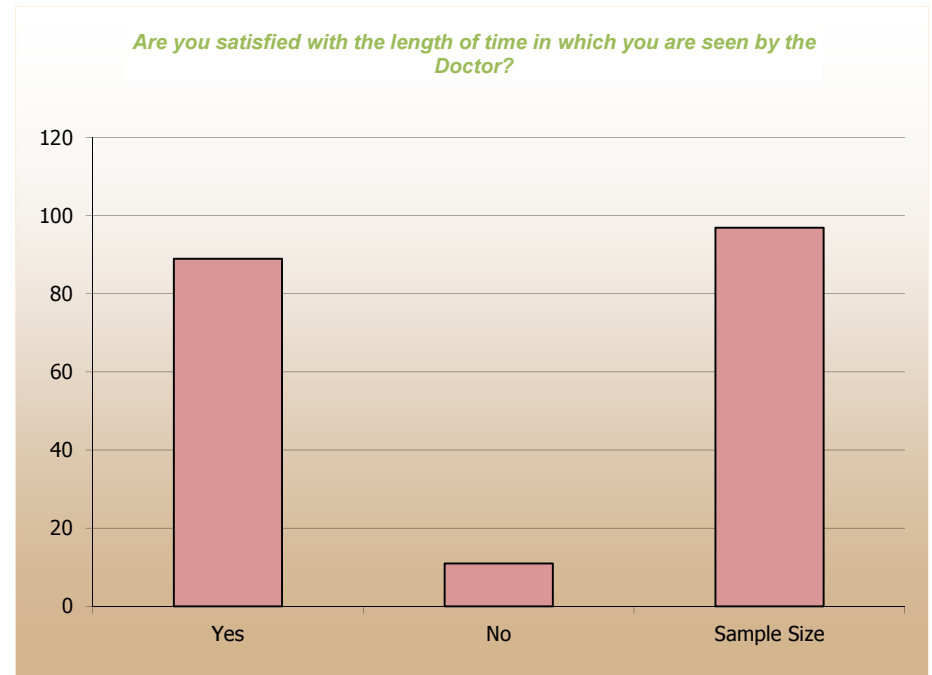
Question 1	Are the receptionists helpful?
Very good	79.06
Good	16.75
Fair	4.19
Poor	0
Sample Size	100



Question 2	How quickly do you get to be seen by the Doctor?
Same day	60.56
Next day	13.89
Within 1 week	17.22
Longer	8.33
Sample Size	94

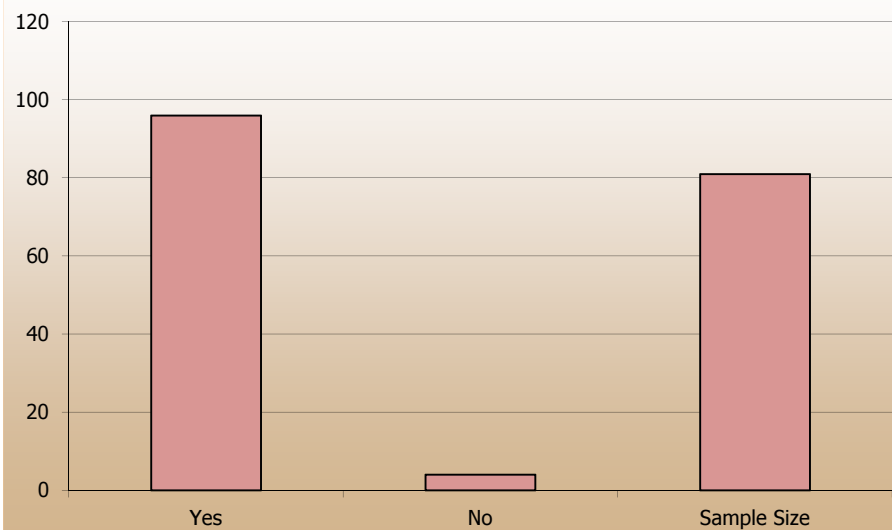


Question 3	How quickly do you get to be seen by the Nurse?
Same Day	33.33
Next Day	9.52
Within 1 week	38.1



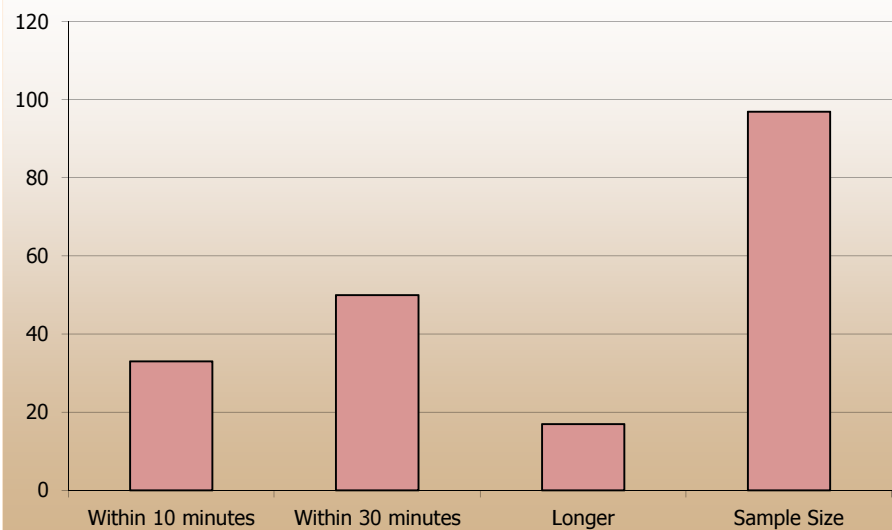
Question 4	Are you satisfied with the length of time in which you are seen by the Doctor?
Yes	89
No	11
Sample Size	97

Are you satisfied with the length of time in which you are seen by the Nurse?

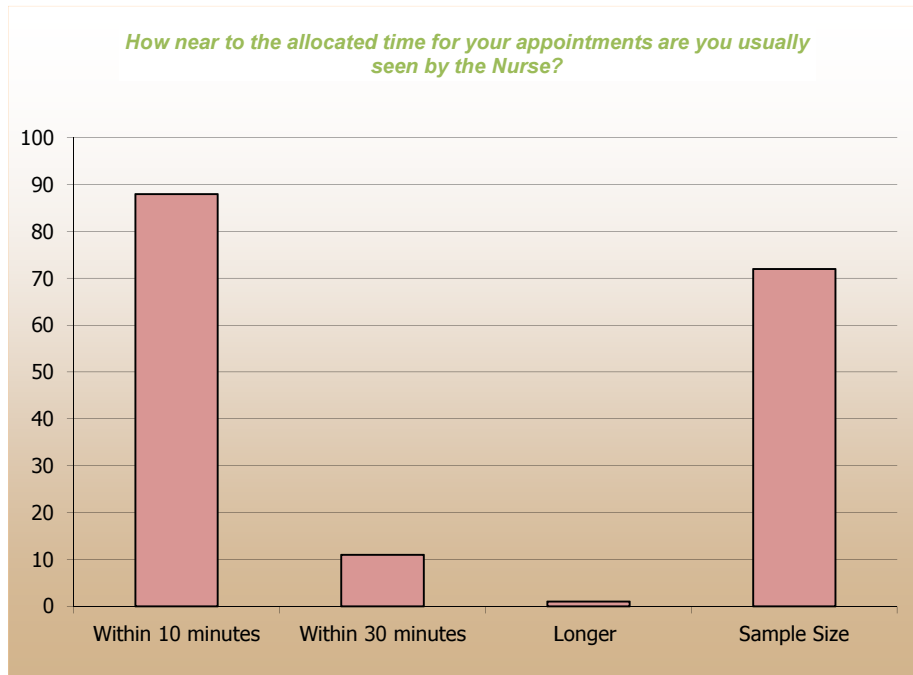


Question 5	Are you satisfied with the length of time in which you are seen by the Nurse?
Yes	96
No	4
Sample Size	81

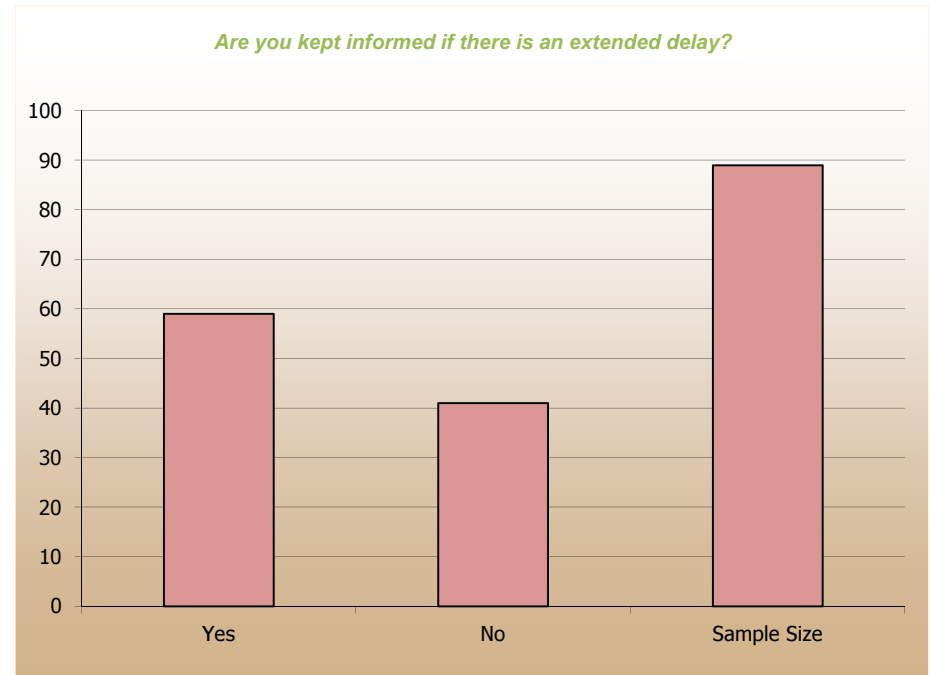
How near to the allocated time for your appointments are you usually seen by the Doctor?



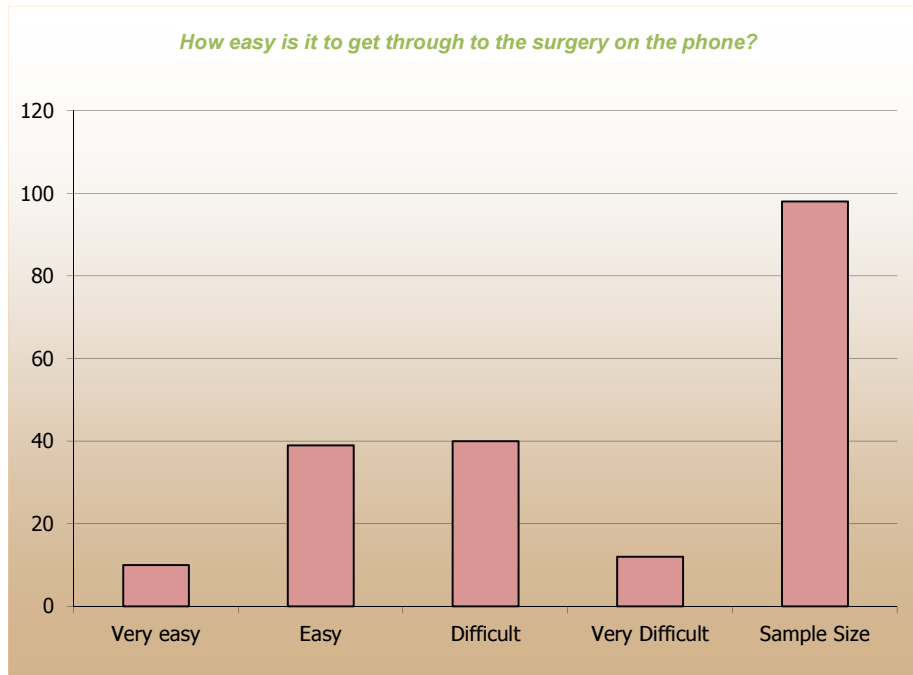
Question 6	How near to the allocated time for your appointments are you usually seen by the Doctor?
Within 10 minutes	33
Within 30 minutes	50
Longer	17
Sample Size	97



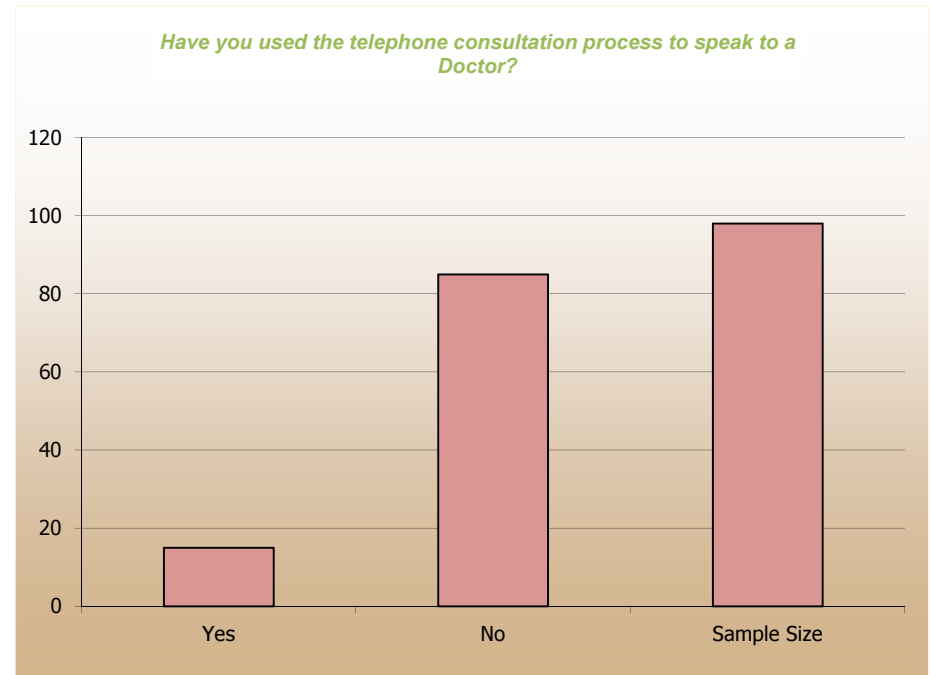
Question 7	How near to the allocated time for your appointments are you usually seen by the Nurse?
Within 10 minutes	88
Within 30 minutes	11
Longer	1



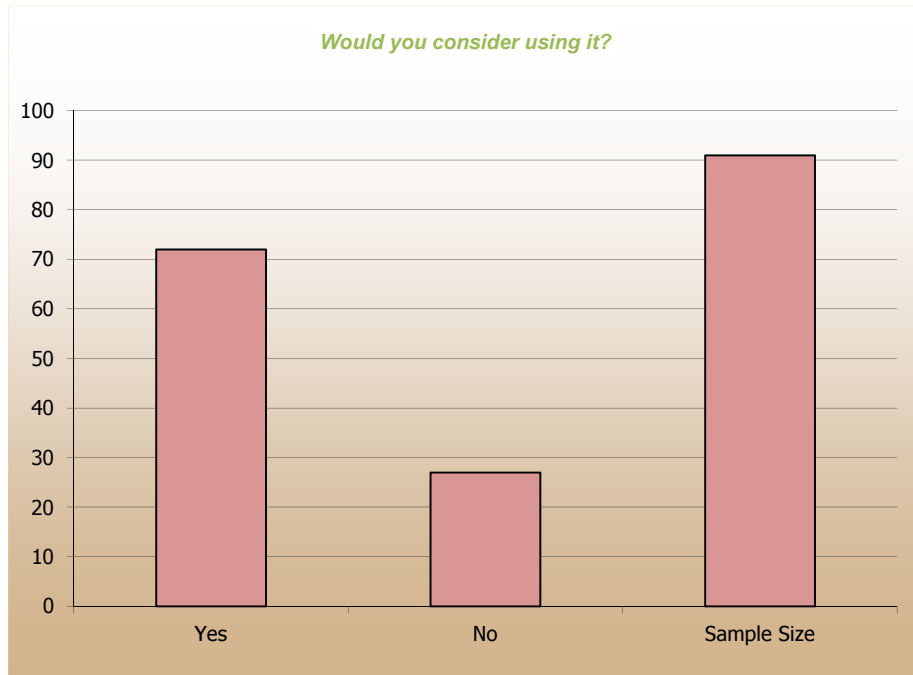
Question 8	Are you kept informed if there is an extended delay?
Yes	59
No	41
Sample Size	89



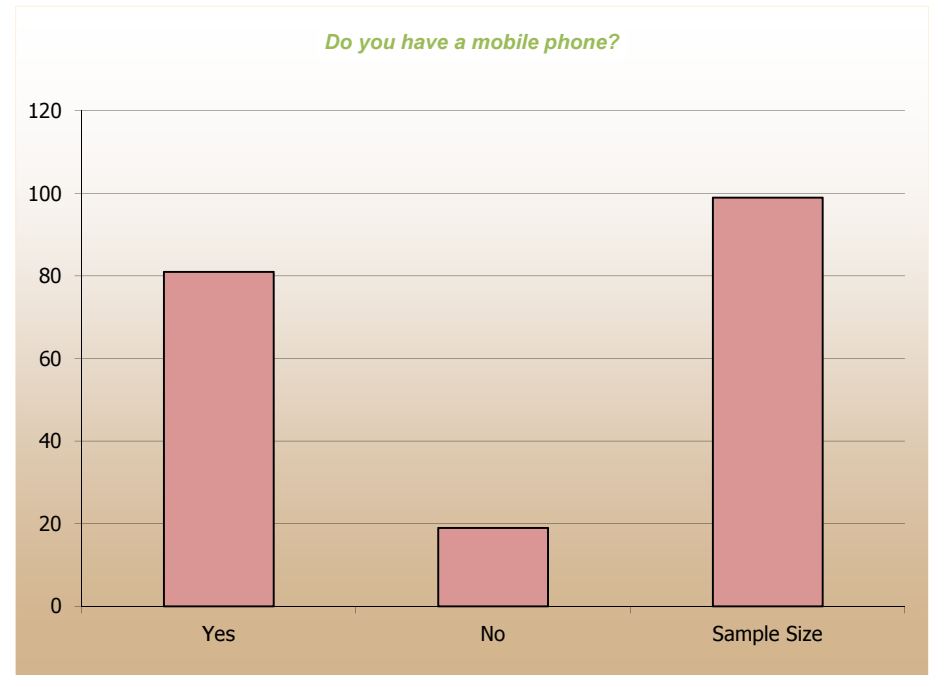
Question 9	How easy is it to get through to the surgery on the phone?
Very easy	10
Easy	39
Difficult	40



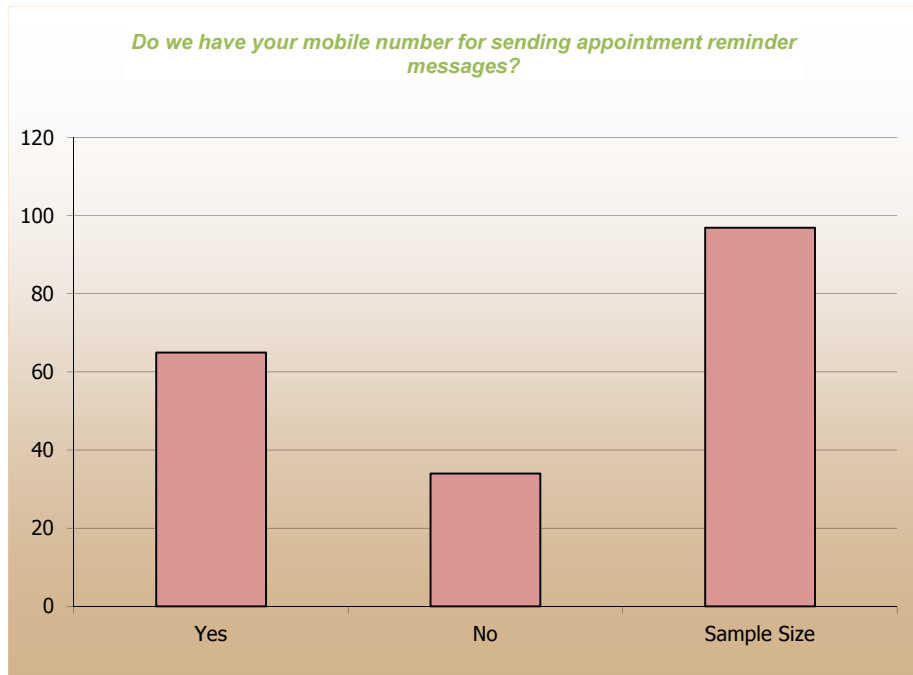
Question 10	Have you used the telephone consultation process to speak to a Doctor?
Yes	15
No	85
Sample Size	98



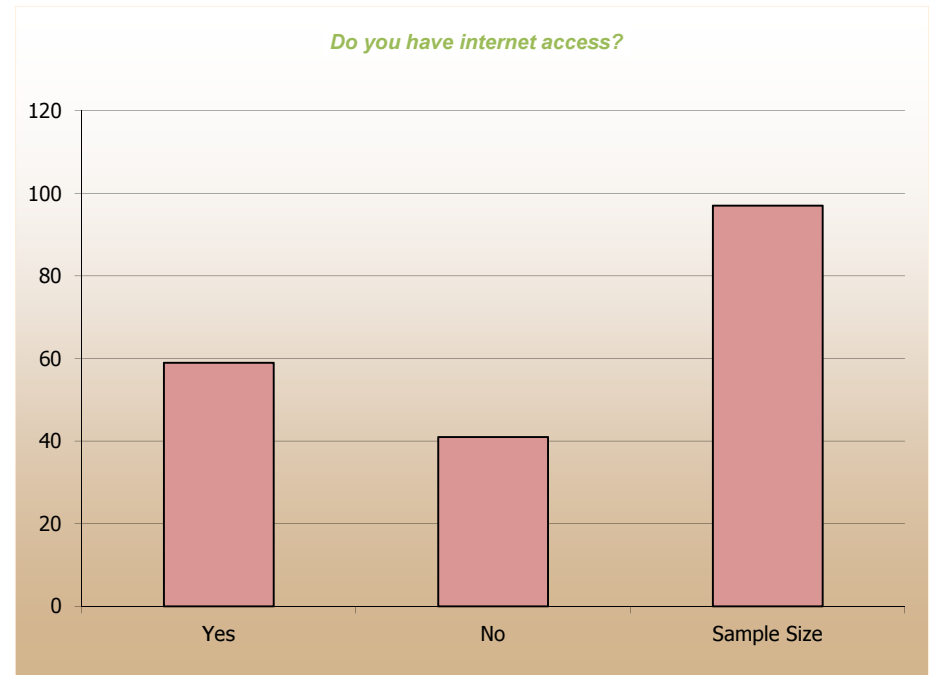
Question 11	Would you consider using it?
Yes	72
No	27
Sample Size	91



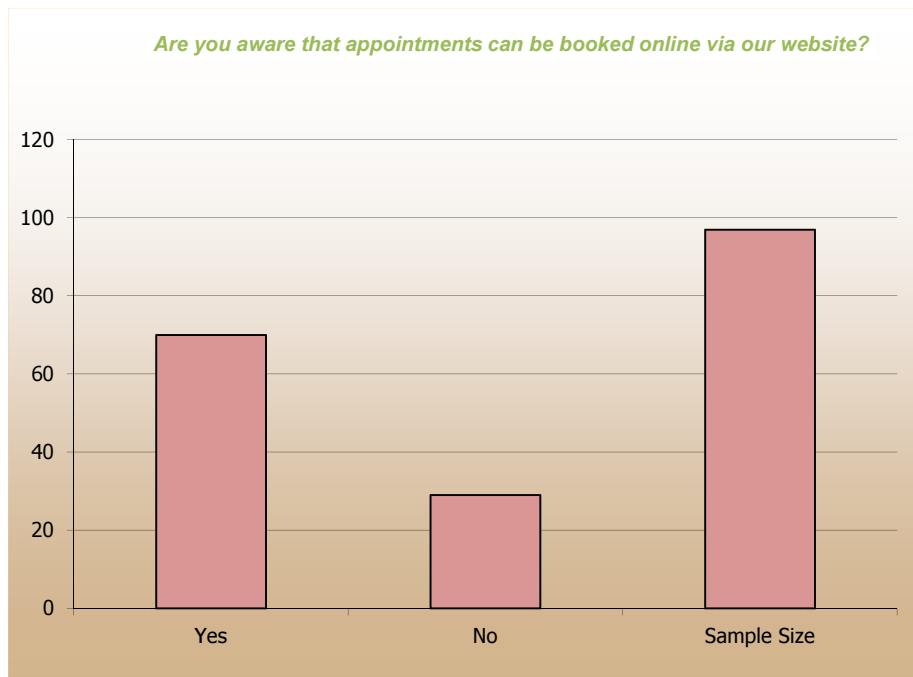
Question 12	Do you have a mobile phone?
Yes	81
No	19
Sample Size	99



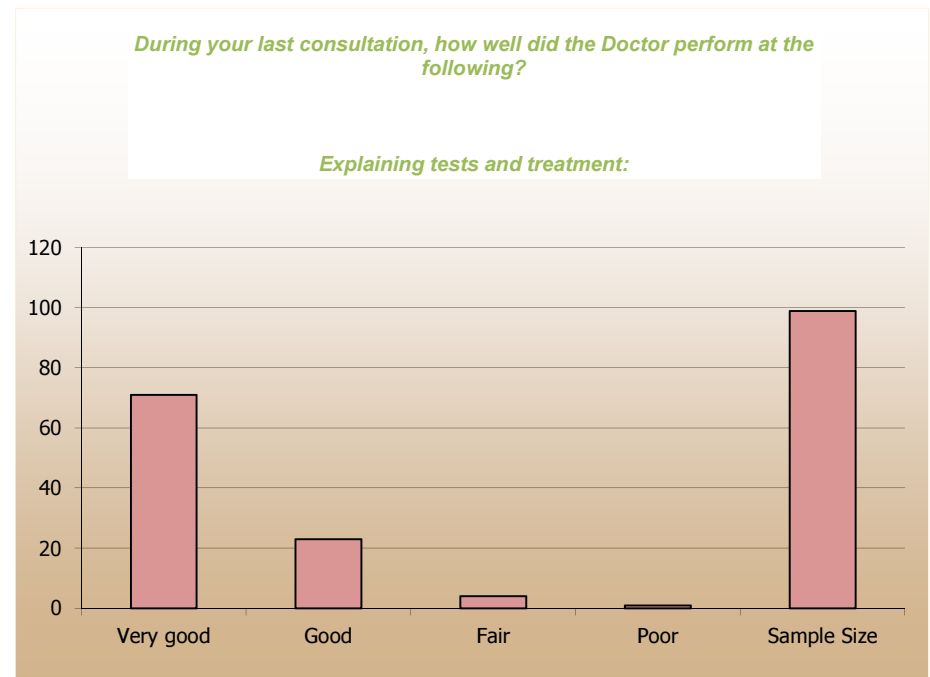
Question 13	Do we have your mobile number for sending appointment reminder messages?
Yes	65
No	34
Sample Size	97



Question 14	Do you have internet access?
Yes	59
No	41
Sample Size	97



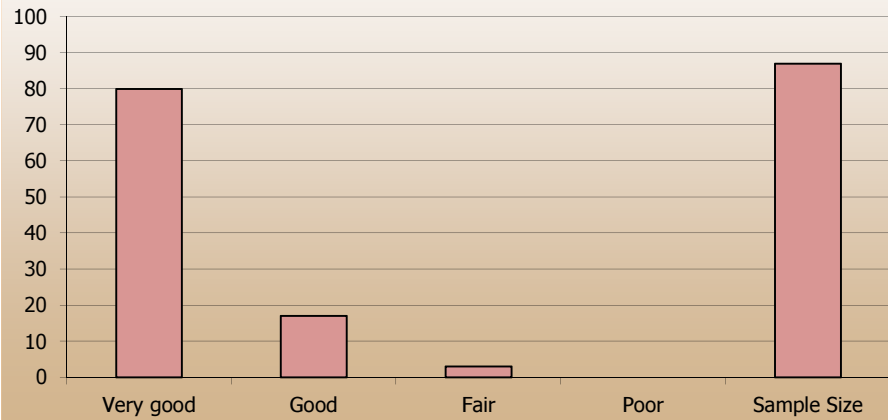
Question 15	Are you aware that appointments can be booked online via our website?
Yes	70
No	29
Sample Size	97



Question 16	During your last consultation, how well did the Doctor perform at the following?
	Explaining tests and treatment:
Very good	71
Good	23
Fair	4
Poor	1
Sample Size	99

During your last consultation, how well did the Nurse perform at the following?

Explaining tests and treatment:



Giving you sufficient time?

By the Doctor:

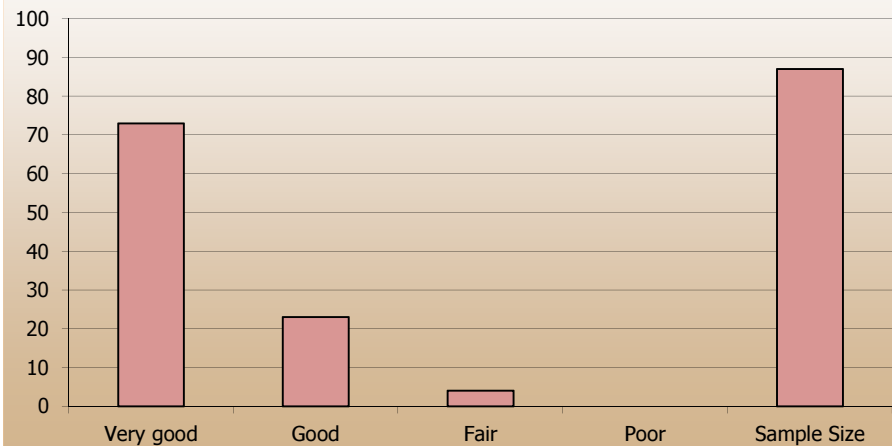


Question 17	During your last consultation, how well did the Nurse perform at the following?
	Explaining tests and treatment:
Very good	80
Good	17
Fair	3
Poor	0
Sample Size	87

Question 18	Giving you sufficient time?
	By the Doctor:
Very good	65
Good	29
Fair	5
Poor	1
Sample Size	98

Giving you sufficient time?

By the Nurse:



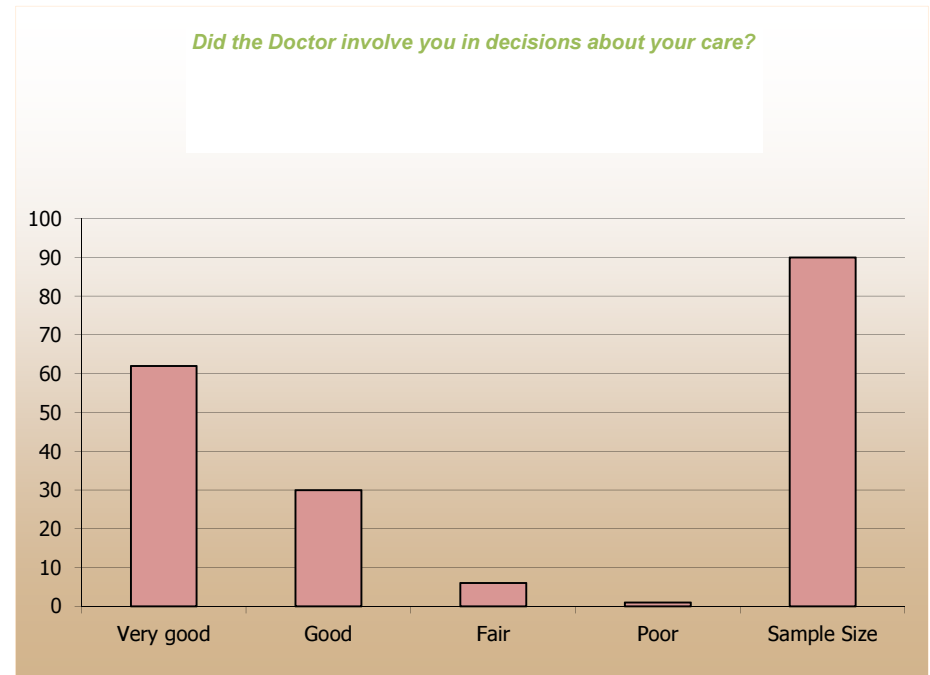
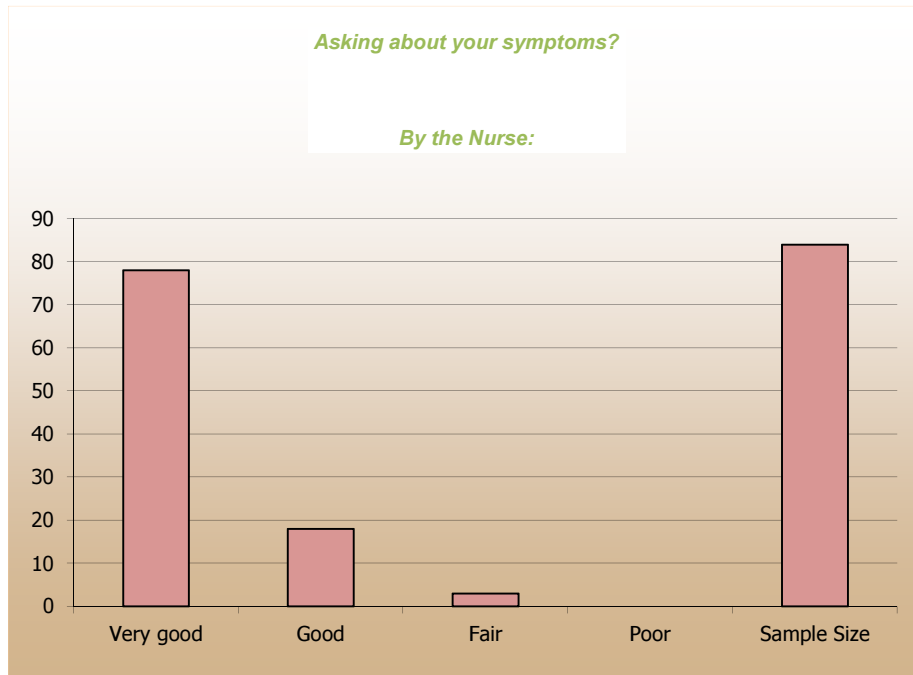
Question 19	Giving you sufficient time?
	By the Nurse:
Very good	73
Good	23
Fair	4
Poor	0
Sample Size	87

Asking about your symptoms?

By the Doctor:



Question 20	Asking about your symptoms?
	By the Doctor:
Very good	68
Good	22
Fair	7
Poor	1
Sample Size	98



Question 21	Asking about your symptoms? By the Nurse:
Very good	78
Good	18
Fair	3
Poor	0
Sample Size	84

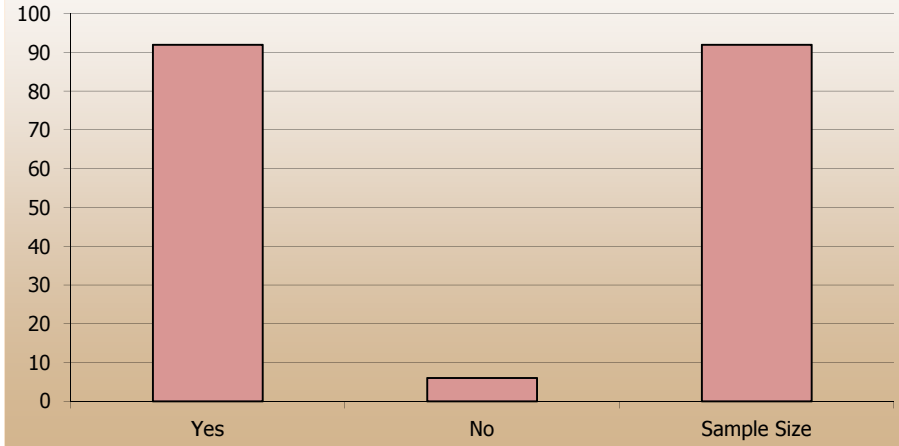
Question 22	Did the Doctor involve you in decisions about your care?
Very good	62
Good	30
Fair	6
Poor	1
Sample Size	90

Did the Nurse involve you in decisions about your care?



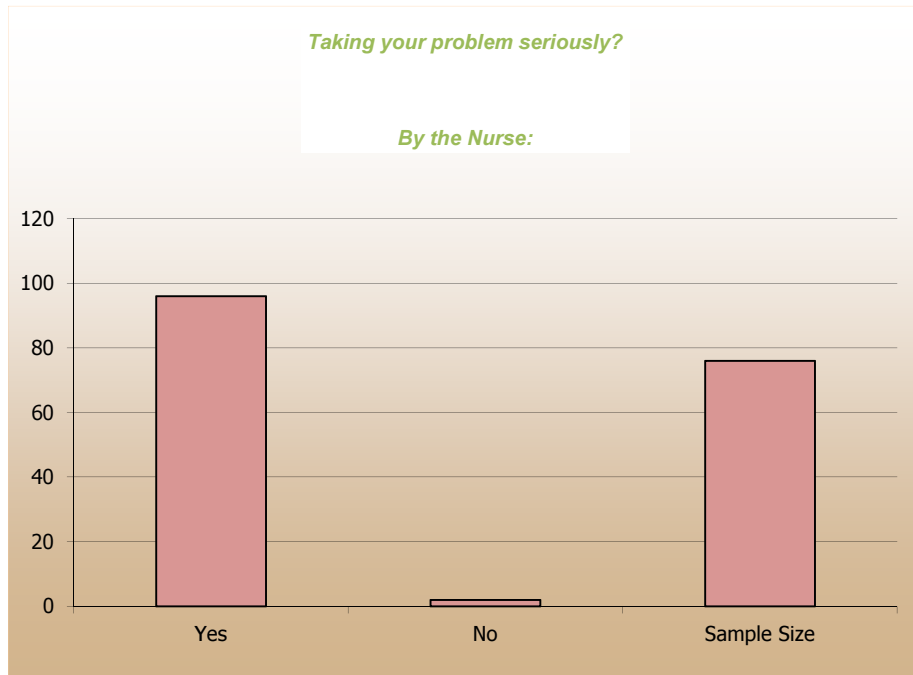
Taking your problem seriously?

By the Doctor:

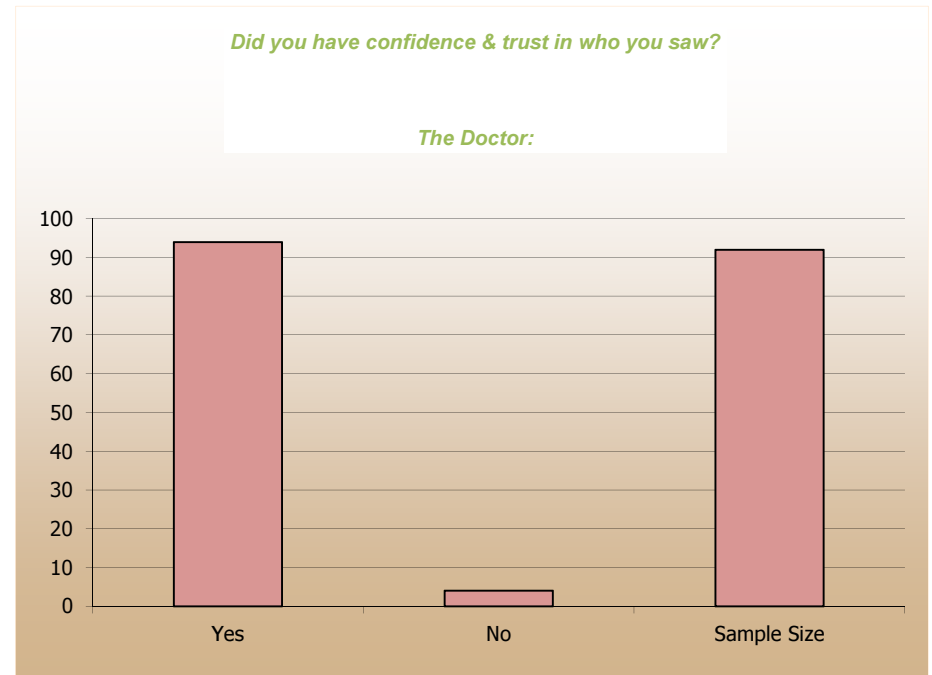


Question 23	Did the Nurse involve you in decisions about your care?
Very good	68
Good	28
Fair	3

Question 24	Taking your problem seriously? By the Doctor:
Yes	92
No	6
Sample Size	98



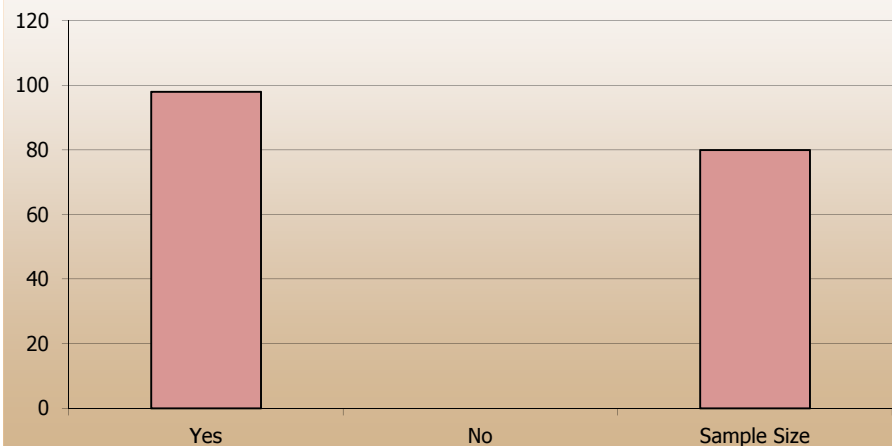
Question 25	Taking your problem seriously? By the Nurse:
Yes	96
No	2
Sample Size	76



Question 26	Did you have confidence & trust in who you saw? The Doctor:
Yes	94
No	4
Sample Size	92

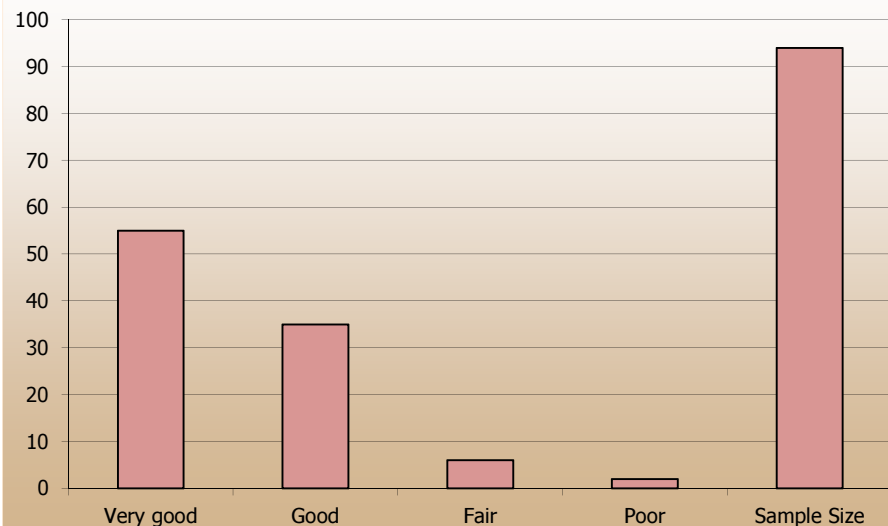
Did you have confidence & trust in who you saw?

The Nurse:

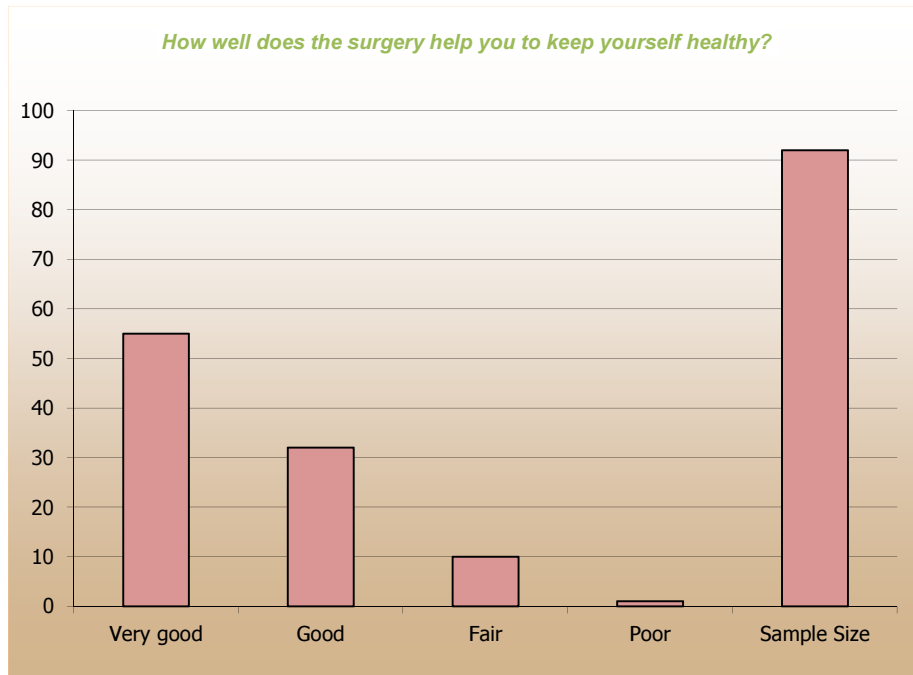


Question 27	Did you have confidence & trust in who you saw?
	The Nurse:
Yes	98
No	0
Sample Size	80

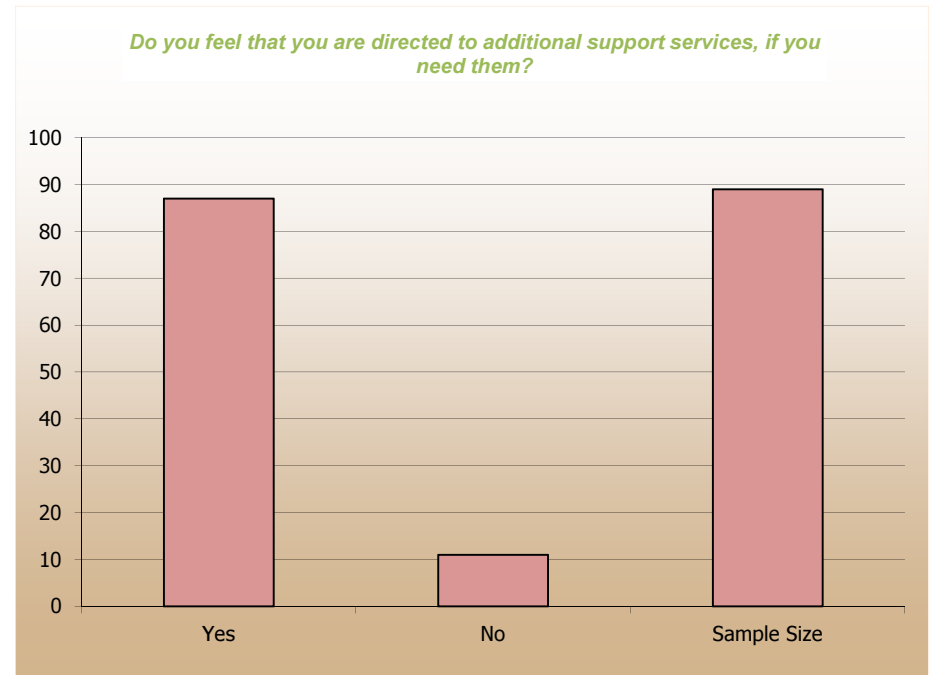
How well does the surgery help you to understand your health problems?



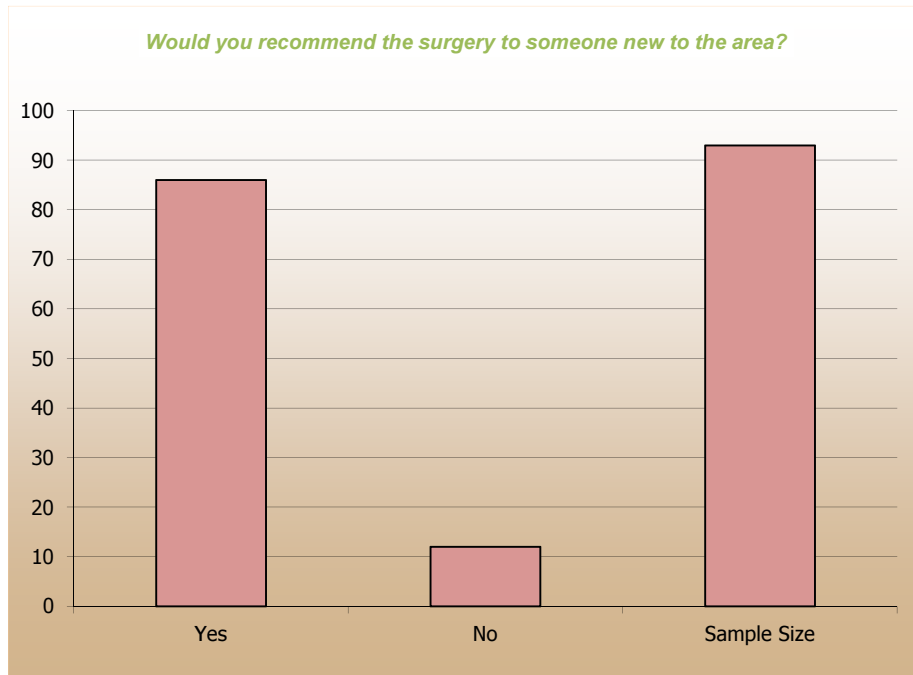
Question 28	How well does the surgery help you to understand your health problems?
Very good	55
Good	35
Fair	6
Poor	2
Sample Size	94



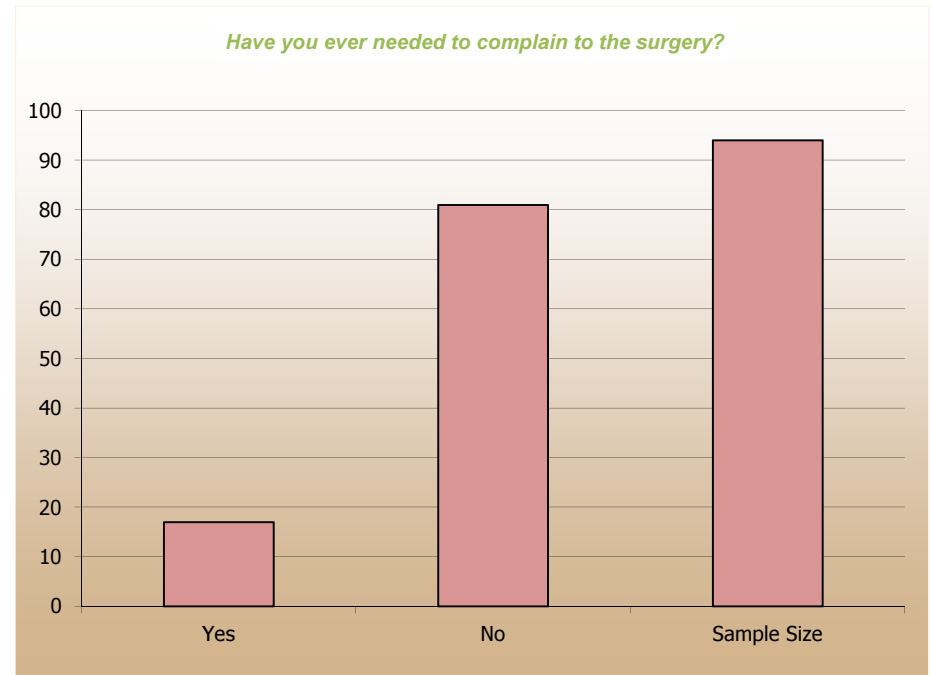
Question 29	How well does the surgery help you to keep yourself healthy?
Very good	55
Good	32
Fair	10



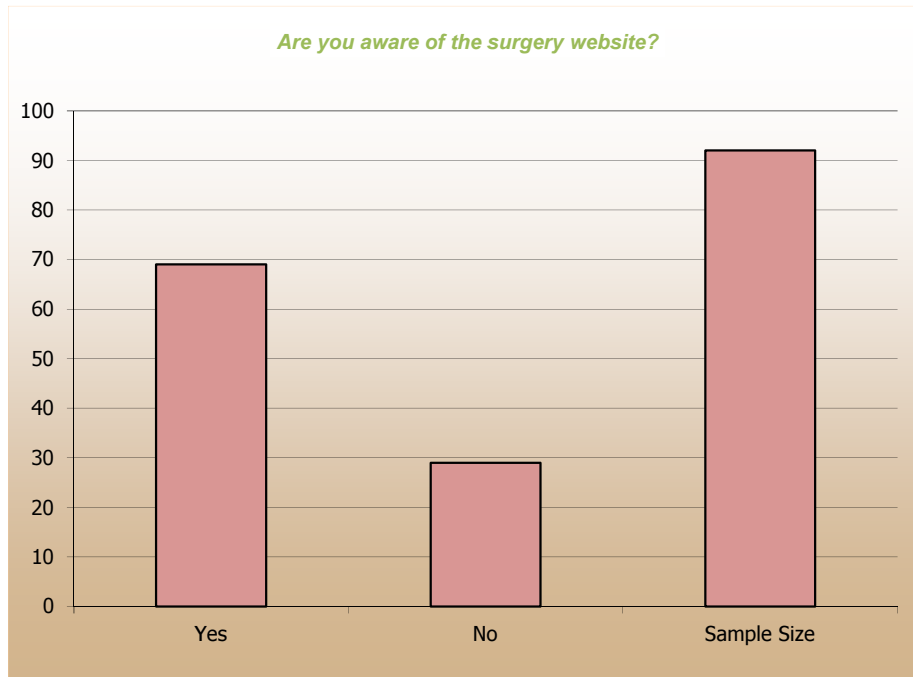
Question 30	Do you feel that you are directed to additional support services, if you need them?
Yes	87
No	11
Sample Size	89



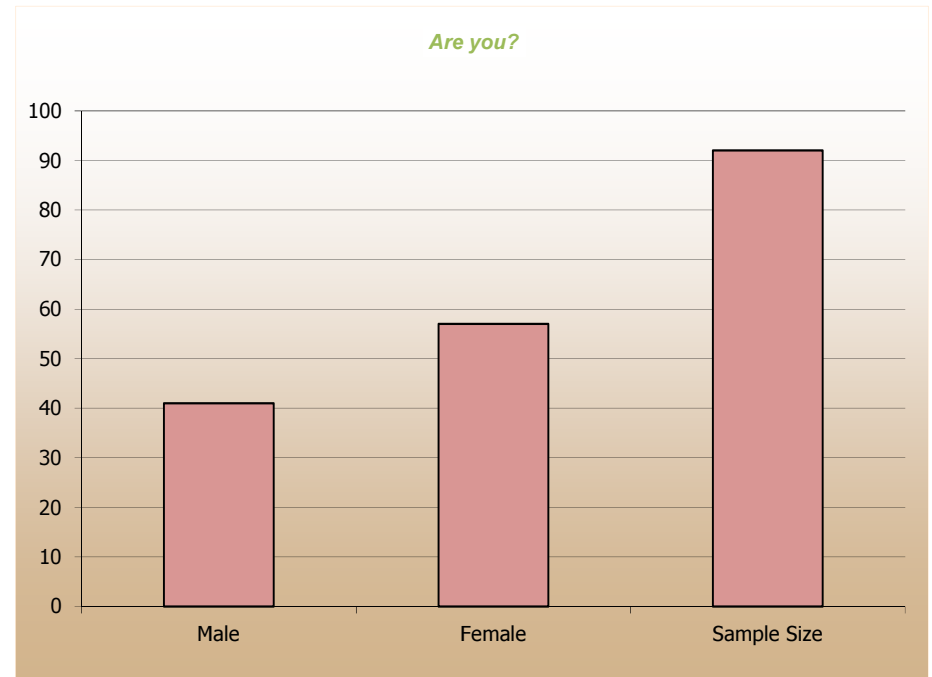
Question 31	Would you recommend the surgery to someone new to the area?	
Yes		86
No		12
Sample Size		93



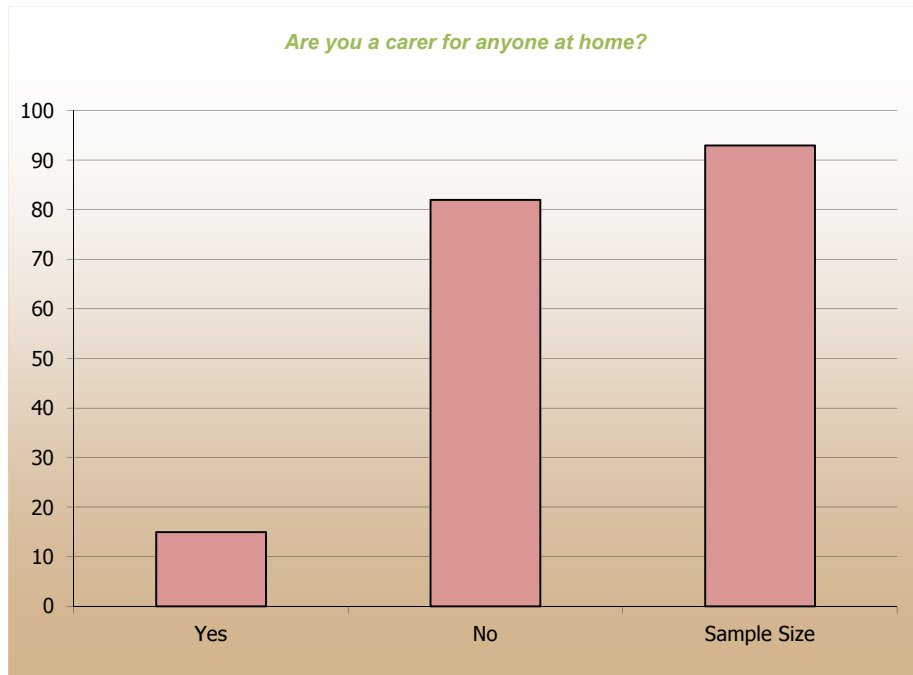
Question 32	Have you ever needed to complain to the surgery?	
Yes		17
No		81
Sample Size		94



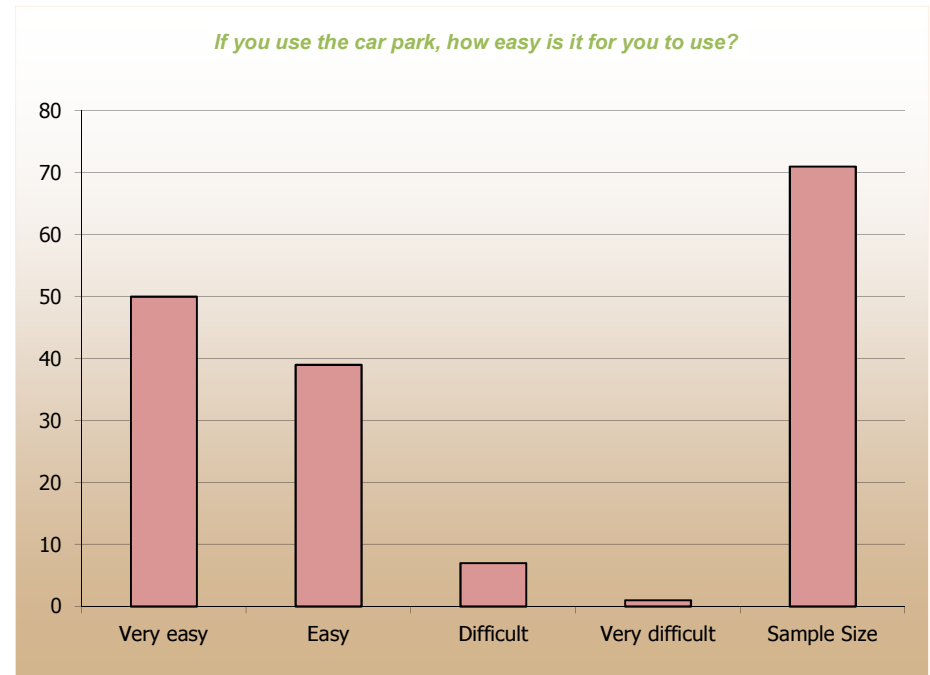
Question 33	Are you aware of the surgery website?
Yes	69
No	29
Sample Size	92



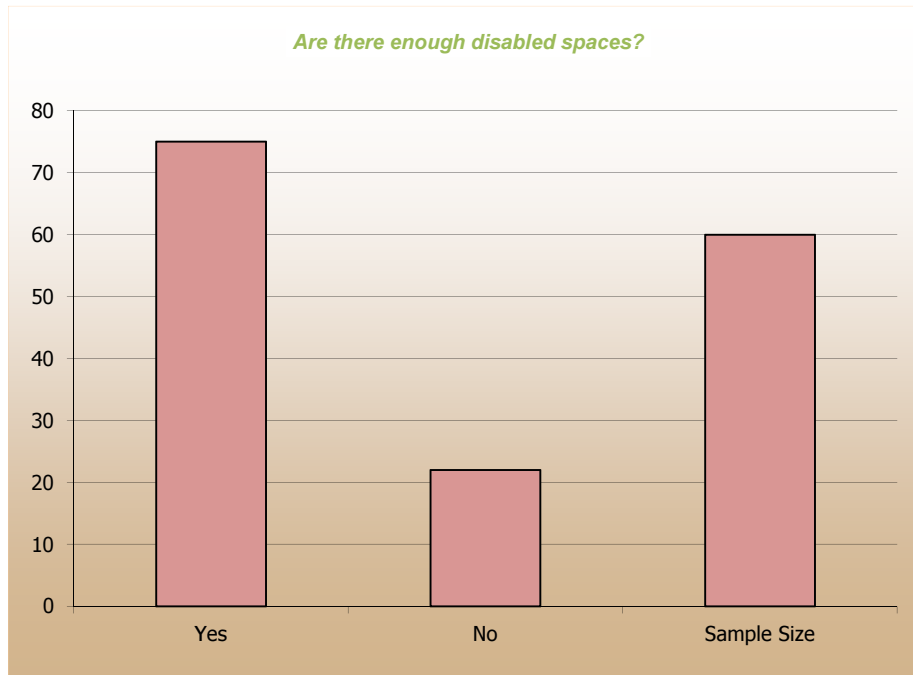
Question 34	Are you?
Male	41
Female	57
Sample Size	92



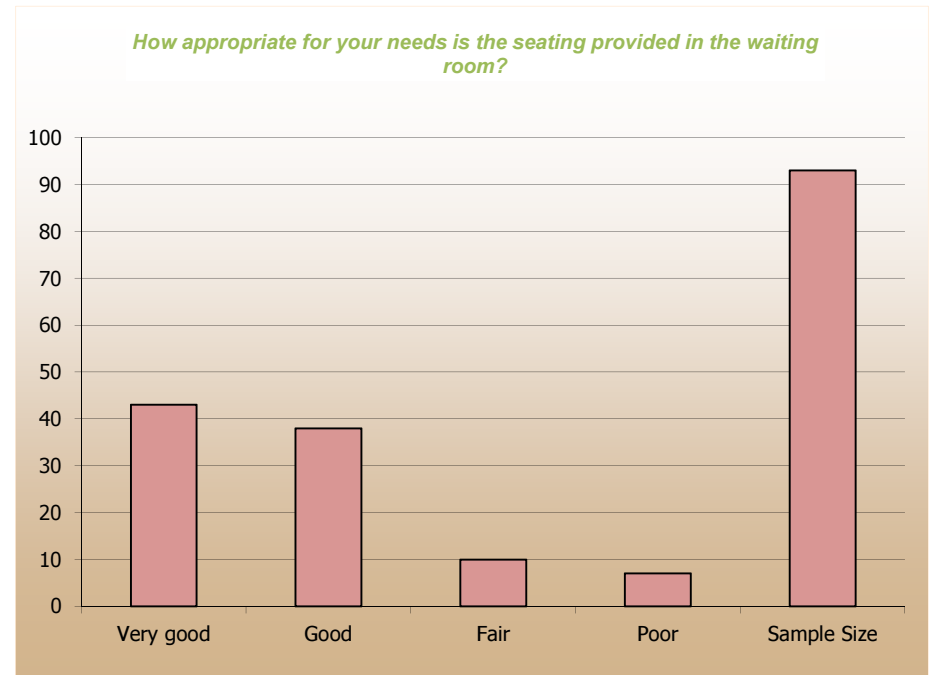
Question 35	Are you a carer for anyone at home?
Yes	15
No	82
Sample Size	93



Question 36	If you use the car park, how easy is it for you to use?
Very easy	50
Easy	39
Difficult	7
Very difficult	1
Sample Size	71



Question 37	Are there enough disabled spaces?
Yes	75
No	22
Sample Size	60



Question 38	How appropriate for your needs is the seating provided in the waiting room?
Very good	43
Good	38
Fair	10
Poor	7
Sample Size	93