

# Summary Report

Client: **Mansfield and Ashfield CCG**

Total Surveys: **209** of **212**

Surveys: **Sandy Lane Surgery**

Quarantined: **3**

Locations: **Sandy Lane Surgery**

Date Range: **30-Nov-2011 to 08-Dec-2011**

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

<b>1</b>	When did you last see a doctor at the GP surgery? (209)	<b>All Responses</b>
	In the past 3 months	63.6% 133
	Between 3 and 6 months ago	14.4% 30
	More than 6 months ago	21.5% 45
	I have never been seen at my present GP or health centre	0.5% 1
<b>2</b>	If you haven't seen a doctor in the past 6 months, why is that? (209)	<b>All Responses</b>
	I haven't needed to see a doctor	22.0% 46
	I couldn't be seen at a convenient time	0.5% 1
	I couldn't get to my appointment easily	3.8% 8
	I don't like or trust the doctors	0.5% 1
	Another reason	74.2% 155
<b>3</b>	How do you normally book your appointments to see a doctor or nurse at the surgery? (209)	<b>All Responses</b>
	In person	29.2% 61
	By phone	84.2% 176
	By fax	0.5% 1
	Online	0.0% 0
	Digital TV	0.0% 0
	Doesn't apply	0.5% 1
<b>4</b>	Which of the following methods would you prefer to use to book an appointment at the surgery? (209)	<b>All Responses</b>
	In person	35.4% 74
	By phone	74.2% 155
	By fax	0.0% 0
	Online	18.2% 38
	Digital TV	0.0% 0
	No preference	2.9% 6
<b>5</b>	In the past 6 months how easy have you found it to get through on the phone? (209)	<b>All Responses</b>
	Haven't tried	6.2% 13
	Very easy	16.3% 34
	Fairly easy	25.4% 53
	Not very easy	24.4% 51
	Not at all easy	26.3% 55
	Don't know	1.4% 3
<b>6</b>	In the past 6 months how easy have you found it to speak to a doctor on the phone? (209)	<b>All Responses</b>
	Haven't tried	67.0% 140
	Very easy	2.9% 6
	Fairly easy	3.3% 7
	Not very easy	3.8% 8
	Not at all easy	3.8% 8
	Don't know	19.1% 40
<b>7</b>	In the past 6 months how easy have you found it to speak to a nurse on the phone? (209)	<b>All Responses</b>
	Haven't tried	61.7% 129
	Very easy	6.7% 14
	Fairly easy	5.7% 12
	Not very easy	3.8% 8
	Not at all easy	3.8% 8
	Don't know	18.2% 38

# Summary Report

Client: **Mansfield and Ashfield CCG**

Total Surveys: **209** of **212**

Surveys: **Sandy Lane Surgery**

Quarantined: **3**

Locations: **Sandy Lane Surgery**

Date Range: **30-Nov-2011 to 08-Dec-2011**

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

<b>8</b>	In the past 6 months how easy have you found it to obtain test results by phone? (209)	<b>All Responses</b>
	Haven't tried	56.9% 119
	Very easy	9.6% 20
	Fairly easy	7.2% 15
	Not very easy	5.3% 11
	Not at all easy	5.7% 12
	Don't know	15.3% 32
<b>9</b>	In the past 6 months have you tried to see a doctor fairly quickly? (208)	<b>All Responses</b>
	Yes	64.9% 135
	No	27.9% 58
	Can't remember	7.2% 15
<b>10</b>	Thinking about the last time you tried to see a doctor fairly quickly - were you able to see a doctor on the same day or in the next two weekdays that the GP or health centre was open? (208)	<b>All Responses</b>
	Yes	77.4% 161
	No	13.0% 27
	Can't remember	9.6% 20
<b>11</b>	If you weren't able to be seen during the next 2 weekdays that the surgery was open, why was that? (208)	<b>All Responses</b>
	There weren't any appointments	20.7% 43
	Times offered didn't suit	4.3% 9
	Appointment with GP didn't want to see	5.8% 12
	A nurse was free but wanted to see Dr.	0.5% 1
	Was offered appointment at branch surgery	0.0% 0
	Another reason	14.9% 31
	Can't remember	53.8% 112
<b>12</b>	In the past 6 months have you tried to book ahead for an appointment with a doctor? (208)	<b>All Responses</b>
	Yes	50.5% 105
	No	42.8% 89
	Can't remember	6.7% 14
<b>13</b>	Last time you tried were you able to book an appointment with a doctor more than 2 weekdays in advance? (208)	<b>All Responses</b>
	Yes	53.4% 111
	No	24.0% 50
	Can't remember	22.6% 47
<b>14</b>	How easy do you find getting into the building at the surgery? (208)	<b>All Responses</b>
	Very easy	91.8% 191
	Fairly easy	7.2% 15
	Not very easy	0.0% 0
	Not at all easy	1.0% 2
<b>15</b>	How clean is the GP surgery (208)	<b>All Responses</b>
	Very clean	76.0% 158
	Fairly clean	23.1% 48
	Not very clean	0.0% 0
	Not at all clean	1.0% 2
	Don't know	0.0% 0
<b>16</b>	In the reception area, can other patients overhear what you say to the receptionist? (206)	<b>All Responses</b>
	Yes, but don't mind	74.8% 154
	Yes and am not happy about it	17.5% 36
	No, other patients can't overhear	2.4% 5
	Don't know	5.3% 11

# Summary Report

Client: **Mansfield and Ashfield CCG**

Total Surveys: **209** of **212**

Surveys: **Sandy Lane Surgery**

Quarantined: **3**

Locations: **Sandy Lane Surgery**

Date Range: **30-Nov-2011 to 08-Dec-2011**

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

<b>17</b>	How helpful do you find the receptionists at the surgery? (206)	<b>All Responses</b>
	Very	65.0% 134
	Fairly	30.6% 63
	Not very	3.4% 7
	Not at all	1.0% 2
<b>18</b>	How long after your appointment time do you normally wait to be seen? (206)	<b>All Responses</b>
	Don't normally have appointments at a specific time	4.4% 9
	I am normally seen on time	10.7% 22
	Less than 5 minutes	4.9% 10
	5 to 15 minutes	27.2% 56
	15 to 30 minutes	28.2% 58
	More than 30 minutes	17.5% 36
	Can't remember	7.3% 15
<b>19</b>	How do you feel about how long you normally have to wait? (206)	<b>All Responses</b>
	Don't normally have to wait long	47.6% 98
	I have to wait a bit too long	30.6% 63
	I have to wait far too long	13.1% 27
	No opinion/doesn't apply	8.7% 18
<b>20</b>	Is there a particular doctor you prefer to see at the surgery? (206)	<b>All Responses</b>
	Yes	69.4% 143
	No	30.6% 63
	There is usually only one doctor at my surgery	0.0% 0
<b>21</b>	How often do you see the doctor you prefer? (206)	<b>All Responses</b>
	Always or most of the time	64.6% 133
	A lot of the time	15.5% 32
	Some of the time	16.0% 33
	Never or almost never	1.0% 2
	Not tried at this surgery	2.9% 6
<b>22</b>	How satisfied are you with the opening hours at the surgery? (206)	<b>All Responses</b>
	Very	60.2% 124
	Fairly	29.6% 61
	Neither satisfied or dissatisfied	6.3% 13
	Quite dissatisfied	0.5% 1
	Very dissatisfied	0.0% 0
	Don't know opening hours	3.4% 7
<b>23</b>	Would you like to see the surgery open at additional times? (206)	<b>All Responses</b>
	Yes	41.7% 86
	No	58.3% 120
<b>24</b>	As far as you know is the surgery open ... (206)	<b>All Responses</b>
	before 8 am	41.7% 86
	at lunchtime	50.0% 103
	after 6 30 pm	40.8% 84
	on Saturday	34.5% 71
	on Sunday	4.4% 9
<b>25</b>	The last time you saw a doctor at the surgery how good was the doctor at giving you enough time? (205)	<b>All Responses</b>
	Very good	55.1% 113
	Good	33.2% 68
	Neither good nor bad	3.9% 8
	Poor	1.5% 3
	Very poor	0.0% 0
	Doesn't apply	6.3% 13

# Summary Report

Client: **Mansfield and Ashfield CCG**

Total Surveys: **209** of **212**

Surveys: **Sandy Lane Surgery**

Quarantined: **3**

Locations: **Sandy Lane Surgery**

Date Range: **30-Nov-2011 to 08-Dec-2011**

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

<b>26</b>	The last time you saw a doctor how good was the doctor at asking about your symptoms? (205)	<b>All Responses</b>
	Very good	50.7% 104
	Good	34.1% 70
	Neither good nor bad	4.4% 9
	Poor	2.4% 5
	Very poor	0.5% 1
	Doesn't apply	7.8% 16
<b>27</b>	The last time you saw a doctor at the surgery how good was the doctor at listening? (205)	<b>All Responses</b>
	Very good	52.7% 108
	Good	29.8% 61
	Neither good nor bad	6.3% 13
	Poor	2.4% 5
	Very poor	0.5% 1
	Doesn't apply	8.3% 17
<b>28</b>	The last time you saw a doctor at the surgery how good was the doctor at explaining tests and treatments? (205)	<b>All Responses</b>
	Very good	44.9% 92
	Good	28.8% 59
	Neither good nor bad	9.8% 20
	Poor	1.5% 3
	Very poor	1.0% 2
	Doesn't apply	14.1% 29
<b>29</b>	The last time you saw a doctor at the surgery how good was the doctor at involving you in decisions about your care? (204)	<b>All Responses</b>
	Very good	41.2% 84
	Good	26.5% 54
	Neither good nor bad	11.3% 23
	Poor	2.5% 5
	Very poor	0.5% 1
	Doesn't apply	18.1% 37
<b>30</b>	The last time you saw a doctor at the surgery how good was the doctor at treating you with care and concern? (204)	<b>All Responses</b>
	Very good	49.5% 101
	Good	29.9% 61
	Neither good nor bad	8.8% 18
	Poor	1.5% 3
	Very poor	0.0% 0
	Doesn't apply	10.3% 21
<b>31</b>	The last time you saw a doctor at the surgery how good was the doctor at taking your problems seriously? (204)	<b>All Responses</b>
	Very good	49.0% 100
	Good	27.5% 56
	Neither good nor bad	9.8% 20
	Poor	3.4% 7
	Very poor	1.0% 2
	Doesn't apply	9.3% 19
<b>32</b>	Did you have confidence and trust in the doctor you saw? (204)	<b>All Responses</b>
	Yes, definitely	71.6% 146
	Yes, to some extent	22.5% 46
	No, not at all	2.0% 4
	Don't know/can't say	3.9% 8

# Summary Report

Client: **Mansfield and Ashfield CCG**

Total Surveys: **209** of **212**

Surveys: **Sandy Lane Surgery**

Quarantined: **3**

Locations: **Sandy Lane Surgery**

Date Range: **30-Nov-2011 to 08-Dec-2011**

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

<b>33</b>	How easy is for you to get an appointment with a practice nurse at the surgery? (204)	<b>All Responses</b>		
	Haven't tried	26.0%	53	
	Very	36.8%	75	
	Fairly	26.5%	54	
	Not very	6.4%	13	
	Not at all	0.0%	0	
	Don't know	4.4%	9	
<b>34</b>	The last time you saw a Practice Nurse at the surgery how good was the Practice Nurse at giving you enough time? (204)	<b>All Responses</b>		
	Very good	50.0%	102	
	Good	22.5%	46	
	Neither good nor bad	5.4%	11	
	Poor	0.0%	0	
	Very poor	0.0%	0	
	Doesn't apply	22.1%	45	
<b>35</b>	The last time you saw a Practice Nurse at the surgery how good was the Practice Nurse at asking about your symptoms? (204)	<b>All Responses</b>		
	Very good	43.6%	89	
	Good	21.1%	43	
	Neither good nor bad	6.9%	14	
	Poor	0.5%	1	
	Very poor	0.5%	1	
	Doesn't apply	27.5%	56	
<b>36</b>	The last time you saw a Practice Nurse at the surgery how good was the Practice Nurse at listening? (204)	<b>All Responses</b>		
	Very good	45.6%	93	
	Good	22.1%	45	
	Neither good nor bad	2.9%	6	
	Poor	1.5%	3	
	Very poor	0.5%	1	
	Doesn't apply	27.5%	56	
<b>37</b>	The last time you saw a Practice Nurse at the surgery how good was the Practice Nurse at explaining tests and treatments? (204)	<b>All Responses</b>		
	Very good	47.5%	97	
	Good	22.1%	45	
	Neither good nor bad	2.0%	4	
	Poor	1.0%	2	
	Very poor	0.5%	1	
	Doesn't apply	27.0%	55	
<b>38</b>	The last time you saw a Practice Nurse at the surgery how good was the Practice Nurse at involving you in decisions about your care? (204)	<b>All Responses</b>		
	Very good	42.6%	87	
	Good	20.1%	41	
	Neither good nor bad	3.9%	8	
	Poor	2.0%	4	
	Very poor	0.0%	0	
	Doesn't apply	31.4%	64	
<b>39</b>	The last time you saw a Practice Nurse at the surgery how good was the Practice Nurse at treating you with care and concern (204)	<b>All Responses</b>		
	Very good	48.0%	98	
	Good	20.6%	42	
	Neither good nor bad	2.9%	6	
	Poor	0.5%	1	
	Very poor	0.5%	1	
	Doesn't apply	27.5%	56	

# Summary Report

Client: **Mansfield and Ashfield CCG**

Total Surveys: **209** of **212**

Surveys: **Sandy Lane Surgery**

Quarantined: **3**

Locations: **Sandy Lane Surgery**

Date Range: **30-Nov-2011 to 08-Dec-2011**

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

<b>40</b>	The last time you saw a Practice Nurse at the surgery how good was the Practice Nurse at taking your problems seriously? (204)	<b>All Responses</b>
	Very good	47.1% 96
	Good	19.6% 40
	Neither good nor bad	2.5% 5
	Poor	2.0% 4
	Very poor	0.5% 1
	Doesn't apply	28.4% 58
<b>41</b>	In general how satisfied are you with the care you get at the surgery? (204)	<b>All Responses</b>
	Very	63.2% 129
	Fairly	31.9% 65
	Neither satisfied nor dissatisfied	3.4% 7
	Quite dissatisfied	1.0% 2
	Very dissatisfied	0.5% 1
<b>42</b>	Would you recommend the surgery to someone who has just moved to your local area? (204)	<b>All Responses</b>
	Yes	76.0% 155
	Might	13.7% 28
	Not sure	6.9% 14
	Probably not	2.9% 6
	Definitely not	0.5% 1
	Don't know	0.0% 0
<b>43</b>	Do you have a longstanding health problem, disability or infirmity? (204)	<b>All Responses</b>
	Yes	52.5% 107
	No	41.2% 84
	Don't know/can't say	6.4% 13
<b>44</b>	Have you had discussions in the past 12 months with a doctor or nurse about how best to deal with your health problems? (204)	<b>All Responses</b>
	Yes	47.5% 97
	No	52.5% 107
<b>45</b>	In these discussions did the doctor nurse take notice of your views about how to deal with your health problem? (204)	<b>All Responses</b>
	Yes	44.1% 90
	No	2.5% 5
	Don't know	2.9% 6
	Not applicable	50.5% 103
<b>46</b>	In these discussions did the doctor or nurse give you information about the things you might do to deal with your health problem? (204)	<b>All Responses</b>
	Yes	41.7% 85
	No	3.4% 7
	Don't know	1.5% 3
	Not applicable	53.4% 109
<b>47</b>	In these discussions did the doctor or nurse give you a written document about the discussions you had about managing your health problem? (204)	<b>All Responses</b>
	Yes	28.9% 59
	No	14.2% 29
	Don't know	3.4% 7
	Not applicable	53.4% 109
<b>48</b>	In these discussions would you have liked a written plan summarising your discussion with the doctor or nurse? (204)	<b>All Responses</b>
	Yes	18.6% 38
	No	21.1% 43
	Don't know	7.8% 16
	Not applicable	52.5% 107

# Summary Report

Client: **Mansfield and Ashfield CCG**

Total Surveys: **209** of **212**

Surveys: **Sandy Lane Surgery**

Quarantined: **3**

Locations: **Sandy Lane Surgery**

Date Range: **30-Nov-2011 to 08-Dec-2011**

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

<b>49</b>	In these discussions did the doctor or nurse ever mention that you had something called a care plan? (204)	<b>All Responses</b>	
	Yes	11.3%	23
	No	29.4%	60
	Don't know	4.9%	10
	Not applicable	54.4%	111
<b>50</b>	Do you think that having these discussions with your doctor or nurse has helped improve how you manage your health problems? (204)	<b>All Responses</b>	
	Yes	30.9%	63
	To some extent	14.2%	29
	No	3.4%	7
	Don't know/can't remember	51.5%	105
<b>51</b>	In the past 6 months have you had enough support from local services or organisations to help you manage your long term health condition? (204)	<b>All Responses</b>	
	Yes	31.4%	64
	To some extent	9.8%	20
	No	8.3%	17
	Don't know/can't remember	2.0%	4
	I have not needed such support	48.5%	99
<b>52</b>	Are you male or female? (204)	<b>All Responses</b>	
	Male	42.6%	87
	Female	57.4%	117
<b>53</b>	How old are you? (204)	<b>All Responses</b>	
	Under 18	2.0%	4
	18 - 24	9.3%	19
	25 - 34	9.8%	20
	35 - 44	17.2%	35
	45 - 54	20.1%	41
	55 - 64	15.2%	31
	65 - 74	16.7%	34
	75 - 84	7.8%	16
	85 and over	2.0%	4
<b>54</b>	What is your ethnic group? (204)	<b>All Responses</b>	
	White British/Irish/Other white background	95.1%	194
	Mixed	2.0%	4
	Asian or Asian British	0.5%	1
	Black or Black British	1.5%	3
	Chinese	0.0%	0
	Other	1.0%	2