**RIVERSIDE MEDICAL PRACTICE PATIENT SURVEY**

Number of Responses: **44**

Dear Patient,

Many thanks for agreeing to take this survey to help our practice understand how our surgery can be improved, if at all.

Please answer all of the questions and click Send when you are done.

**Q1: How easy was it to get an appointment for the time you wanted?**

Not very easy  **9%**

Fairly easy  **40%**

Very easy  **50%**

**Q2: How easy was it to get an appointment with the GP you wanted to see?**

Not very easy  **6%**

Fairly easy  **29%**

Very easy

**Q3: How important is it to you that you see a specific GP when coming to this practice?**

Prefer not to say  **2%**

Not at all important  **36%**

Fairly important  **38%**

Very important

**Q4: How well do you know which days of the week your GP is available?**

Very well  **15%**

Quite well  **36%**

Not at all well  **18%**

Not very well  **29%**

### About Receptionists and Appointments

**Q5: How helpful do you find the receptionists?**

Very helpful  **90%**

Fairly helpful  **6%**

Not very helpful  **0%**

Not at all helpful  **0%**

Don’t know  **2%**

**Q6: How easy is it to get through to someone on the phone?**

Very easy  **59%**

Fairly easy  **34%**

Not very easy  **4%**

Not at all easy  **0%**

Don’t know  **0%**

Haven’t tried  **2**

**Q7: How easy is it to speak to a doctor or nurse on the phone?**

Very easy  **18%**

Fairly easy  **31%**

Not very easy  **4%**

Not at all easy  **2%**

Don’t know  **4%**

Haven’t tried  **36%**

No response

**Q8: If you need to see a GP urgently, can you normally get seen on the same day?**

Yes  **43%**

No  **6%**

Don’t know / never needed to  **50%**

**Q9: How important is it to you to be able to book appointments ahead of time?**

Important  **59%**

Not important  **31%**

No response  **10%**

**Q10: How easy is it to book ahead?**

Very easy  **47%**

Fairly easy  **38%**

Not very easy  **0%**

Not at all easy  **0%**

Don’t know  **4%**

Haven’t tried

**Q11: How do you normally book your appointments at your practice? Please tick all boxes that apply.**

In person  **38%**

By phone  **86%**

Online  **2%**

Doesn’t apply  **0%**

**Q12: Which of the following methods would you prefer to use to book appointments? Please tick all boxes that apply.**

In person  **31%**

By phone  **81%**

Online  **25%**

Doesn’t apply  **0%**

### Thinking of times when you want to see a particular doctor:

**Q13: How quickly do you usually get seen?**

Same day or next day  **22%**

2-4 days  **47%**

5 days or more  **4%**

I don’t usually need to be seen quickly  **11%**

Don’t know, never tried  **11%**

No response  **5%**

**Q14: How do you rate this?**

Excellent  **31%**

Very good  **25%**

Good  **13%**

Fair  **9%**

Poor  **0%**

Very poor  **0%**

Does not apply  **15%**

No response  **7%**

### Thinking of times when you are willing to see any doctor:

**Q15: How quickly do you usually get seen?**

Same day or next day  **40%**

2-4 days  **27%**

5 days or more  **0%**

I don’t usually need to be seen quickly  **15%**

Don’t know, never tried  **15%**

**Q16: How do you rate this?**

Excellent  **40%**

Very good  **15%**

Good  **15%**

Fair  **6%**

Poor  **0%**

Very poor  **0%**

Does not apply  **13%**

No response

### Thinking of your most recent consultation with a doctor or nurse

**Q17: How long did you wait for your consultation to start?**

Less than 5 minutes  **18%**

5 – 10 minutes  **68%**

11 – 20 minutes  **6%**

21 – 30 minutes  **2%**

More than 30 minutes  **2%**

There was no set time for my consultation  **2%**

**Q18: How do you rate this?**

Excellent  **38%**

Very good  **27%**

Good  **20%**

Fair  **9%**

Poor  **0%**

Very poor  **0%**

Does not apply  **0%**

No response  **6%**

### About opening times

**Q19: Is the surgery currently open at times that are convenient to you?**

Yes - Go to Q17  **90%**

No  **2%**

Don’t know  **2%**

No response  **6%**

**Q20: Which of the following additional opening hours would make it easier for you to see or speak to someone?** **Please tick all boxes that apply.**

Before 8am  **6%**

At lunchtime  **4%**

After 6.30pm  **6%**

On a Saturday  **11%**

On a Sunday  **0%**

None of these  **2%**

### About seeing the doctor of your choice

**Q21: How often do you see or speak to the GP you prefer?**

Always or almost always  **63%**

A lot of the time  **18%**

Some of the time  **0%**

Never or almost never  **0%**

Not tried at this GP practice  **13%**

No response  **6%**

**How good was the last GP you saw at each of the following?**

**(If you haven’t seen a GP in the practice in the last 6 months, please go to Q28)**

**Q22: Giving you enough time**

Very good  **54%**

Good  **20%**

Fair  **2%**

Poor  **2%**

Very poor  **0%**

Does not apply  **2%**

No response  **20%**

**Q23: Listening to you**

Very good  **63%**

Good  **9%**

Fair  **2%**

Poor  **0%**

Very poor  **0%**

Does not apply  **4%**

No response  **22%**

**Q24: Explaining tests and treatments**

Very good  **54%**

Good  **13%**

Fair  **4%**

Poor  **0%**

Very poor  **0%**

Does not apply  **6%**

No response  **23%**

**Q25: Involving you in decisions about your care**

Very good  **54%**

Good  **13%**

Fair  **4%**

Poor  **0%**

Very poor  **0%**

Does not apply  **9%**

No response  **20%**

**Q26: Treating you with care and concern**

Very good  **59%**

Good  **15%**

Fair  **4%**

Poor  **2%**

Very poor  **0%**

Does not apply  **2%**

No response  **18%**

**Q27: Did you have confidence and trust in the GP you saw or spoke to?**

Yes, definitely  **72%**

Yes, to some extent  **6%**

No, not at all  **0%**

Don’t know / can’t say  **4%**

No response  **18%**

**How good was the last nurse you saw at each of the following?**

**(If you haven’t seen a nurse in your practice in the last 6 months, please go to Q34)**

**Q28: Giving you enough time**

Very good  **72%**

Good  **4%**

Fair  **2%**

Poor  **2%**

Very poor  **0%**

Does not apply  **2%**

No response  **18%**

**Q29: Listening to you**

Very good  **70%**

Good  **9%**

Fair  **2%**

Poor  **0%**

Very poor  **0%**

Does not apply  **0%**

No response  **19%**

**Q30: Explaining tests and treatments**

Very good  **70%**

Good  **2%**

Fair  **4%**

Poor  **2%**

Very poor  **0%**

Does not apply  **0%**

No response  **22%**

**Q31: Involving you in decisions about your care**

Very good  **63%**

Good  **13%**

Fair  **4%**

Poor  **0%**

Very poor  **0%**

Does not apply  **0%**

No response  **20%**

**Q32: Treating you with care and concern**

Very good  **65%**

Good  **13%**

Fair  **2%**

Poor  **0%**

Very poor  **0%**

Does not apply  **0%**

No response  **20%**

**Q33: Did you have confidence and trust in the nurse you saw or spoke to?**

Yes, definitely  **79%**

Yes, to some extent  **0%**

No, not at all  **2%**

Don’t know / can’t say  **0%**

No response  **19%**

**About care from your doctors and nurses**

**Thinking about the care you get from your doctors and nurses overall, how well does the practice help you to:**

**Q34: Understand your health problems?**

Very well  **88%**

Unsure  **4%**

Not very well  **2%**

Does not apply  **2%**

No response  **4%**

**Q35: Cope with your health problems**

Very well  **81%**

Unsure  **0%**

Not very well  **9%**

Does not apply  **2%**

No response  **8%**

**Q36: Keep yourself healthy**

Very well  **70%**

Unsure  **11%**

Not very well  **2%**

Does not apply  **9%**

No response  **8%**

**Q37:Overall, how would you describe your experience at the surgery?**

Excellent  **56%**

Very good  **29%**

Good  **4%**

Fair  **2%**

Poor  **2%**

Very poor  **0%**

No response  **7%**

**Q38: Would you recommend your GP surgery to someone who has just moved to your local area?**

Yes, definitely  **70%**

Yes, probably  **20%**

No, probably not  **2%**

No, definitely not  **0%**

Don’t know  **4%**

No response  **4%**

**About the premises?**

**Q39: How easy do you find getting into the building at the surgery ?**

Very easy  **81%**

Fairly easy  **13%**

Not very easy  **2%**

Not at all easy  **0%**

No response  **4%**

**Q40: How clean is the GP surgery ?**

Very clean  **93%**

Fairly clean  **6%**

Not very clean  **0%**

Not at all clean  **0%**

Don’t know  **0%**

**Q41: In the Reception Area, can other patients overhear what you say to the receptionist?**

Yes, but don’t mind  **79%**

Yes and am not happy about it  **4%**

No, other patients can’t overhear  **6%**

Don’t know  **9%**

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**To help us analyse your answers please tell us a few things about yourself:**

**Are you male or female?**

Male  **65%**

Female  **34%**

**What age are you?**

Under 16  **0%**

17 - 24  **0%**

25 - 34  **2%**

35 - 44  **4%**

45 - 54  **22%**

55 - 64  **20%**

65 - 74  **27%**

75 - 84  **20%**

Over 84  **2%**

**What is the ethnic background with which you most identify?**

White British  **93%**

White Irish  **0%**

Mixed White & Black Caribbean  **0%**

Mixed White & Black African  **0%**

Mixed White & Black Asian  **0%**

Indian  **0%**

Pakistani  **0%**

Bangladeshi  **0%**

Black Caribbean  **0%**

Black African  **0%**

Chinese  **0%**

Other  **2%**

No response  **5%**

**How would you describe how often you come to the practice?**

Regularly  **47%**

Occasionally  **40%**

Very Rarely  **9%**

No response  **4%**