

Adderley Green Surgery

Today's Date:

GP Name (optional):

GP



How would you rate the last GP you saw on each of the following areas?

a) Giving you enough time

		Response percent	Response total
Good		80.19%	85
Fair		17.93%	19
Poor		1.89%	2


Total # of respondents 504. Statistics based on 106 respondents; 0 filtered; 398 skipped.

b) Listening to you

		Response percent	Response total
Good		79.25%	84
Fair		20.76%	22
Poor		0%	0

Total # of respondents 504. Statistics based on 106 respondents; 0 filtered; 398 skipped.

c) Explaining tests, medications and treatments

		Response percent	Response total
Good		80.19%	85
Fair		17.93%	19
Poor		1.89%	2

Total # of respondents 504. Statistics based on 106 respondents; 0 filtered; 398 skipped.

d) Advising you about your care

		Response percent	Response total
Good		77.36%	82
Fair		20.76%	22
Poor		1.89%	2

Total # of respondents 504. Statistics based on 106 respondents; 0 filtered; 398 skipped.

e) Treating you with care and concern

		Response percent	Response total
Good		84.91%	90
Fair		15.09%	16
Poor		0%	0

Total # of respondents 504. Statistics based on 106 respondents; 0 filtered; 398 skipped.

f) Overall, were you happy with the GP that you saw or spoke to?


		Response percent	Response total
Yes		95.19%	99
No		4.81%	5

Total # of respondents **504**. Statistics based on **104** respondents; **0** filtered; [400](#) skipped.

Practice Nurse

How would you rate the Practice Nurse you saw in each of the following areas?

a) Giving you enough time

		Response percent	Response total
Good		90.59%	77
Fair		9.41%	8
Poor		0%	0

Total # of respondents **504**. Statistics based on **85** respondents; **0** filtered; [419](#) skipped.

b) Listening to you

		Response percent	Response total
Good		91.77%	78
Fair		8.24%	7
Poor		0%	0

Total # of respondents **504**. Statistics based on **85** respondents; **0** filtered; [419](#) skipped.

c) Explaining tests, medications and treatments

		Response percent	Response total
Good		89.54%	77
Fair		9.3%	8
Poor		1.16%	1



Total # of respondents **504**. Statistics based on **86** respondents; **0** filtered; [418](#) skipped.

d) Advising you about your care

		Response percent	Response total
Good		90.59%	77
Fair		9.41%	8
Poor		0%	0

Total # of respondents **504**. Statistics based on **85** respondents; **0** filtered; [419](#) skipped.

e) Treating you with care and concern

		Response percent	Response total
Good		94.12%	80
Fair		5.88%	5
Poor		0%	0

Total # of respondents 504. Statistics based on 85 respondents; 0 filtered; 419 skipped.


f) Overall, were you happy with the Nurse that you saw or spoke to?

		Response percent	Response total
Yes		96.47%	82
No		3.53%	3

Total # of respondents 504. Statistics based on 85 respondents; 0 filtered; 419 skipped.





Access

a) How do you rate the way you are treated by Receptionists at the practice?

		Response percent	Response total
Very helpful		95.35%	82
Fairly helpful		4.65%	4
Not very helpful		0%	0

Total # of respondents 504. Statistics based on 86 respondents; 0 filtered; 418 skipped.

b) How quickly do you usually get to see the Doctor?

		Response percent	Response total
Same day		50%	34
Next day		20.59%	14
Within 2 working days		20.59%	14
More		8.82%	6





Total # of respondents 504. Statistics based on 68 respondents; 0 filtered; 436 skipped.

c) Are you aware that if you need to see a GP urgently, you can normally get seen on the same day?

		Response percent	Response total
Yes		90.59%	77
No		9.41%	8



Total # of respondents 504. Statistics based on 85 respondents; 0 filtered; 419 skipped.

d) How long do you usually have to wait for your consultation to begin?

		Response percent	Response total
Less than 10 mins		62.16%	46
11-20 mins		28.38%	21
21-30 mins		8.11%	6
More than 30 mins		1.35%	1



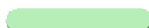

Total # of respondents 504. Statistics based on 74 respondents; 0 filtered; 430 skipped.

e) How would you rate the practice current opening hours?

		Response percent	Response total
Very good		78.57%	66
Good		20.24%	17
Poor		1.19%	1





Total # of respondents 504. Statistics based on 84 respondents; 0 filtered; 420 skipped.

f) Which of the following additional opening hours would make it easier for you to access the surgery?

		Response percent	Response total
Weekdays before 8.30am		43.08%	28
Weekdays after 6.00pm		26.15%	17
Saturday mornings		20%	13
Not stated		10.77%	7

Total # of respondents 504. Statistics based on 65 respondents; 0 filtered; 439 skipped.

g) How do you rate the ability to get through to the practice on the phone?

		Response percent	Response total
Good		80.23%	69
Fair		11.63%	10
Poor		4.65%	4
Never tried		3.49%	3

Total # of respondents 504. Statistics based on 86 respondents; 0 filtered; 418 skipped.

h) Would you recommend your GP surgery to someone who has just moved to your local area?

		Response percent	Response total
Yes		97.67%	84
No		2.33%	2

Total # of respondents 504. Statistics based on 86 respondents; 0 filtered; 418 skipped.



Online Services

a) Do you have access to the internet?

		Response percent	Response total
Yes		81.97%	50
No		18.03%	11

Total # of respondents 504. Statistics based on 61 respondents; 0 filtered; 443 skipped.

b) Have you visited the practices website?

		Response percent	Response total
Yes		26.23%	16
No		73.77%	45





Total # of respondents **504**. Statistics based on **61** respondents; **0** filtered; [443](#) skipped.

c) Have you made or cancelled an appointment online?

		Response percent	Response total
Yes		11.67%	7
No		88.33%	53

Total # of respondents **504**. Statistics based on **60** respondents; **0** filtered; [443](#) skipped.

d) How easy is it to book a routine non-urgent appointment online?

		Response percent	Response total
Very easy		11.48%	7
Easy		1.64%	1
Not very easy		1.64%	1
Never tried		85.25%	52




Total # of respondents **504**. Statistics based on **61** respondents; **0** filtered; [443](#) skipped.

e) Have you ordered your repeat prescription online?

		Response percent	Response total
Yes		13.12%	8
No		86.89%	53

Total # of respondents **504**. Statistics based on **61** respondents; **0** filtered; [443](#) skipped.

f) How easy is it to order your prescription online?

		Response percent	Response total
Very easy		11.48%	7
Easy		3.28%	2
Never tried		85.25%	52

Total # of respondents **504**. Statistics based on **61** respondents; **0** filtered; [443](#) skipped.

Please feel free to make any additional comments here:

		Response total
		0

Total # of respondents **504**. Statistics based on **0** respondents; **0** filtered; [504](#) skipped.