

## Summary Report

Client: **NHS Mansfield & Ashfield CCG**

Total Surveys: **231**

Surveys: **Orchard Medical Practice Patient Survey 2013**

Locations: **Orchard Medical Practice**

Date Range: **17 Oct 2013 to 07 Dec 2013**

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

		%	n
<b>1</b>	Are you? (231)	Response Breakdown	
	Male	34.2	79
	Female	64.5	149
	Prefer not to say	1.3	3
<b>2</b>	What is your age group? (231)	Response Breakdown	
	16 or under	3.46	8
	17-25	6.06	14
	26-35	13.42	31
	36-45	12.55	29
	46-55	20.35	47
	56-65	19.48	45
	66-75	20.35	47
	76+	4.33	10
<b>3</b>	To which ethnic group do you belong? (231)	Response Breakdown	
	White	96.54	223
	Black	0.43	1
	Black British	0.43	1
	Asian	0.87	2
	Asian British	0.87	2
	Mixed	0.43	1
	Chinese	0	0
	Other group	0.43	1
<b>4</b>	In the past 12 months how many times have you seen a doctor? (231)	Response Breakdown	
	None	3.46	8
	1-2 times	31.17	72
	3-4 times	26.84	62
	4-5 times	15.15	35
	6 or more	23.38	54
<b>5</b>	How do you rate the opening hours of the practice (to speak to reception or call in)? (231)	Response Breakdown	
	Poor	5.63	13
	Fair	15.15	35
	Good	35.93	83
	Very good	26.41	61
	Excellent	16.88	39
<b>6</b>	How do you rate the appointment times available for you to see a GP? (230)	Response Breakdown	
	Poor	13.91	32
	Fair	25.22	58
	Good	32.61	75
	Very good	16.96	39
	Excellent	11.3	26
<b>7</b>	How do you rate the appointment times available for you to see a Nurse or Health Care Assistant? (230)	Response Breakdown	
	Poor	7.83	18
	Fair	20	46
	Good	36.09	83

		<b>Very good</b>	23.48	54
		<b>Excellent</b>	12.61	29
<b>8</b>	How was your experience when booking an appointment? (230)		Response Breakdown	
		<b>Poor</b>	12.61	29
		<b>Fair</b>	18.26	42
		<b>Good</b>	31.74	73
		<b>Very good</b>	23.04	53
		<b>Excellent</b>	14.35	33
<b>9</b>	How was your experience of getting through on the telephone? (229)		Response Breakdown	
		<b>Poor</b>	32.75	75
		<b>Fair</b>	23.58	54
		<b>Good</b>	26.64	61
		<b>Very good</b>	11.79	27
		<b>Excellent</b>	5.24	12
<b>10</b>	How do you rate the appointment system? (226)		Response Breakdown	
		<b>Poor</b>	21.68	49
		<b>Fair</b>	27.43	62
		<b>Good</b>	25.22	57
		<b>Very good</b>	16.37	37
		<b>Excellent</b>	9.29	21
<b>11</b>	Did you know the surgery offered extended hours appointments on a Tuesday evening & Saturday mornings		Response Breakdown	
		<b>Yes</b>	36.89	83
		<b>No</b>	63.11	142
<b>12</b>	How do you rate the way you are treated by the receptionists? (224)		Response Breakdown	
		<b>Poor</b>	3.13	7
		<b>Fair</b>	12.5	28
		<b>Good</b>	26.34	59
		<b>Very good</b>	30.36	68
		<b>Excellent</b>	27.68	62
<b>13</b>	When attending the practice do you feel you have been treated with dignity and respect? (224)		Response Breakdown	
		<b>Always</b>	87.05	195
		<b>Occasionally</b>	12.05	27
		<b>Never</b>	0.89	2
<b>14</b>	Who did you see today? (224)		Response Breakdown	
		<b>Doctor</b>	51.34	115
		<b>Nurse</b>	42.41	95
		<b>Health Care Assistant</b>	6.25	14
<b>15</b>	During your consultation how well were you asked about your symptoms? (218)		Response Breakdown	
		<b>Poor</b>	0.92	2
		<b>Fair</b>	8.72	19
		<b>Good</b>	26.15	57
		<b>Very good</b>	32.57	71
		<b>Excellent</b>	31.65	69
<b>16</b>	During your consultation how well were you listened to? (216)		Response Breakdown	
		<b>Poor</b>	0.46	1
		<b>Fair</b>	8.33	18
		<b>Good</b>	23.61	51
		<b>Very good</b>	28.7	62
		<b>Excellent</b>	38.89	84
<b>17</b>	During your consultation how well was your problem and treatment explained to you? (216)		Response Breakdown	
		<b>Poor</b>	0.93	2
		<b>Fair</b>	9.72	21
		<b>Good</b>	24.54	53
		<b>Very good</b>	27.78	60

		<b>Excellent</b>	37.04	80
<b>18</b>	During your consultation how well were you treated? (216)		Response Breakdown	
		<b>Poor</b>	0.93	2
		<b>Fair</b>	4.17	9
		<b>Good</b>	21.76	47
		<b>Very good</b>	32.87	71
		<b>Excellent</b>	40.28	87
<b>19</b>	Have you ever not attended an appointment without cancelling it? (216)		Response Breakdown	
		<b>Yes</b>	7.41	16
		<b>No</b>	92.59	200
<b>20</b>	If you have a mobile phone did you know that the practice can send a text reminder the day before your		Response Breakdown	
		<b>Yes</b>	83.26	179
		<b>No</b>	16.74	36
<b>21</b>	Were you aware that you can now book a Doctor's appointment on line? (215)		Response Breakdown	
		<b>Yes</b>	51.16	110
		<b>No</b>	48.84	105
<b>22</b>	Have you booked an appointment on line before? (214)		Response Breakdown	
		<b>Yes</b>	9.35	20
		<b>No</b>	90.65	194
<b>23</b>	Were you aware that you can now cancel any appointment on line? (214)		Response Breakdown	
		<b>Yes</b>	38.32	82
		<b>No</b>	61.68	132
<b>24</b>	Do you have any suggestions on how the practice might reduce the number of people who fail to attend their		Response Breakdown	
		<b>Free Format Text</b>	22.54	48
		<b>No Response</b>	77.46	165
<b>25</b>	Were you aware the practice has a website? Orchard-medical.co.uk? (211)		Response Breakdown	
		<b>Yes</b>	77.73	164
		<b>No</b>	22.27	47
<b>26</b>	Does the practice leaflet /information updates/website provide you with enough information? (211)		Response Breakdown	
		<b>Yes</b>	64.45	136
		<b>No</b>	5.21	11
		<b>Don't know</b>	30.33	64
<b>27</b>	Were you aware the practice has a Patient Participation Group held monthly? (211)		Response Breakdown	
		<b>Yes</b>	51.66	109
		<b>No</b>	48.34	102
<b>28</b>	How do you rate the premises & cleanliness of the practice? (210)		Response Breakdown	
		<b>Poor</b>	0.48	1
		<b>Fair</b>	0.95	2
		<b>Good</b>	18.57	39
		<b>Very good</b>	33.33	70
		<b>Excellent</b>	46.67	98
<b>29</b>	What are the best things about the practice? (210)		Response Breakdown	
		<b>Free Format Text</b>	35.71	75
		<b>No Response</b>	64.29	135
<b>30</b>	What could be improved about the practice? (208)		Response Breakdown	
		<b>Free Format Text</b>	27.4	57
		<b>No Response</b>	72.6	151
<b>31</b>	If you have any other coments please include them here: (205)		Response Breakdown	
		<b>Free Format Text</b>	9.27	19
		<b>No Response</b>	90.73	186