

BALMORAL SURGERY
Improving Practice Questionnaire – 2013

Total Patient Size = 12,707

Questionnaires returned = 643

5.06% response rate

Total patients aged <25 = 3414

Questionnaires returned = 34

0.9% response rate

Total patients aged 26-59 = 5442

Questionnaires returned = 196

3.6% response rate

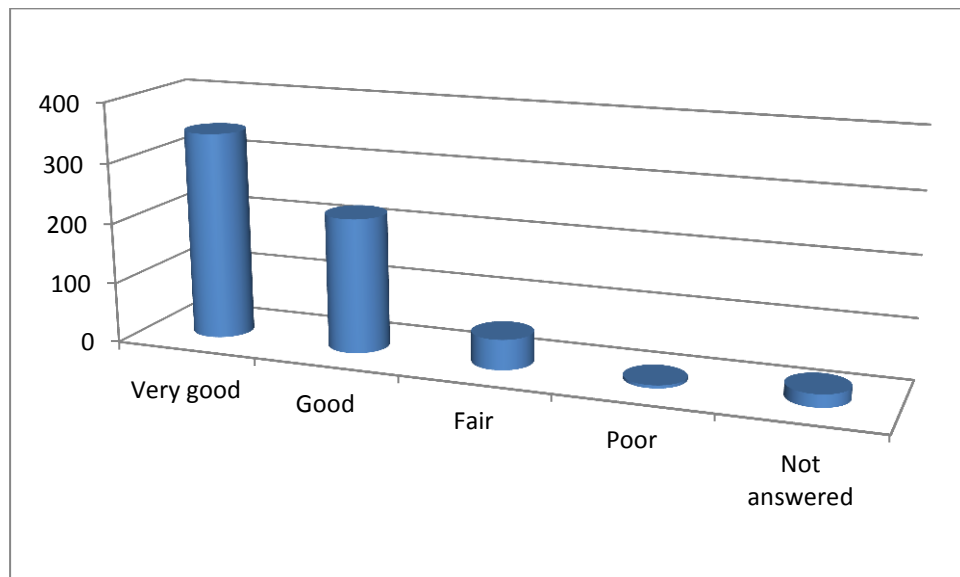
Total patient aged >60 = 3851

Questionnaires returned = 216

5.6% response rate

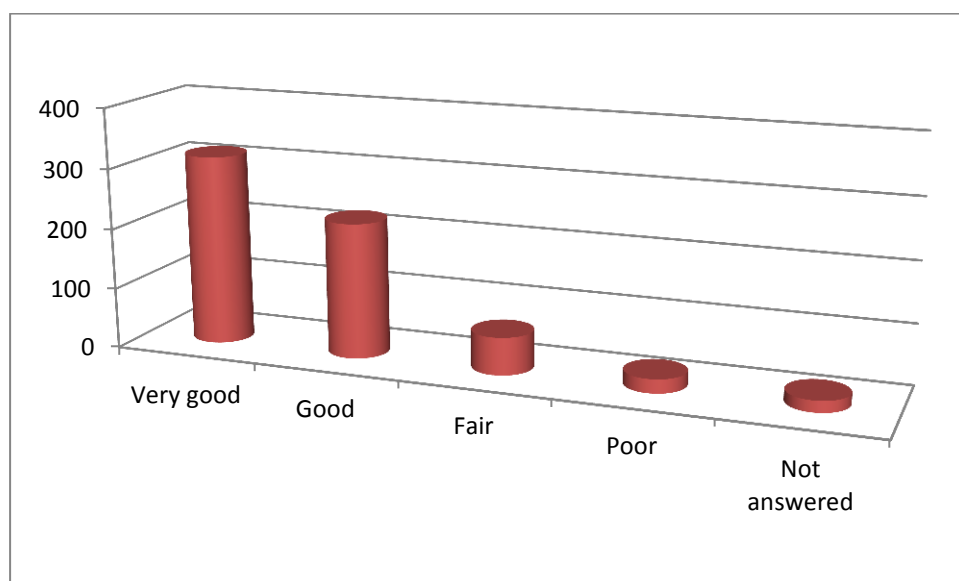
*** 197 patients did not state their age**

1. Your level of satisfaction with the practice's opening hours



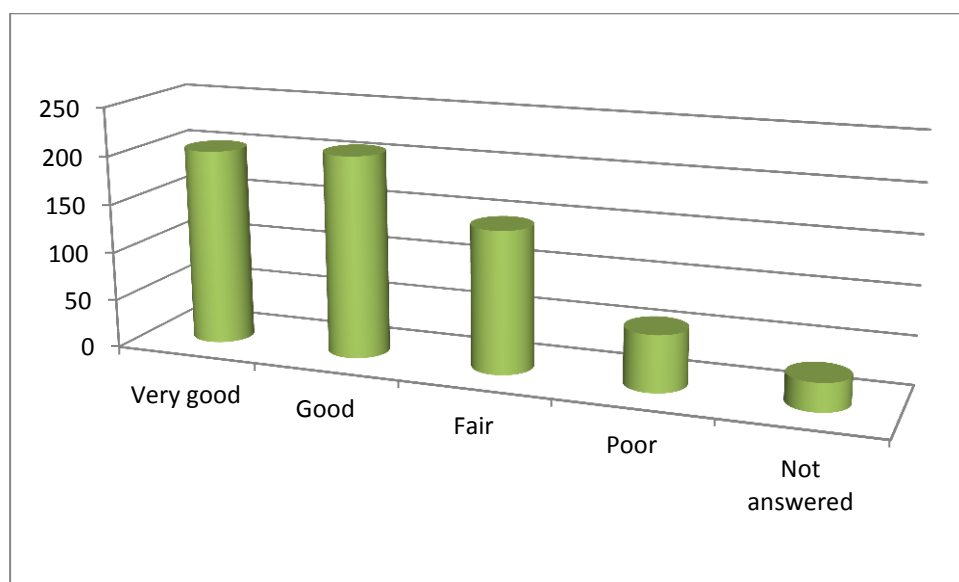
| | |
|--------------|-----|
| Very good | 344 |
| Good | 223 |
| Fair | 50 |
| Poor | 5 |
| Not answered | 21 |
| Total | 643 |

2. Satisfaction with the day/time arranged for your appointment



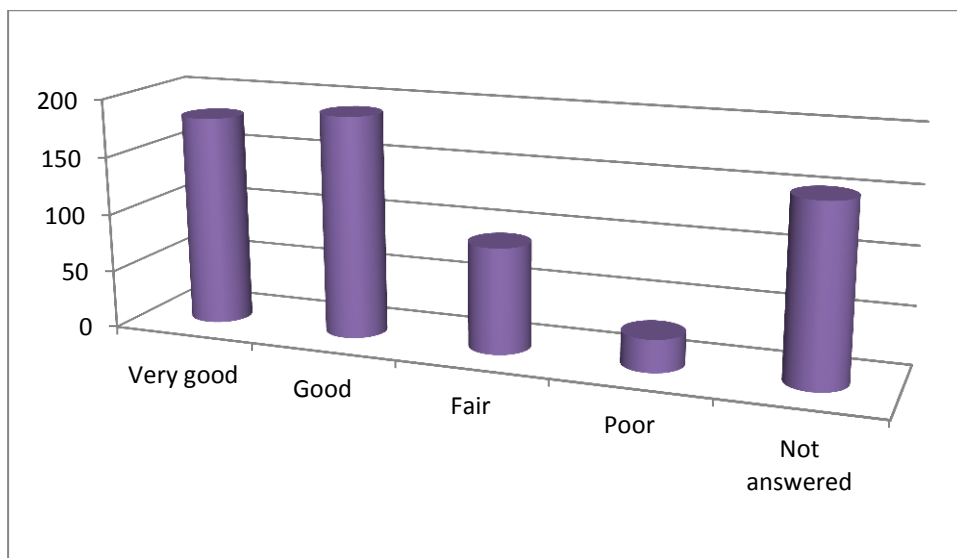
| | |
|--------------|-----|
| Very good | 315 |
| Good | 224 |
| Fair | 62 |
| Poor | 23 |
| Not answered | 19 |
| Total | 643 |

3. Chances of seeing a doctor/nurse of your choice



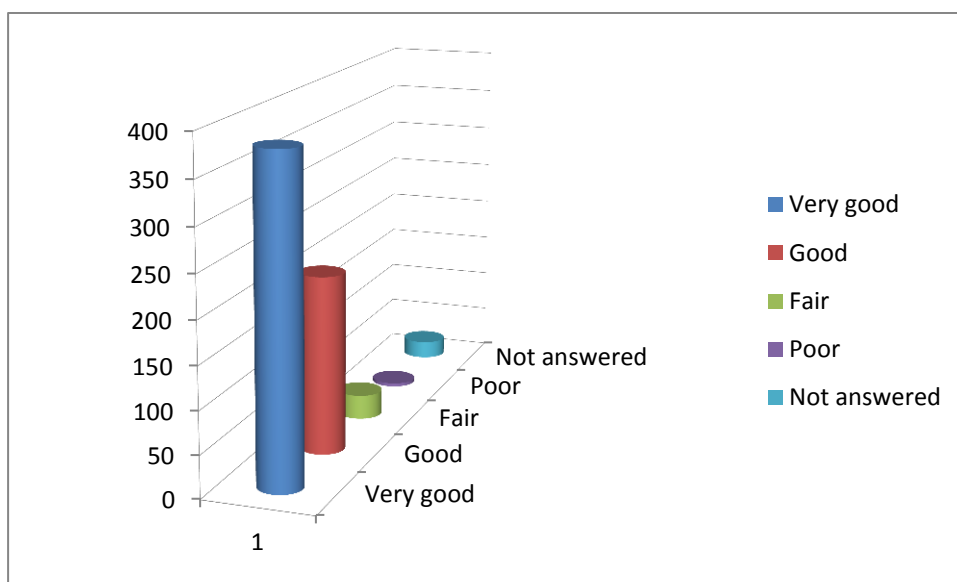
| | |
|--------------|-----|
| Very good | 202 |
| Good | 208 |
| Fair | 146 |
| Poor | 58 |
| Not answered | 29 |
| Total | 643 |

4. Opportunity of speaking to a doctor/nurse on the telephone when necessary



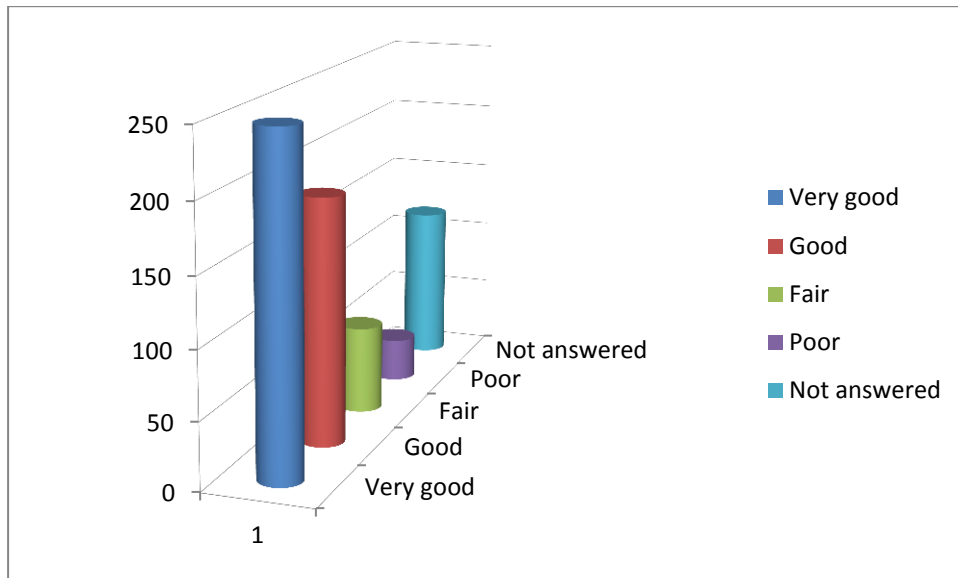
| | |
|--------------|-----|
| Very good | 181 |
| Good | 191 |
| Fair | 91 |
| Poor | 28 |
| Not answered | 152 |
| Total | 643 |

5. Comfort level of waiting room



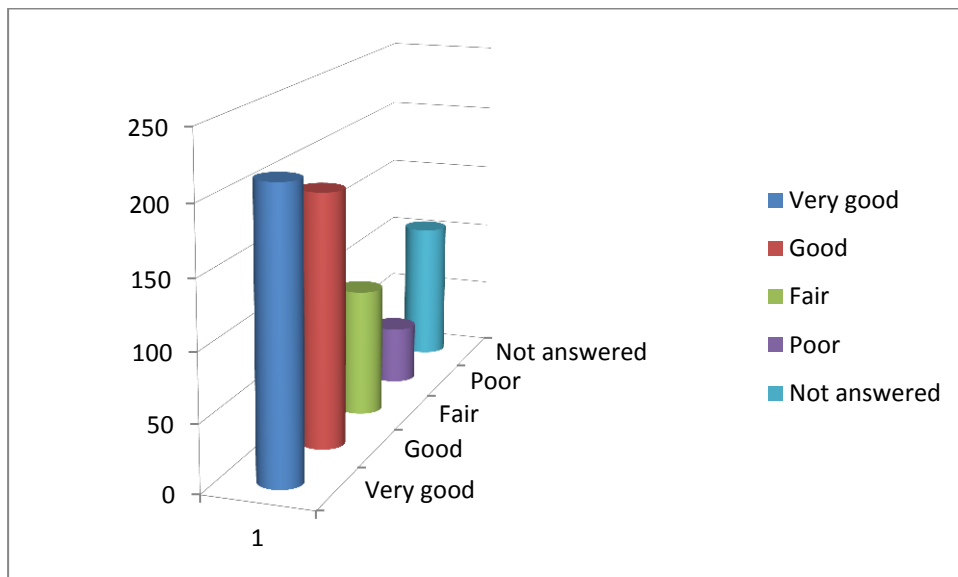
| | |
|--------------|-----|
| Very good | 379 |
| Good | 210 |
| Fair | 29 |
| Poor | 4 |
| Not answered | 21 |
| Total | 643 |

6. The opportunity to be seen urgently when clinically necessary



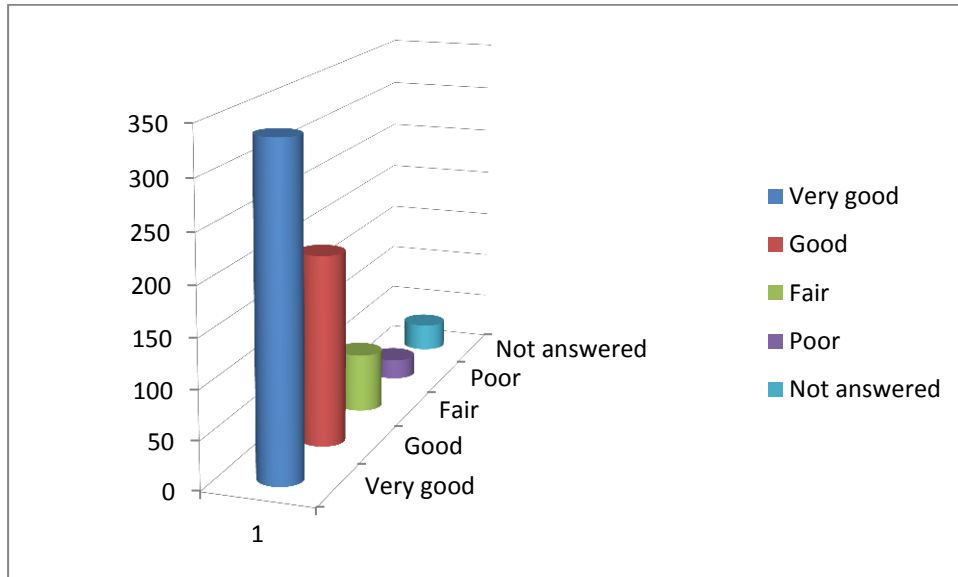
| | |
|--------------|-----|
| Very good | 247 |
| Good | 183 |
| Fair | 65 |
| Poor | 32 |
| Not answered | 116 |
| Total | 643 |

7. The opportunity to book an appointment three days or more in advance with any healthcare professional



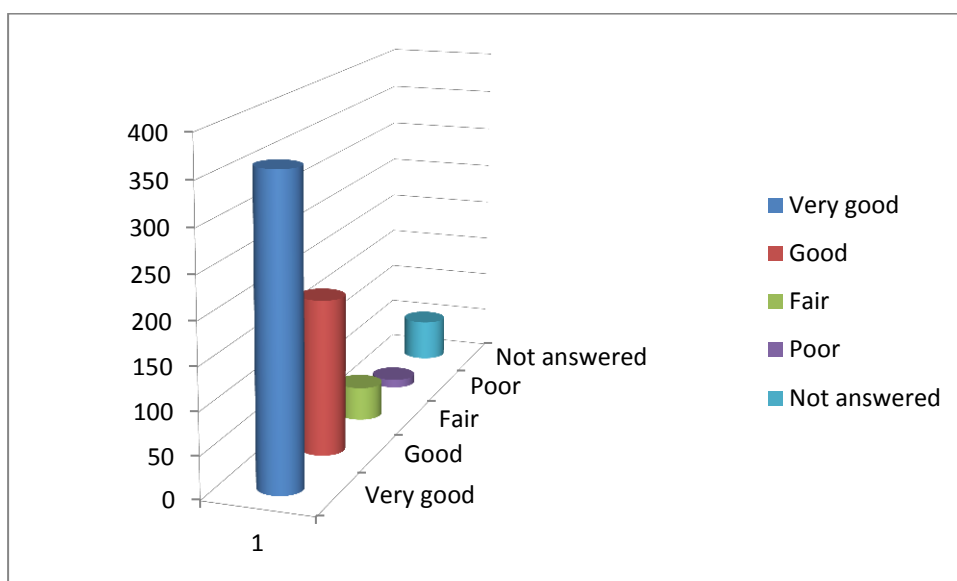
| | |
|--------------|-----|
| Very good | 212 |
| Good | 188 |
| Fair | 95 |
| Poor | 43 |
| Not answered | 105 |
| Total | 643 |

8. The manner in which you were treated by reception staff



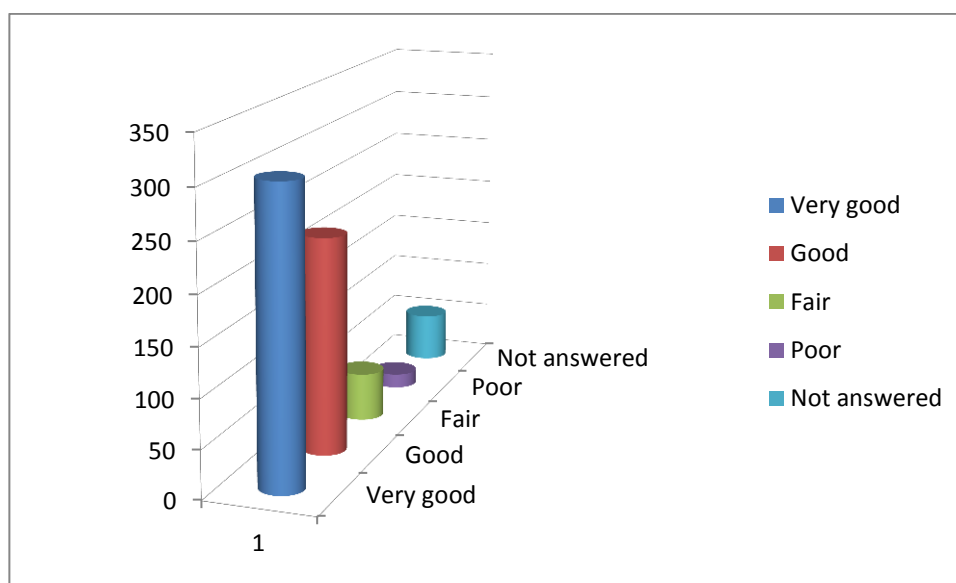
| | |
|--------------|-----|
| Very good | 335 |
| Good | 197 |
| Fair | 61 |
| Poor | 21 |
| Not answered | 29 |
| Total | 643 |

9. Respect shown for your privacy and confidentiality



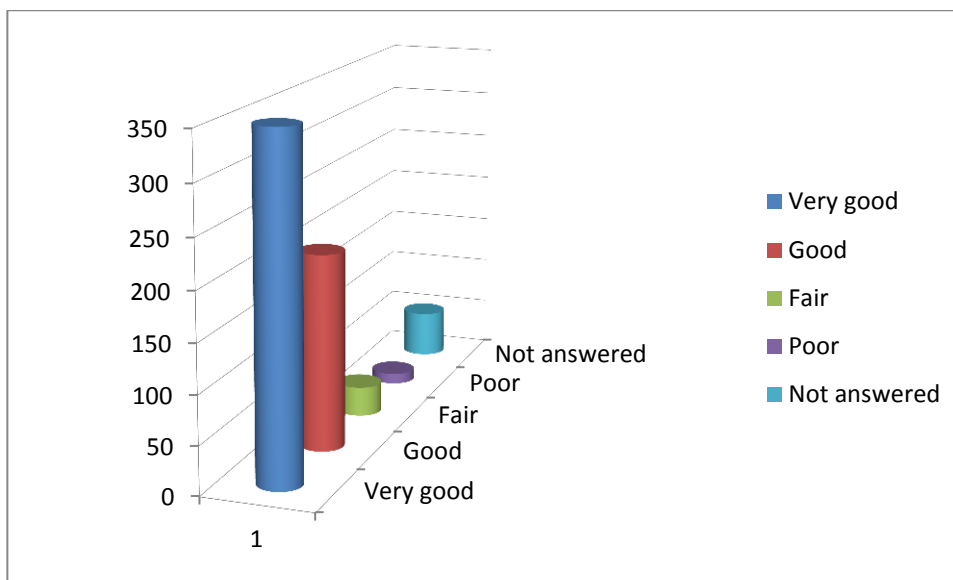
| | |
|--------------|-----|
| Very good | 359 |
| Good | 184 |
| Fair | 40 |
| Poor | 10 |
| Not answered | 50 |
| Total | 643 |

10. Information provided by the practice about its services (e.g. repeat prescriptions, test results etc)



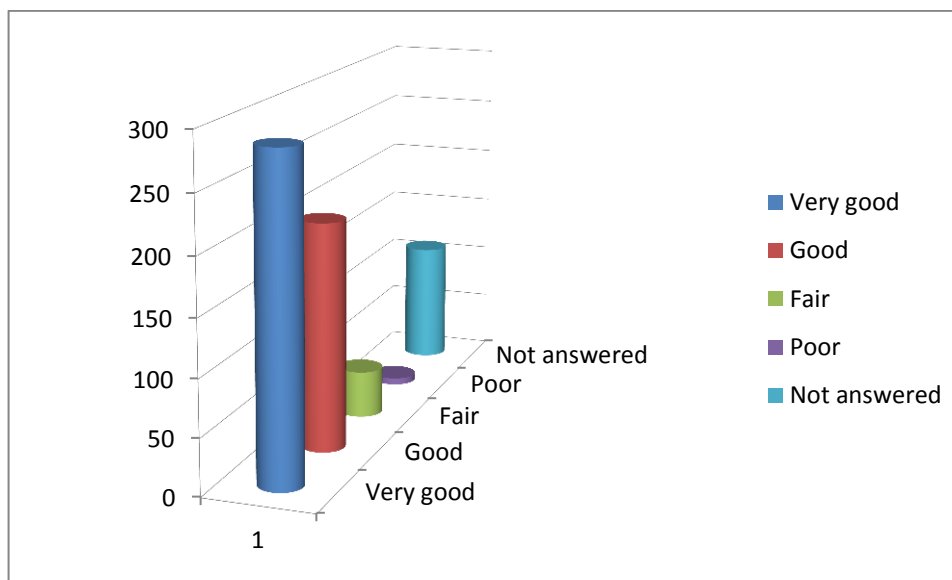
| | |
|--------------|-----|
| Very good | 303 |
| Good | 224 |
| Fair | 50 |
| Poor | 15 |
| Not answered | 51 |
| Total | 643 |

11. The recommendation I would give to my friends about this Practice



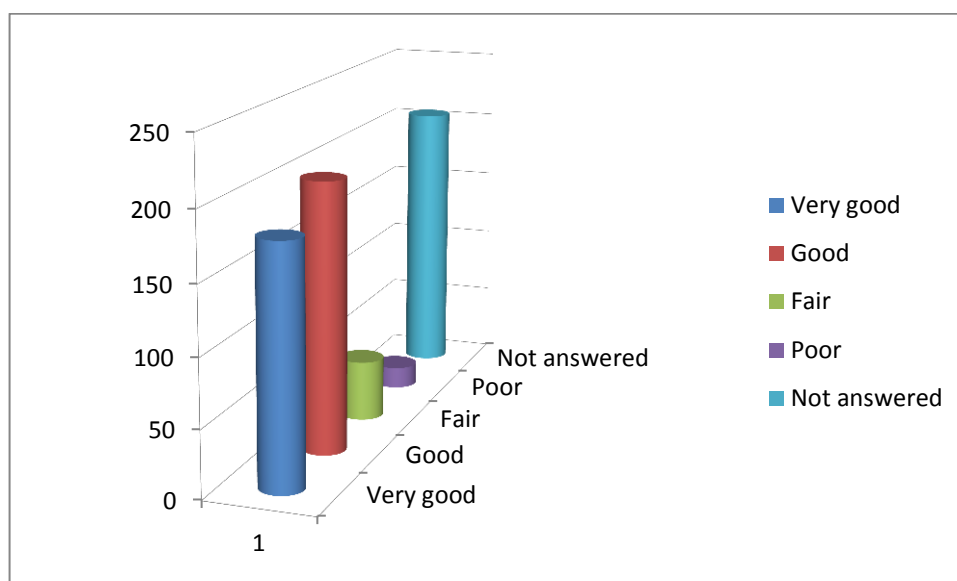
| | |
|--------------|-----|
| Very good | 349 |
| Good | 203 |
| Fair | 31 |
| Poor | 11 |
| Not answered | 49 |
| Total | 643 |

12. The amount of time given to me today in my consultation



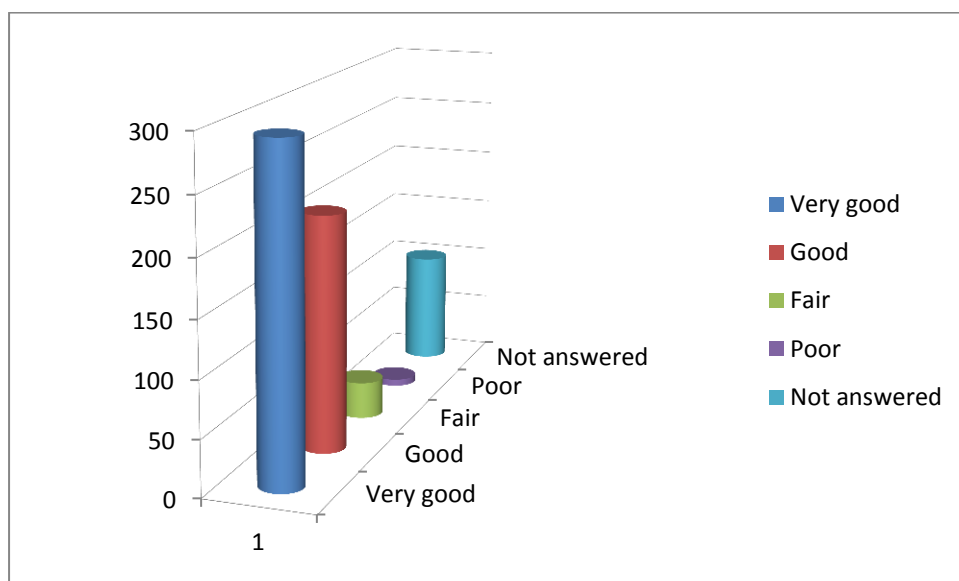
| | |
|--------------|-----|
| Very good | 284 |
| Good | 202 |
| Fair | 42 |
| Poor | 6 |
| Not answered | 109 |
| Total | 643 |

13. The opportunity for making compliments or complaints to this Practice about its service and quality of care



| | |
|--------------|-----|
| Very good | 177 |
| Good | 200 |
| Fair | 45 |
| Poor | 16 |
| Not answered | 205 |
| Total | 643 |

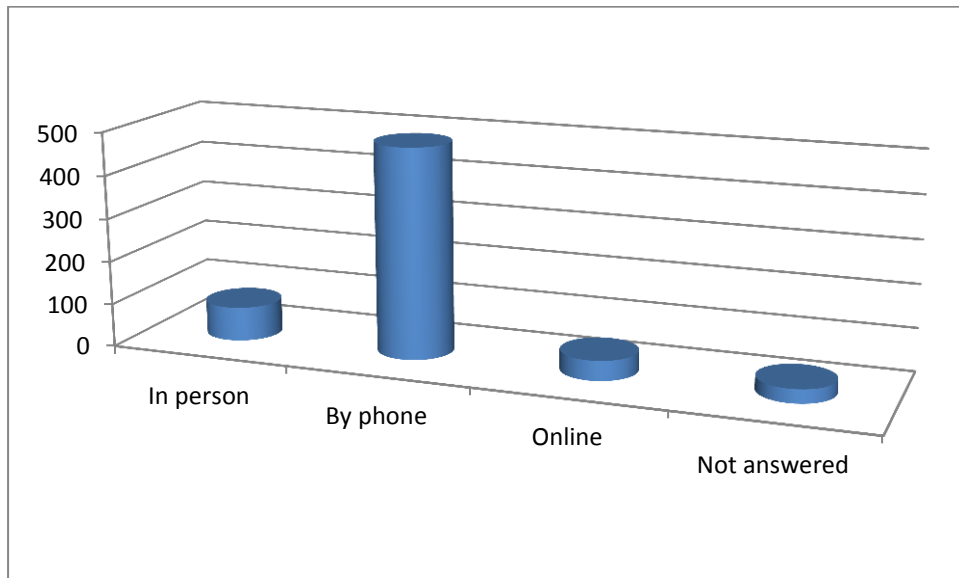
14. The information provided by this practice on health promotion issues (e.g. risks of smoking, alcohol use etc)



| | |
|-----------|-----|
| Very good | 293 |
| Good | 210 |

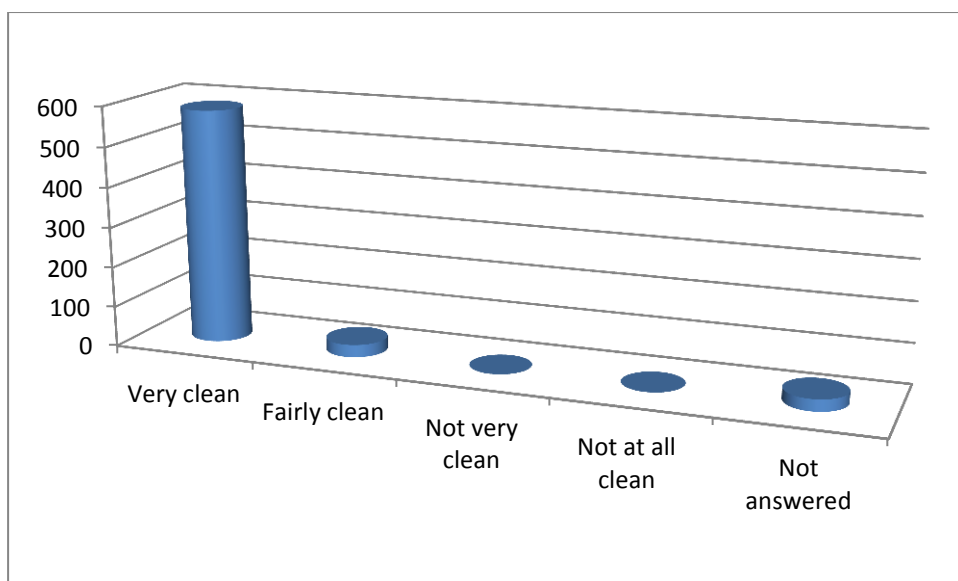
| | |
|--------------|-----|
| Fair | 33 |
| Poor | 6 |
| Not answered | 101 |
| Total | 643 |

15. How do you normally book your appointments to see a doctor or nurse at the practice?



| | |
|--------------|-----|
| In person | 79 |
| By phone | 486 |
| Online | 46 |
| Not answered | 32 |
| Total | 643 |

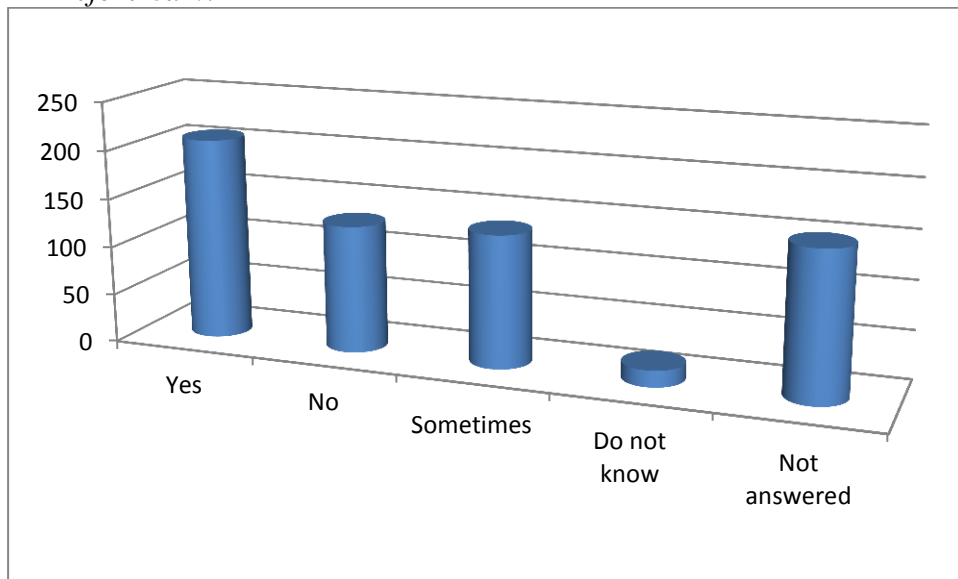
16. How clean is the practice?



| | |
|------------------|-----|
| Very clean | 583 |
| Fairly clean | 31 |
| Not very clean | 0 |
| Not at all clean | 0 |
| Not answered | 29 |
| Total | 643 |

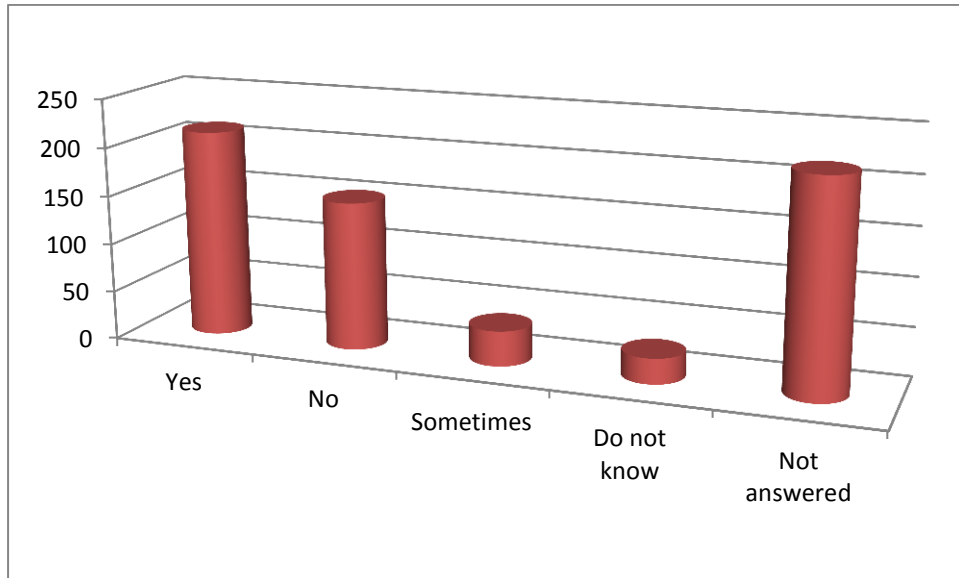
17. As far as I know the practice is open? Please put a tick in each row

i) Before 8am?



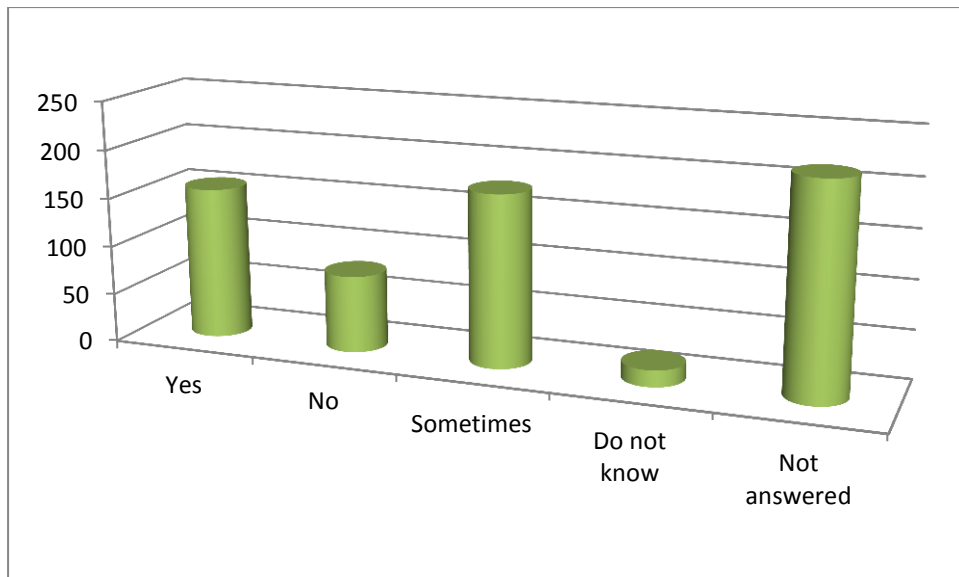
| | |
|--------------|-----|
| Yes | 208 |
| No | 131 |
| Sometimes | 136 |
| Do not know | 17 |
| Not answered | 151 |
| Total | 643 |

ii) Lunchtime



| | |
|--------------|-----|
| Yes | 213 |
| No | 152 |
| Sometimes | 36 |
| Do not know | 26 |
| Not answered | 216 |
| Total | 643 |

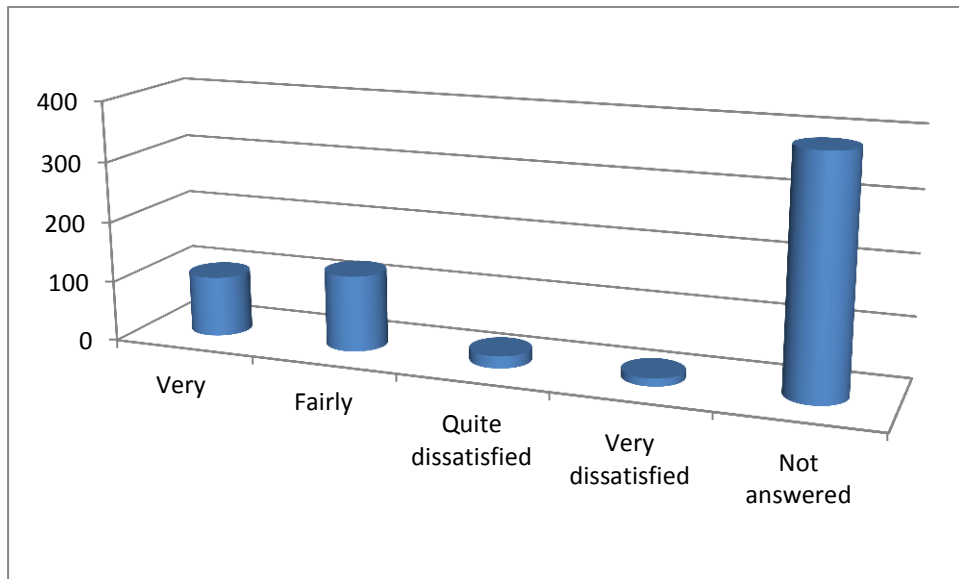
iii) After 6.30pm



| | |
|--------------|-----|
| Yes | 156 |
| No | 79 |
| Sometimes | 176 |
| Do not know | 17 |
| Not answered | 215 |

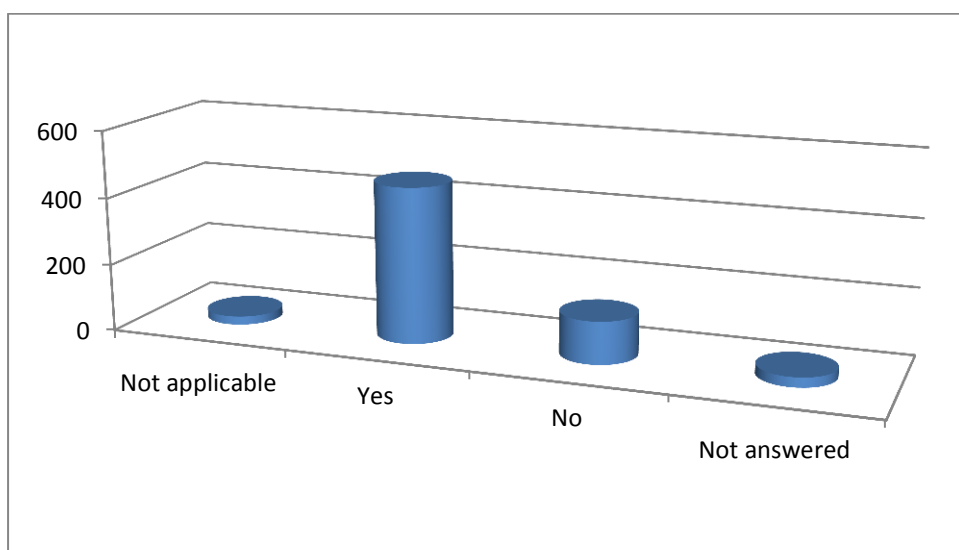
| | |
|-------|-----|
| Total | 643 |
|-------|-----|

18. In general, how satisfied are you with the care you get at the practice?



| | |
|--------------------|-----|
| Very | 100 |
| Fairly | 126 |
| Quite dissatisfied | 20 |
| Very dissatisfied | 13 |
| Not answered | 384 |
| Total | 643 |

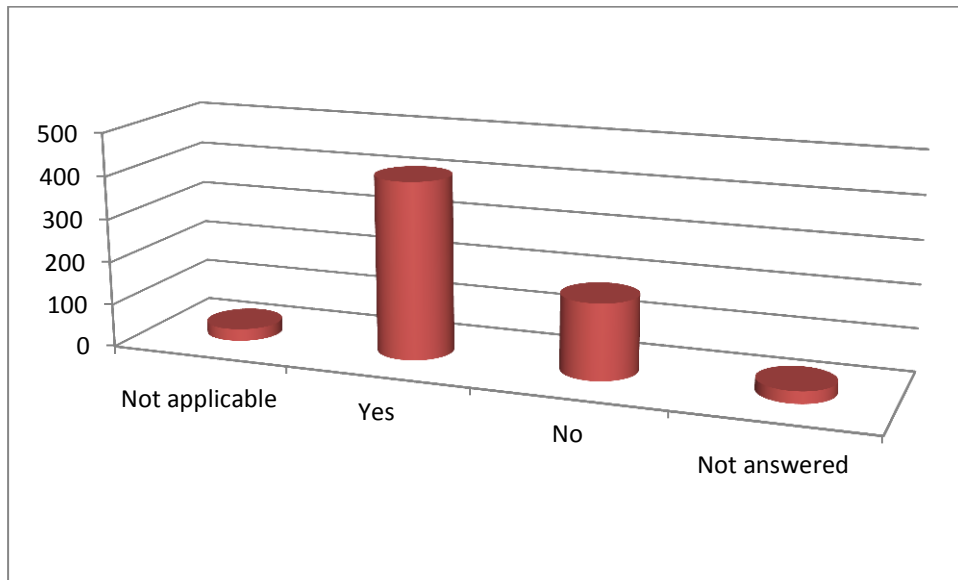
19. Did you know that you can book an appointment with your GP, Practice Nurse or Health Care Assistant, on-line?



| | |
|-----|----|
| Not | 25 |
|-----|----|

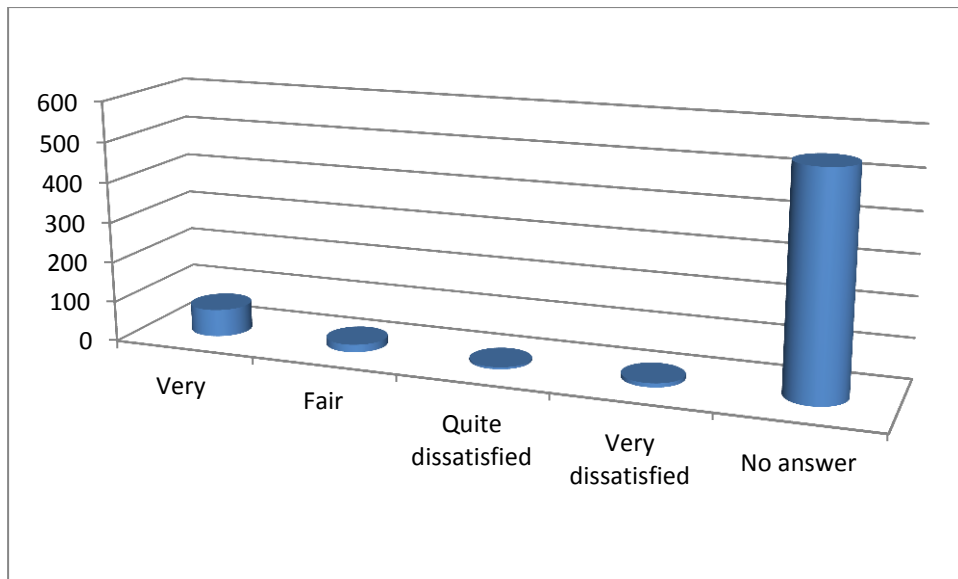
| | |
|--------------|-----|
| applicable | |
| Yes | 463 |
| No | 126 |
| Not answered | 29 |
| Total | 643 |

20. Did you know that you can order repeat medication on-line?



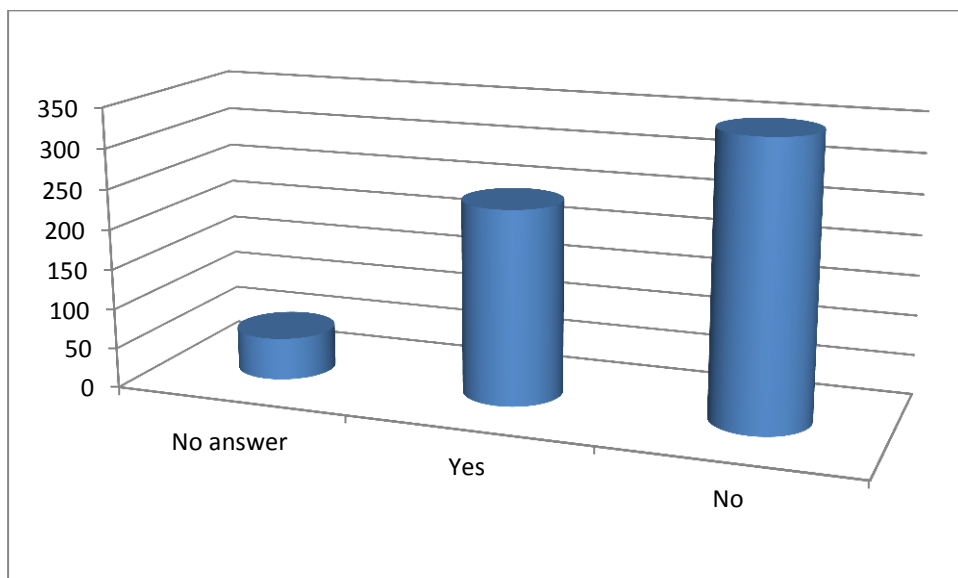
| | |
|----------------|-----|
| Not applicable | 28 |
| Yes | 411 |
| No | 176 |
| Not answered | 28 |
| Total | 643 |

21. If you have either booked an appointment, or ordered a prescription online, how satisfied were you with the service?



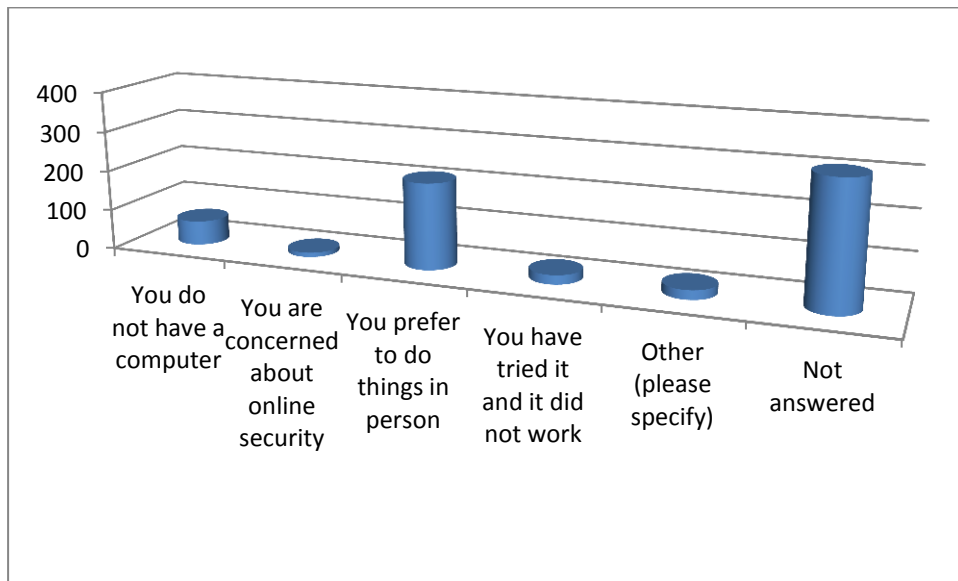
| | |
|--------------------|-----|
| Very | 68 |
| Fair | 19 |
| Quite dissatisfied | 5 |
| Very dissatisfied | 10 |
| No answer | 541 |
| Total | 643 |

22. Have you ever visited our Practice Website?



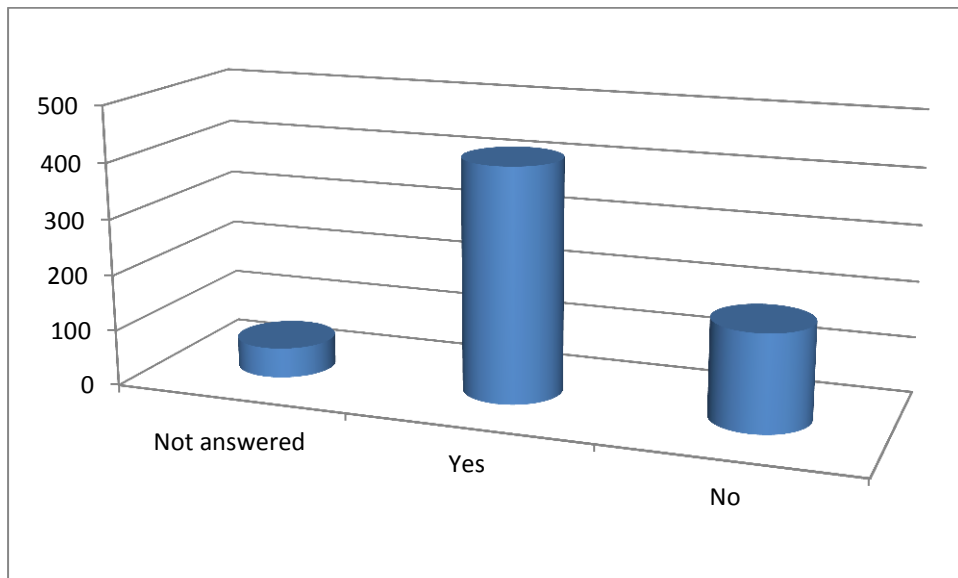
| | |
|-----------|-----|
| No answer | 53 |
| Yes | 242 |
| No | 348 |
| Total | 643 |

23. If you have not used our Online Services before, could you please tell us why?



| | |
|---|-----|
| You do not have a computer | 61 |
| You are concerned about online security | 11 |
| You prefer to do things in person | 215 |
| You have tried it and it did not work | 23 |
| Other (please specify) | 23 |
| Not answered | 310 |
| Total | 643 |

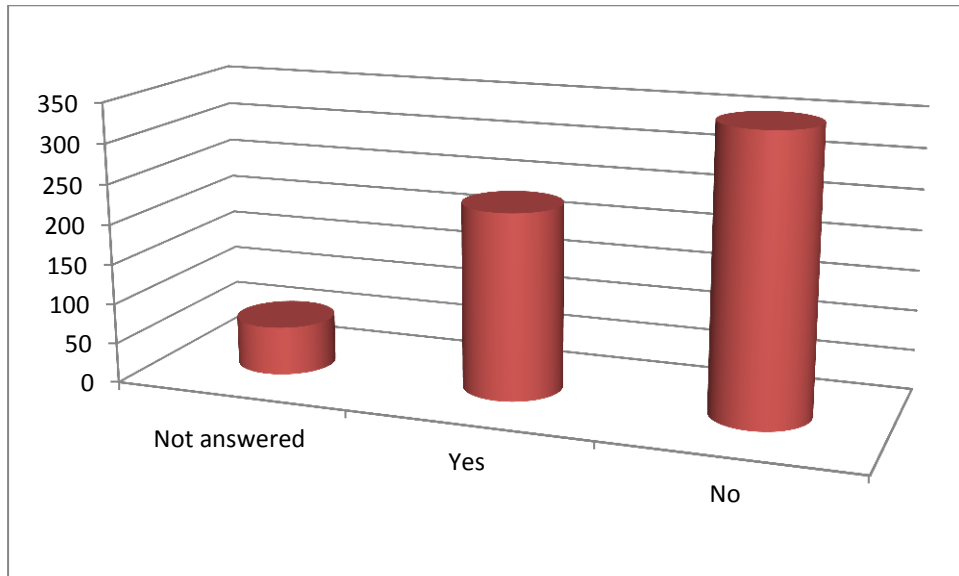
24. Did you know that you can now request for your prescriptions to go electronically to chemist? (This means that patients do not need to come to the practice to collect their prescription, they can go straight to the chemist of their choosing and collect their medication)



| | |
|--------------|-----|
| Not answered | 54 |
| Yes | 416 |
| No | 173 |
| Total | 643 |

25. The practice now offers a number of clinics, which patients can self-refer to if needed;

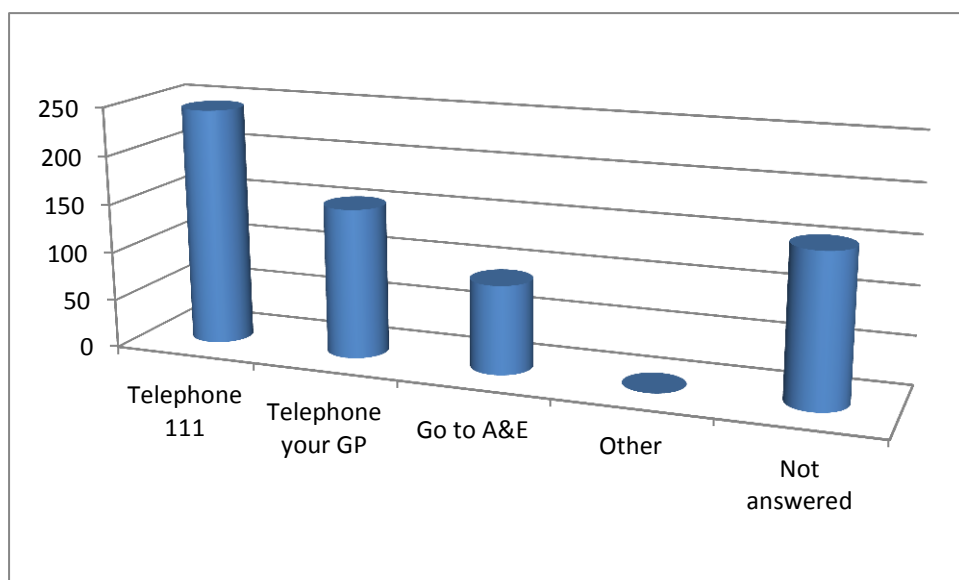
Were you aware that patients can access these services without seeing a GP?



| | |
|--------------|-----|
| Not answered | 61 |
| Yes | 232 |
| No | 350 |

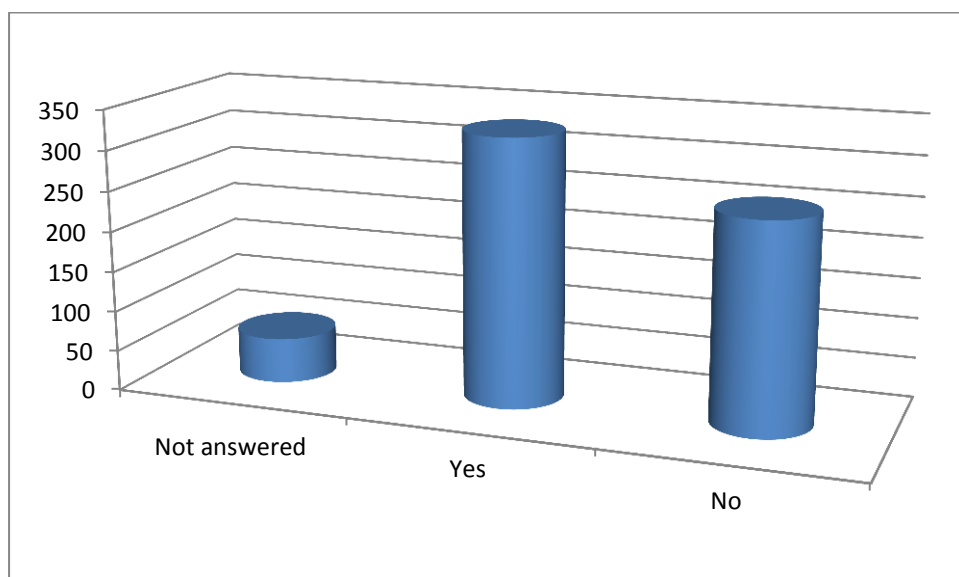
26. Access to out of hour's services has recently changed;

a) If you needed urgent medical help, how would you access a GP out of hours?



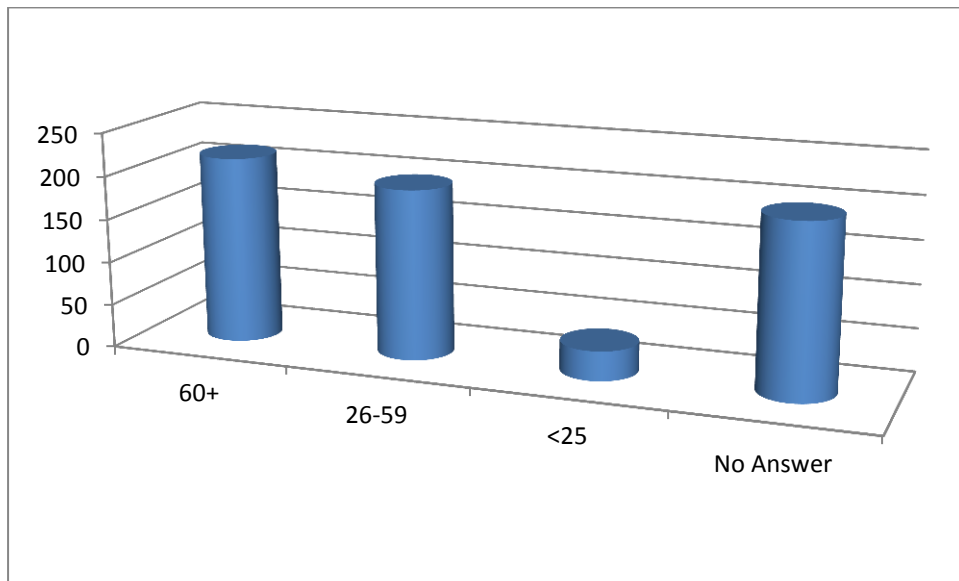
| | |
|-------------------|-----|
| Telephone 111 | 244 |
| Telephone your GP | 154 |
| Go to A&E | 91 |
| Other | 0 |
| Not answered | 154 |
| Total | 643 |

b) Are you aware that local GPs still work for the out of hours services?



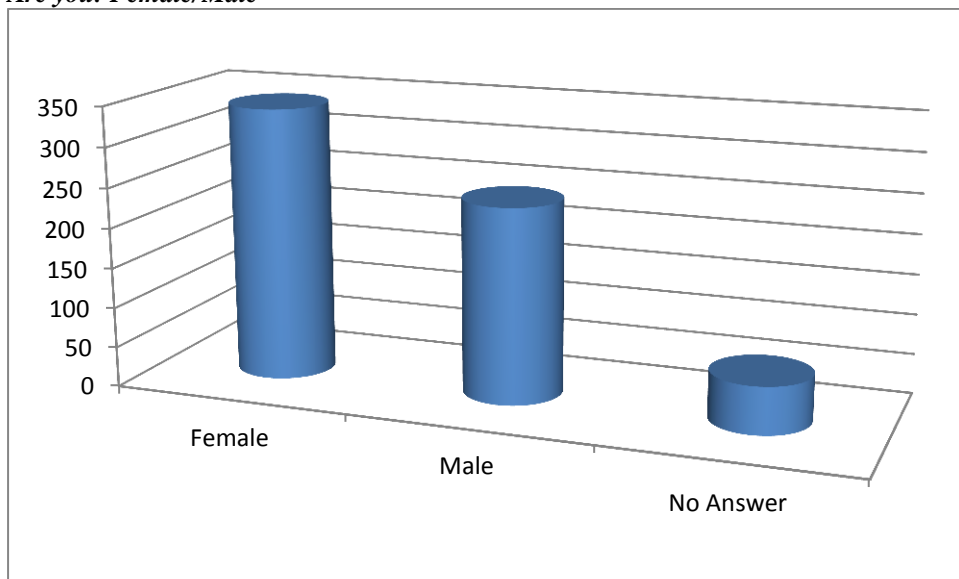
| | |
|--------------|-----|
| Not answered | 56 |
| Yes | 330 |
| No | 257 |

How old are you in years?



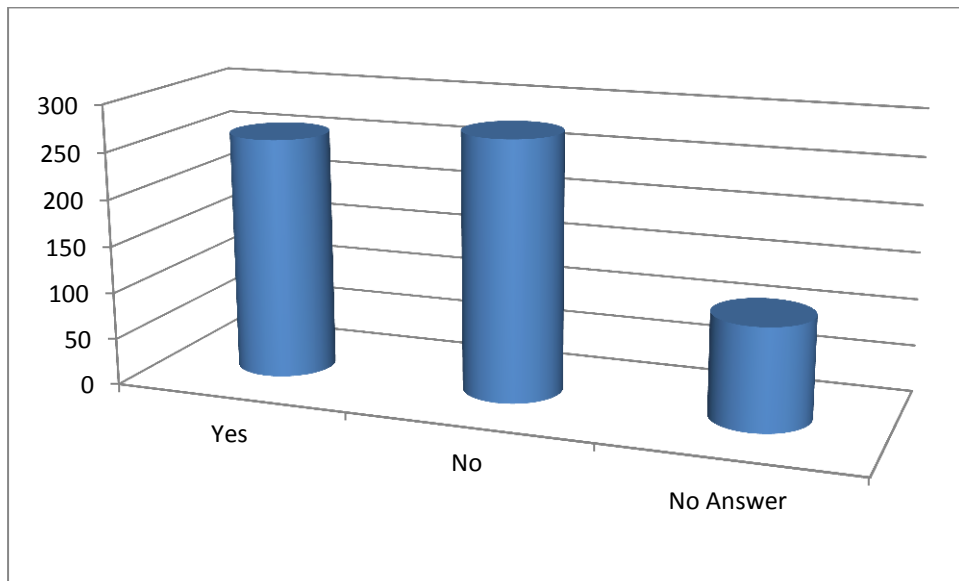
| | |
|-----------|-----|
| 60+ | 216 |
| 26-59 | 196 |
| <25 | 34 |
| No Answer | 197 |
| Total | 643 |

Are you: Female/Male



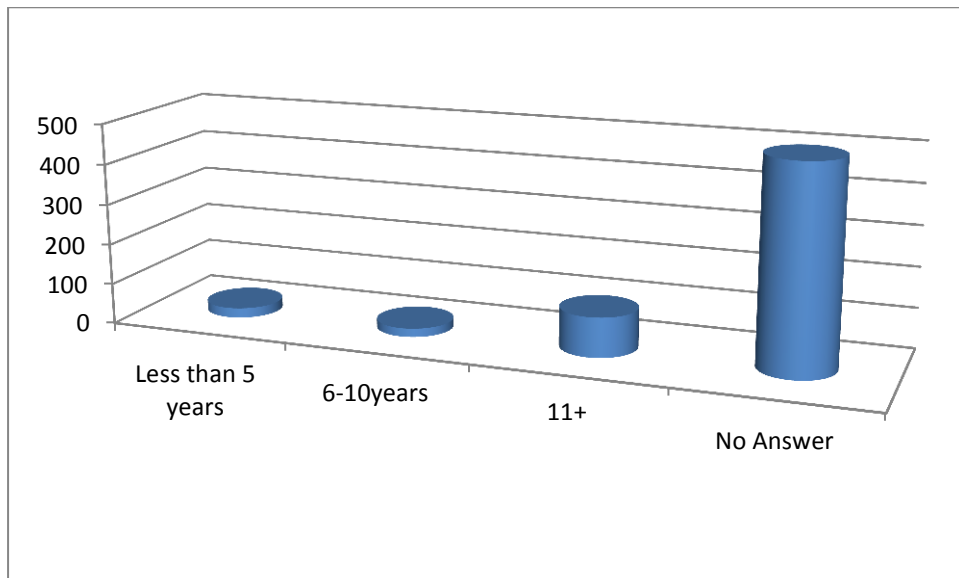
| | |
|-----------|-----|
| Female | 341 |
| Male | 243 |
| No Answer | 59 |
| Total | 643 |

Was this visit with your usual doctor?



| | |
|-----------|-----|
| Yes | 258 |
| No | 276 |
| No Answer | 109 |
| Total | 643 |

How many years have you been attending this practice?



| | |
|-------------------|-----|
| Less than 5 years | 24 |
| 6-10years | 21 |
| 11+ | 98 |
| No Answer | 500 |
| Total | 643 |