



Padgate Medical Centre

Padgate Medical Centre (2019)

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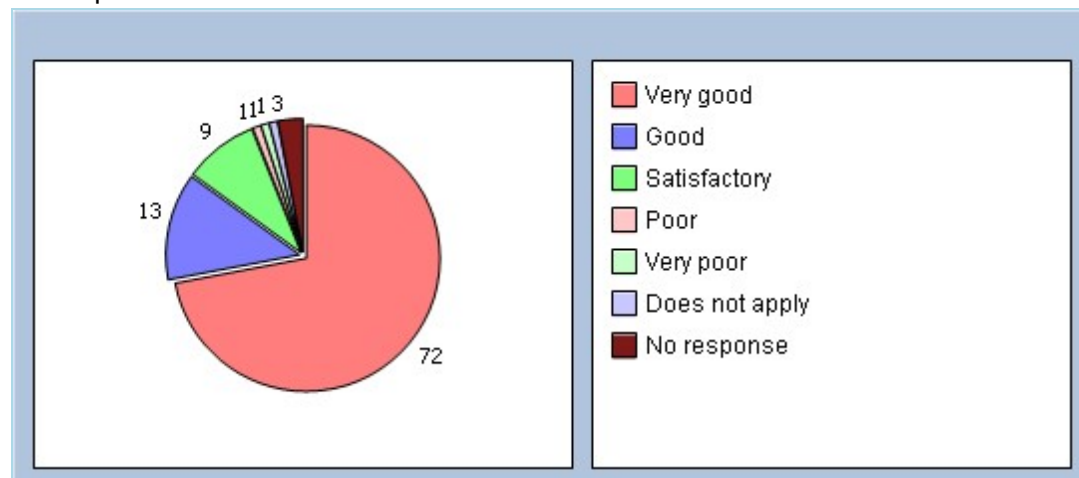
Number of Responses: We would be grateful if you would complete this survey about your doctor and general practice. They want to provide the highest standard of care. A summary from this survey will be fed back to them to help them identify areas for improvement. Your opinions are very valuable. Please answer ALL the questions you can. There are no right or wrong answers and your doctor will NOT be able to identify your individual answers. Thank you.

About Your Visit to the GP

How good was the GP at

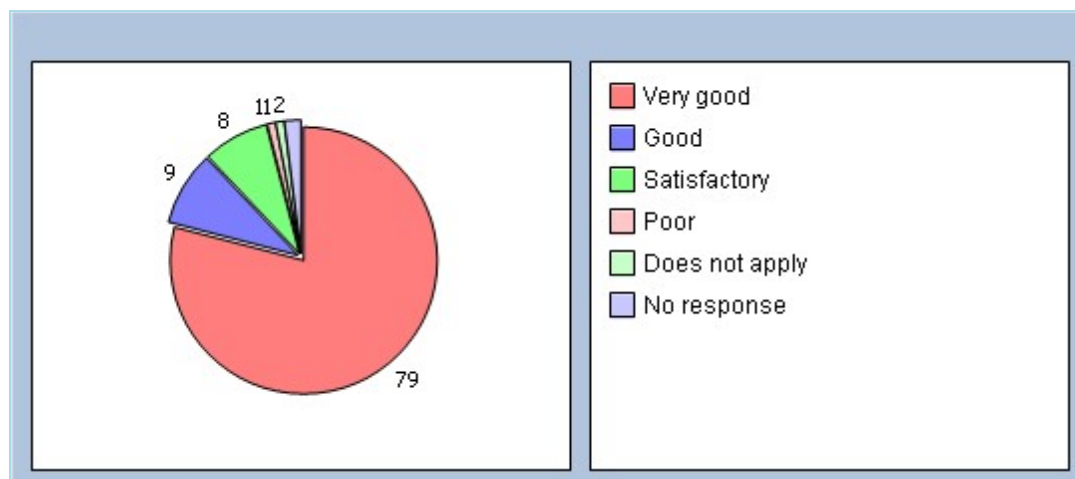
Q1 Putting you at ease?

Very good	72%
Good	13%
Satisfactory	9%
Poor	1%
Very poor	1%
Does not apply	1%
No response	3%



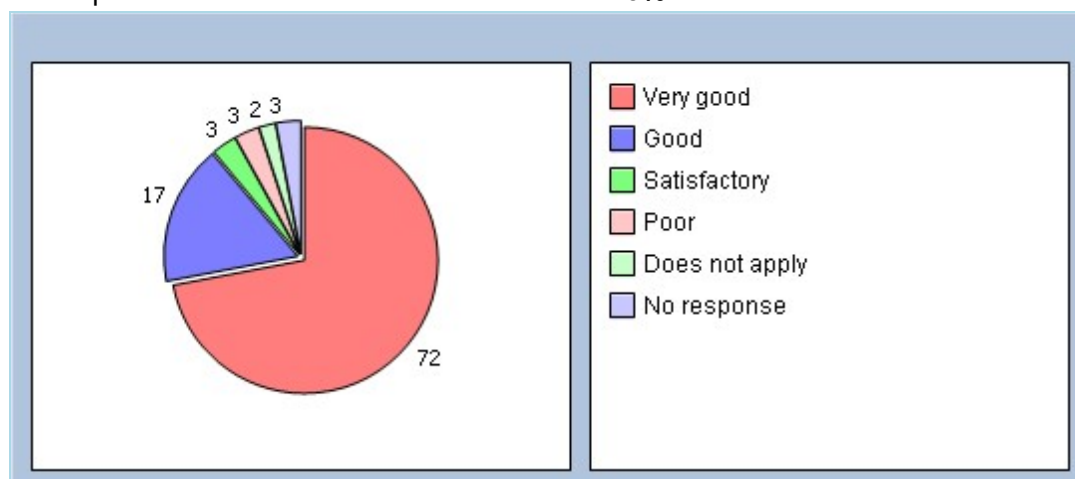
Q2 Being polite and considerate?

Very good	79%
Good	9%
Satisfactory	8%
Poor	1%
Very poor	0%
Does not apply	1%
No response	2%



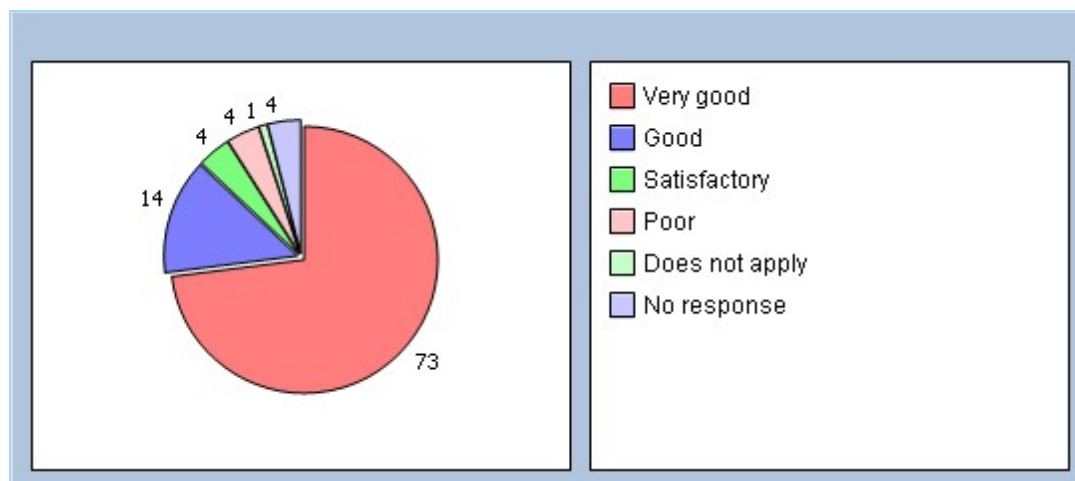
Q3 Listening to you?

Very good	72%
Good	17%
Satisfactory	3%
Poor	3%
Very poor	0%
Does not apply	2%
No response	3%



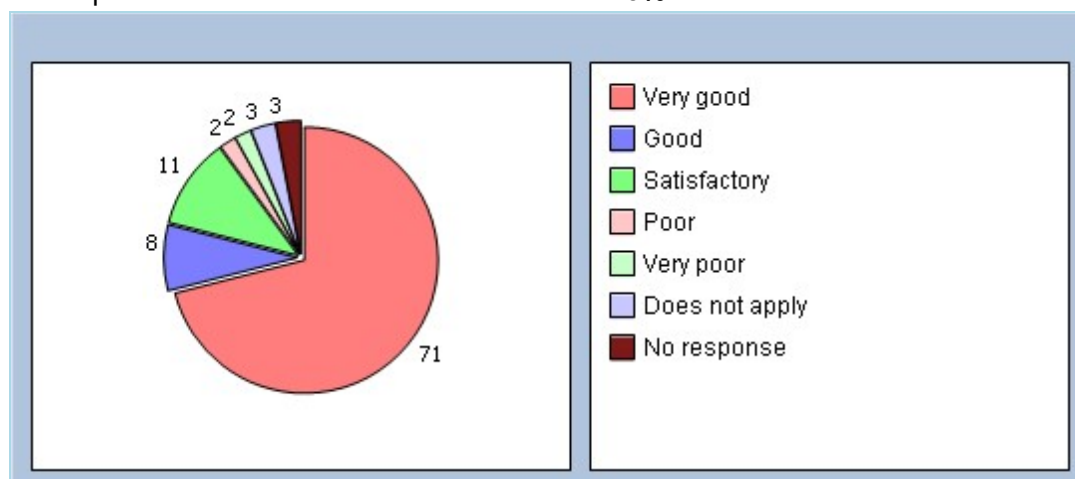
Q4 Giving you enough time?

Very good	73%
Good	14%
Satisfactory	4%
Poor	4%
Very poor	0%
Does not apply	1%
No response	4%



Q5 Assessing your medical condition?

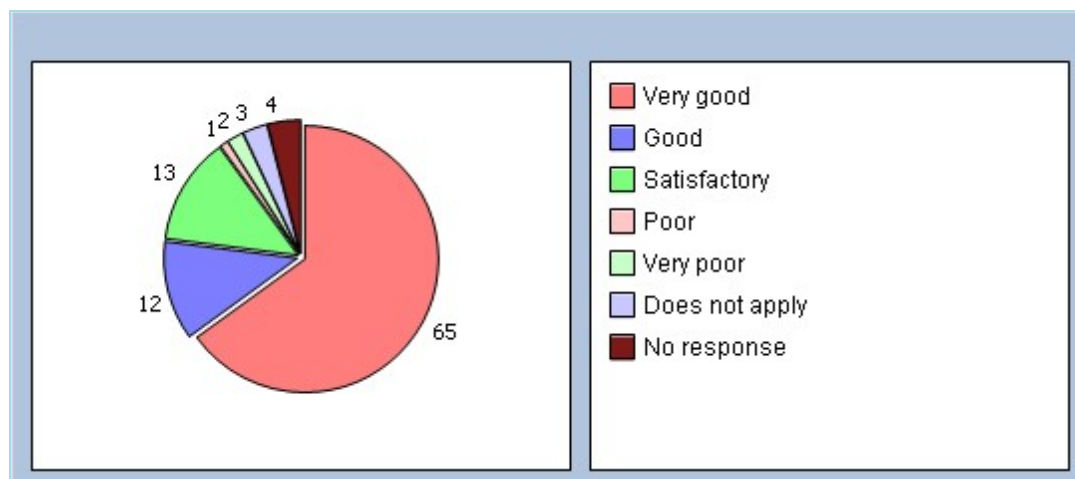
Very good	71%
Good	8%
Satisfactory	11%
Poor	2%
Very poor	2%
Does not apply	3%
No response	3%



How good was the GP at:

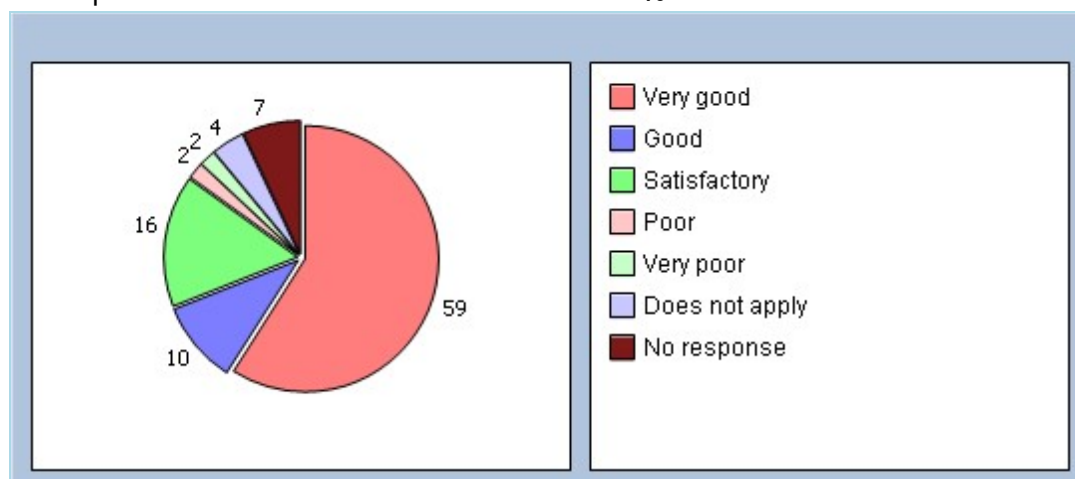
Q6 Explaining your condition and treatment?

Very good	65%
Good	12%
Satisfactory	13%
Poor	1%
Very poor	2%
Does not apply	3%
No response	4%



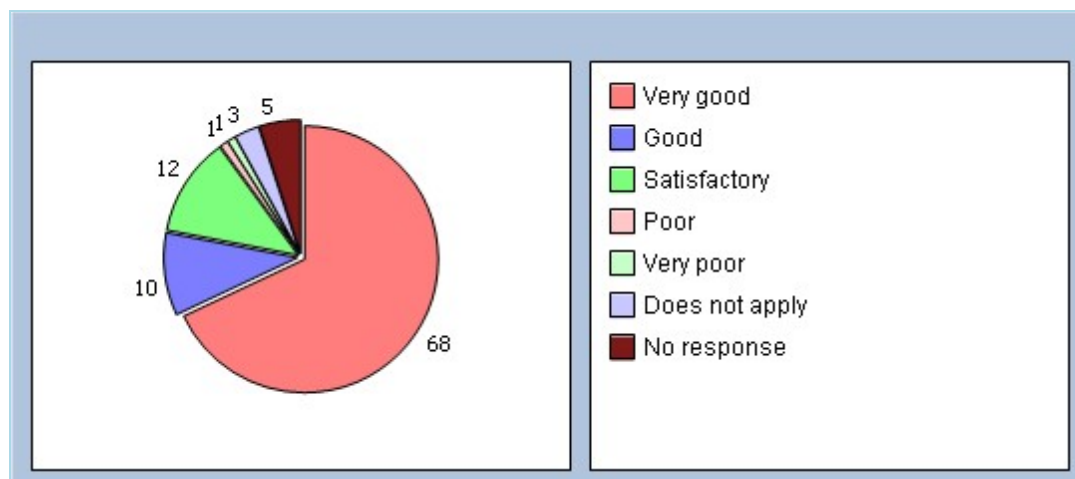
Q7 Involving you in decisions about your care?

Very good	59%
Good	10%
Satisfactory	16%
Poor	2%
Very poor	2%
Does not apply	4%
No response	7%



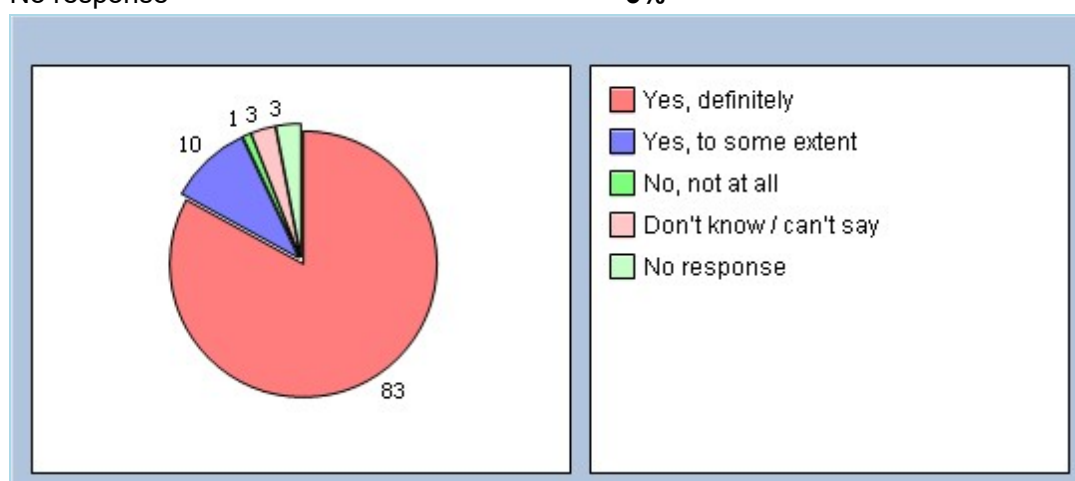
Q8 Providing or arranging treatment for you?

Very good	68%
Good	10%
Satisfactory	12%
Poor	1%
Very poor	1%
Does not apply	3%
No response	5%



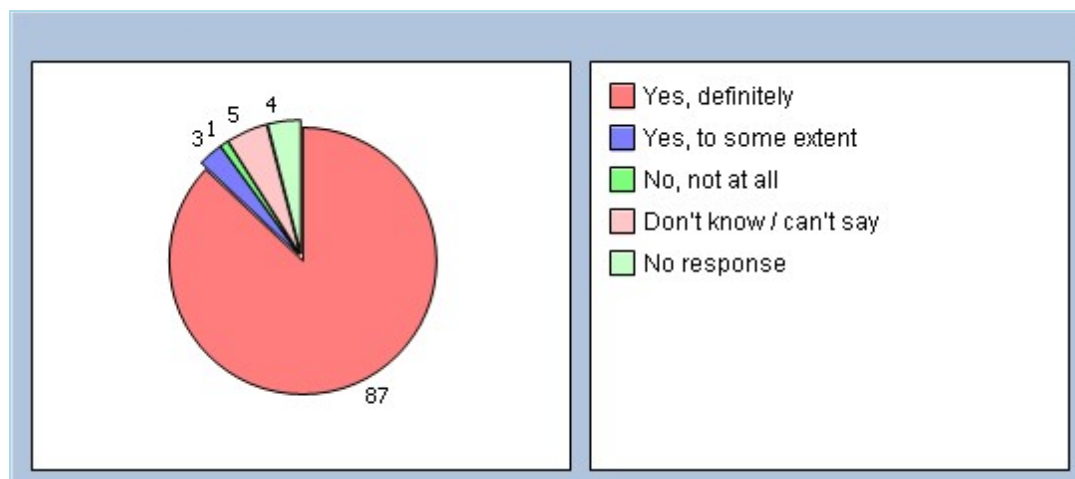
Q9 Did you have confidence that the GP is honest and trustworthy?

Yes, definitely	83%
Yes, to some extent	10%
No, not at all	1%
Don't know / can't say	3%
No response	3%



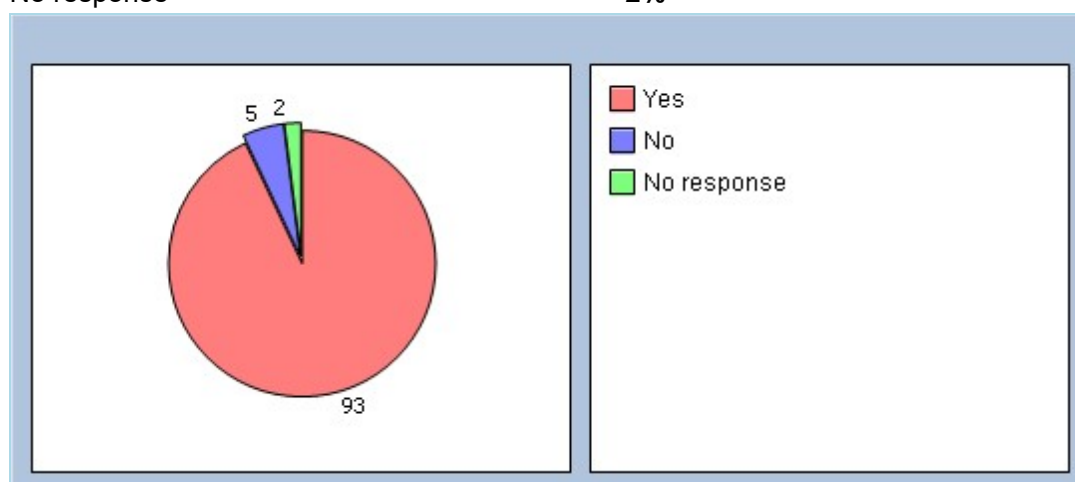
Q10 Did you have confidence that the doctor will keep your information confidential?

Yes, definitely	87%
Yes, to some extent	3%
No, not at all	1%
Don't know / can't say	5%
No response	4%



Q11 Would you be completely happy to see this GP again?

Yes	93%
No	5%
No response	2%



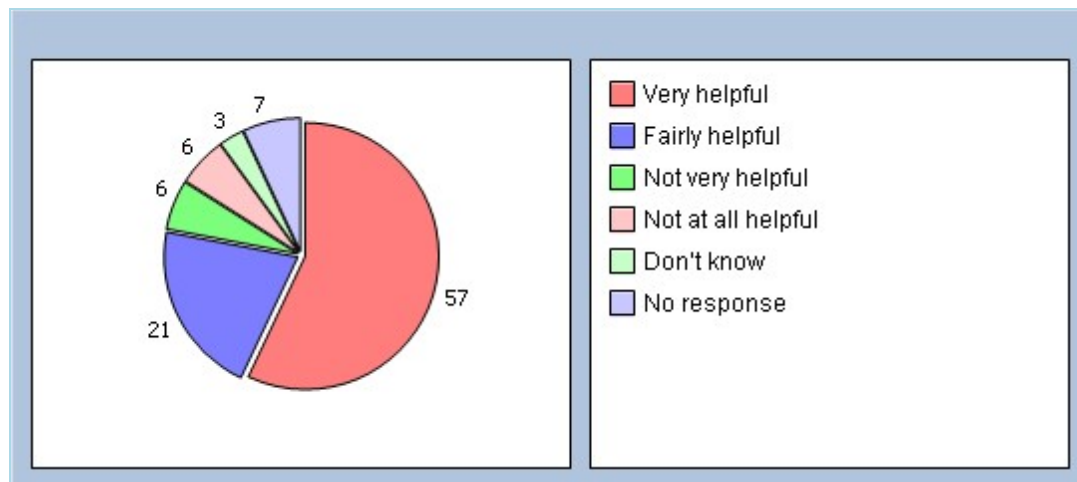
Please enter the name of the GP/Nurse you recently saw and add any additional comments:



About Receptionists and Appointments

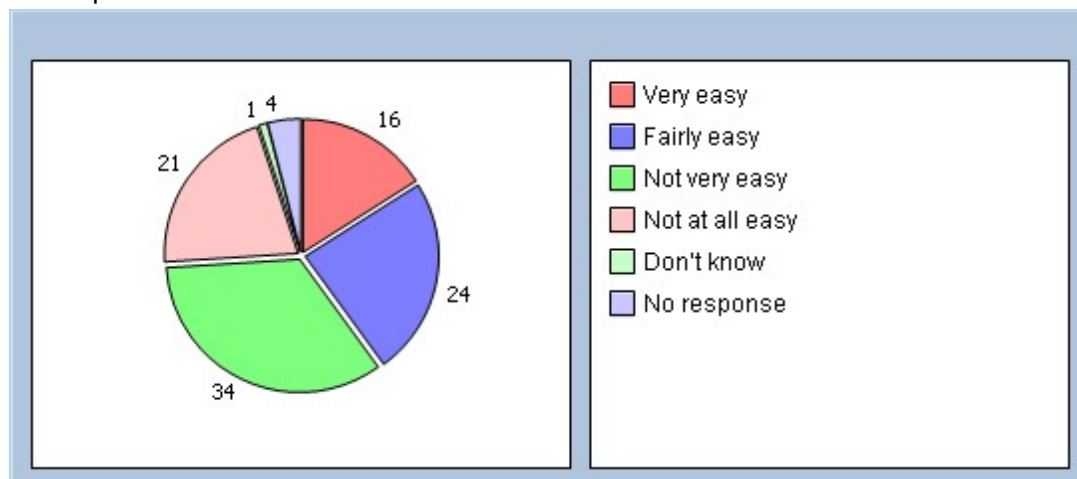
Q12 How helpful do you find the receptionists at your GP practice?

Very helpful	57%
Fairly helpful	21%
Not very helpful	6%
Not at all helpful	6%
Don't know	3%
No response	7%



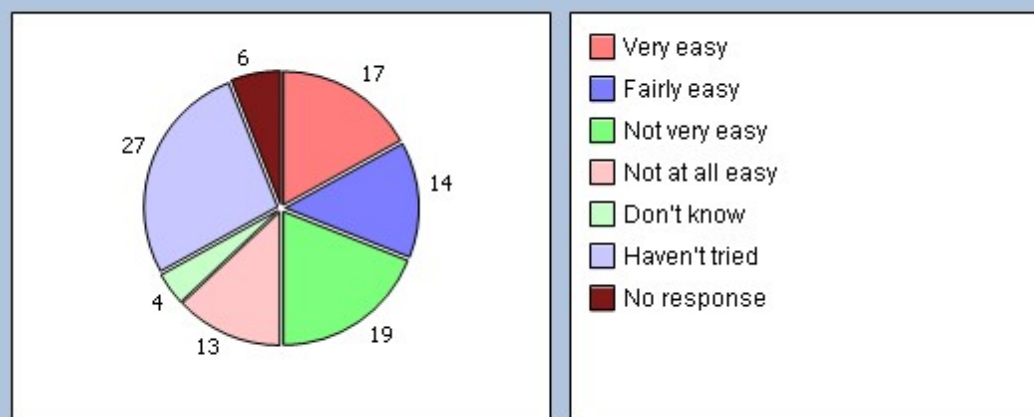
Q13 How easy is it to get through to someone at your GP practice on the phone?

Very easy	16%
Fairly easy	24%
Not very easy	34%
Not at all easy	21%
Don't know	1%
Haven't tried	0%
No response	4%



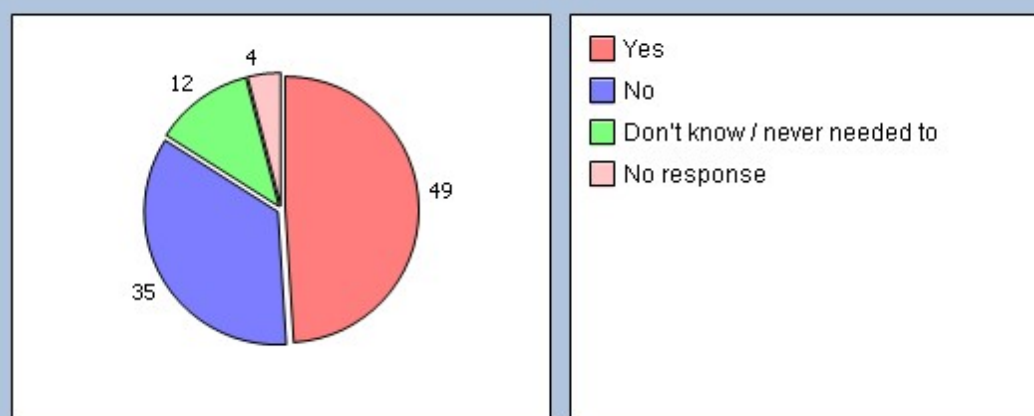
Q14 How easy is it to speak to a doctor or nurse on the phone at your GP practice?

Very easy	17%
Fairly easy	14%
Not very easy	19%
Not at all easy	13%
Don't know	4%
Haven't tried	27%
No response	6%



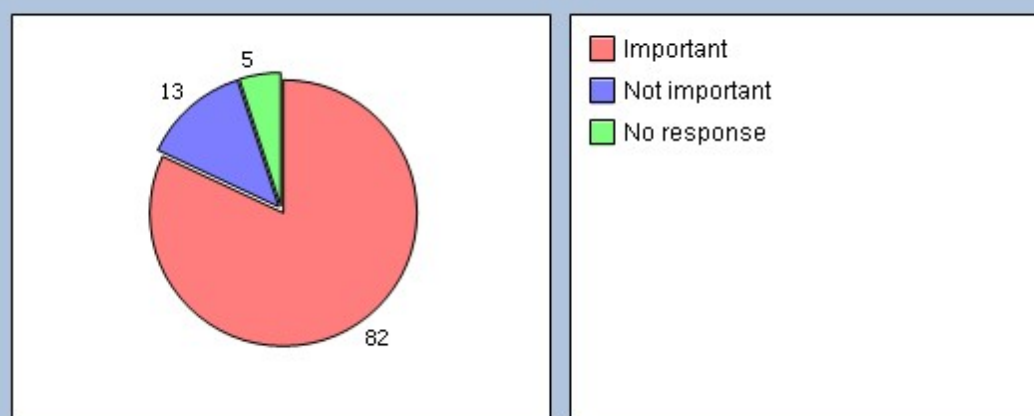
Q15 If you need to see a GP urgently, can you normally get seen on the same day?

Yes	49%
No	35%
Don't know / never needed to	12%
No response	4%



Q16 How important is it to you to be able to book appointments ahead of time in your practice?

Important	82%
Not important	13%
No response	5%



Q17 How easy is it to book ahead in your practice?

Very easy	12%
Fairly easy	13%
Not very easy	33%
Not at all easy	27%
Don't know	3%
Haven't tried	6%
No response	6%

**Q18 How do you normally book your appointments at your practice? (please X all boxes that apply)**

In person	13%
By phone	94%
Online	10%
Doesn't apply	0%

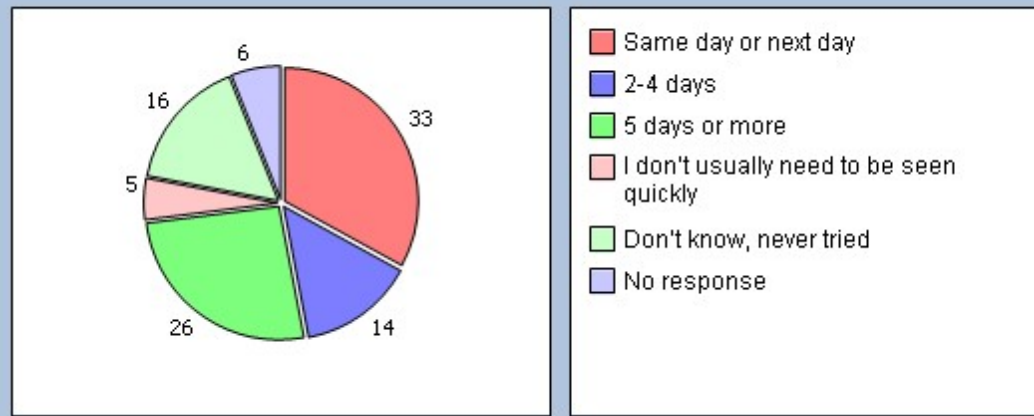
Q19 Which of the following methods would you prefer to use to book appointments at your practice? (please X all boxes that apply)

In person	20%
By phone	78%
Online	51%
Doesn't apply	0%

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

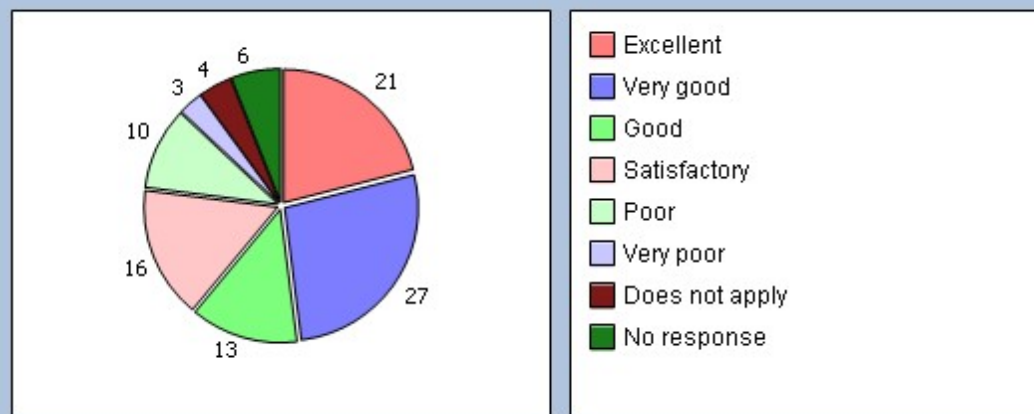
Q20 How quickly do you usually get seen?

Same day or next day	33%
2-4 days	14%
5 days or more	26%
I don't usually need to be seen quickly	5%
Don't know, never tried	16%
No response	6%



Q21 How do you rate how quickly you were seen?

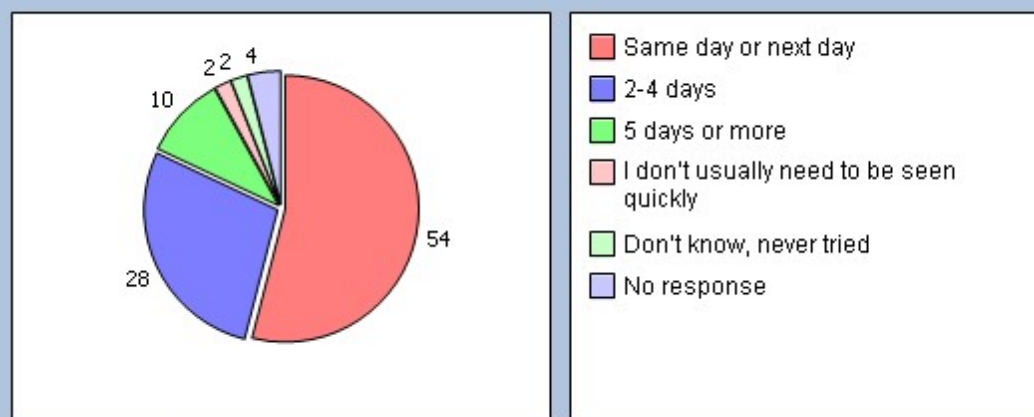
Excellent	21%
Very good	27%
Good	13%
Satisfactory	16%
Poor	10%
Very poor	3%
Does not apply	4%
No response	6%



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

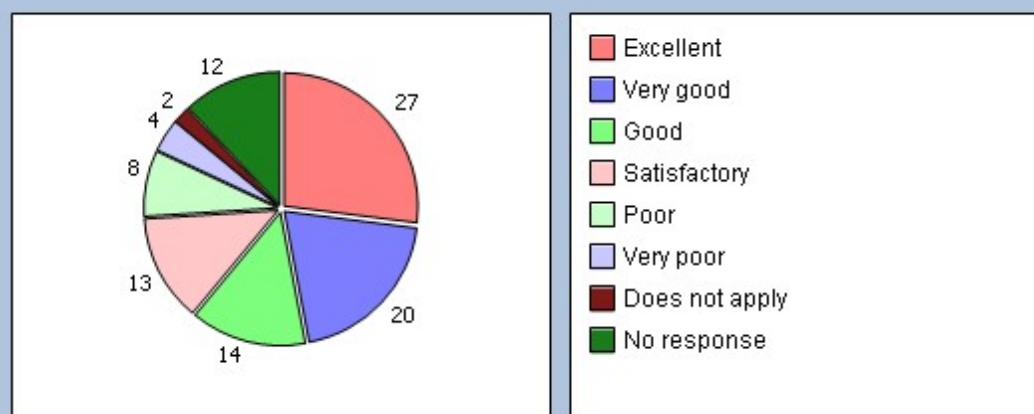
Q22 How quickly do you usually get seen?

Same day or next day	54%
2-4 days	28%
5 days or more	10%
I don't usually need to be seen quickly	2%
Don't know, never tried	2%
No response	4%



Q23 How do you rate how quickly you were seen?

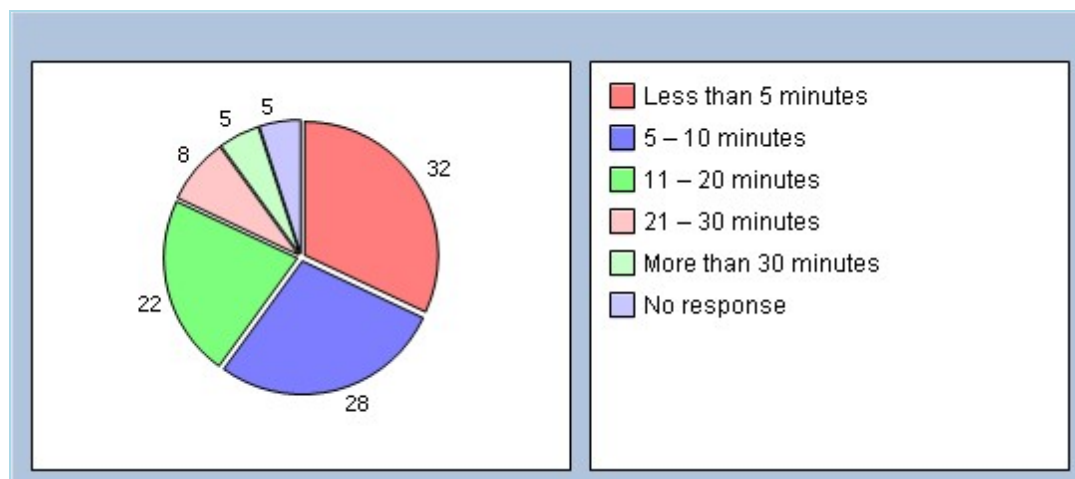
Excellent	27%
Very good	20%
Good	14%
Satisfactory	13%
Poor	8%
Very poor	4%
Does not apply	2%
No response	12%



Thinking of your most recent consultation with a doctor or nurse

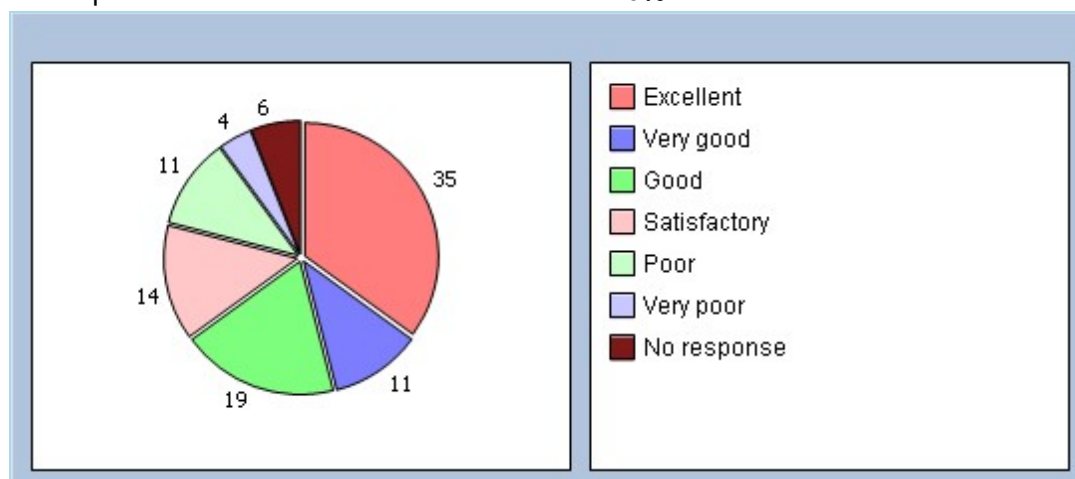
Q24 How long did you wait for your consultation to start?

Less than 5 minutes	32%
5 – 10 minutes	28%
11 – 20 minutes	22%
21 – 30 minutes	8%
More than 30 minutes	5%
There was no set time for my consultation	0%
No response	5%



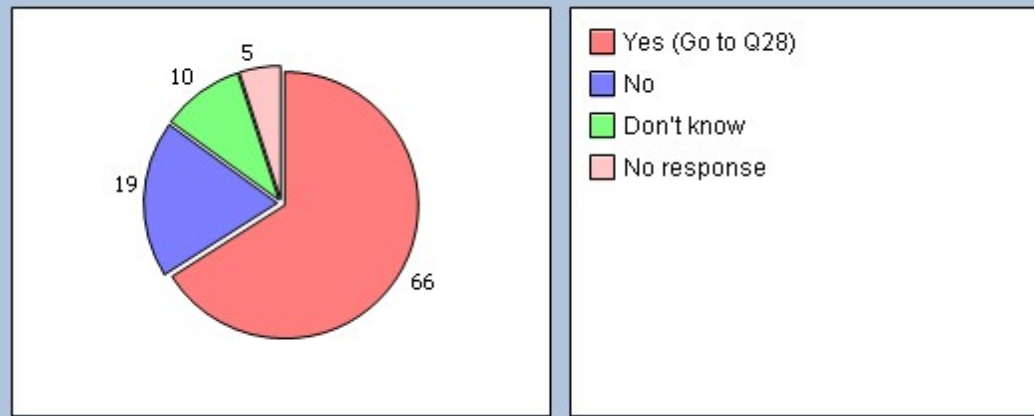
Q25 How do you rate how long you waited?

Excellent	35%
Very good	11%
Good	19%
Satisfactory	14%
Poor	11%
Very poor	4%
Does not apply	0%
No response	6%



Q26 Is your GP practice currently open at times that are convenient to you?

Yes (Go to Q28)	66%
No	19%
Don't know	10%
No response	5%

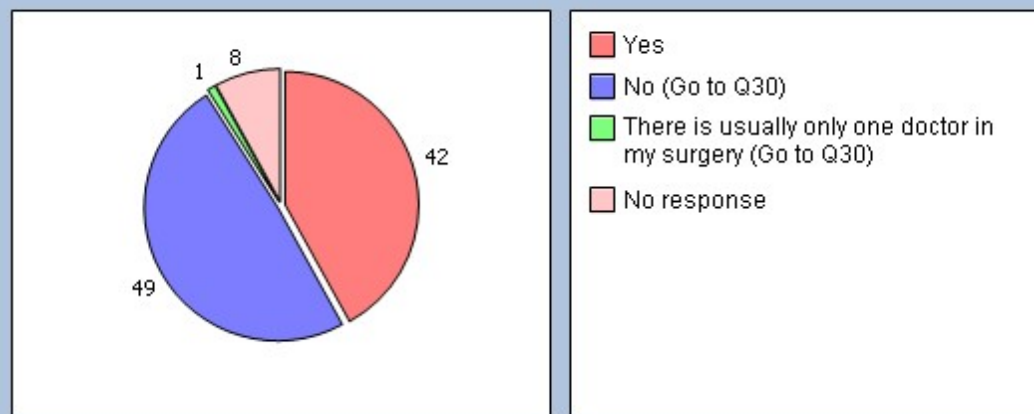


Q27 Which of the following additional opening hours would make it easier for you to see or speak to someone? (please X all boxes that apply)

Before 8am	16%
At lunchtime	4%
After 6.30pm	29%
On a Saturday	33%
On a Sunday	12%
None of these	3%

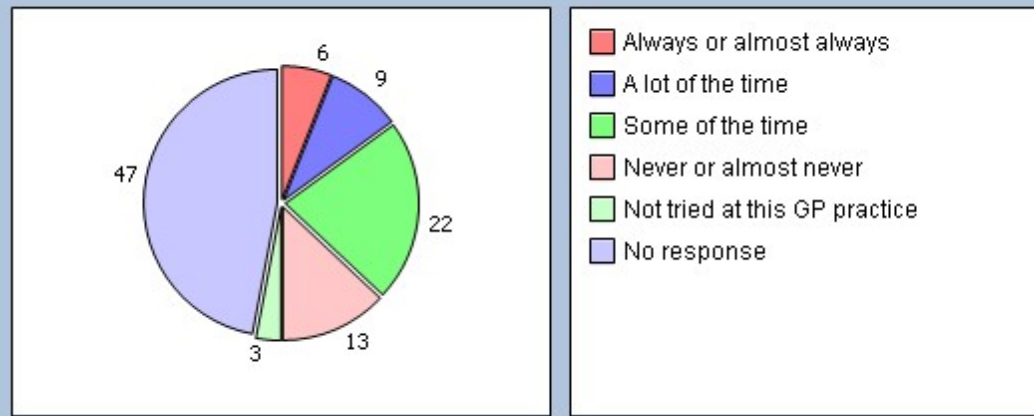
Q28 Is there a particular GP you usually prefer to see or speak to?

Yes	42%
No (Go to Q30)	49%
There is usually only one doctor in my surgery (Go to Q30)	1%
No response	8%



Q29 How often do you see or speak to the GP you prefer?

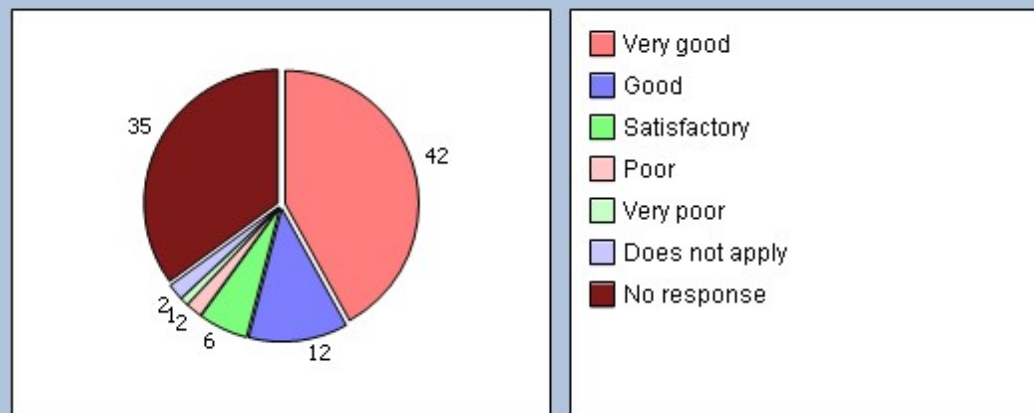
Always or almost always	6%
A lot of the time	9%
Some of the time	22%
Never or almost never	13%
Not tried at this GP practice	3%
No response	47%



If you haven't seen a nurse in the last 6 months please go to Q37. How good was the Nurse you last saw at:

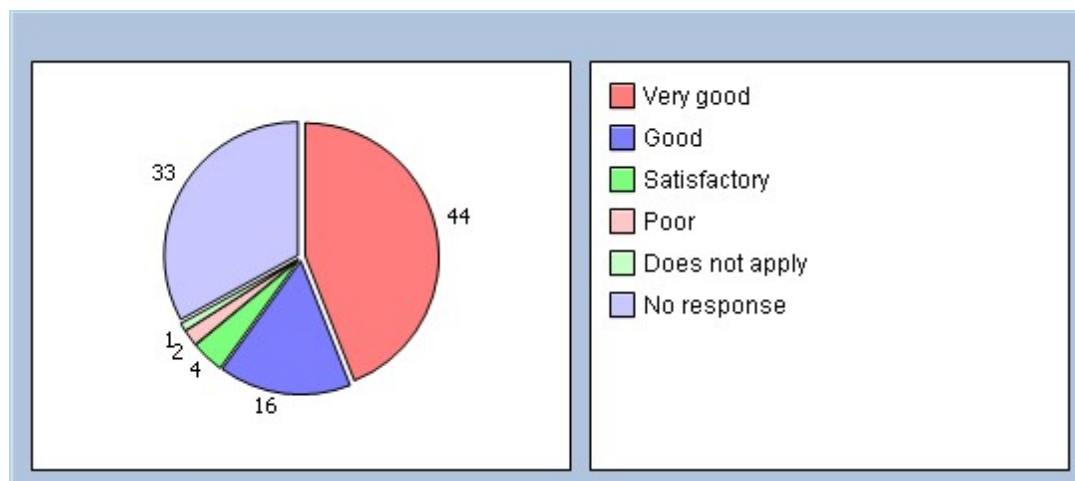
Q30 Putting you at ease?

Very good	42%
Good	12%
Satisfactory	6%
Poor	2%
Very poor	1%
Does not apply	2%
No response	35%

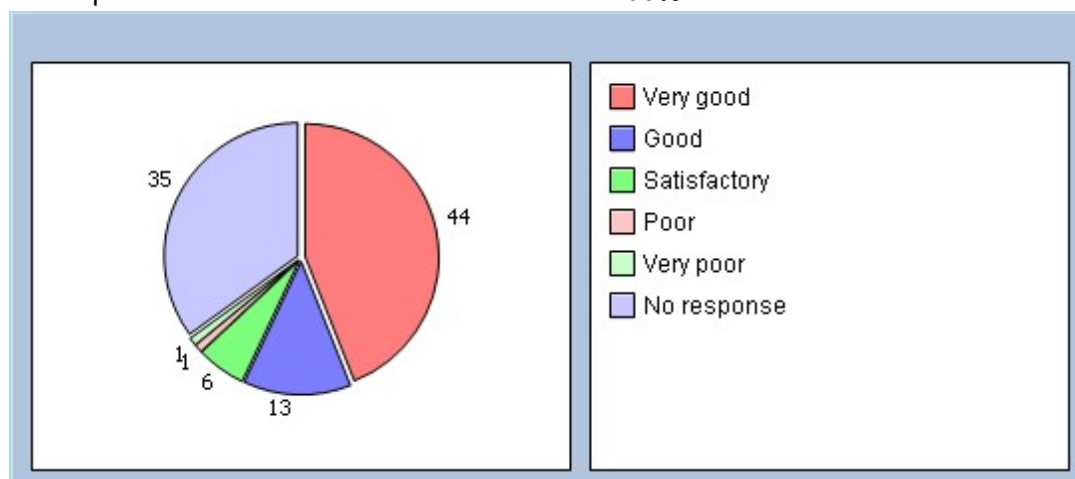


Q31 Giving you enough time?

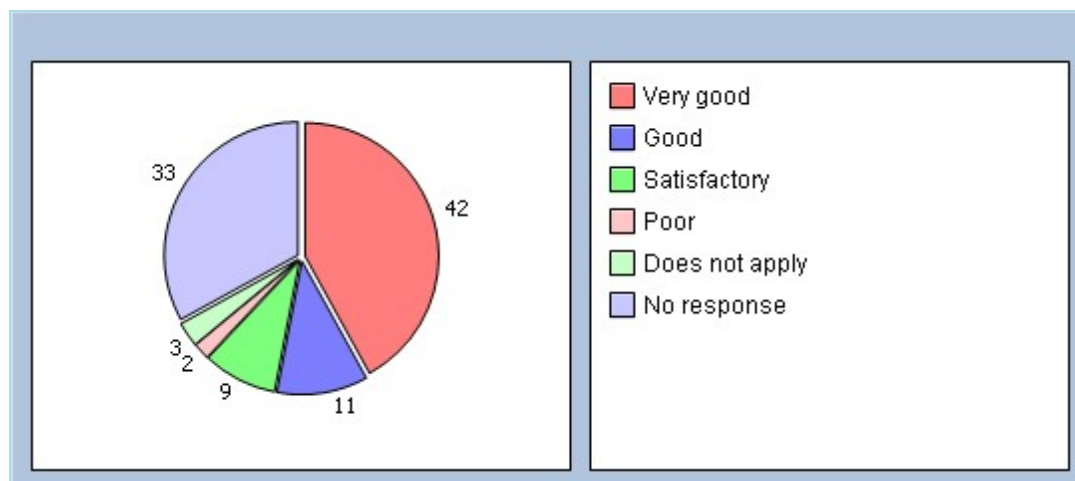
Very good	44%
Good	16%
Satisfactory	4%
Poor	2%
Very poor	0%
Does not apply	1%
No response	33%

**Q32 Listening to you?**

Very good	44%
Good	13%
Satisfactory	6%
Poor	1%
Very poor	1%
Does not apply	0%
No response	35%

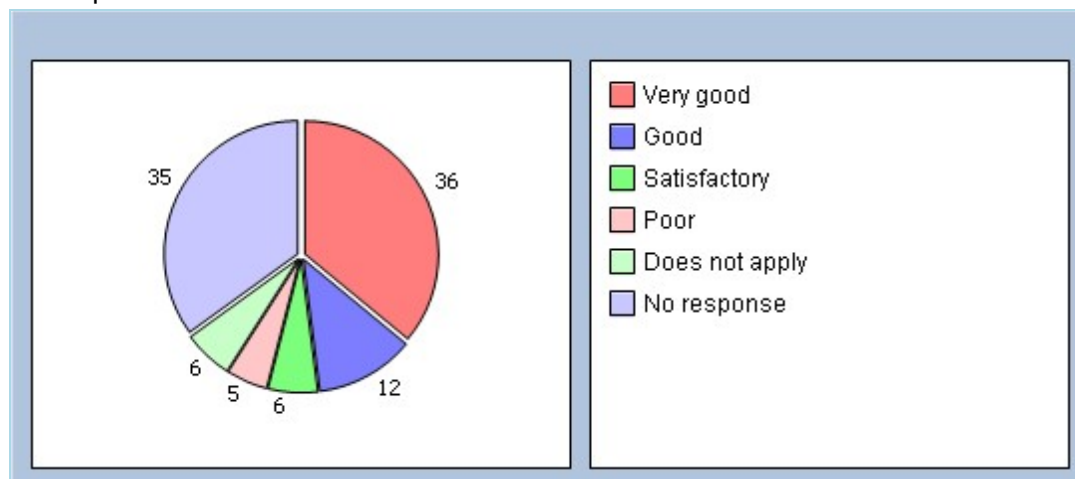
**Q33 Explaining your condition and treatment?**

Very good	42%
Good	11%
Satisfactory	9%
Poor	2%
Very poor	0%
Does not apply	3%
No response	33%



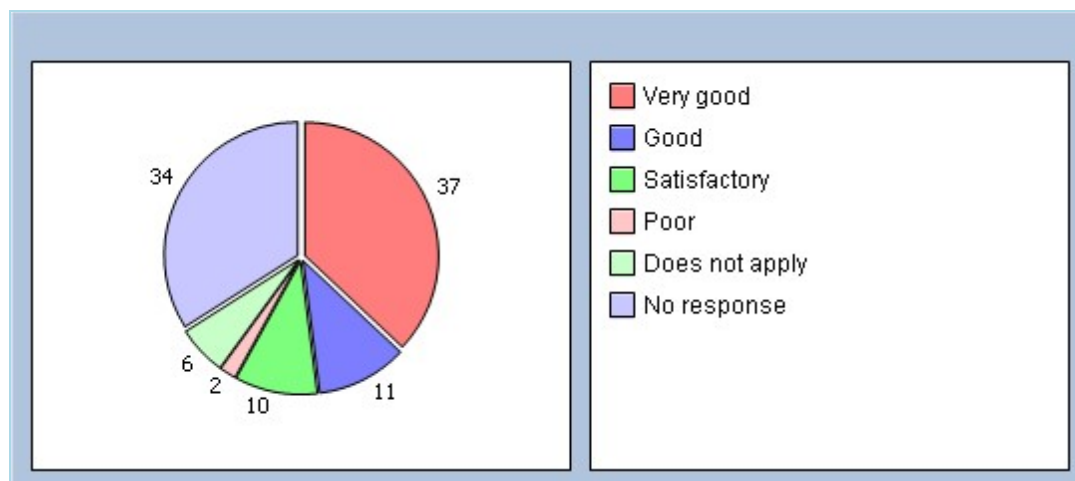
Q34 Involving you in decisions about your care?

Very good	36%
Good	12%
Satisfactory	6%
Poor	5%
Very poor	0%
Does not apply	6%
No response	35%



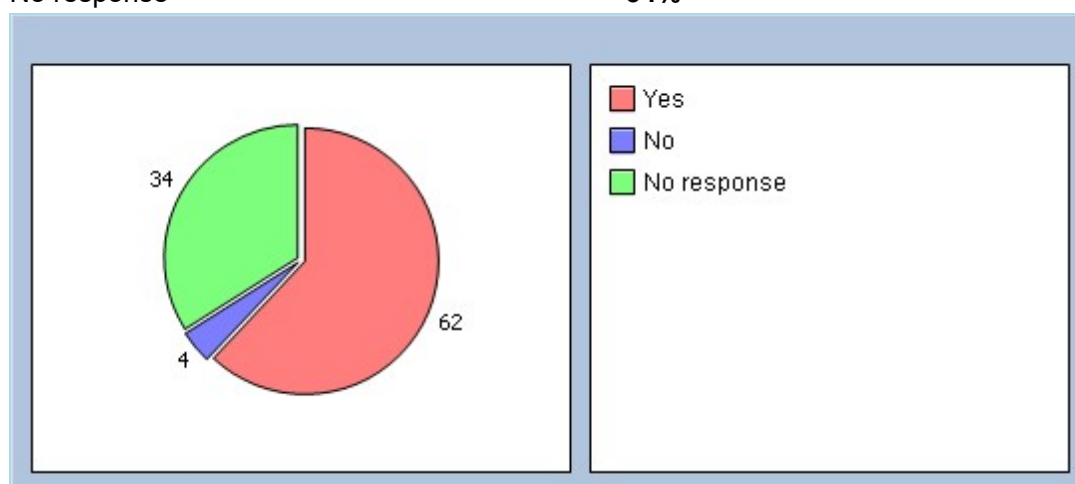
Q35 Providing or arranging treatment for you?

Very good	37%
Good	11%
Satisfactory	10%
Poor	2%
Very poor	0%
Does not apply	6%
No response	34%



Q36 Would you be completely happy to see this nurse again?

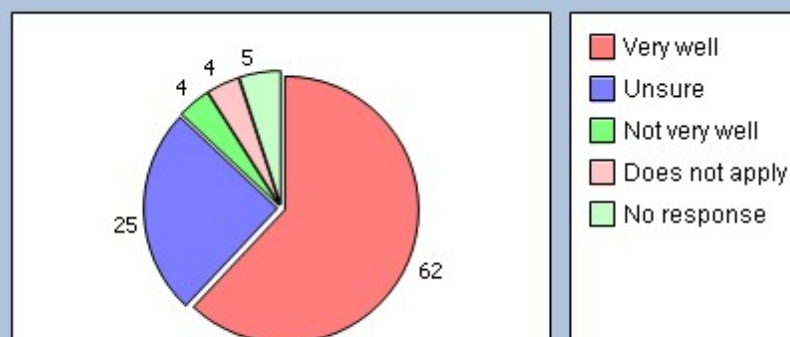
Yes	62%
No	4%
No response	34%



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

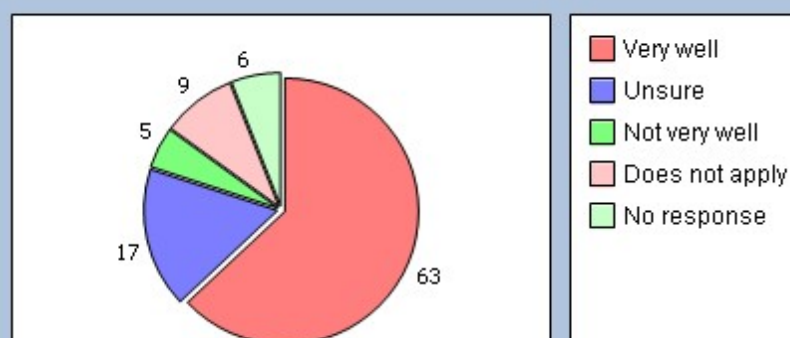
Q37 Understand your health problems?

Very well	62%
Unsure	25%
Not very well	4%
Does not apply	4%
No response	5%



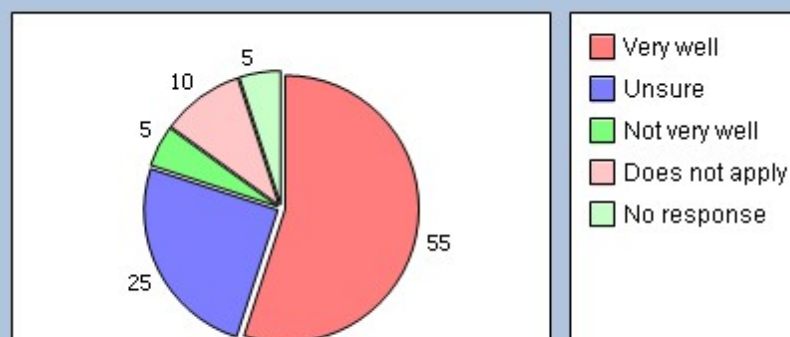
Q38 Cope with your health problems

Very well	63%
Unsure	17%
Not very well	5%
Does not apply	9%
No response	6%



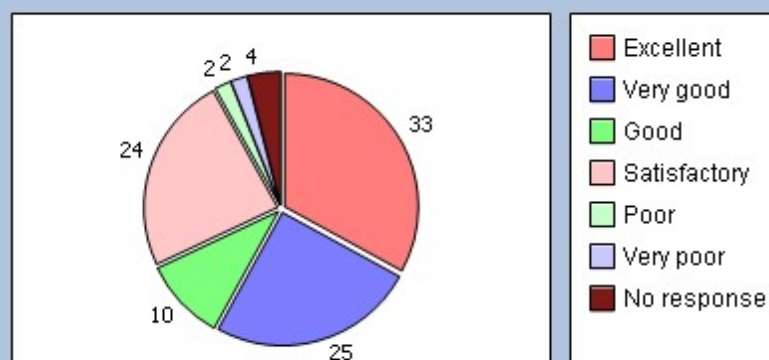
Q39 Keep yourself healthy

Very well	55%
Unsure	25%
Not very well	5%
Does not apply	10%
No response	5%



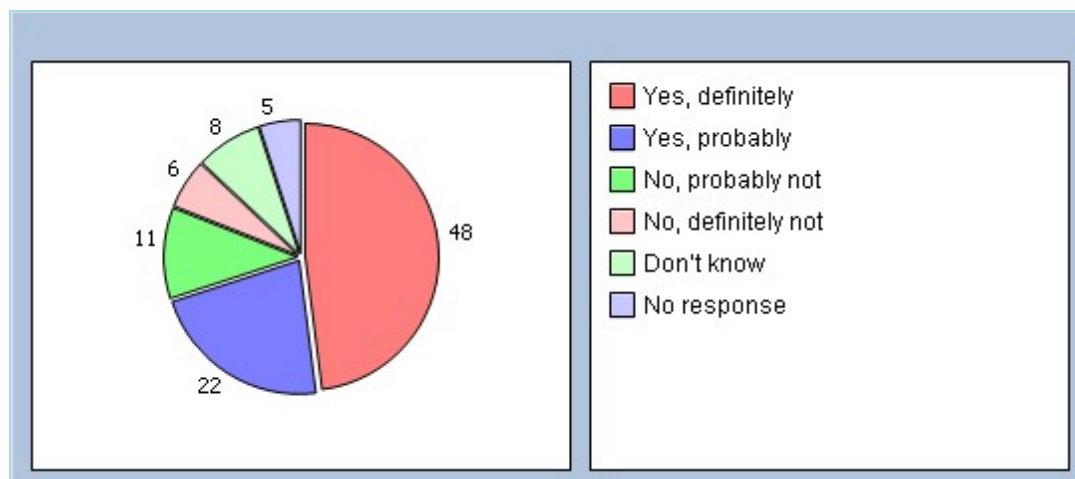
Q40 Overall, how would you describe your experience of your GP surgery?

Excellent	33%
Very good	25%
Good	10%
Satisfactory	24%
Poor	2%
Very poor	2%
No response	4%



Q41 Would you recommend your GP surgery to someone who has just moved to your local area?

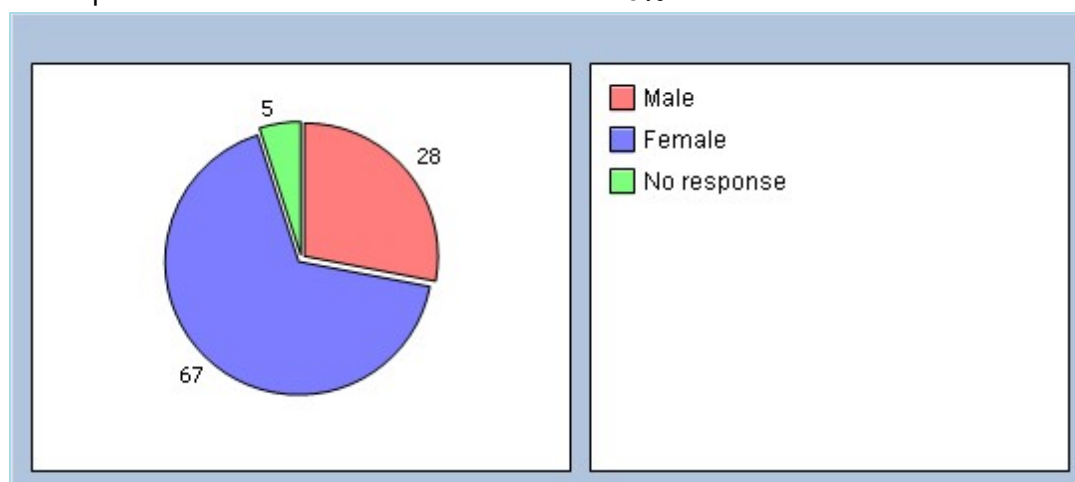
Yes, definitely	48%
Yes, probably	22%
No, probably not	11%
No, definitely not	6%
Don't know	8%
No response	5%



It will help us to understand your answers if you could tell us a little about yourself

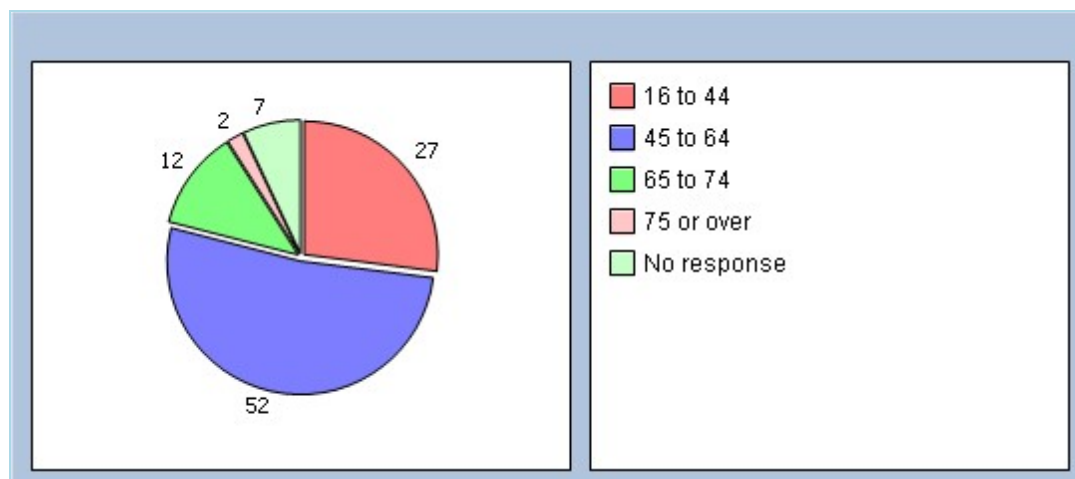
Q42 Are you ?

Male	28%
Female	67%
No response	5%



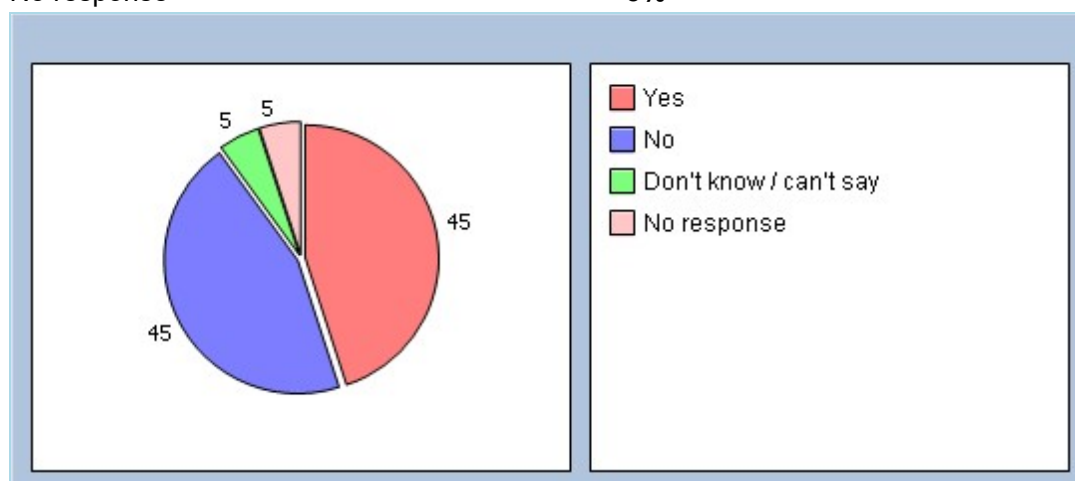
Q43 How old are you?

Under 16	0%
16 to 44	27%
45 to 64	52%
65 to 74	12%
75 or over	2%
No response	7%



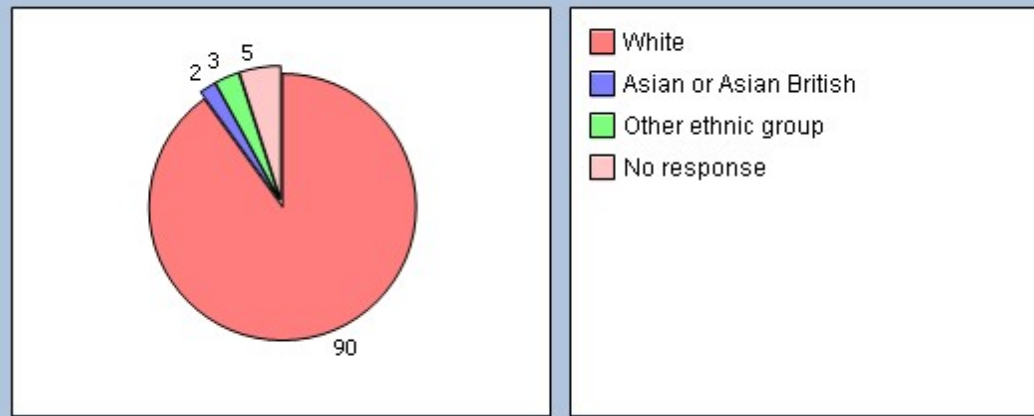
Q44 Do you have a long-standing health condition?

Yes	45%
No	45%
Don't know / can't say	5%
No response	5%



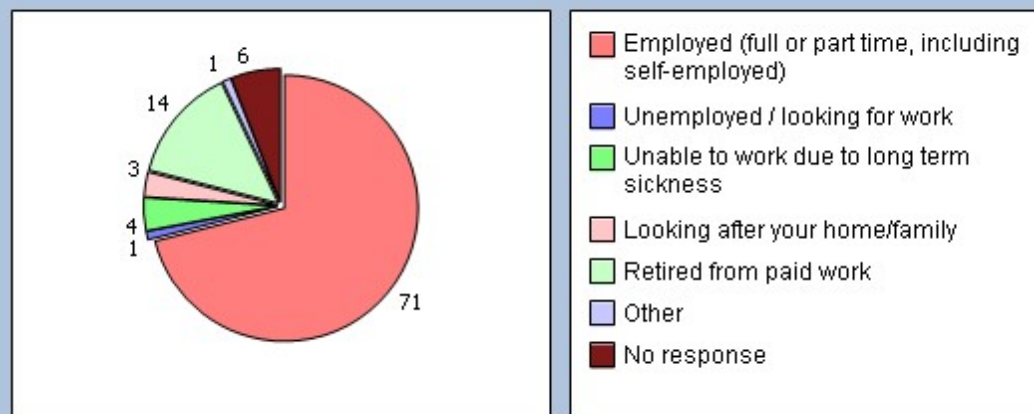
Q45 What is your ethnic group?

White	90%
Black or Black British	0%
Asian or Asian British	2%
Mixed	0%
Chinese	0%
Other ethnic group	3%
No response	5%



Q46 Which of the following best describes you?

Employed (full or part time, including self-employed)	71%
Unemployed / looking for work	1%
At school or in full time education	0%
Unable to work due to long term sickness	4%
Looking after your home/family	3%
Retired from paid work	14%
Other	1%
No response	6%



Finally, please add any other comments you would like to make about your GP practice:



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