

BARROW UPON SOAR HEALTH CENTRE

PATIENT

PARTICIPATION

GROUP

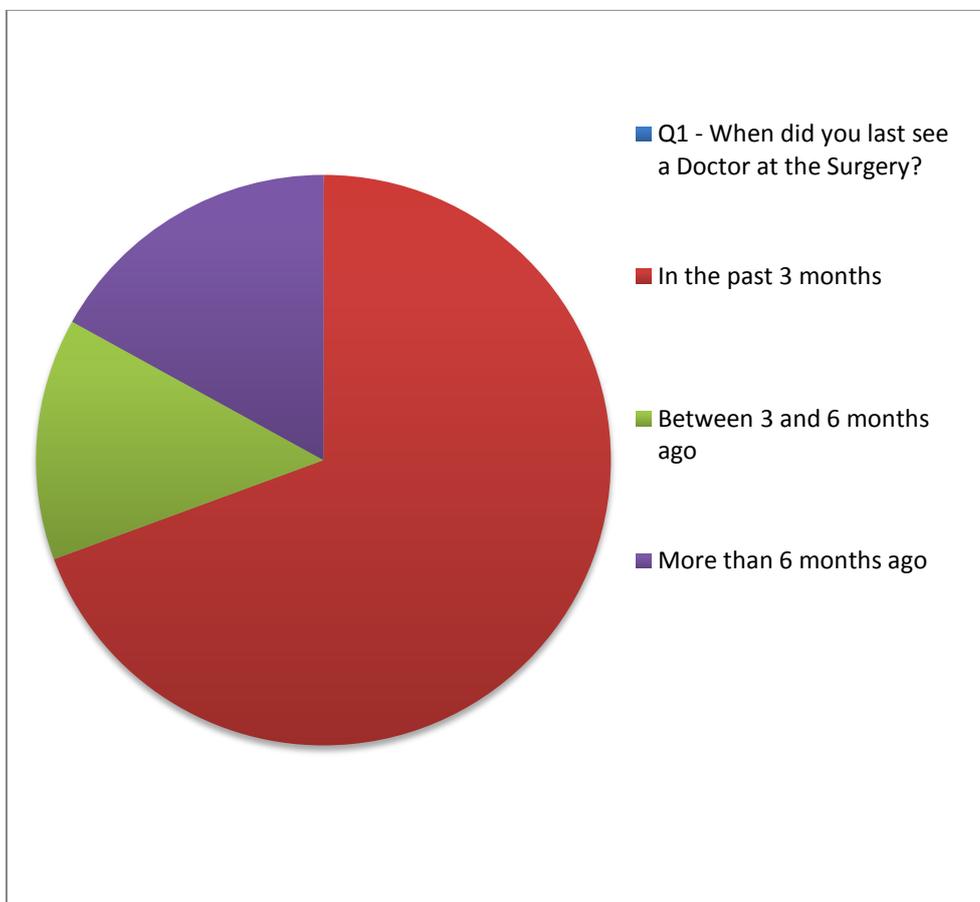
SURVEY 2016

TOTAL NO OF PATIENTS AS AT JUNE 2016 **8391**

TOTAL NO OF PATIENT SURVEY FORMS RECEIVED **126**

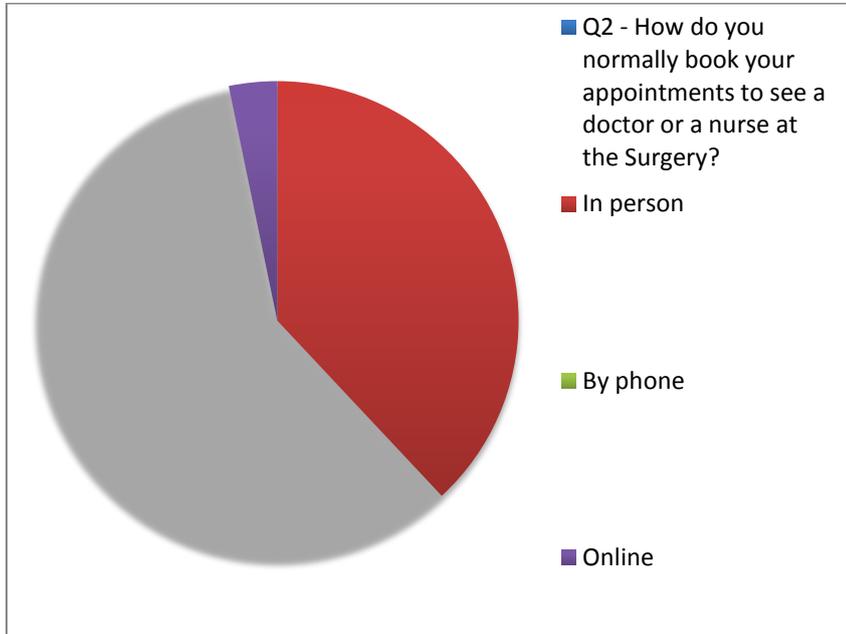
PERCENTAGE OF THE PATIENT SURVEY FORMS RECEIVED **1.50%**

		% based on 126
Q1 - When did you last see a Doctor at the Surgery?		
In the past 3 months	86	68.25%
Between 3 and 6 months ago	17	13.49%
More than 6 months ago	21	16.67%
	124	98.41%



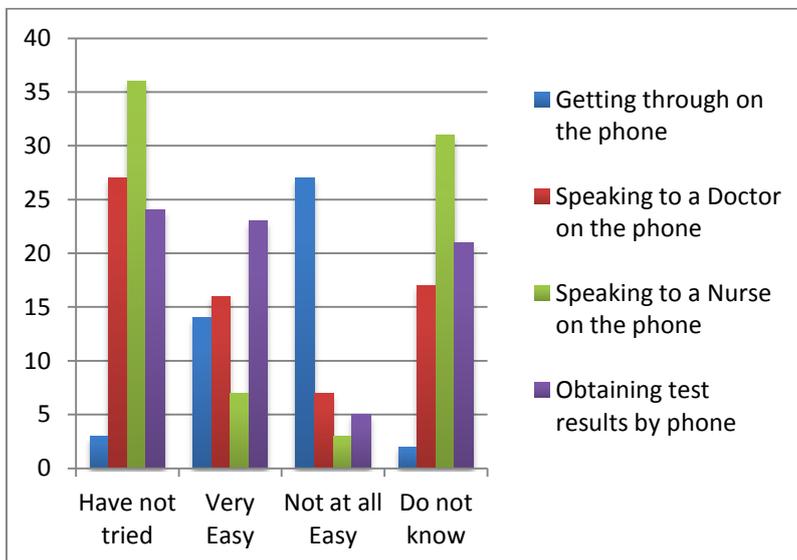
Q2 - How do you normally book your appointments to see a doctor or a nurse at the Surgery?

In person	59	46.83%
By phone	91	72.22%
Online	5	3.97%
	155	123.02%



Q3 - In the past 6 months how easy have you found the following?

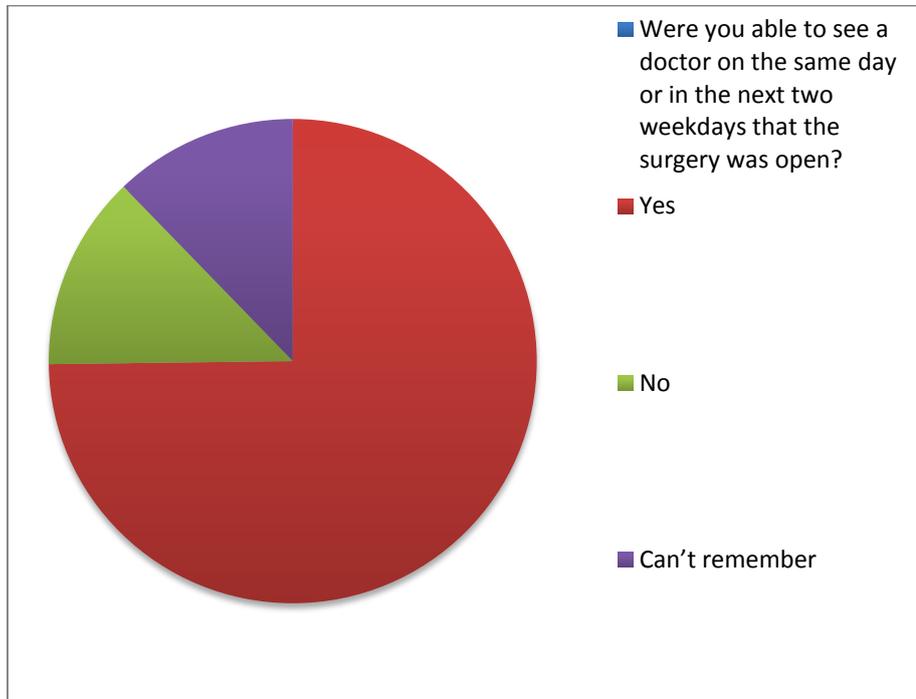
	Have not tried	Very Easy	Not at all Easy	Do not know
Getting through on the phone	3	14	27	2
Speaking to a Doctor on the phone	27	16	7	17
Speaking to a Nurse on the phone	36	7	3	31
Obtaining test results by phone	24	23	5	21
	90	60	42	71



Q4 - Think about the last time you tried to see a doctor at short notice.

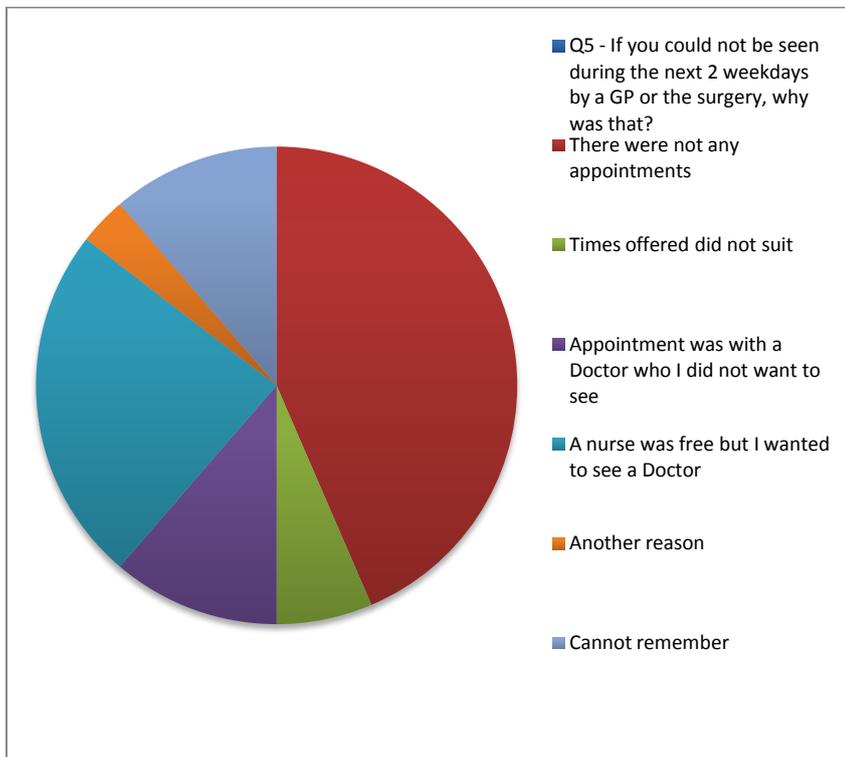
Were you able to see a doctor on the same day or in the next two weekdays that the surgery was open?

Yes	92	73.02%
No	16	12.70%
Can't remember	15	11.90%
	123	97.62%



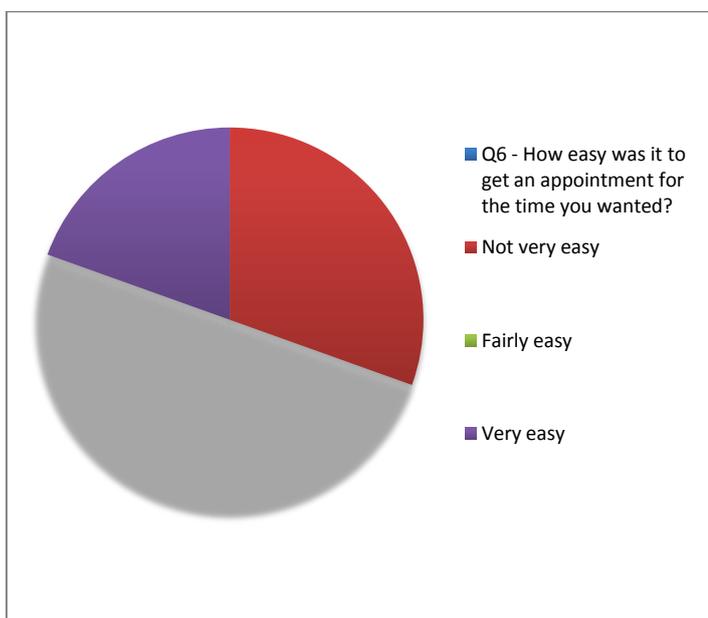
Q5 - If you could not be seen during the next 2 weekdays by a GP or the surgery, why was that?

There were not any appointments	27	21.43%
Times offered did not suit	4	3.17%
Appointment was with a Doctor who I did not want to see	7	5.56%
A nurse was free but I wanted to see a Doctor	15	11.90%
Another reason	2	1.59%
Cannot remember	7	5.56%
	62	49.21%



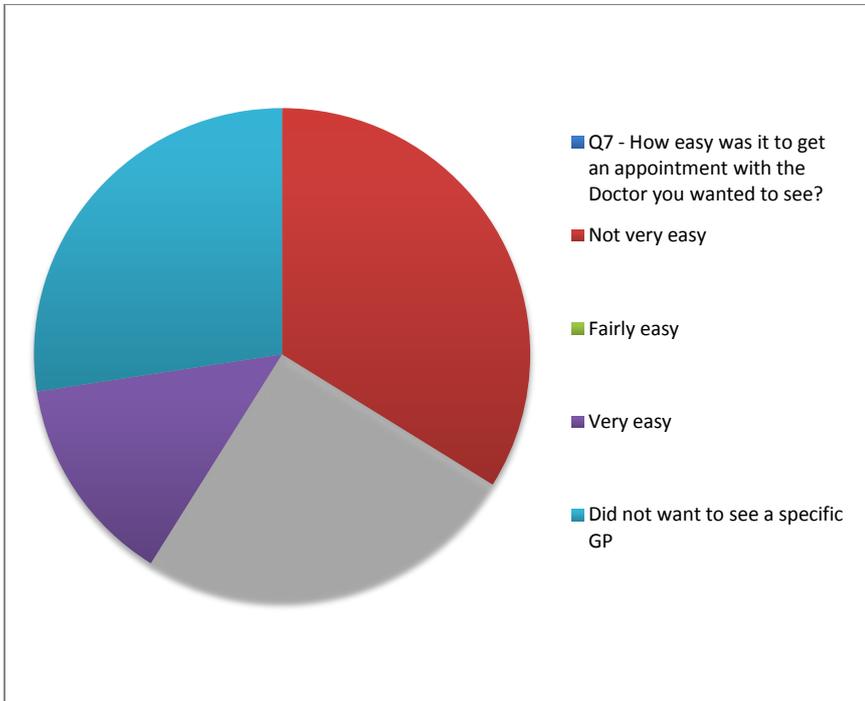
Q6 - How easy was it to get an appointment for the time you wanted?

Not very easy	36	28.57%
Fairly easy	59	46.83%
Very easy	23	18.25%
	118	93.65%



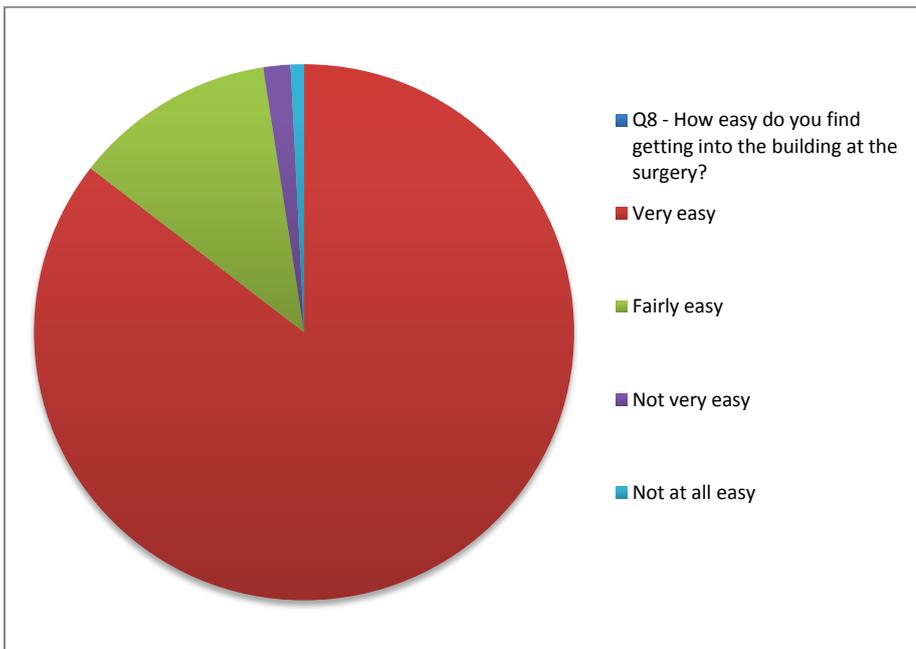
Q7 - How easy was it to get an appointment with the Doctor you wanted to see?

Not very easy	42	33.33%
Fairly easy	31	24.60%
Very easy	17	13.49%
Did not want to see a specific GP	34	26.98%
	124	98.41%



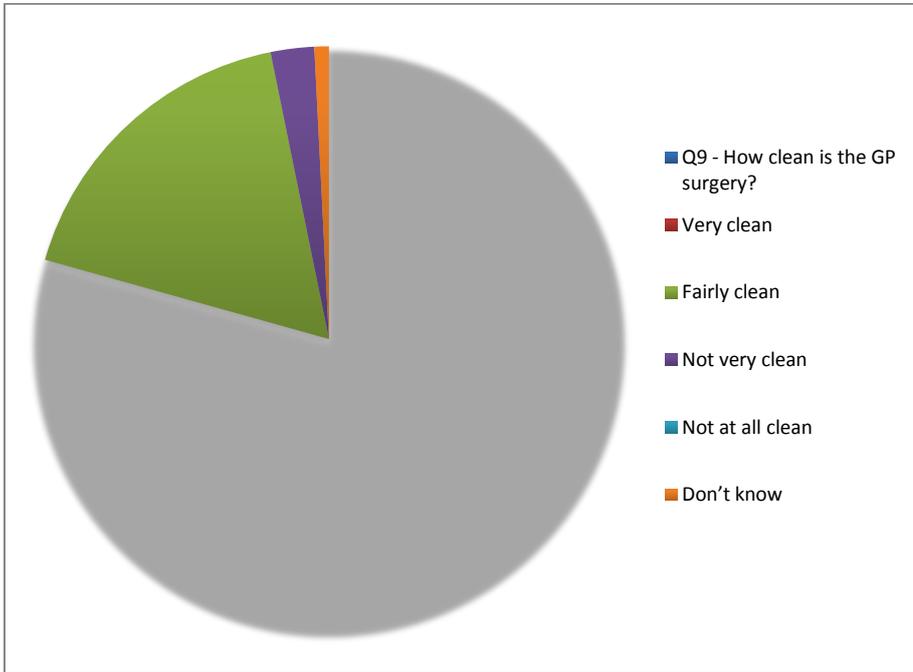
Q8 - How easy do you find getting into the building at the surgery?

Very easy	106	84.13%
Fairly easy	15	11.90%
Not very easy	2	1.59%
Not at all easy	1	0.79%
	124	98.41%



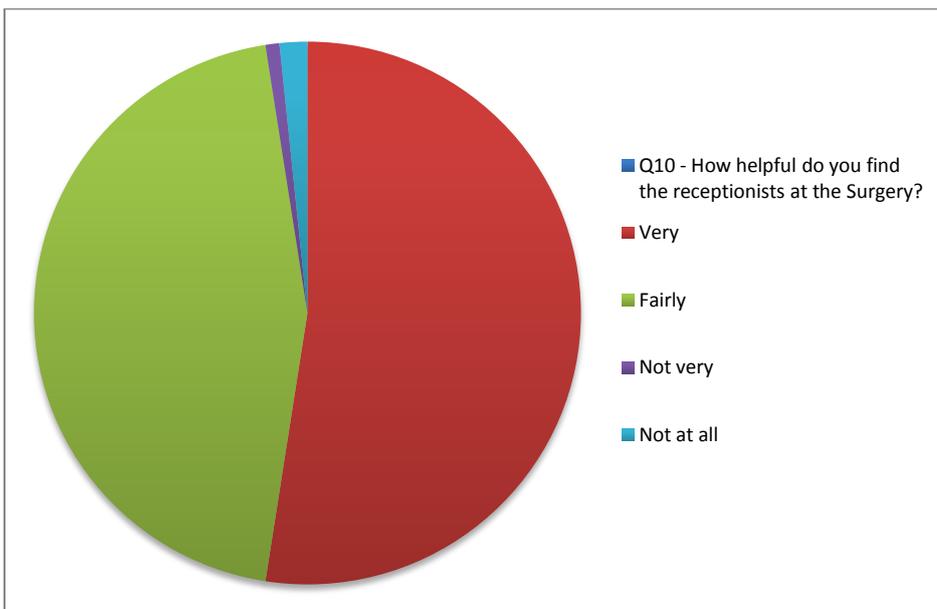
Q9 - How clean is the GP surgery?

Very clean	100	79.37%
Fairly clean	22	17.46%
Not very clean	3	2.38%
Not at all clean		0.00%
Don't know	1	0.79%
	126	100.00%



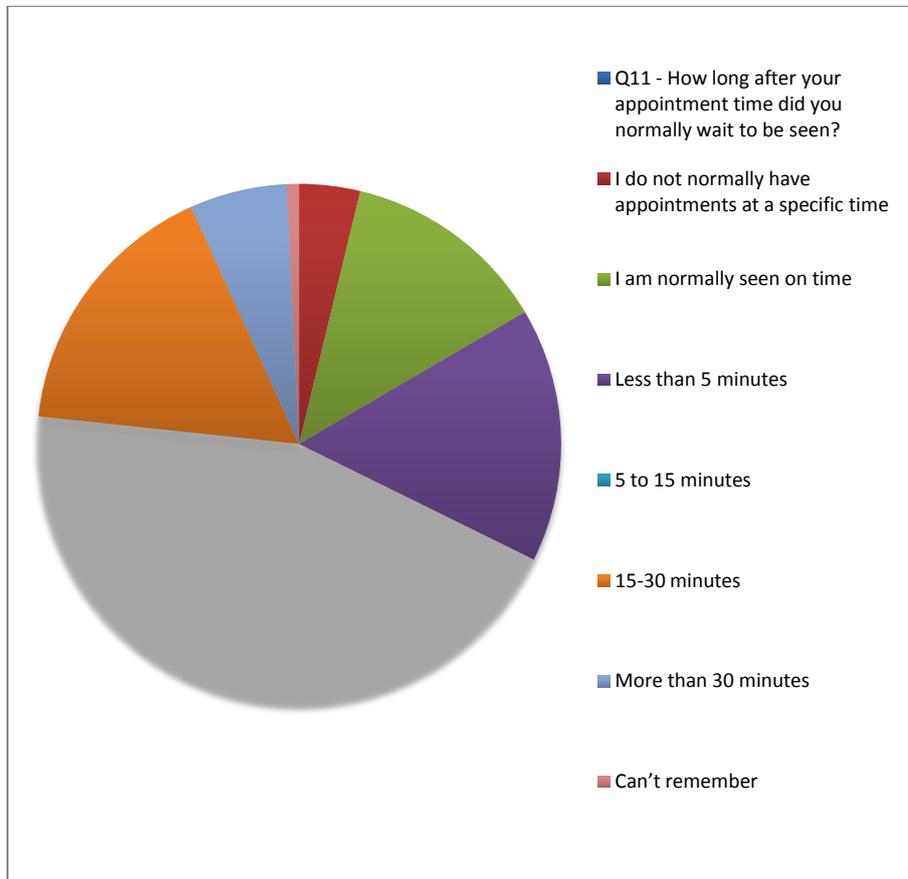
Q10 - How helpful do you find the receptionists at the Surgery?

Very	64	50.79%
Fairly	55	43.65%
Not very	1	0.79%
Not at all	2	1.59%
	122	96.83%



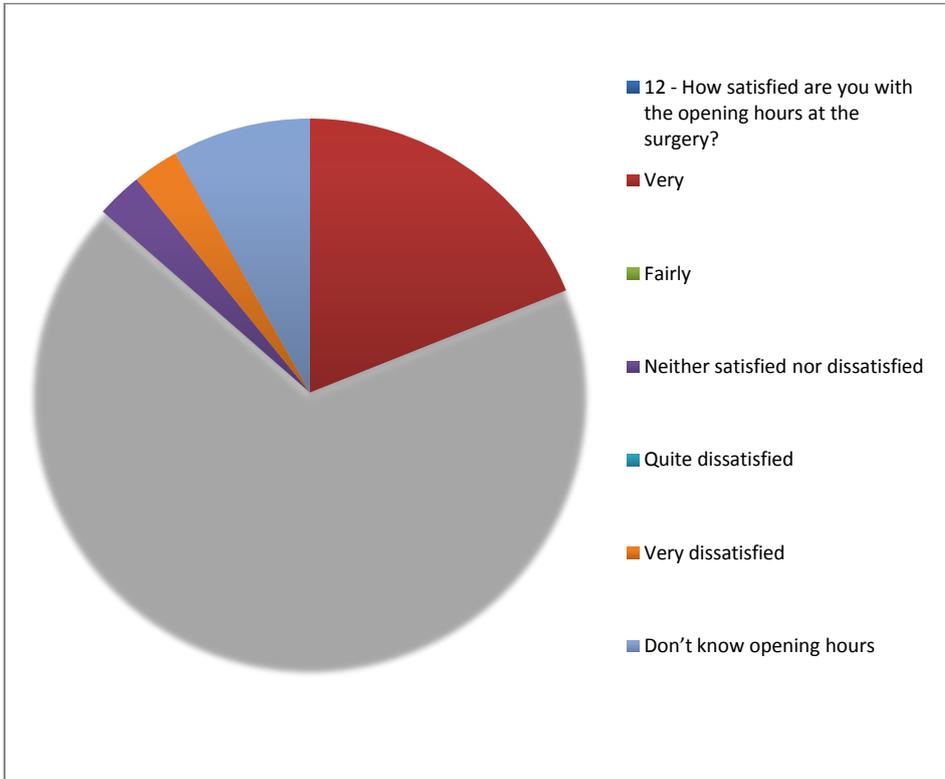
Q11 - How long after your appointment time did you normally wait to be seen?

I do not normally have appointments at a specific time	5	3.97%
I am normally seen on time	17	13.49%
Less than 5 minutes	21	16.67%
5 to 15 minutes	59	46.83%
15-30 minutes	22	17.46%
More than 30 minutes	8	6.35%
Can't remember	1	0.79%
	133	105.56%



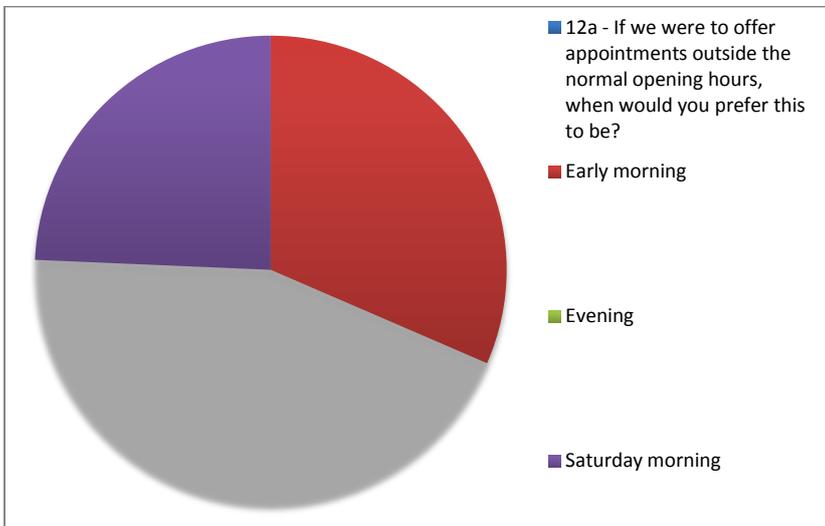
Q12 - How satisfied are you with the opening hours at the surgery?

Very	7	5.56%
Fairly	25	19.84%
Neither satisfied nor dissatisfied	1	0.79%
Quite dissatisfied	0	0.00%
Very dissatisfied	1	0.79%
Don't know opening hours	3	2.38%
	37	29.37%

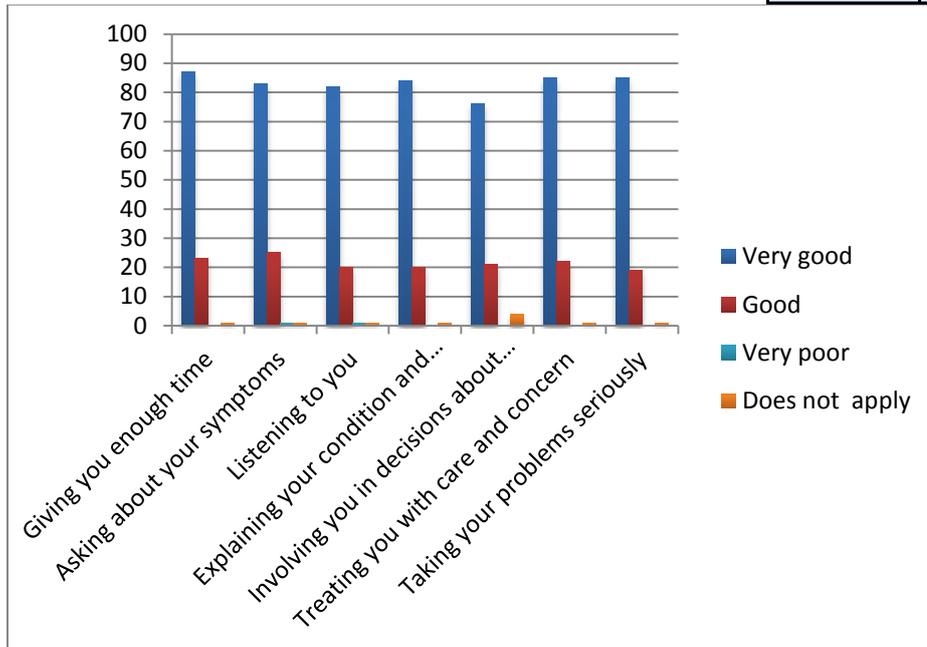


12a - If we were to offer appointments outside the normal opening hours, when would you prefer this to be?

Early morning	35	27.78%
Evening	49	38.89%
Saturday morning	27	21.43%
	111	88.10%

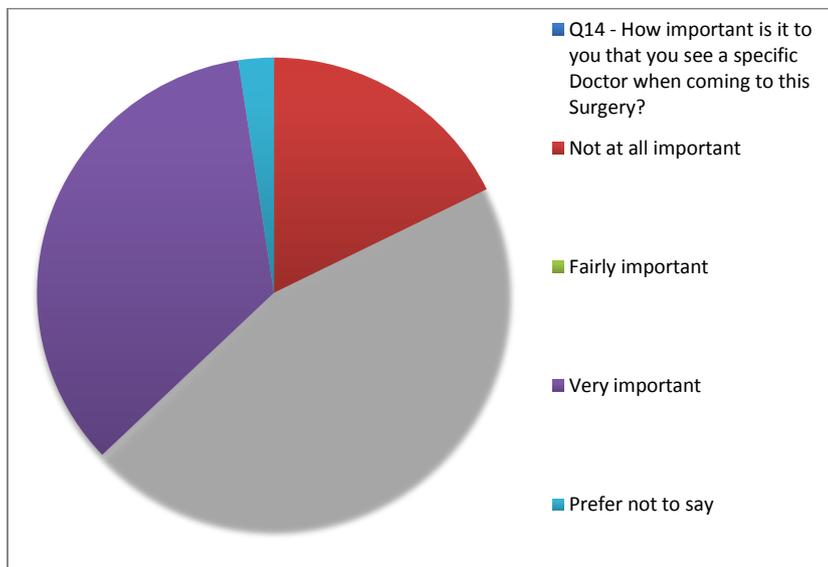


Q13 - The last time you saw a Doctor, how good was your Doctor?	Very good	Good	Very poor	Does not apply
Giving you enough time	87	23		1
Asking about your symptoms	83	25	1	1
Listening to you	82	20	1	1
Explaining your condition and treatments	84	20		1
Involving you in decisions about your treatment	76	21		4
Treating you with care and concern	85	22		1
Taking your problems seriously	85	19		1
	582	150	2	10



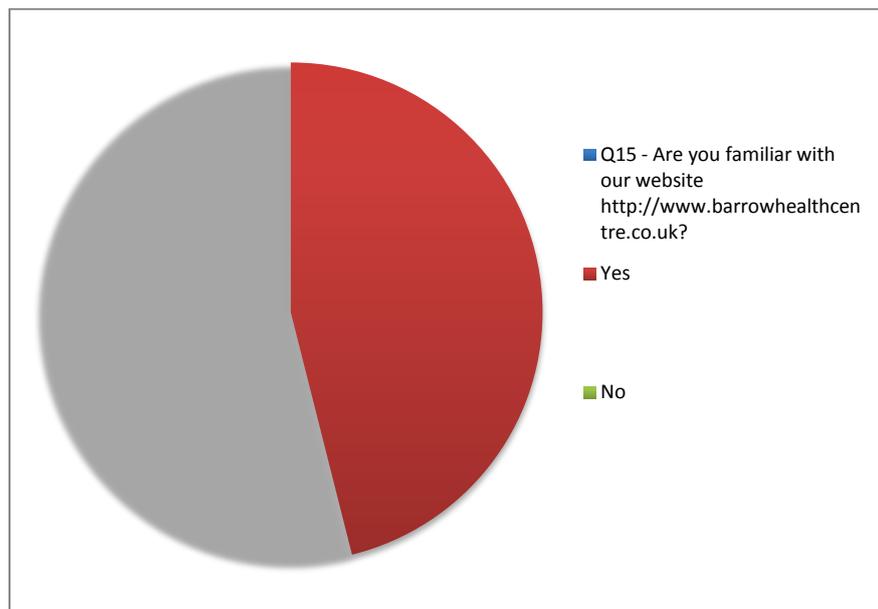
Q14 - How important is it to you that you see a specific Doctor when coming to this Surgery?

Not at all important	22	17.46%
Fairly important	56	44.44%
Very important	43	34.13%
Prefer not to say	3	2.38%
	124	98.41%



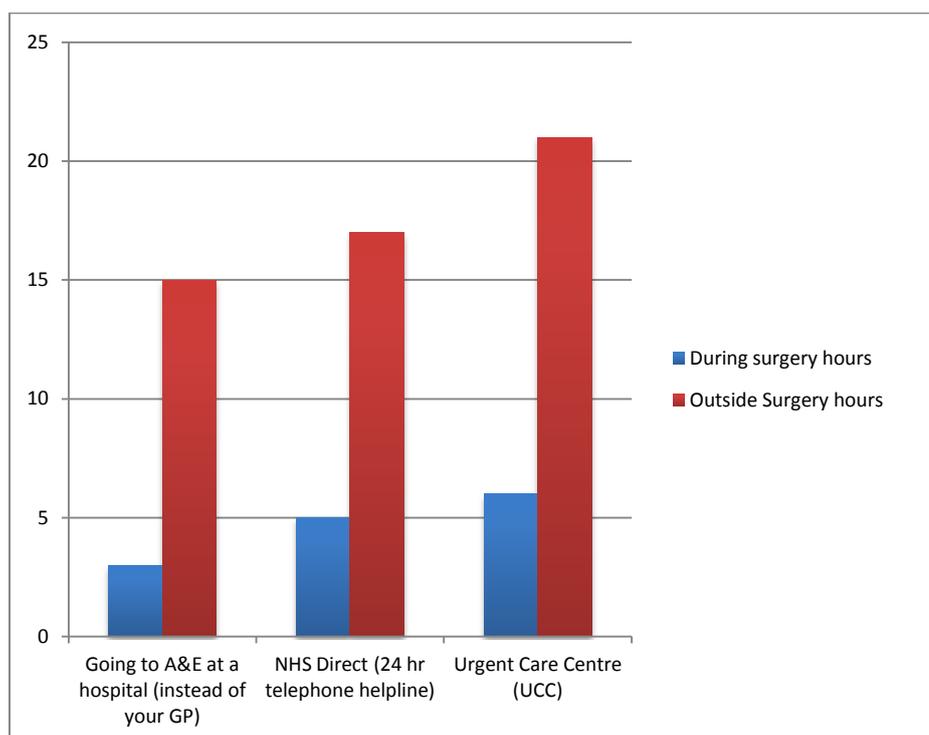
Q15 - Are you familiar with our website <http://www.barrowhealthcentre.co.uk>?

Yes	53	42.06%
No	62	49.21%
	115	91.27%



Q16 - In the last 12 months have you used any of the health services instead of using similar services, which might be available at your surgery?

	During surgery hours	Outside Surgery hours
Going to A&E at a hospital (instead of your GP)	3	15
NHS Direct (24 hr telephone helpline)	5	17
Urgent Care Centre (UCC)	6	21
	14	53

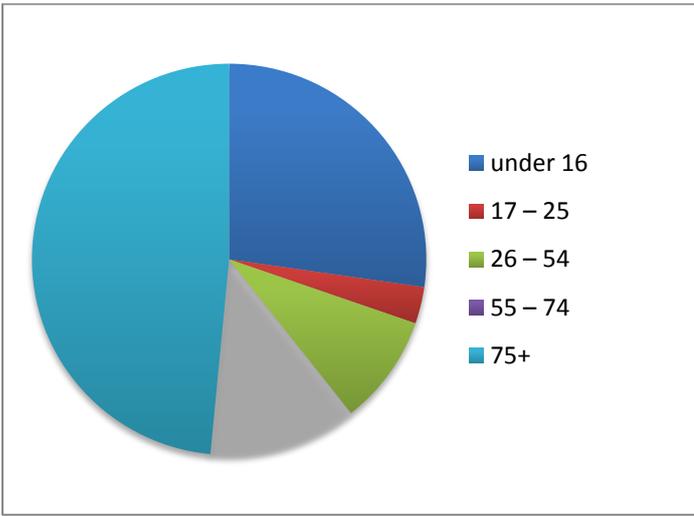


Q17 - Do you have any caring responsibilities for anyone within your family/household?

Yes	29	23.02%
No	90	71.43%
	119	94.44%

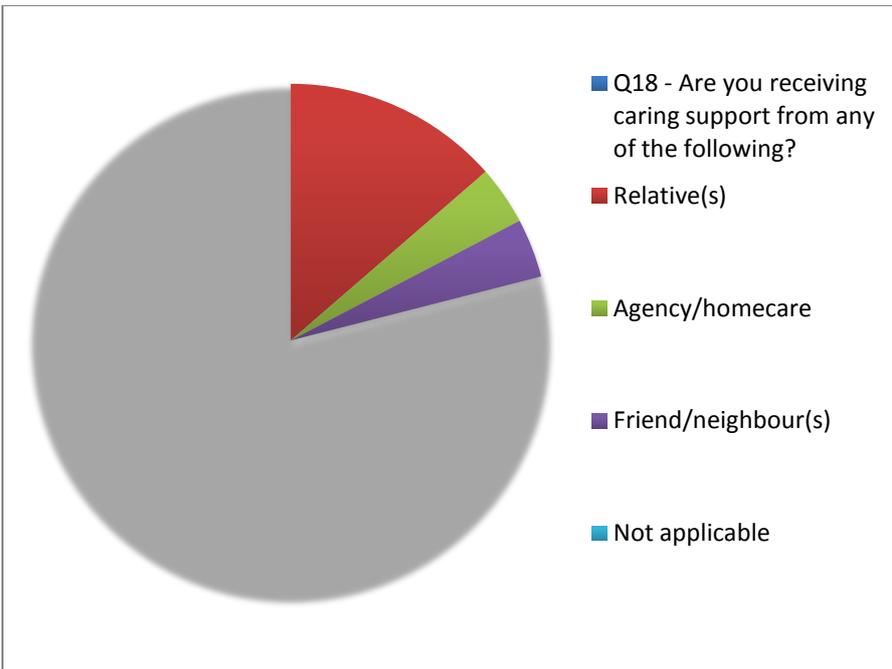
If yes, are they aged

under 16	9	7.14%
17 – 25	1	0.79%
26 – 54	3	2.38%
55 – 74	4	3.17%
75+	16	12.70%
	33	26.19%



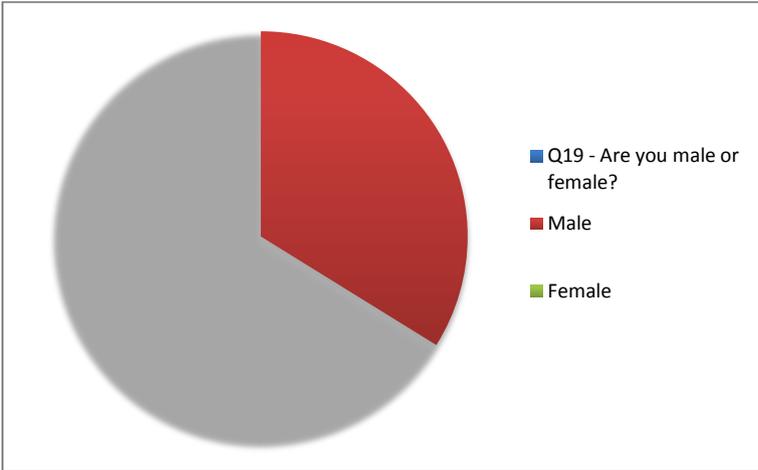
Q18 - Are you receiving caring support from any of the following?

Relative(s)	11	8.73%
Agency/homecare	3	2.38%
Friend/neighbour(s)	3	2.38%
Not applicable	64	50.79%
	81	64.29%



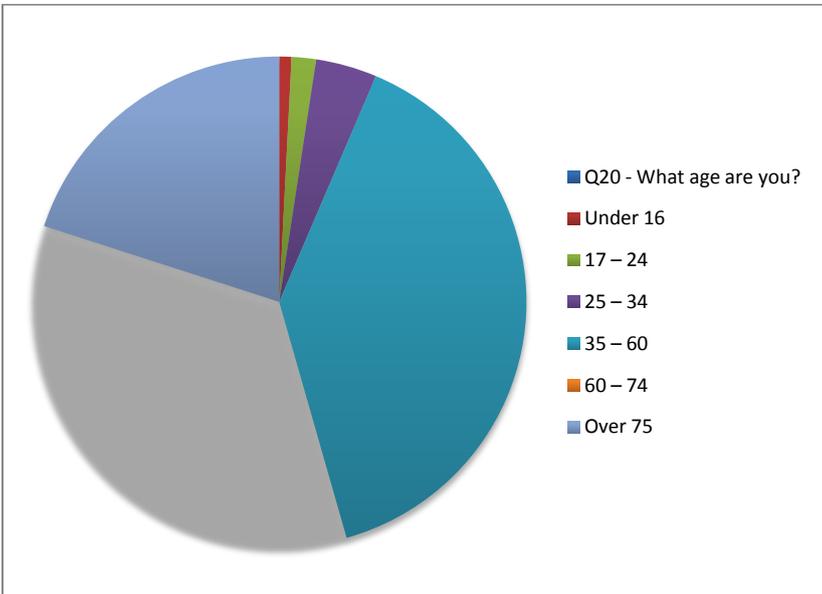
Q19 - Are you male or female?

Male	42	33.33%
Female	82	65.08%
	124	98.41%



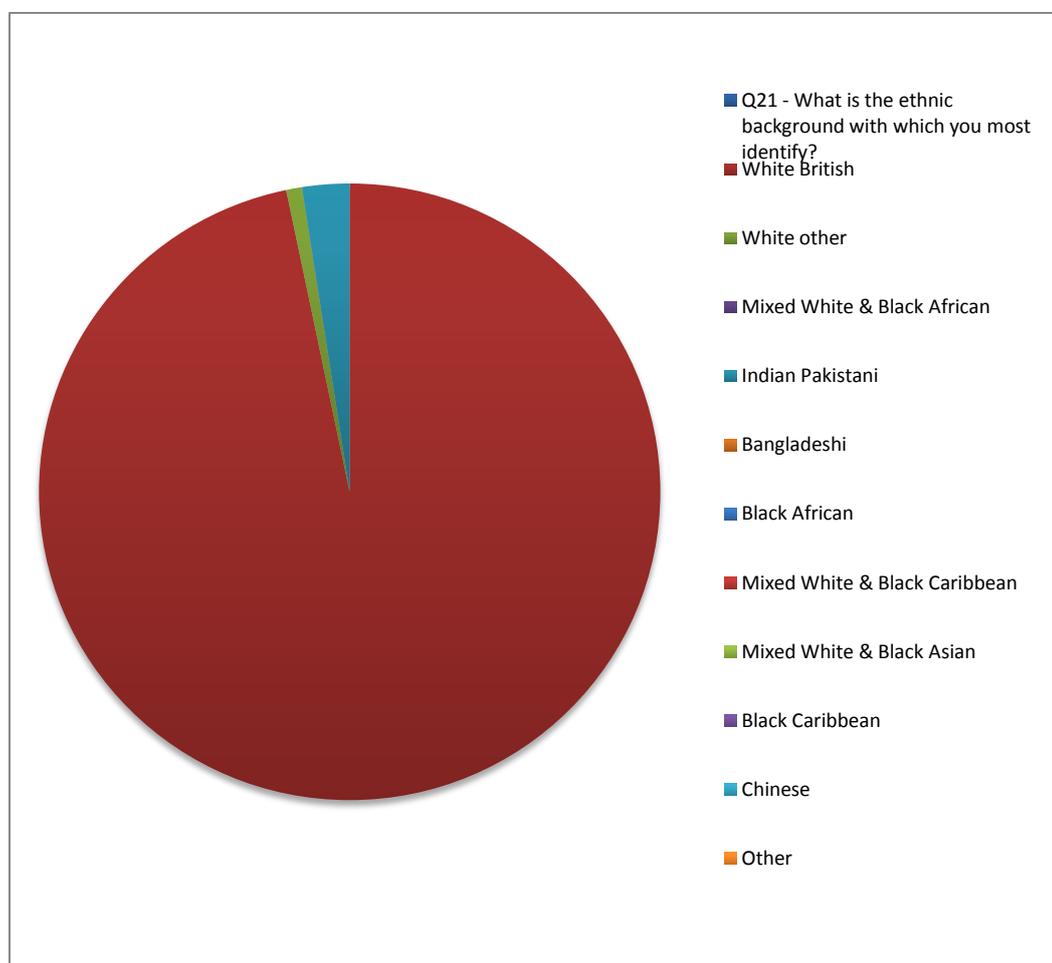
Q20 - What age are you?

Under 16	1	0.79%
17 – 24	2	1.59%
25 – 34	5	3.97%
35 – 60	49	38.89%
60 – 74	43	34.13%
Over 75	25	19.84%
	125	99.21%



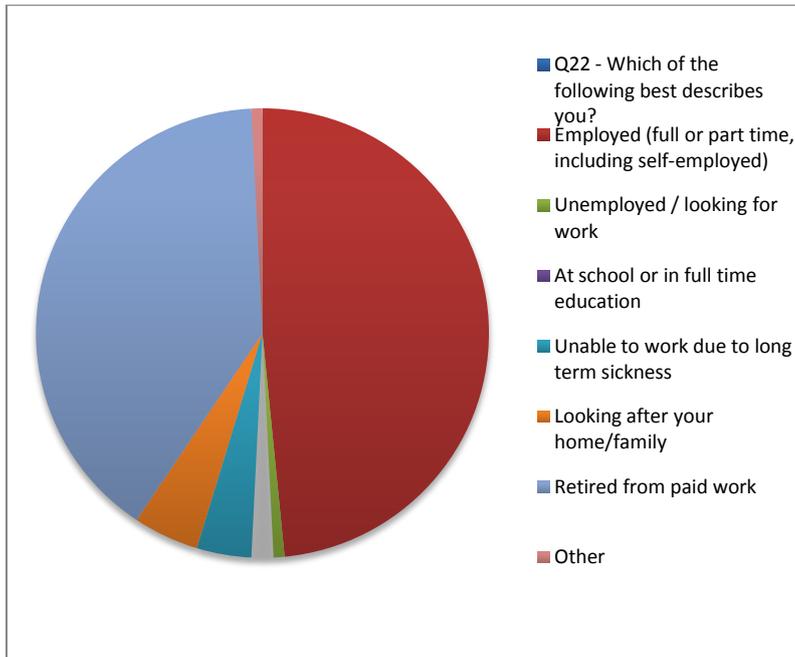
Q21 - What is the ethnic background with which you most identify?

White British	118	93.65%
White other	1	0.79%
Mixed White & Black African		0.00%
Indian Pakistani	3	2.38%
Bangladeshi		0.00%
Black African		0.00%
Mixed White & Black Caribbean		0.00%
Mixed White & Black Asian		0.00%
Black Caribbean		0.00%
Chinese		0.00%
Other		0.00%
	122	96.83%



Q22 - Which of the following best describes you?

Employed (full or part time, including self-employed)	62	49.21%
Unemployed / looking for work	1	0.79%
At school or in full time education	2	1.59%
Unable to work due to long term sickness	5	3.97%
Looking after your home/family	6	4.76%
Retired from paid work	51	40.48%
Other	1	0.79%
	128	101.59%



Q23 - Are you aware that we have a Patient Participation Group (PPG)?

YES	54	42.86%
NO	70	55.56%
	124	98.41%

