

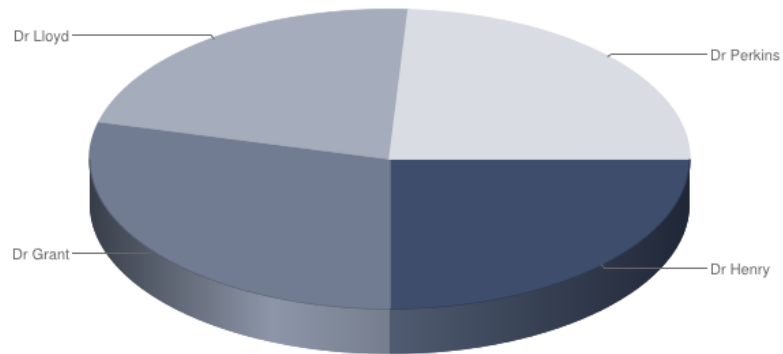
Abbey Medical Practice 2013 Patient Survey

We Asked:

"Abbey Medical Practice strives to offer the very best service to our patients. Thank you for taking a few minutes to complete our survey to help us to continually improve our performance. The following questions should take approximately 5 minutes to answer and all answers are anonymous."

Which doctor do you usually see?

Single answer question or grid (answers per option add up to roughly 100%)

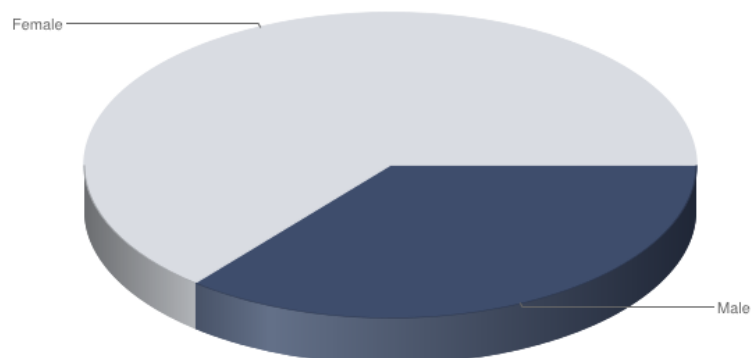


Option:	TOTAL
	(276)
Dr Henry	25%
Dr Grant	29%
Dr Lloyd	22%
Dr Perkins	24%

Base: 276 out of 278 people answered this question

Are you:

Single answer question or grid (answers per option add up to roughly 100%)

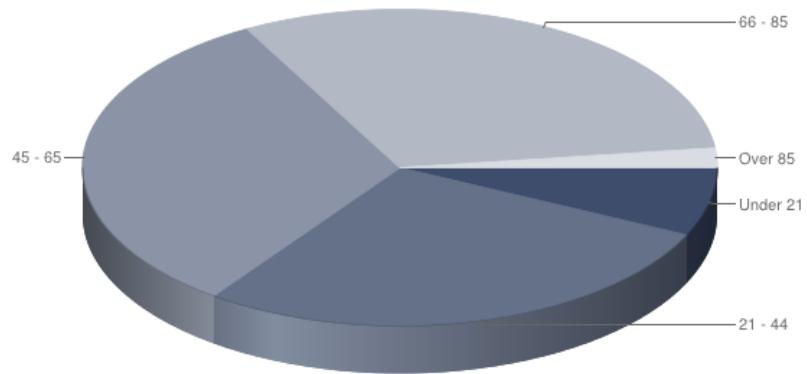


Option:	TOTAL
	(278)
Male	36%
Female	64%

Base: 278 out of 278 people answered this question

How old are you?

Single answer question or grid (answers per option add up to roughly 100%)

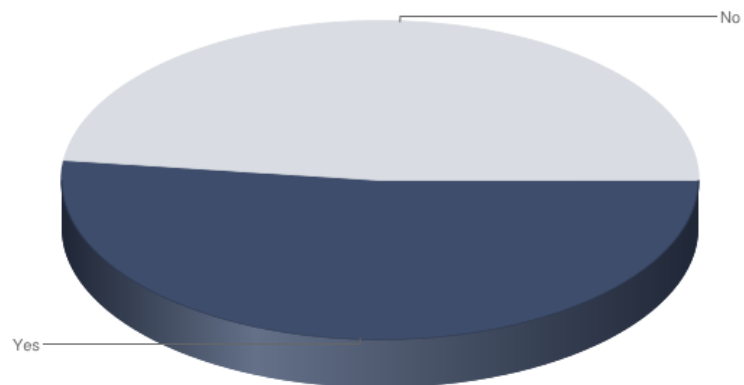


Option:	TOTAL
	(278)
Under 21	7%
21 - 44	28%
45 - 65	32%
66 - 85	31%
Over 85	2%

Base: 278 out of 278 people answered this question

Do you have any long-standing illness, disability or infirmity?

Single answer question or grid (answers per option add up to roughly 100%)

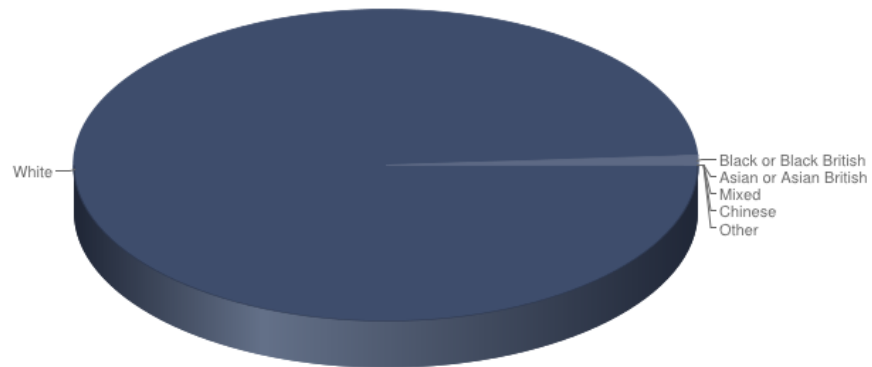


Option:	TOTAL
	(275)
Yes	52%
No	48%

Base: 275 out of 278 people answered this question

Which ethnic group do you belong to?

Single answer question or grid (answers per option add up to roughly 100%)

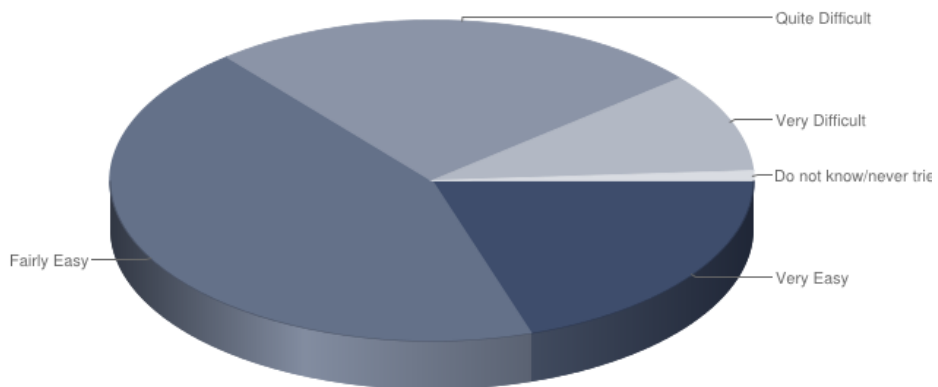


Option:	TOTAL
	(278)
White	98%
Black or Black British	1%
Asian or Asian British	0%
Mixed	0%
Chinese	0%
Other	0

Base: 278 out of 278 people answered this question

How easy was it to get through on the telephone to book an appointment?

Single answer question or grid (answers per option add up to roughly 100%)

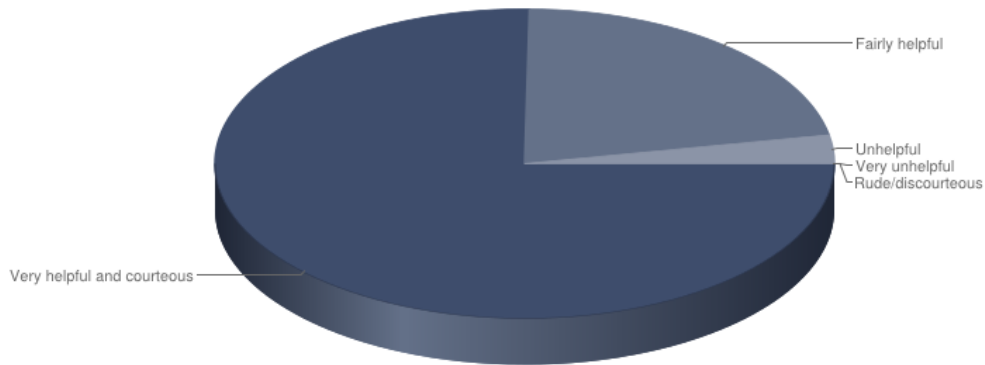


Option:	TOTAL
	(278)
Very Easy	20%
Fairly Easy	44%
Quite Difficult	25%
Very Difficult	10%
Do not know/never tried	1%

Base: 278 out of 278 people answered this question

How would you rate the service that you receive from the receptionists at the surgery?

Single answer question or grid (answers per option add up to roughly 100%)

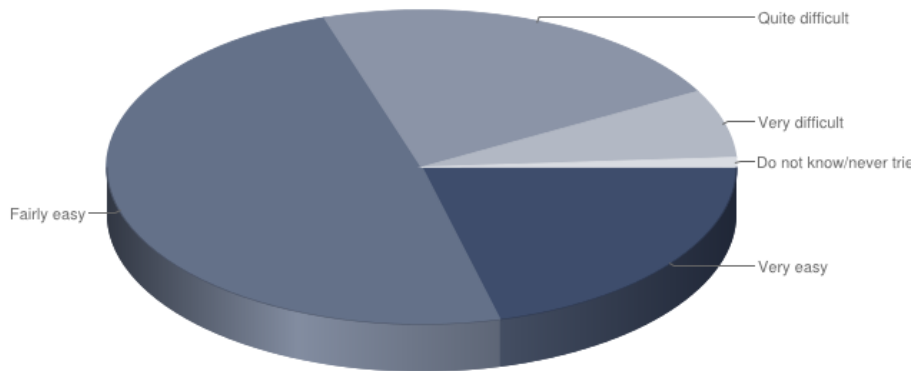


Option:	TOTAL
	(278)
Very helpful and courteous	76%
Fairly helpful	22%
Unhelpful	3%
Very unhelpful	0
Rude/discourteous	0%

Base: 278 out of 278 people answered this question

How easy was it to make an appointment with a doctor at the time you wanted?

Single answer question or grid (answers per option add up to roughly 100%)

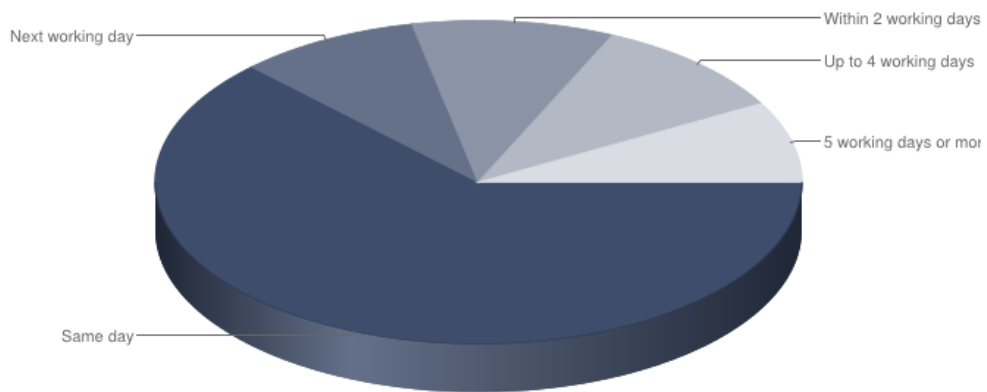


Option:	TOTAL
	(278)
Very easy	21%
Fairly easy	49%
Quite difficult	22%
Very difficult	7%
Do not know/never tried	1%

Base: 278 out of 278 people answered this question

How quickly do you usually get to see a doctor?

Single answer question or grid (answers per option add up to roughly 100%)

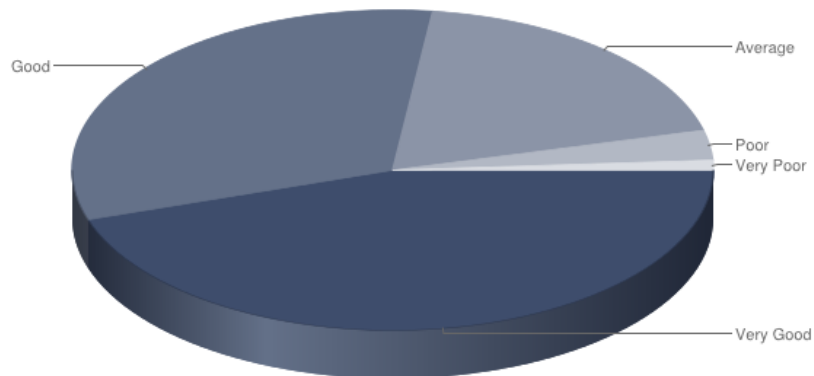


Option:	TOTAL
	(276)
Same day	62%
Next working day	9%
Within 2 working days	10%
Up to 4 working days	10%
5 working days or more	8%

Base: 276 out of 278 people answered this question

How would you rate this?

Single answer question or grid (answers per option add up to roughly 100%)

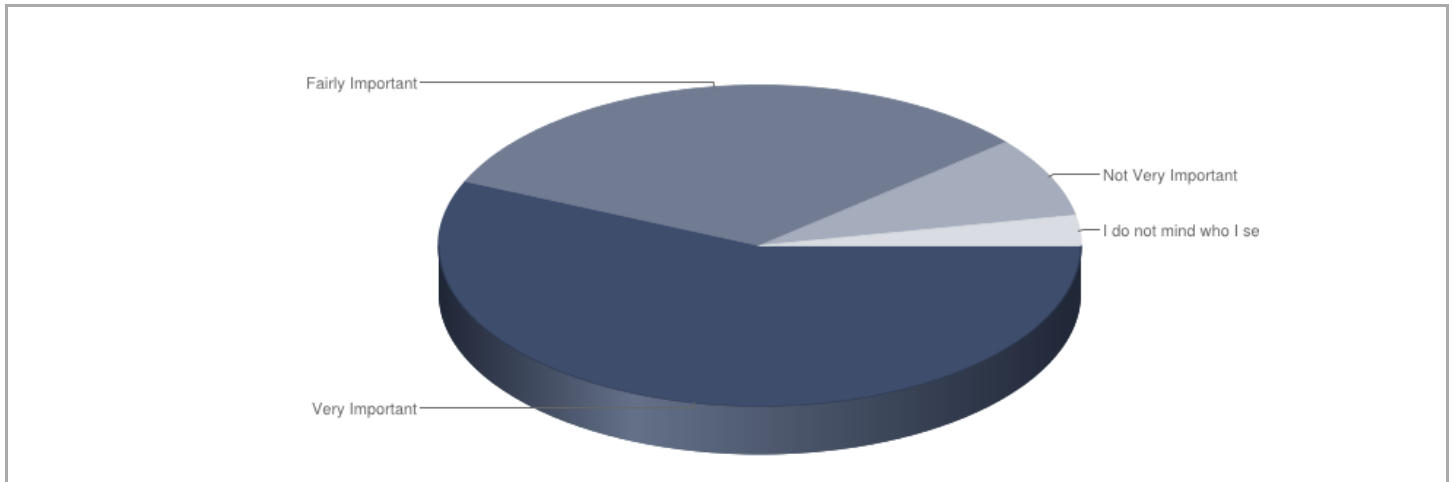


Option:	TOTAL
	(274)
Very Good	45%
Good	32%
Average	19%
Poor	3%
Very Poor	1%

Base: 274 out of 278 people answered this question

How important is it to you that you see the doctor of your choice when coming to the surgery?

Single answer question or grid (answers per option add up to roughly 100%)

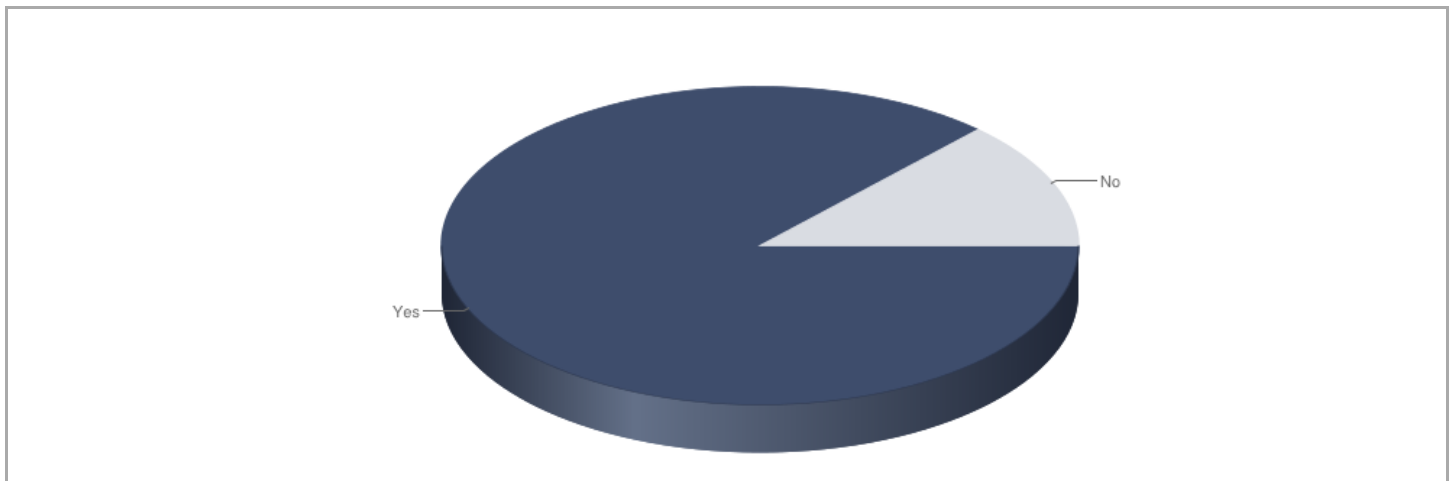


Option:	TOTAL
	(277)
Very Important	56%
Fairly Important	32%
Not Very Important	8%
I do not mind who I see	3%

Base: 277 out of 278 people answered this question

If you need to see a doctor urgently, can you normally get an appointment on the same day?

Single answer question or grid (answers per option add up to roughly 100%)

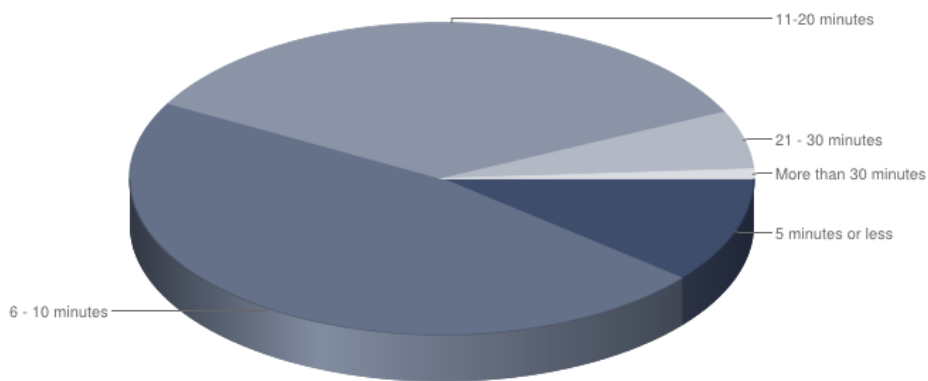


Option:	TOTAL
	(273)
Yes	87%
No	13%

Base: 273 out of 278 people answered this question

When you come to your appointment, how long do you normally have to wait to be seen by the doctor?

Single answer question or grid (answers per option add up to roughly 100%)

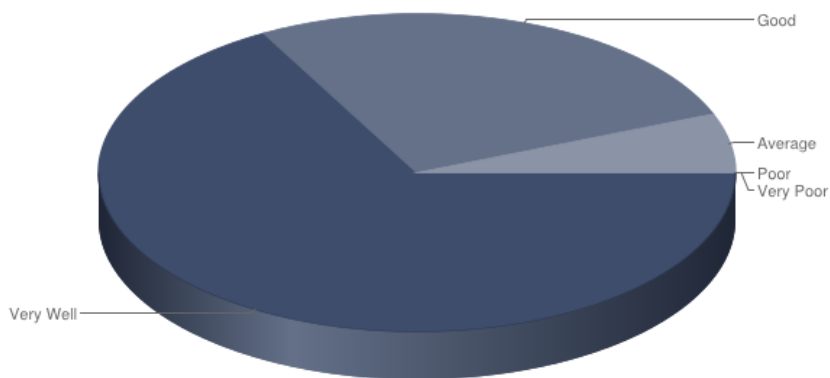


Option:	TOTAL
	(277)
5 minutes or less	11%
6 - 10 minutes	47%
11-20 minutes	35%
21 - 30 minutes	6%
More than 30 minutes	1%

Base: 277 out of 278 people answered this question

How well did your doctor explain your condition or any treatment that you needed?

Single answer question or grid (answers per option add up to roughly 100%)

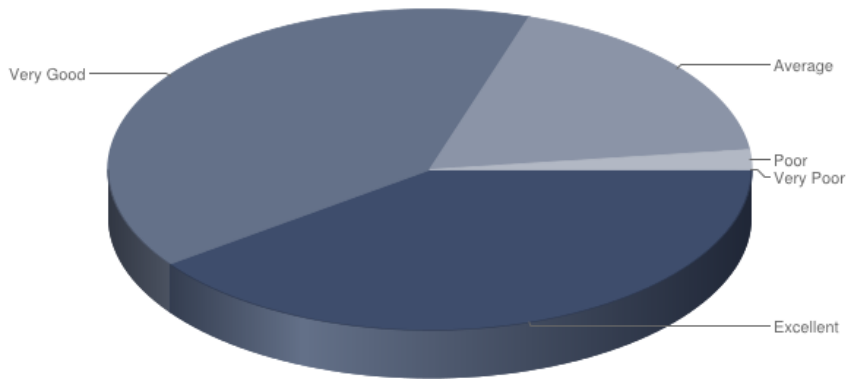


Option:	TOTAL
	(277)
Very Well	67%
Good	27%
Average	6%
Poor	0%
Very Poor	0

Base: 277 out of 278 people answered this question

How do you feel about the amount of time the doctor spend with you?

Single answer question or grid (answers per option add up to roughly 100%)

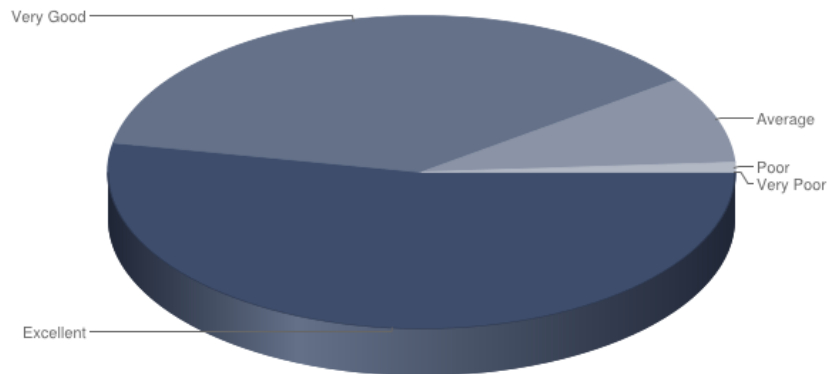


Option:	TOTAL
	(277)
Excellent	40%
Very Good	40%
Average	18%
Poor	2%
Very Poor	0%

Base: 277 out of 278 people answered this question

How would you rate the amount of care and concern that your doctor gave you?

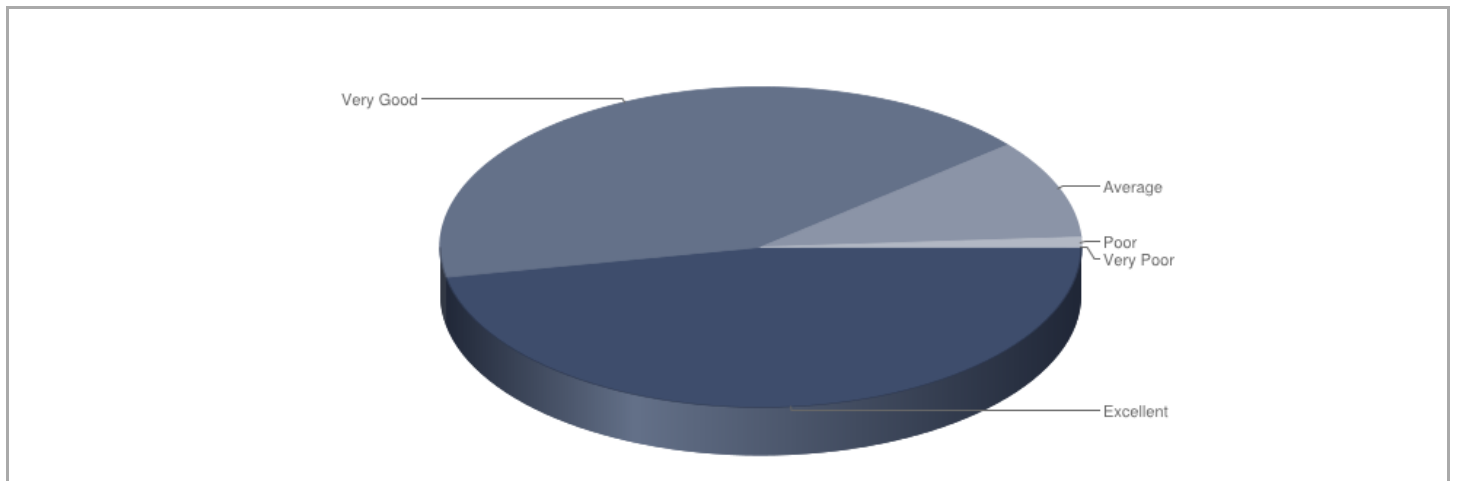
Single answer question or grid (answers per option add up to roughly 100%)



Option:	TOTAL
	(276)
Excellent	53%
Very Good	37%
Average	9%
Poor	1%
Very Poor	0%

Base: 276 out of 278 people answered this question

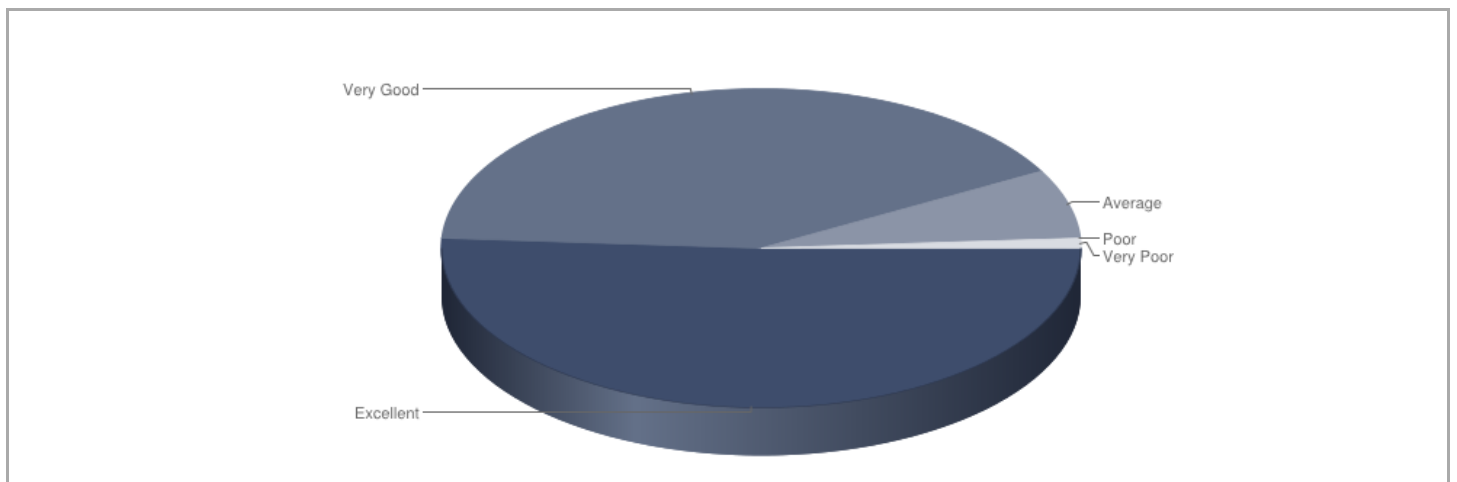
How much did the doctor involve you in decisions about your healthcare?
 Single answer question or grid (answers per option add up to roughly 100%)



Option:	TOTAL
	(276)
Excellent	47%
Very Good	42%
Average	10%
Poor	1%
Very Poor	0%

Base: 276 out of 278 people answered this question

The Practice offers telephone consultations so that you are able to speak to a doctor when you have a question or need advice. If you have used this service, how do you rate it?
 Single answer question or grid (answers per option add up to roughly 100%)

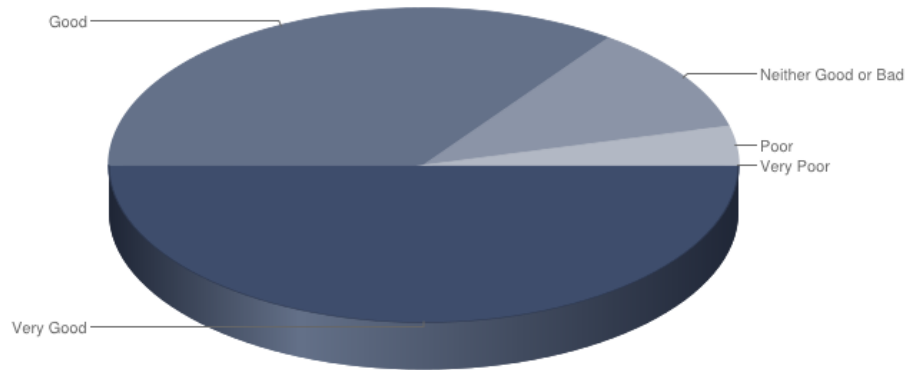


Option:	TOTAL
	(261)
Excellent	51%
Very Good	41%
Average	7%
Poor	0%
Very Poor	1%

Base: 261 out of 278 people answered this question

The surgery is open from 8am to 6.30pm, Monday to Friday. How do you rate these opening hours?

Single answer question or grid (answers per option add up to roughly 100%)

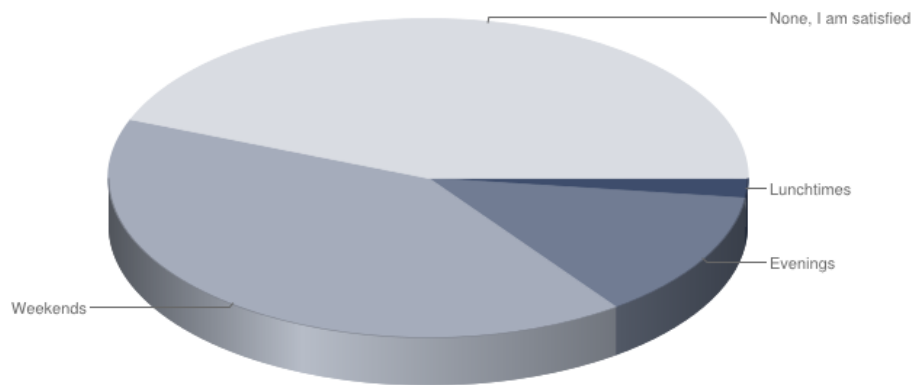


Option:	TOTAL
	(277)
Very Good	50%
Good	35%
Neither Good or Bad	11%
Poor	4%
Very Poor	0%

Base: 277 out of 278 people answered this question

What additional hours, if any, would you like to see the surgery open?

Single answer question or grid (answers per option add up to roughly 100%)

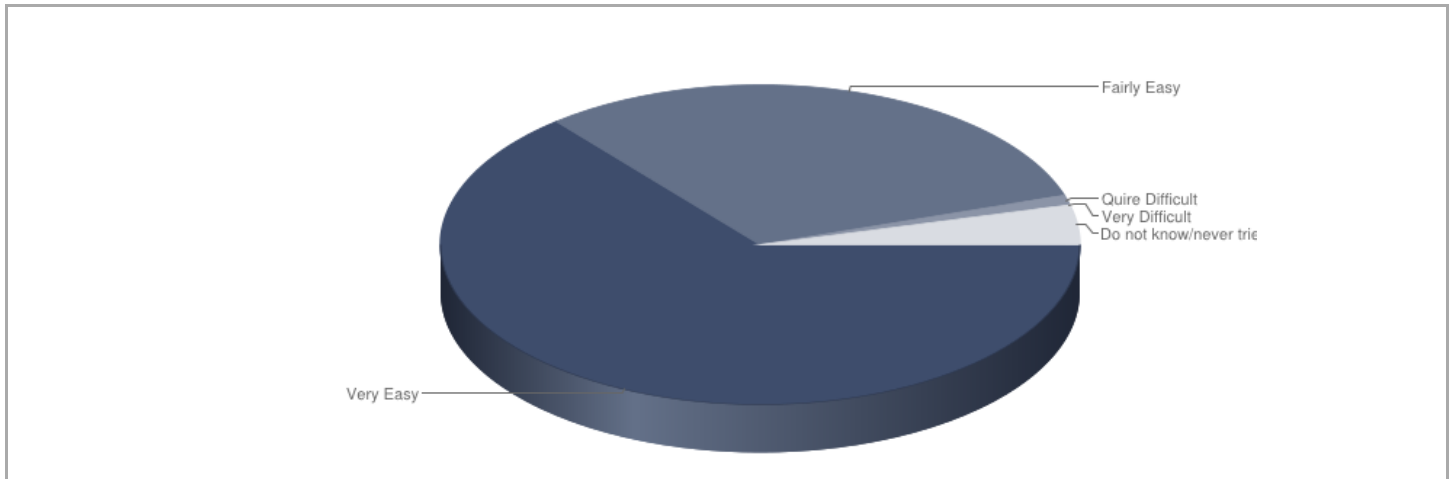


Option:	TOTAL
	(276)
Lunchtimes	2%
Evenings	13%
Weekends	41%
None, I am satisfied	44%

Base: 276 out of 278 people answered this question

How easy is it to find out about the opening hours and services offered by our surgery?

Single answer question or grid (answers per option add up to roughly 100%)

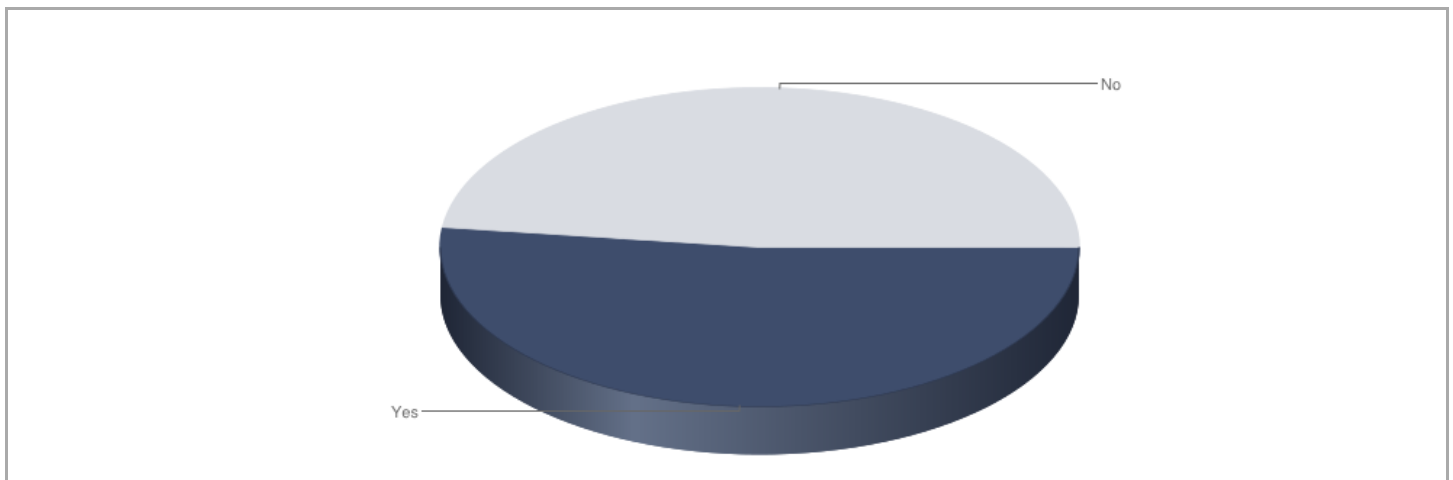


Option:	TOTAL
	(276)
Very Easy	64%
Fairly Easy	31%
Quire Difficult	1%
Very Difficult	0
Do not know/never tried	4%

Base: 276 out of 278 people answered this question

Are you aware of the practice brochure which gives you information about these services provided by the practice?

Single answer question or grid (answers per option add up to roughly 100%)

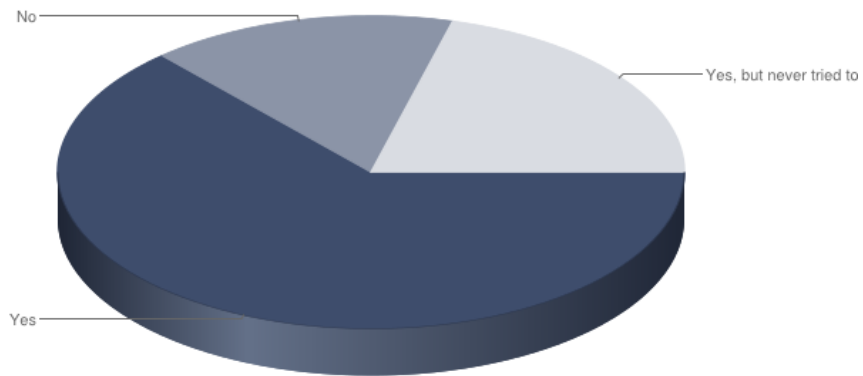


Option:	TOTAL
	(275)
Yes	52%
No	48%

Base: 275 out of 278 people answered this question

Are you aware of the surgery website and how to access it?

Single answer question or grid (answers per option add up to roughly 100%)

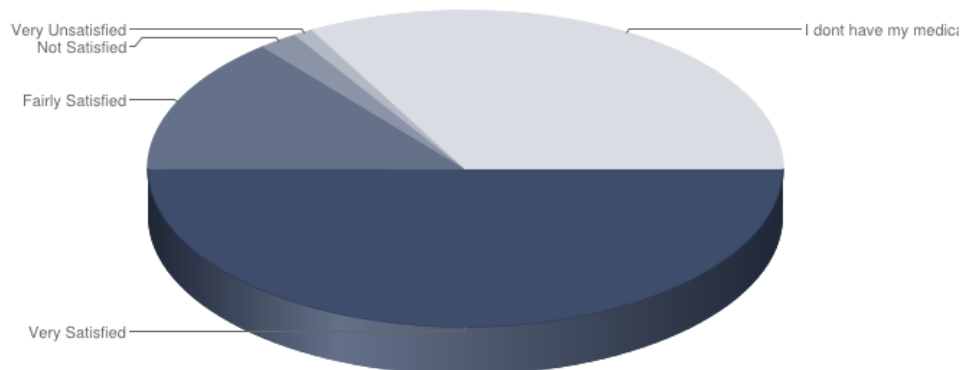


Option:	TOTAL
	(277)
Yes	64%
No	16%
Yes, but never tried to access it	21%

Base: 277 out of 278 people answered this question

If you have your medicines dispensed by us, how satisfied are you with the service given to you by our dispensing staff?

Single answer question or grid (answers per option add up to roughly 100%)

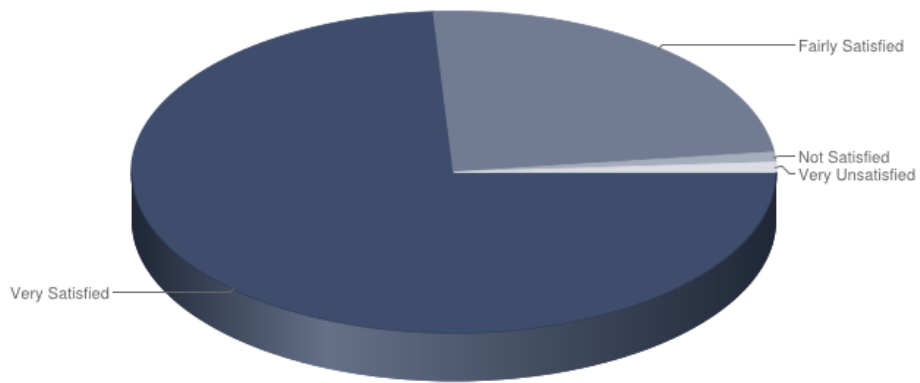


Option:	TOTAL
	(276)
Very Satisfied	50%
Fairly Satisfied	14%
Not Satisfied	2%
Very Unsatisfied	1%
I dont have my medication dispensed by the practice	33%

Base: 276 out of 278 people answered this question

How satisfied are you with the service you receive at the surgery?

Single answer question or grid (answers per option add up to roughly 100%)

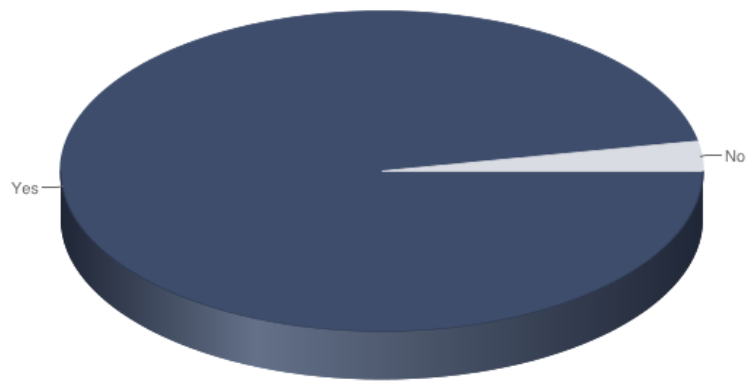


Option:	TOTAL
	(278)
Very Satisfied	74%
Fairly Satisfied	24%
Not Satisfied	1%
Very Unsatisfied	1%

Base: 278 out of 278 people answered this question

Would you recommend the surgery to someone who has just moved into the local area?

Single answer question or grid (answers per option add up to roughly 100%)

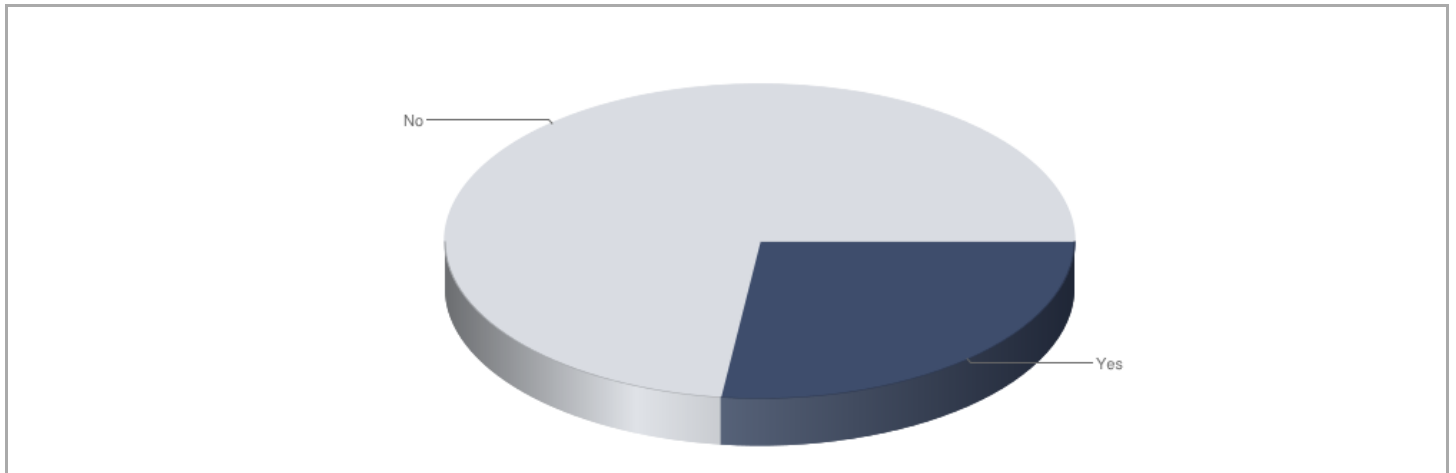


Option:	TOTAL
	(277)
Yes	97%
No	3%

Base: 277 out of 278 people answered this question

Did you complete this survey online?

Single answer question or grid (answers per option add up to roughly 100%)



Option:	TOTAL
	(278)
Yes	27%
No	73%

Base: 278 out of 278 people answered this question