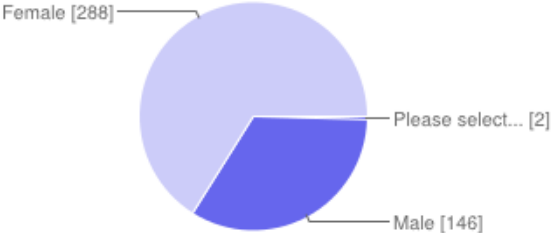


# Willington Medical Practice Questionnaire September 2013

## Summary – From 436 responses

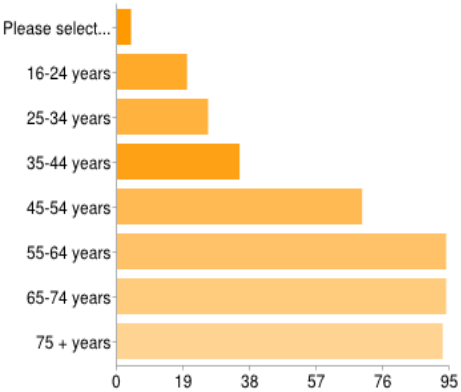
First, please tell us a little about yourself

### Gender



No response	2	0%
Male	146	33%
Female	288	66%

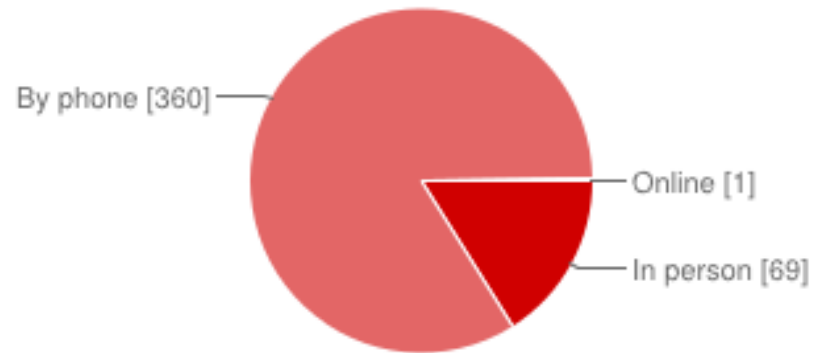
### Age band



No response	4	1%
16-24 years	20	5%
25-34 years	26	6%
35-44 years	35	8%
45-54 years	70	16%
55-64 years	94	22%
65-74 years	94	22%
75+ years	93	21%

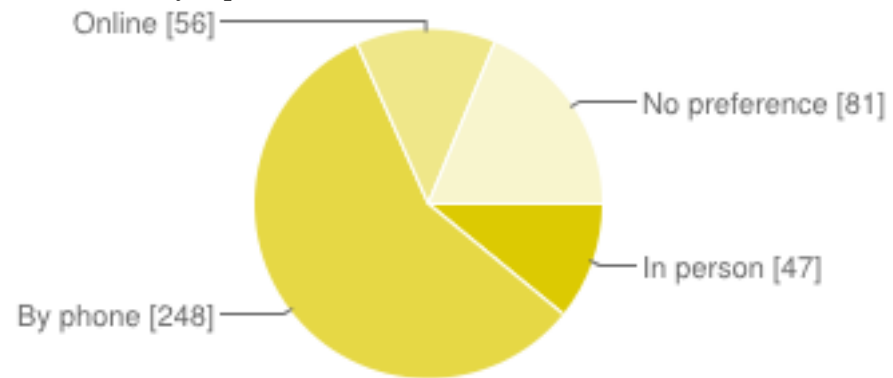
## Booking appointments

How do you normally book appointments?



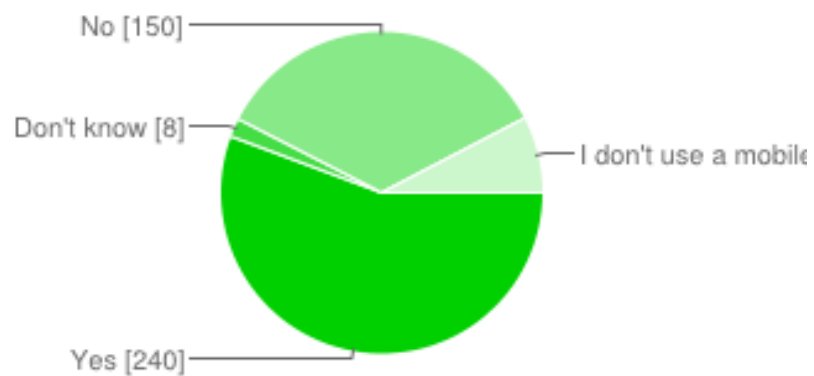
In person	<b>69</b>	16%
By phone	<b>360</b>	83%
Online	<b>1</b>	0%

Which method do you prefer?



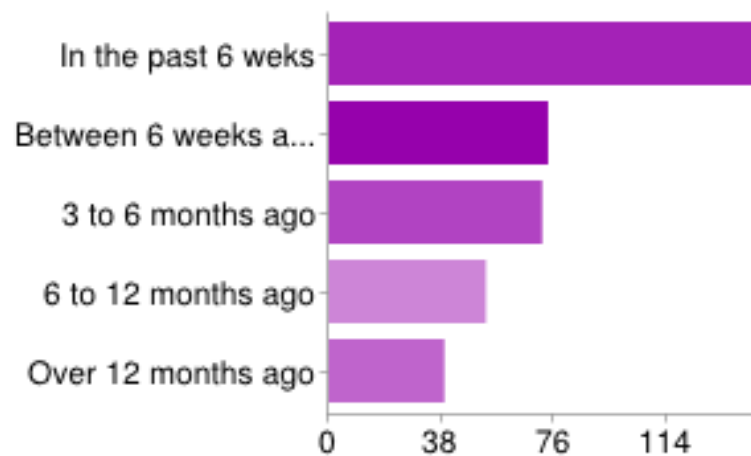
In person	<b>47</b>	11%
By phone	<b>248</b>	57%
Online	<b>56</b>	13%
No preference	<b>81</b>	19%

**Would it help to receive a reminder by text that you have an appointment?**



Yes	<b>240</b>	55%
Don't know	<b>8</b>	2%
No	<b>150</b>	34%
I don't use a mobile	<b>33</b>	8%

**When did you last see a doctor?**

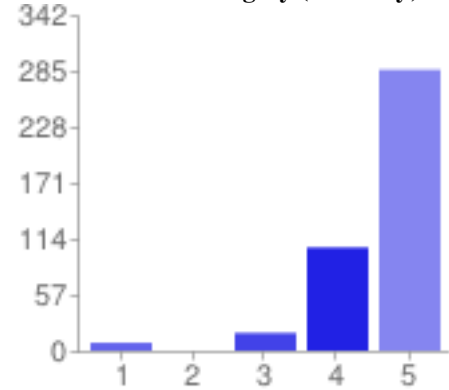


In the past 6 weeks	<b>188</b>	43%
Between 6 weeks and 3 months ago	<b>74</b>	17%
3 to 6 months ago	<b>72</b>	17%
6 to 12 months ago	<b>53</b>	12%
Over 12 months ago	<b>39</b>	9%

## Services at the surgery

Using the range 1 to 5, where 1 is low and 5 is high, please answer the following questions. Leave the response blank if you have no opinion on a specific question.

### How clean is the surgery (1 is dirty; 5 is excellent)

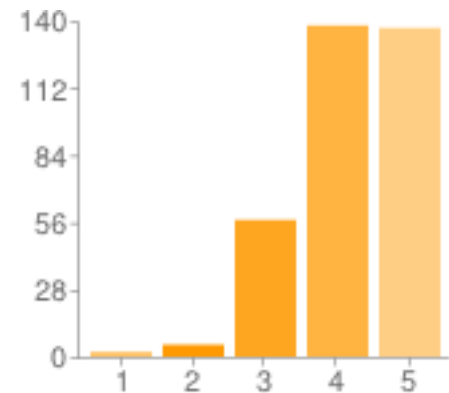


Dirty

Excellent

1 -	Dirty	<b>8</b>	2%
2		<b>0</b>	0%
3		<b>18</b>	4%
4		<b>105</b>	24%
5 -	Excellent	<b>286</b>	66%

### How do you rate the information on notice boards in reception and outside the back door? (1 is poor up to 5 being excellent)

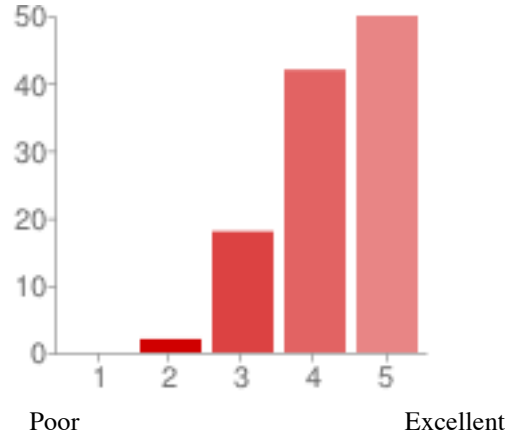


Poor

Excellent

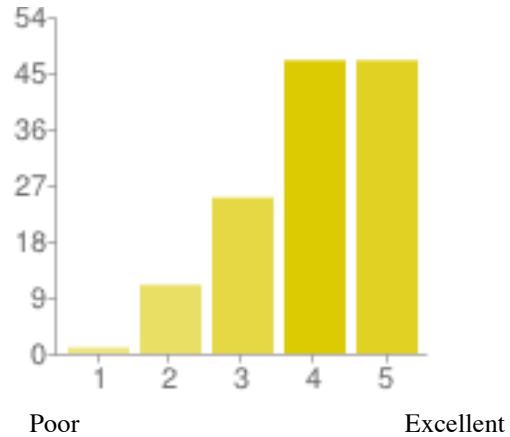
1 -	Poor	<b>2</b>	0%
2		<b>5</b>	1%
3		<b>57</b>	13%
4		<b>138</b>	32%
5 -	Excellent	<b>137</b>	31%

**If you have seen a surgery newsletter how do you rate this? (1 is poor up to 5 as excellent)**



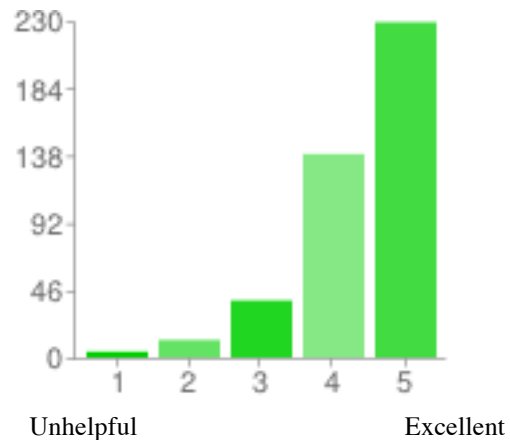
1 -	Poor	<b>0</b>	0%
2		<b>2</b>	0%
3		<b>18</b>	4%
4		<b>42</b>	10%
5 -	Excellent	<b>50</b>	11%

**And likewise, how would you rate the surgery website? (1 is poor up to 5 as excellent)**



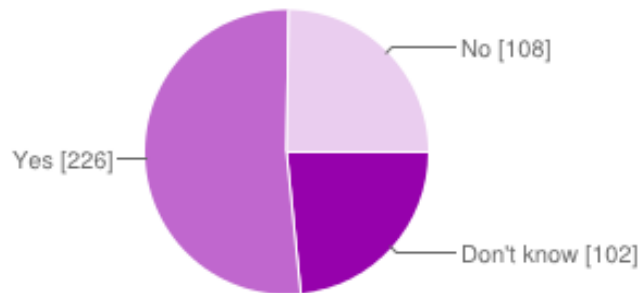
1 -	Poor	<b>1</b>	0%
2		<b>11</b>	3%
3		<b>25</b>	6%
4		<b>47</b>	11%
5 -	Excellent	<b>47</b>	11%

**How helpful do you find the receptionists? (1 is unhelpful ranging up to 5 being excellent)**



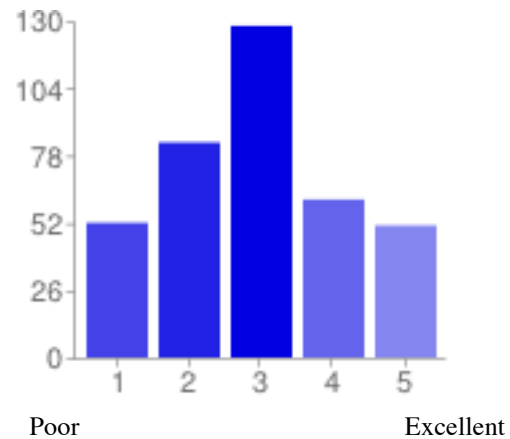
1 -	Unhelpful	<b>4</b>	1%
2		<b>12</b>	3%
3		<b>39</b>	9%
4		<b>139</b>	32%
5 -	Excellent	<b>229</b>	53%

**Has there been an improvement over the last 12 months?**



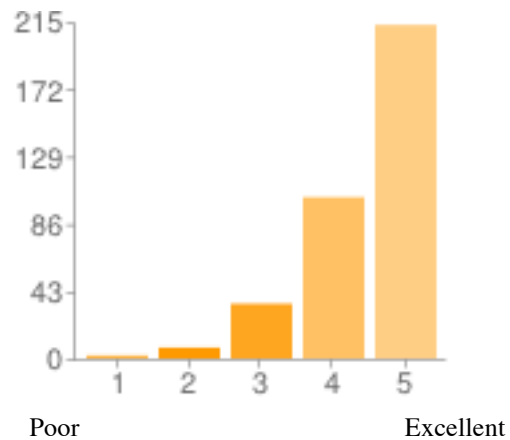
Don't know	<b>102</b>	23%
Yes	<b>226</b>	52%
No	<b>108</b>	25%

**How do you rate the reception area in terms of being able to have a confidential discussion? (1 is poor up to 5 as excellent)**



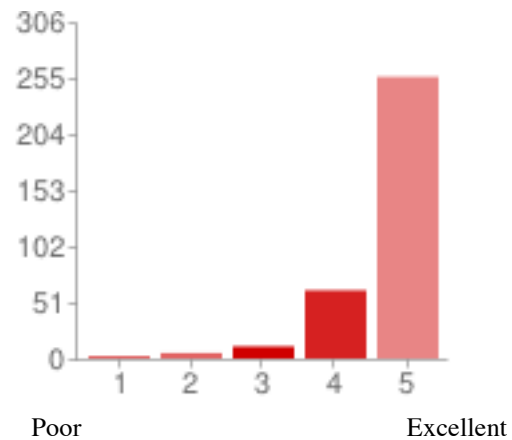
1 -	Poor	<b>52</b>	12%
2		<b>83</b>	19%
3		<b>128</b>	29%
4		<b>61</b>	14%
5 -	Excellent	<b>51</b>	12%

**If you have seen the GP in the last 6 months then how do you rate your consultation? (1 is poor up to 5 as excellent)**



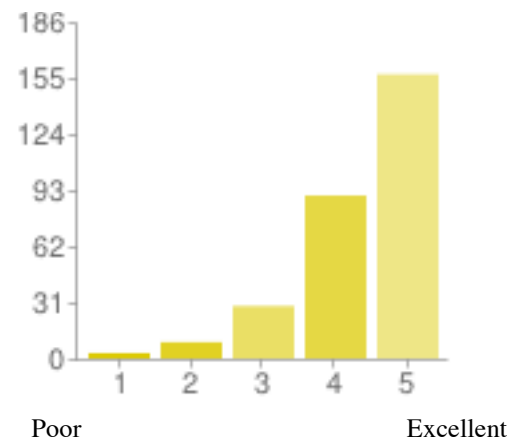
1 -	Poor	<b>2</b>	0%
2		<b>7</b>	2%
3		<b>35</b>	8%
4		<b>103</b>	24%
5 -	Excellent	<b>213</b>	49%

**If you have had a consultation with a nurse in the last 6 months then how do you rate your consultation? (1 is poor up to 5 as excellent)**



1 -	Poor	<b>2</b>	0%
2		<b>5</b>	1%
3		<b>11</b>	3%
4		<b>62</b>	14%
5 -	Excellent	<b>256</b>	59%

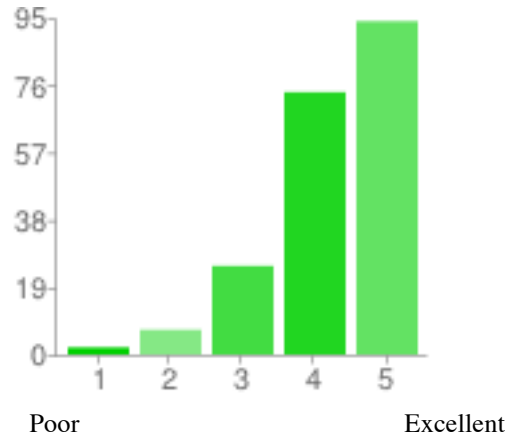
**If you have experienced telephone consultation during the last six months how do you rate this? (1 is poor up to 5 as excellent)**



1 -	Poor	<b>3</b>	1%
2		<b>9</b>	2%
3		<b>29</b>	7%
4		<b>90</b>	21%
5 -	Excellent	<b>157</b>	36%

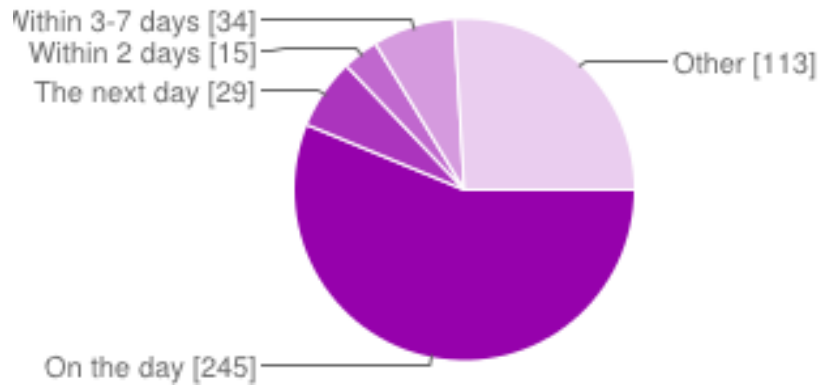


**If you have contacted the surgery for test results how easy was it to obtain them? (1 is unable to get result and ranges to 5 where the result is acceptably communicated)**



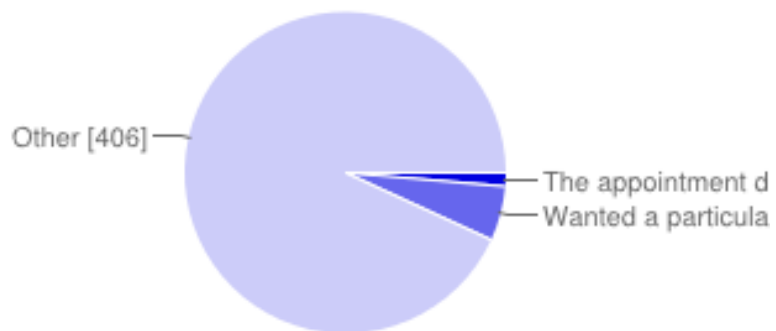
1 -	Poor	<b>2</b>	0%
2		<b>7</b>	2%
3		<b>25</b>	6%
4		<b>74</b>	17%
5 -	Excellent	<b>94</b>	22%

**If you have needed a consultation fairly quickly in the last 6 months were you seen or given a telephone consultation:**



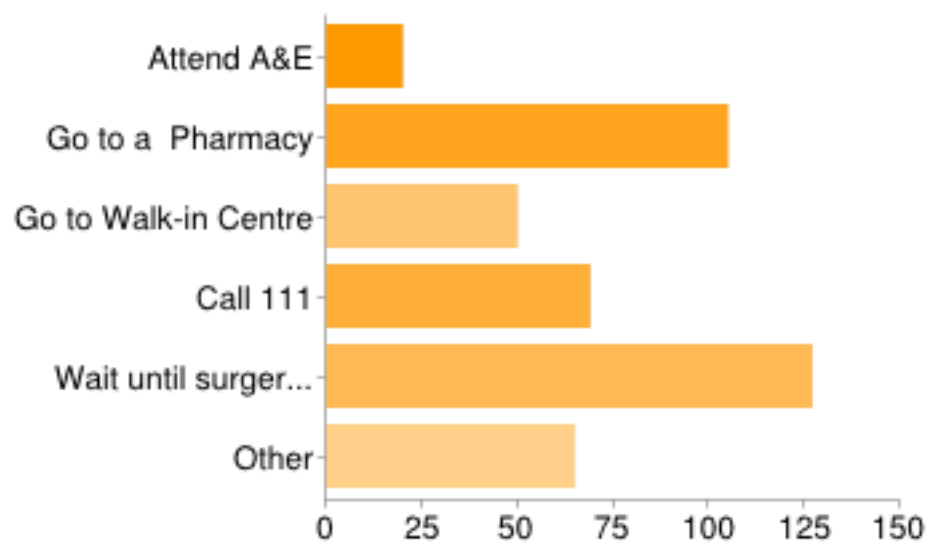
On the day	<b>245</b>	56%
The next day	<b>29</b>	7%
Within 2 days	<b>15</b>	3%
Within 3-7 days	<b>34</b>	8%
Other	<b>113</b>	26%

**If you weren't seen within 48 hours please tell us the reason:**



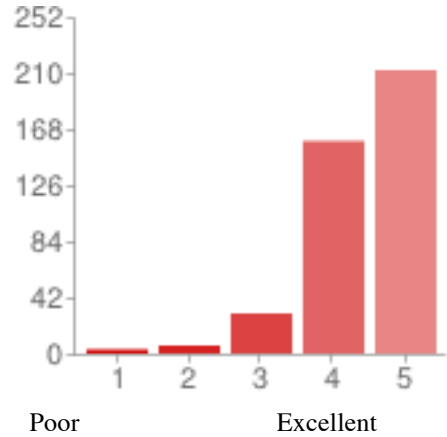
The appointment didn't suit	<b>6</b>	1%
Wanted a particular Dr	<b>24</b>	6%
Other	<b>406</b>	93%

**If you needed medical advice for a non-urgent problem (i.e. not a 999 call) when the surgery was closed, what would you do first?**



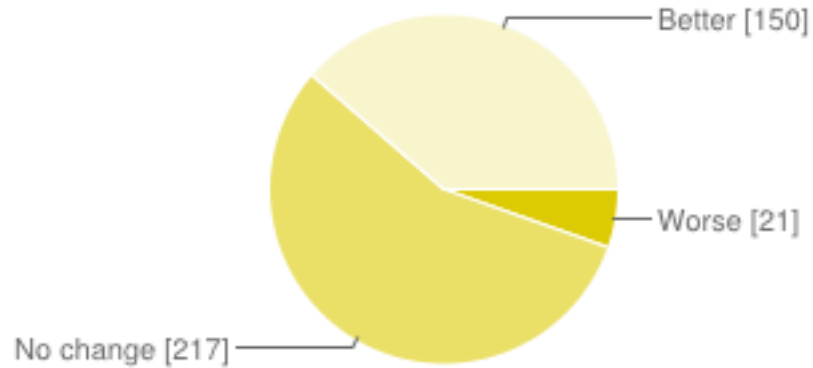
Attend A&E	<b>20</b>	5%
Go to a Pharmacy	<b>105</b>	24%
Go to Walk-in Centre	<b>50</b>	11%
Call 111	<b>69</b>	16%
Wait until surgery opens	<b>127</b>	29%
Other	<b>65</b>	15%

**In general how would you rate your experience with the surgery?**



1 -	Poor	<b>3</b>	1%
2		<b>6</b>	1%
3		<b>30</b>	7%
4		<b>159</b>	36%
5 -	Excellent	<b>212</b>	49%

**Do you think there has been any change to the service provided over the last 12 months compared with the previous 12 months?  
The service is:**



Worse	<b>21</b>	5%
No change	<b>217</b>	50%
Better	<b>150</b>	34%