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| Latham House Medical Practice PRG (Patient Reference Group) LHMP onlyPatient Survey 2016

|  |
| --- |
| Questions marked with an asterisk \* indicate a mandatory question. Please provide a response, thank you. |

|  |
| --- |
| 1a. How old are you? |
| Less than 13 years | 6 |
| 13-20 years | 25 |
| 21-40 years | 55 |
| 41-59 years | 99 |
| 60-80 years | 256 |
| 81 years+ | 43 |

|  |
| --- |
| 1b. Please select Gender |
| Female | 295 |
| Male | 138 |
| Transgender | 38 |
| Prefer not to answer | 13 |

|  |
| --- |
| 1c. What is your ethnic group? |
| White British | 456 |
| White European | 10 |
| I do not wish to give my ethnic group | 7 |
| White other | 2 |
| Black Caribbean | 2 |
| Other | 2 |
| Indian | 1 |
| Black, other mixed | 0 |
| Other ethnic, mixed origin | 0 |
| Vietnamese | 0 |
| Pakistani | 0 |
| Other Asian ethnic group | 0 |
| Bangladeshi | 0 |
| Irish traveller | 0 |
| Black African | 0 |
| Other | 0 |

|  |
| --- |
| 3. How do you book your appointments to attend the surgery? |
| In person | 268 |
| By phone | 319 |
| Online | 66 |

|  |
| --- |
| 4. Which of the following methods would you prefer to book an appointment at the surgery |
| In person | 207 |
| By phone | 256 |
| Online | 135 |

|  |
| --- |
| If you would like a leaflet on how to use online booking, please ask at reception |
|      |

|  |
| --- |
| 5. Please tick your registered doctor |
| Dr M Riley | 50 |
| Dr H A Pearce-Smith | 48 |
| Dr P J Atkinson | 35 |
| Dr M Jones | 35 |
| Dr R Pemberton | 34 |
| Dr R P Bennison | 32 |
| Dr S Hirani | 28 |
| Dr M Raja | 25 |
| DR B Miri | 24 |
| Dr S Mumtaz | 24 |
| Dr G Dabali | 24 |
| Dr R Modi | 23 |
| Dr F Dhanji | 19 |
| Dr S Paliath | 19 |
| Dr M Brooks | 17 |
| Other | 47 |

|  |
| --- |
| 6. The opening times of the surgery, for routine appointments is 8.30am - 5.30pm.Extended hours appointments are available on Monday mornings from 7.40am.Late appointments in the evenings are on Monday and Thursday until 6.50pm.Are you satisfied with these hours? |
| Yes | 436 |
| No | 43 |

|  |
| --- |
| 7. If you use the telephone to access the surgery, how easy was it to get through? |
| Very easy | 51 |
| Fairly easy | 222 |
| Not very easy | 187 |

|  |
| --- |
| 8. How often do you get to see your registered accountable doctor for routine matters? |
| All the time | 115 |
| Most of the time | 254 |
| Rarely ever | 105 |

|  |
| --- |
| 9. If you needed to be seen within 48 hours, were you offered an appointment with |
|

|  |  |  |
| --- | --- | --- |
|   | Yes | No |
| A Doctor | 247 | 70 |
| A Nurse | 186 | 23 |

 |  |

|  |
| --- |
| 10. If you were unable to accept an appointment offered to you within 48 hours, what was your reason for not accepting it? |
| Appointment with a doctor I did not want to see | 34 |
| Times offered did not suit | 105 |
| A nurse was free but I preferred a doctor | 50 |
| Any other reason | 43 |

|  |
| --- |
| Please give your reason here: |
|      |

|  |
| --- |
| 11. How good is your registered doctor at each of the following? |
|

|  |  |  |  |
| --- | --- | --- | --- |
|   | Less than satisfactory | Satisfactory | Very Good |
| Being Polite | 10 | 71 | 356 |
| Making you feel at ease | 13 | 80 | 338 |
| Listening to you | 15 | 84 | 330 |
| Assessing your medical condition | 16 | 100 | 309 |
| Explaining your condition and treatment | 10 | 97 | 327 |
| Treating you with care and concern | 13 | 85 | 331 |
| Involving you in decisions about your treatment | 16 | 105 | 308 |
| Providing or arranging treatment for you | 14 | 102 | 309 |

 |  |

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| --- |
| 12. Are you confident in your doctor's ability to provide you with the necessary care you may need? |
| Yes | 425 |
| No | 20 |

|  |
| --- |
| 13a. Do you have any concerns regarding confidentiality within the practice? |
| Yes | 34 |
| No | 424 |

|  |
| --- |
| 13b. If you answered Yes to 13a, please let us know which department |
| Front desk | 22 |
| Prescriptions | 4 |
| Minor Treatment Unit (MTU) | 5 |
| Sub reception | 5 |

|  |
| --- |
| 14. If you have had an intimate examination, was a chaperone offered? |
| Yes | 122 |
| No | 54 |
| N/A | 237 |

|  |
| --- |
| 15a. Was the area you were seen in clean and tidy? |
| Yes | 435 |
| No | 3 |

|  |
| --- |
| 15b. If you answered "No" to question 15a, please let us know which area |
| Front desk | 7 |
| Prescriptions | 1 |
| Minor Treatment Unit (MTU) | 2 |
| Sub reception | 1 |

|  |
| --- |
| 16. When you contacted the Practice, did you find the reception staff professional and courteous? |
|

|  |  |  |
| --- | --- | --- |
|   | Yes | No |
| Front Desk | 433 | 13 |
| Minor Treatment Unit (MTU) | 268 | 14 |
| Prescriptions | 370 | 13 |
| Sub reception | 352 | 11 |
| Call Centre | 329 | 18 |

 |  |

|  |
| --- |
| 17. If you have attended the Minor Treatment Unit (MTU), were you happy with the service? |
| Yes | 349 |
| No | 24 |
|  |
| 18. If you have attended the Asfordby Branch Surgery, were you happy with the service? |
| Yes | 67 |
| No | 37 |

|  |
| --- |
| 19. In general, are you satisfied with the services the practice provides? |
| Yes | 439 |
| No | 18 |

  |