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| Latham House Medical Practice PRG (Patient Reference Group) LHMP only  Patient 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 | |  |      |  |  | | --- | --- | | 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 | |