

Boultham Park Medical Practice

Patient Satisfaction Survey – January 2012

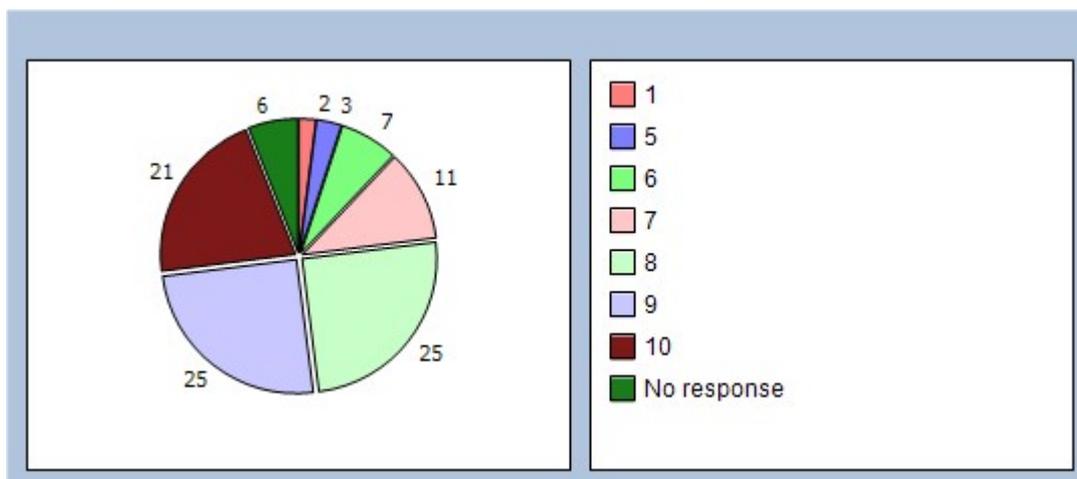
Number of Responses: **187**

Dear Patient

Thank you for taking part in this short survey to help us understand your needs better and improve our service further. Please answer all the questions:

Q1. Taking everything into account, how would you rate the service we provide overall, on a scale of 1-10 where 1 is Very Poor and 10 is Excellent

1 **2%**
2 **0%**
3 **0%**
4 **0%**
5 **3%**
6 **7%**
7 **11%**
8 **25%**
9 **25%**
10 **21%**
No response **6%**

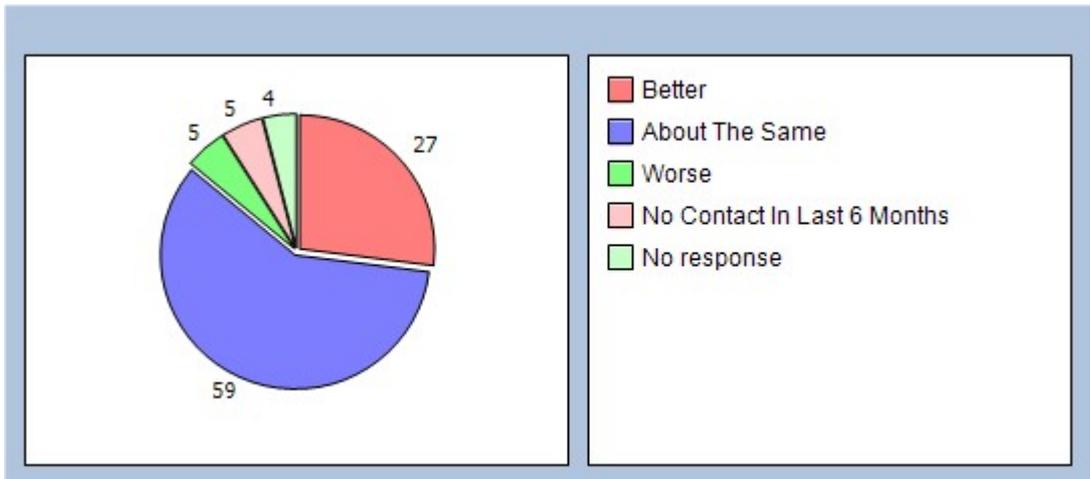


Q2 What do you believe is the single most positive aspect of our service?

Q3 What do you believe is the single most negative issue affecting our service?

Q4 Do you believe our overall service is better or worse than 6 months ago?

Better **27%**
About The Same **59%**
Worse **5%**
No Contact In Last 6 Months **5%**
No response **4%**



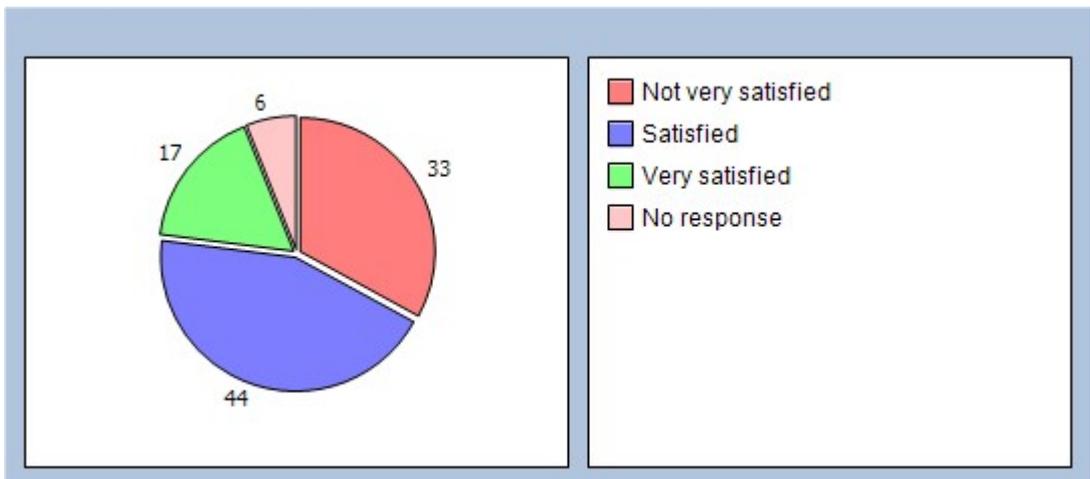
Q5 How satisfied are you with being able to book an appointment more than 48 hours in advance with your GP?

Not very satisfied **33%**

Satisfied **44%**

Very satisfied **17%**

No response **6%**



Q6 How satisfied are you with getting through to the practice on the telephone where 1 is Not very satisfied and 10 is Very satisfied.

1 **4%**

2 **5%**

3 **4%**

4 **6%**

5 **13%**

6 **14%**

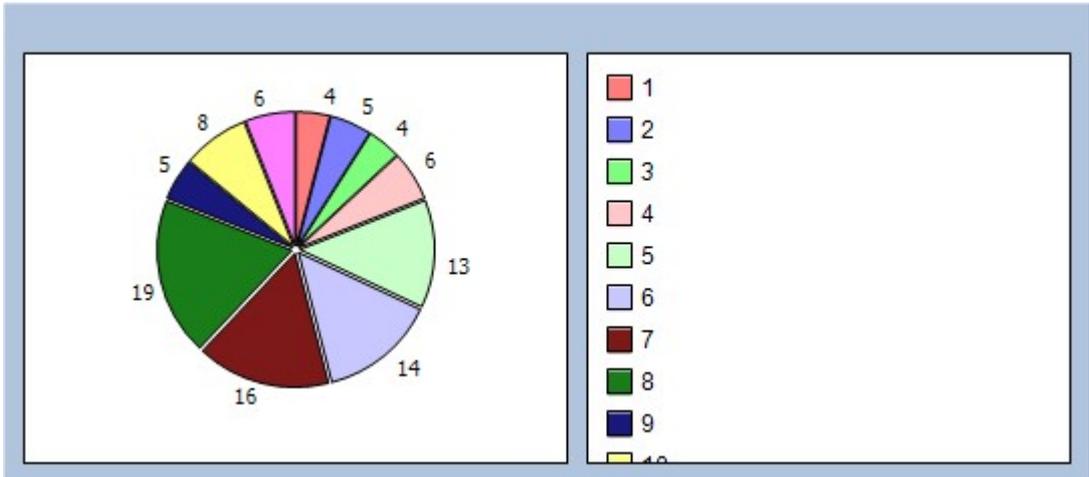
7 **16%**

8 **19%**

9 **5%**

10 **8%**

No response **6%**

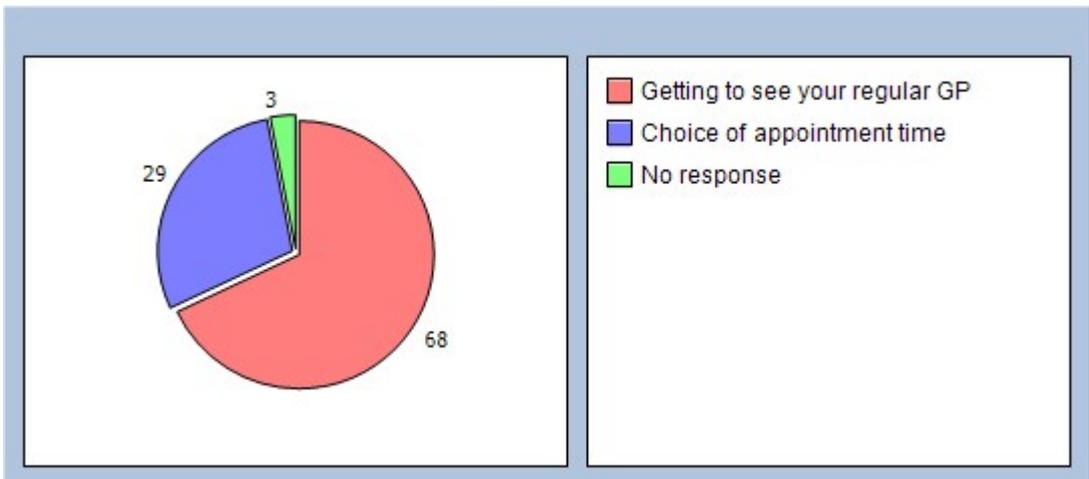


Q7 Whilst both are important, which do you rate higher?

Getting to see your regular GP **68%**

Choice of appointment time **29%**

No response **3%**



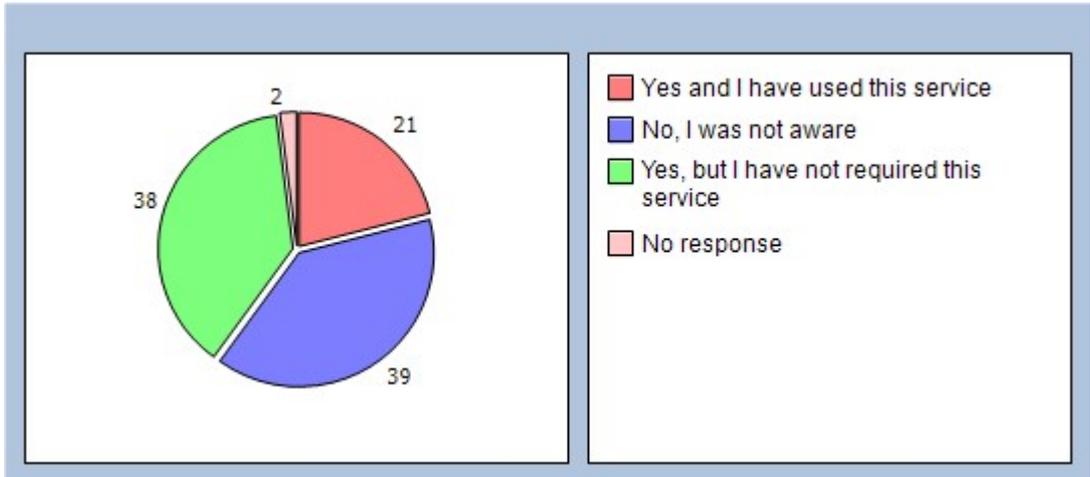
Q8 Are you aware that GP appointments are offered outside of normal opening hours at Boutham Park?

Yes and I have used this service **21%**

No, I was not aware **39%**

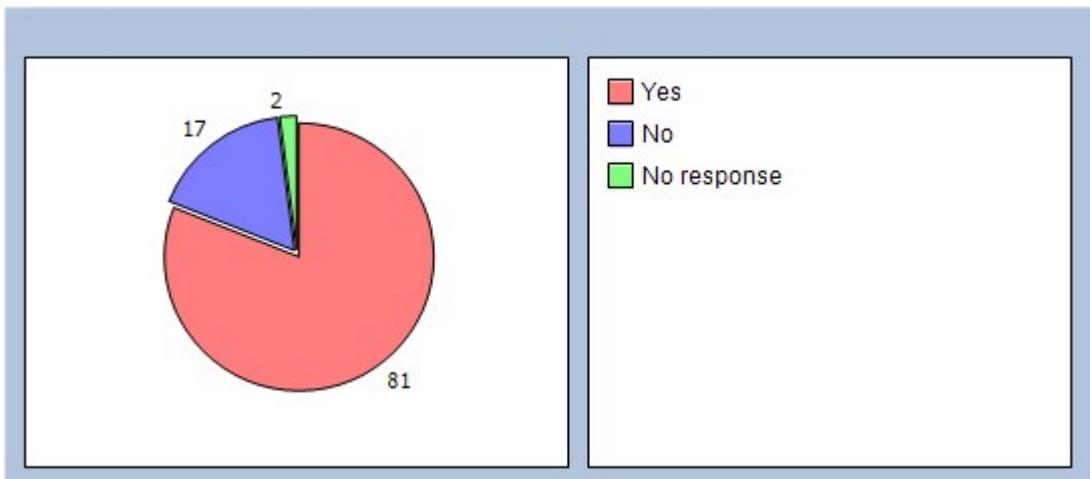
Yes, but I have not required this service **38%**

No response **2%**



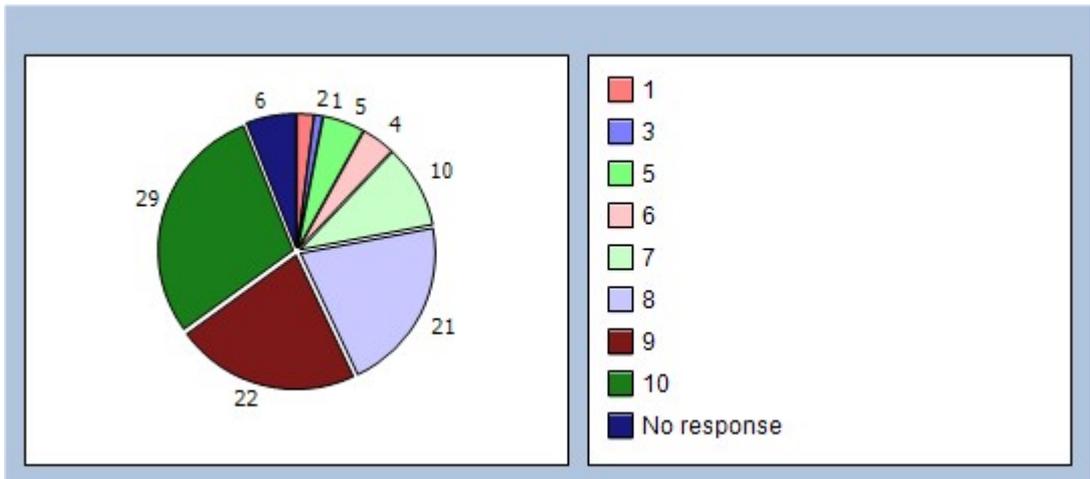
Q9 Think about the last time you tried to see a GP fairly quickly. Were you able to see a GP on the same day or within 2 weekdays?

Yes **81%**
 No **17%**
 No response **2%**



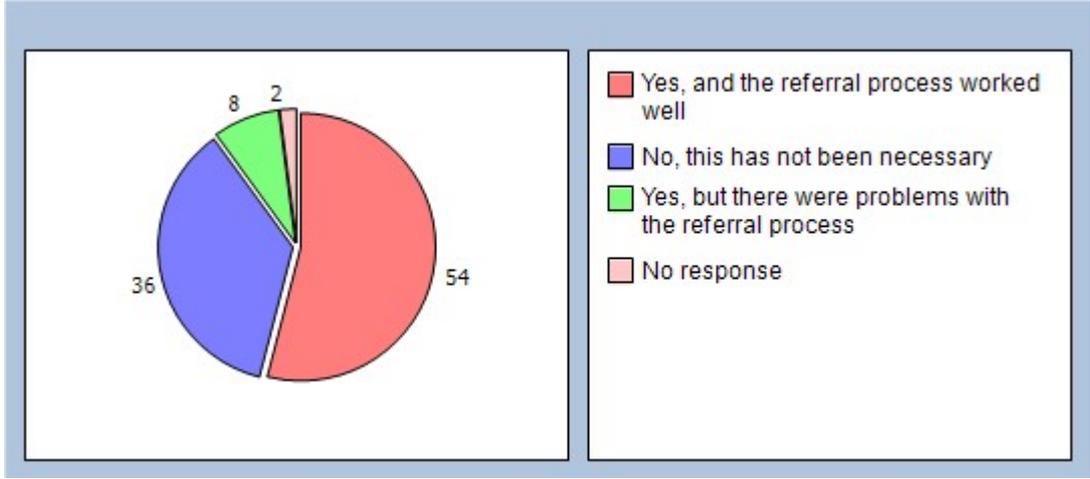
Q10 On a scale of 1-10, how would you rate the service offered by our reception team where 1 is Very poor and 10 is Excellent

1 **2%**
 2 **0%**
 3 **1%**
 4 **0%**
 5 **5%**
 6 **4%**
 7 **10%**
 8 **21%**
 9 **22%**
 10 **29%**
 No response **6%**



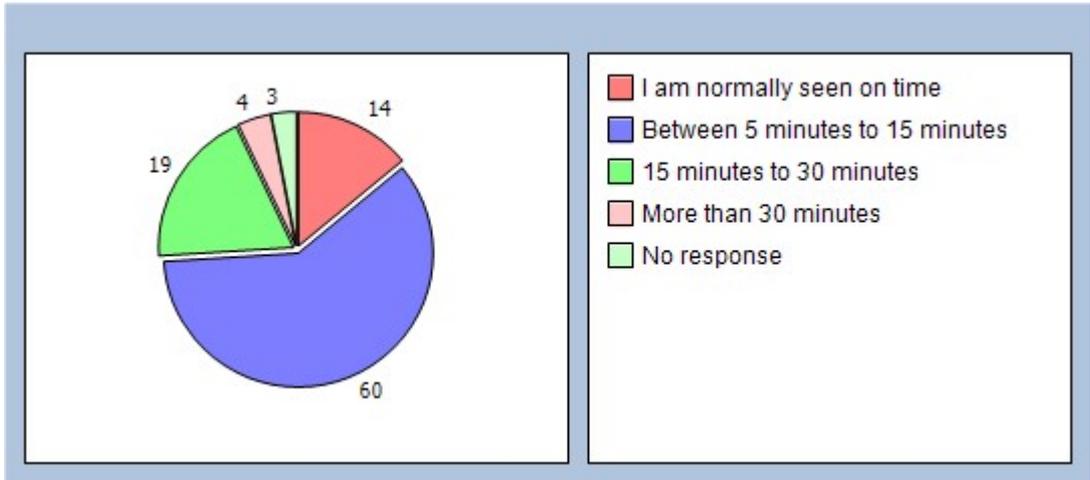
Q11 GP practices sometimes refer patients on to other health specialists or other health and social care providers. Has this happened to you?

- Yes, and the referral process worked well **54%**
- No, this has not been necessary **36%**
- Yes, but there were problems with the referral process **8%**
- No response **2%**



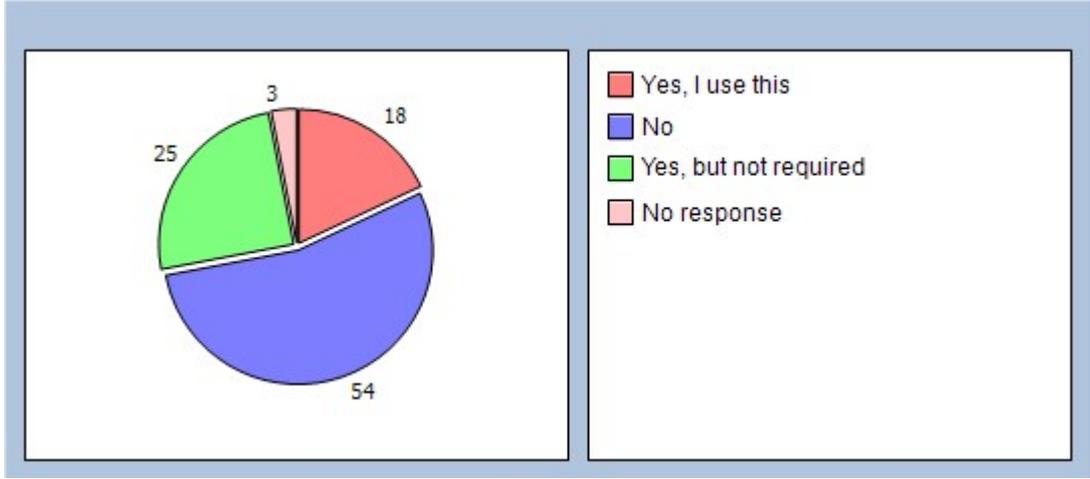
Q12 How long after your appointment time do you normally have to wait to be seen?

- I am normally seen on time **14%**
- Between 5 minutes to 15 minutes **60%**
- 15 minutes to 30 minutes **19%**
- More than 30 minutes **4%**
- No response **3%**



Q13 Are you aware that the practice offers a reminder 24 hours before your appointment by text message to your mobile phone?

Yes, I use this **18%**
 No **54%**
 Yes, but not required **25%**
 No response **3%**

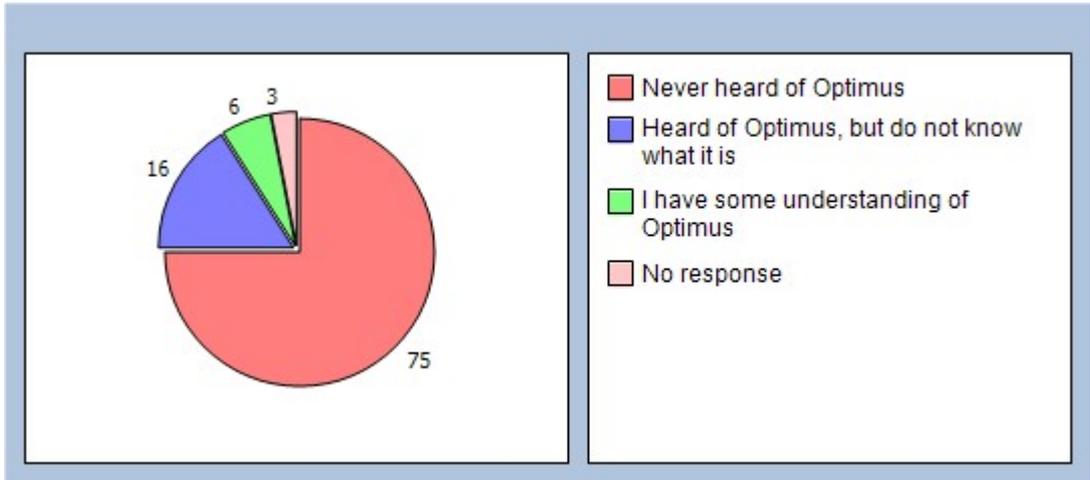


(Note: If you would like this service apply on-line or ask at reception)

Q14 How often do you access the practice website and what for?

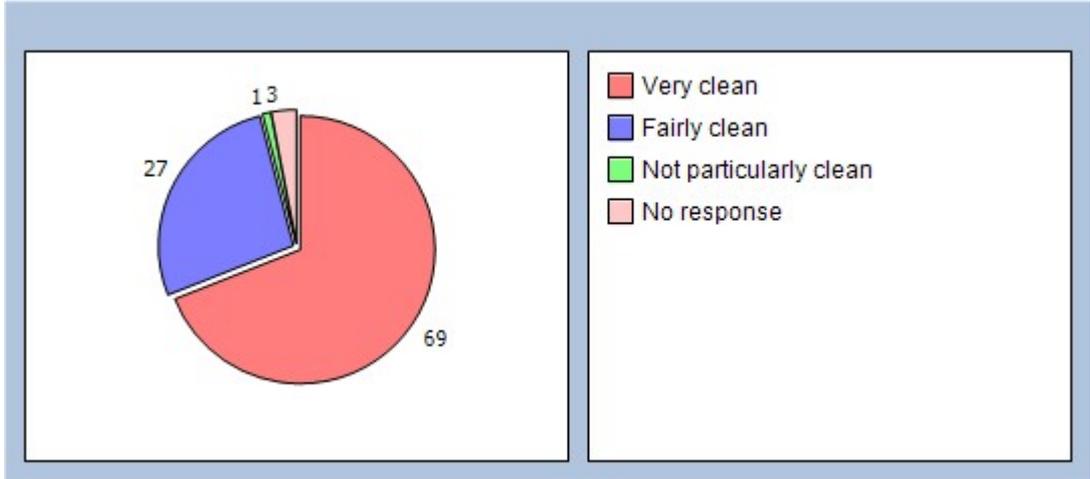
Q15 We are part of Optimus Lincoln Healthcare Limited, one of seven local medical practices working together to improve quality of care. Which best describes your knowledge of Optimus?

Never heard of Optimus **75%**
 Heard of Optimus, but do not know what it is **16%**
 I have some understanding of Optimus **6%**
 No response **3%**



Q16 How clean is our practice?

Very clean **69%**
 Fairly clean **27%**
 Not particularly clean **1%**
 Not clean at all **0%**
 No response **3%**



Q17 Are you interested in learning more about our Patient Participation Group? If yes, see the practice website for more details and send us an email. Alternatively, make a note here and we'll contact you.

Q18 Are there any further comments and suggestions you have? Please note in the space below

Thank you for completing our patient survey, we will contact you with the results!