

Boultham Park Medical Practice

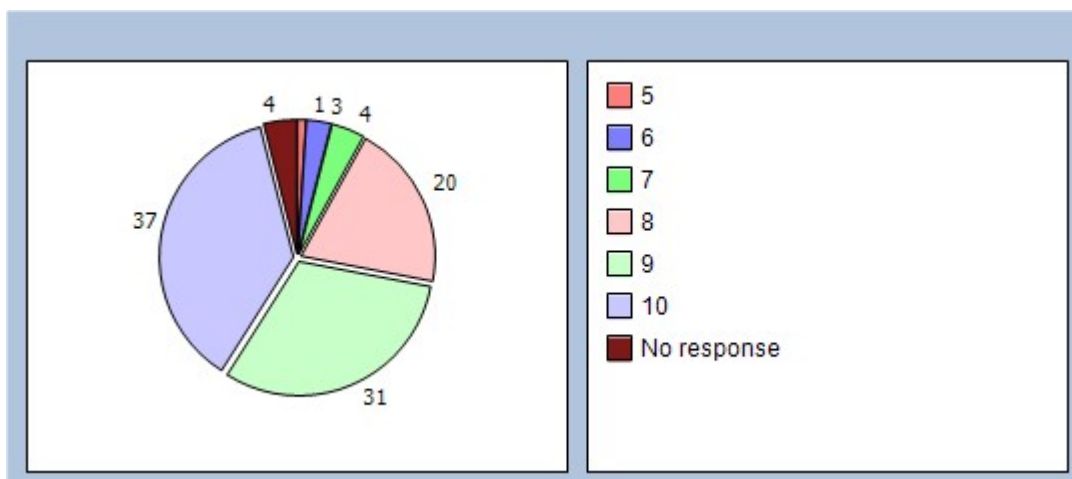
Patient Satisfaction Survey - January 2014

Number of Responses: 224

Patient Satisfaction Survey - January 2014

Q1. Taking everything into account, how would you rate the service we provide overall, on a scale of 1-10?

1 **0%**
2 **0%**
3 **0%**
4 **0%**
5 **1%**
6 **3%**
7 **4%**
8 **20%**
9 **31%**
10 **37%**
No response **4%**

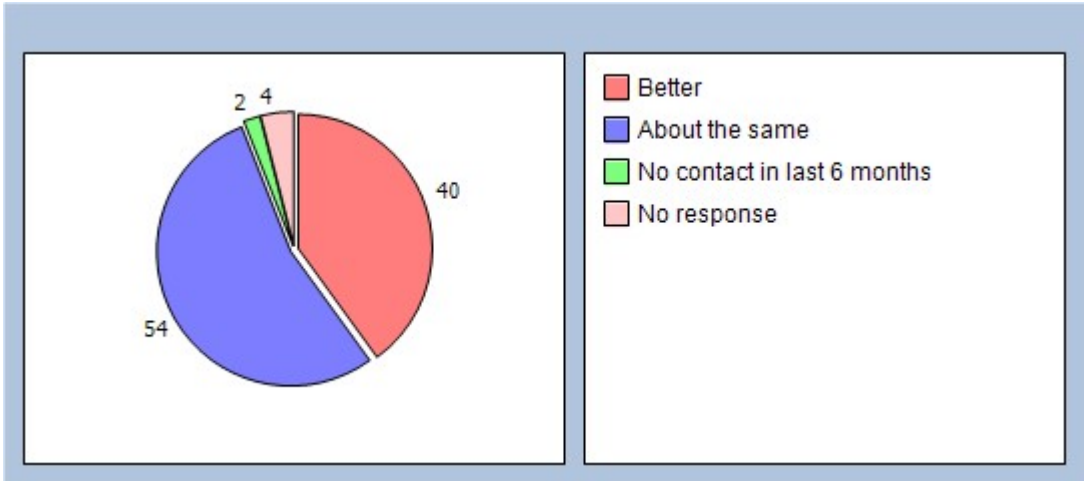


Q2 What do you believe is the single most positive aspect of our service?

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

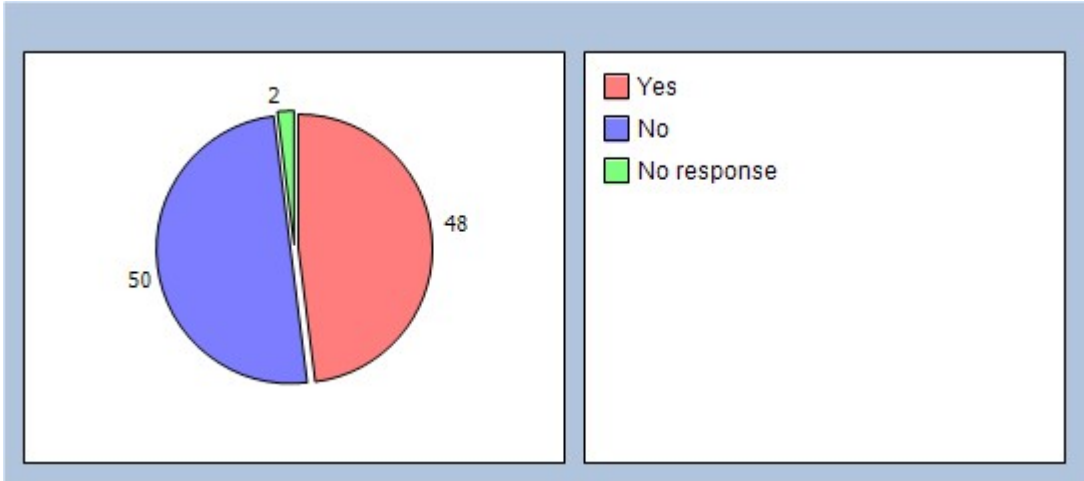
Q4 Do you believe our overall service is better or worse than 6 months ago?

Better **40%**
About the same **54%**
Worse **0%**
No contact in last 6 months **2%**
No response **4%**



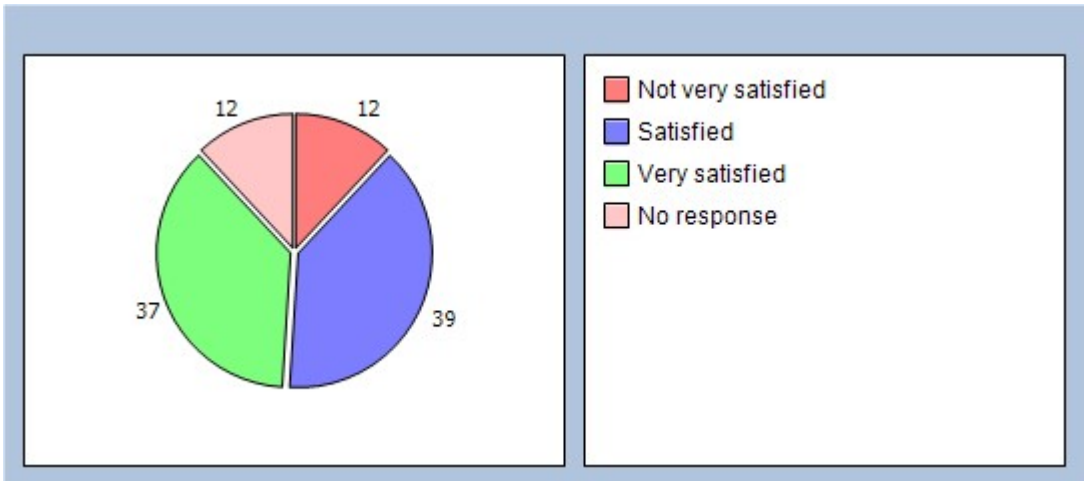
Q5 Were you aware that you are able to book an appointment with your GP more than 48 hours in advance?

Yes **48%**
 No **50%**
 No response **2%**



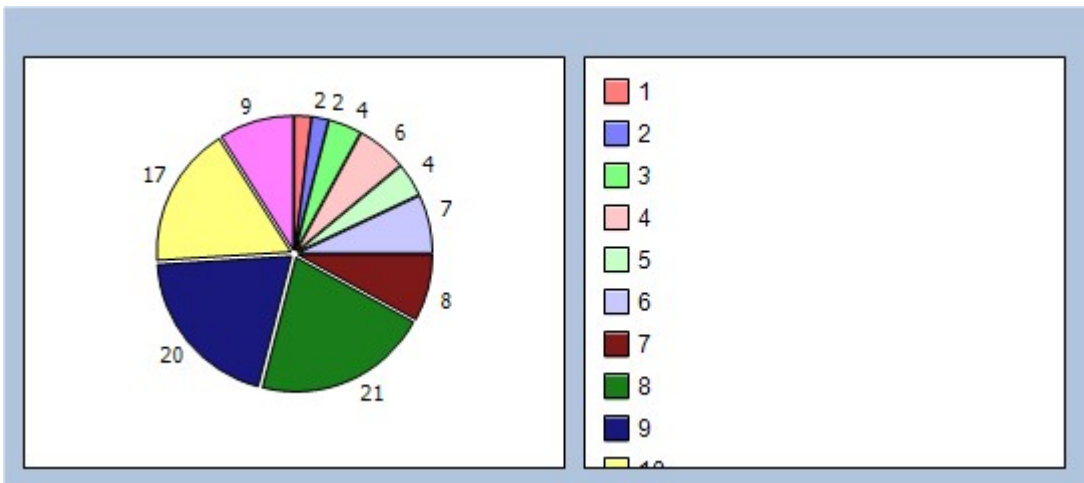
Q6 How satisfied are you with being able to book an appointment more than 48 hours in advance with your GP?

Not very satisfied **12%**
 Satisfied **39%**
 Very satisfied **37%**
 No response **12%**



Q7 How satisfied are you with getting through to the practice on the telephone?

- 1 **2%**
- 2 **2%**
- 3 **4%**
- 4 **6%**
- 5 **4%**
- 6 **7%**
- 7 **8%**
- 8 **21%**
- 9 **20%**
- 10 **17%**
- No response **9%**



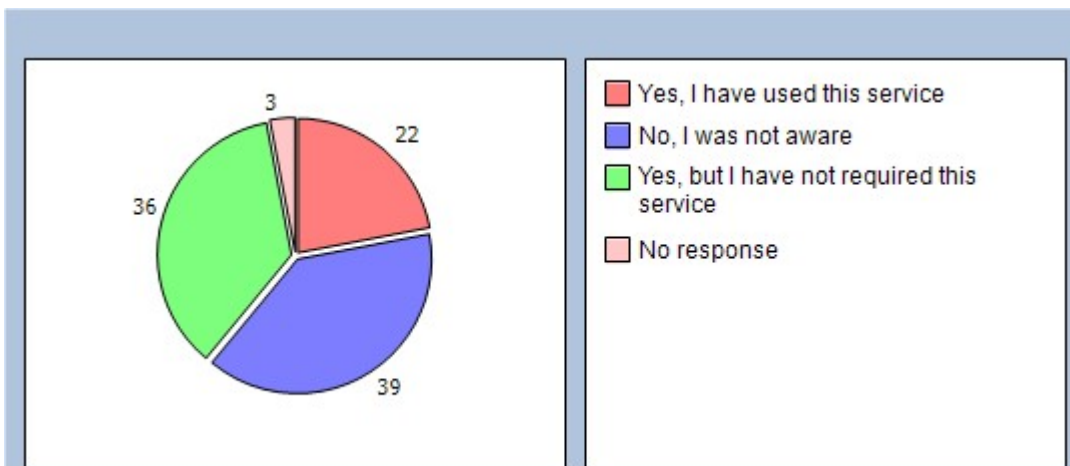
Q8 Whilst both are important, which do you rate higher?

- Getting to see your regular GP **58%**
- Choice of appointment time **39%**
- No response **3%**



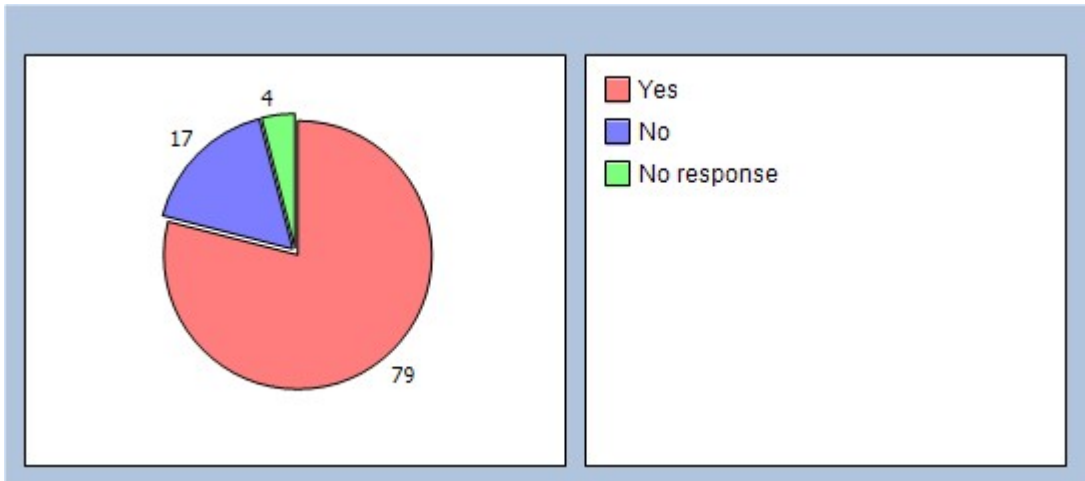
Q9 Are you aware that GP appointments are offered outside of normal opening hours at Boultham Park?

- Yes, I have used this service **22%**
- No, I was not aware **39%**
- Yes, but I have not required this service **36%**
- No response **3%**



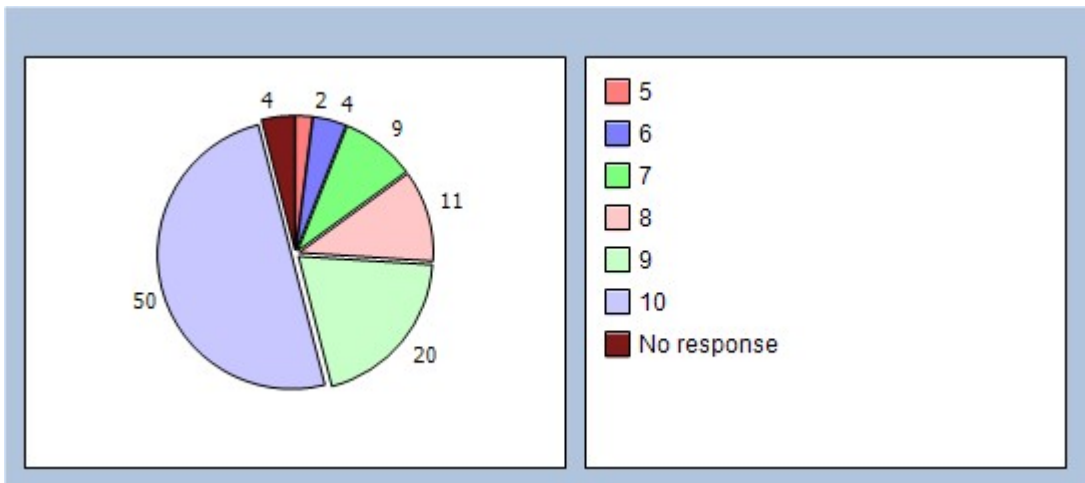
Q10 Think about the last time you tried to see a GP fairly quickly. Were you able to see a GP on the same day or within 2 weekdays?

- Yes **79%**
- No **17%**
- No response **4%**



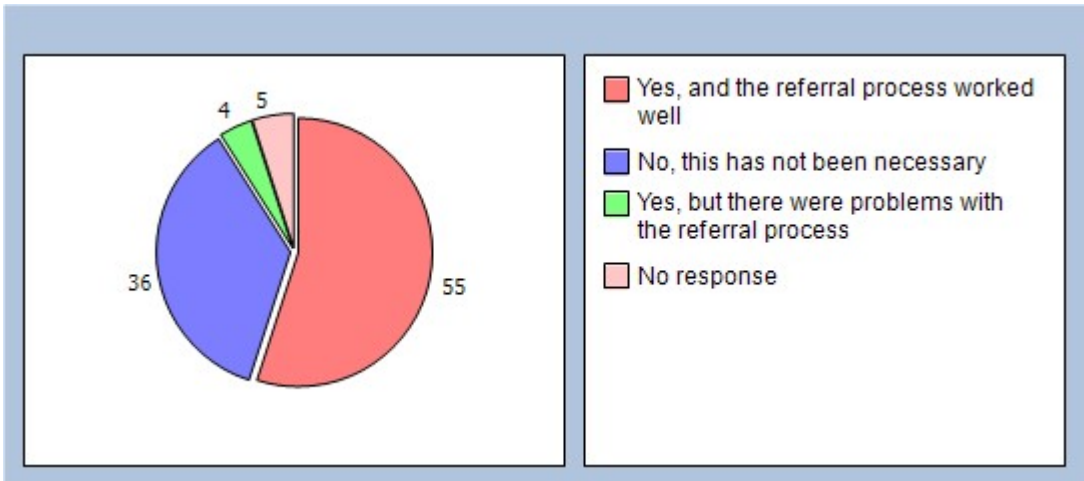
Q11 On a scale of 1-10, how would you rate the service offered by our reception team?

- 1 0%
- 2 0%
- 3 0%
- 4 0%
- 5 2%
- 6 4%
- 7 9%
- 8 11%
- 9 20%
- 10 50%
- No response 4%



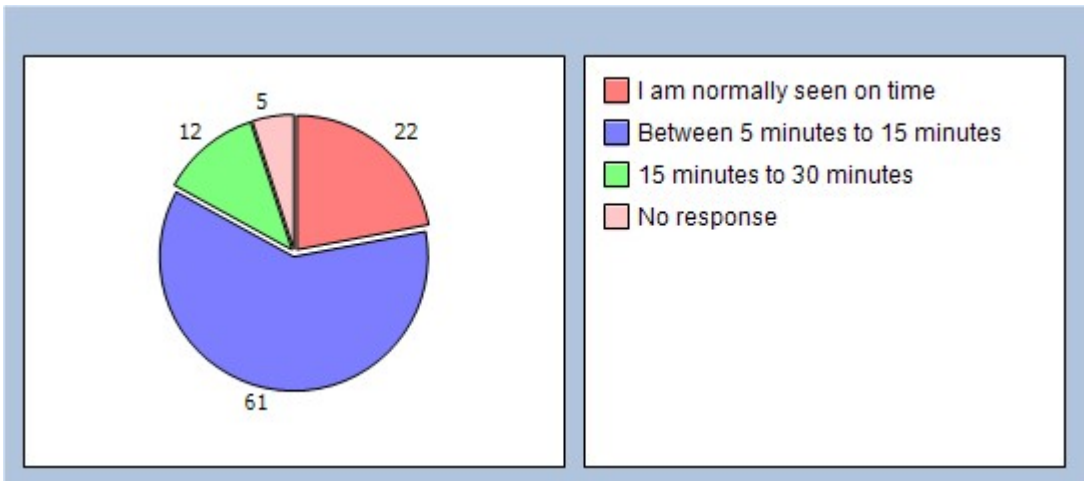
Q12 GP practices sometimes refer patients on to other health specialists or other health and social care providers. Has this happened to you?

- Yes, and the referral process worked well 55%
- No, this has not been necessary 36%
- Yes, but there were problems with the referral process 4%
- No response 5%



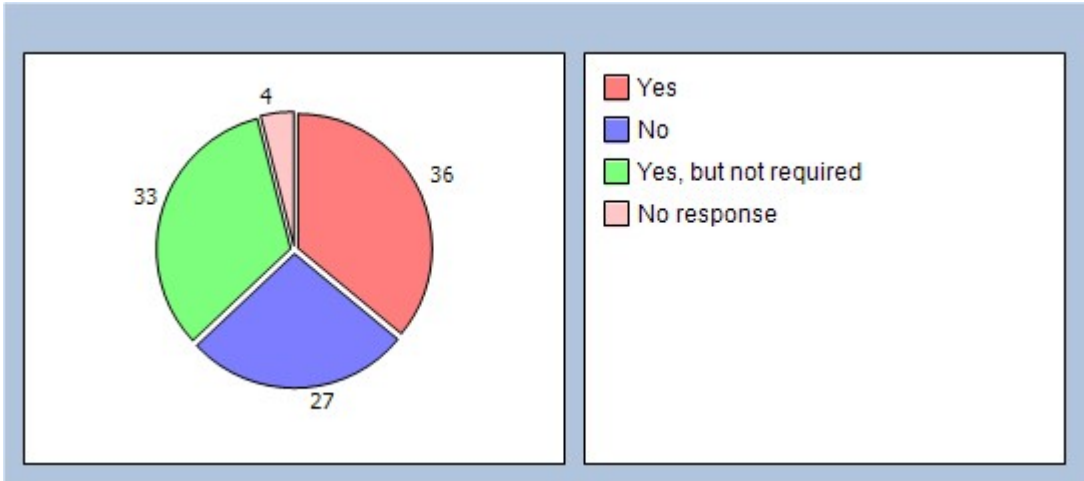
Q13 How long after your appointment times do you normally have to wait to be seen?

I am normally seen on time **22%**
 Between 5 minutes to 15 minutes **61%**
 15 minutes to 30 minutes **12%**
 More than 30 minutes **0%**
 No response **5%**



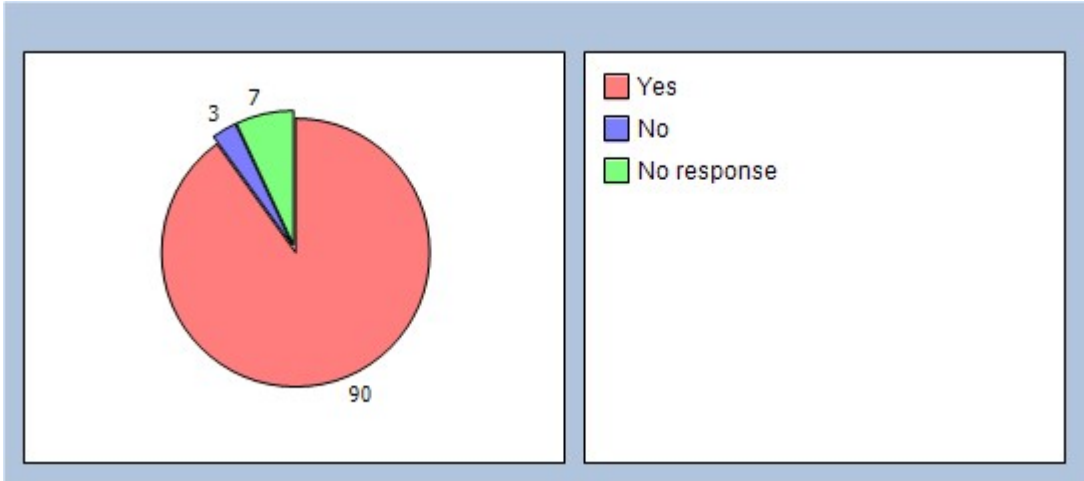
Q14 Are you aware that the practice offers a reminder 24 hours before your appointment by text message to your mobile phone?

Yes **36%**
 No **27%**
 Yes, but not required **33%**
 No response **4%**



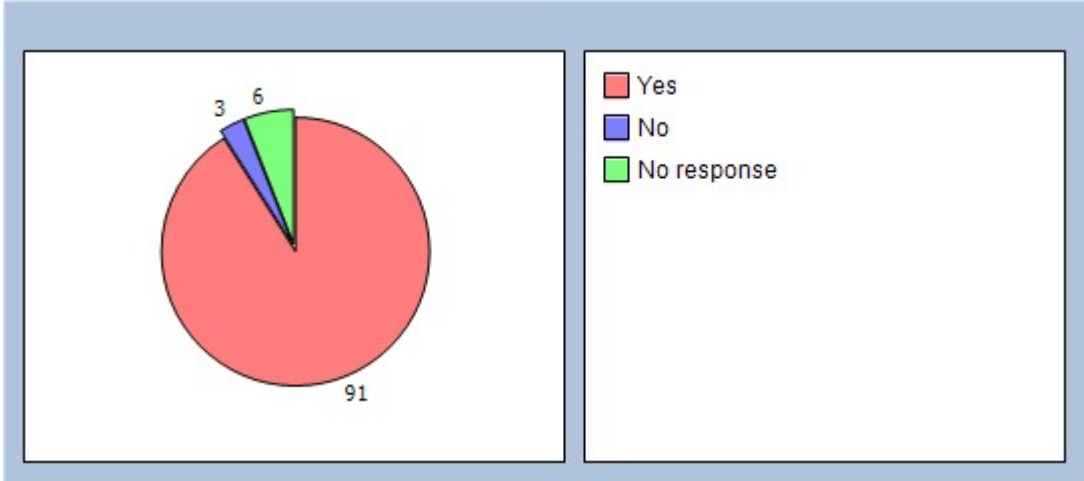
Q15 Do you believe that there is a genuine willingness on the part of the practice to improve service to patients?

Yes **90%**
 No **3%**
 No response **7%**



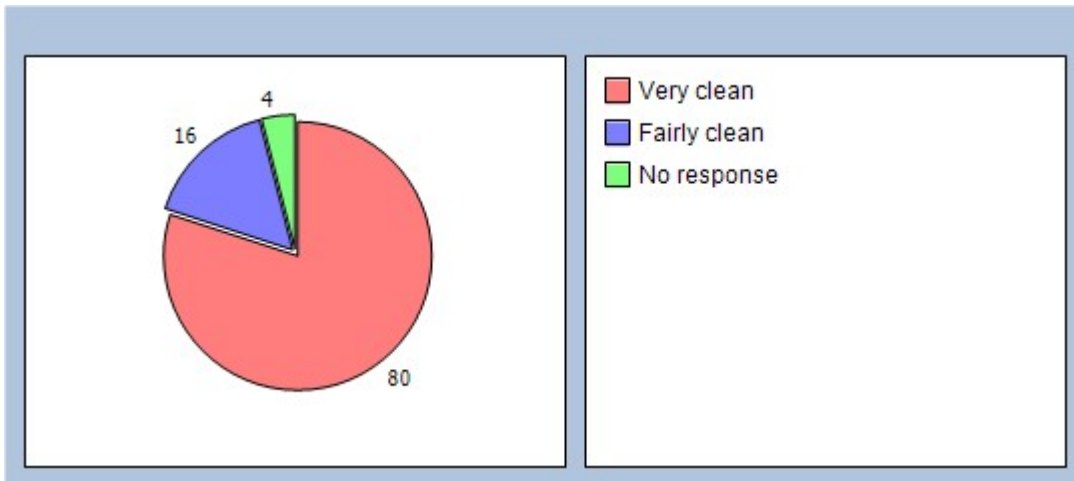
Q16 Would you recommend Boultham Park M.P. to your family and friends?

Yes **91%**
 No **3%**
 No response **6%**



Q17 How clean is our practice?

Very clean **80%**
Fairly clean **16%**
Not particularly clean **0%**
Not clean at all **0%**
No response **4%**



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