

## Boultham Park Medical Practice

### Patient Satisfaction Survey (follow up) – December

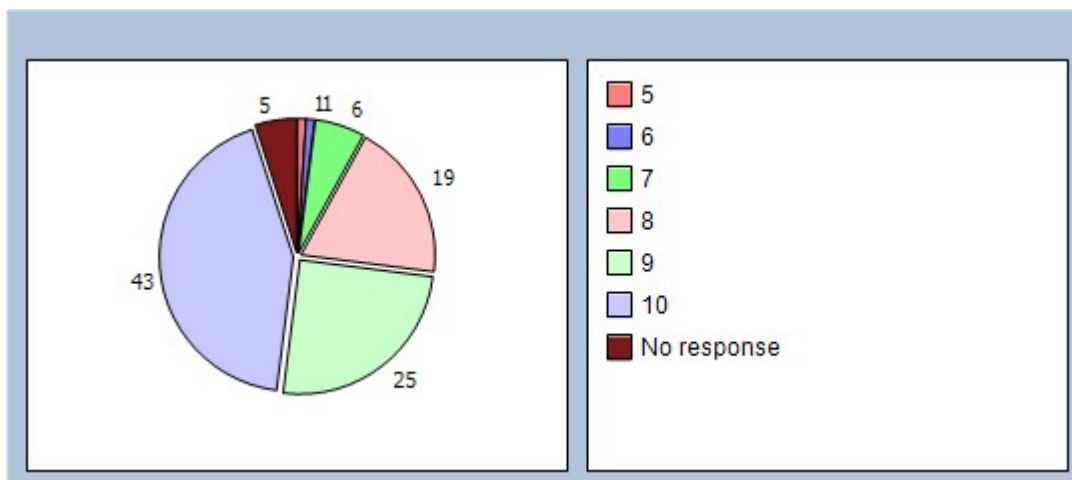
Number of Responses:197

#### Dear Patient

Thank you for taking part in this short survey. It is not necessary for you to have completed the survey earlier this year but your responses will help us to measure what progress we have made over the year. 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 Bad and 10 is Excellent**

1 **0%**  
2 **0%**  
3 **0%**  
4 **0%**  
5 **1%**  
6 **1%**  
7 **6%**  
8 **19%**  
9 **25%**  
10 **43%**  
No response **5%**



**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 **46%**  
About the same **47%**  
Worse **1%**  
No contact in last 6 months **3%**  
No response **3%**

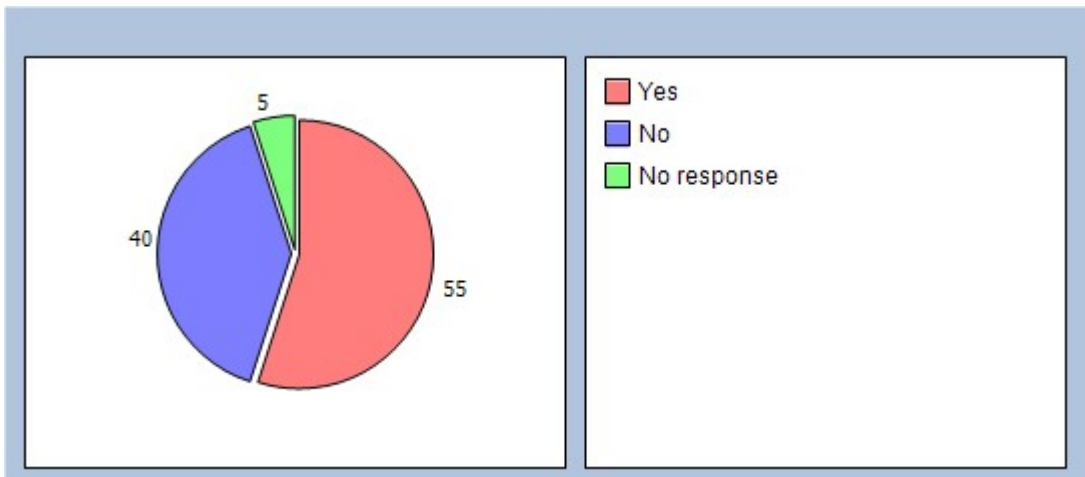


**Q5 Were you aware that you are able to book an appointment with your GP more than 48 hours in advance?**

Yes **55%**

No **40%**

No response **5%**



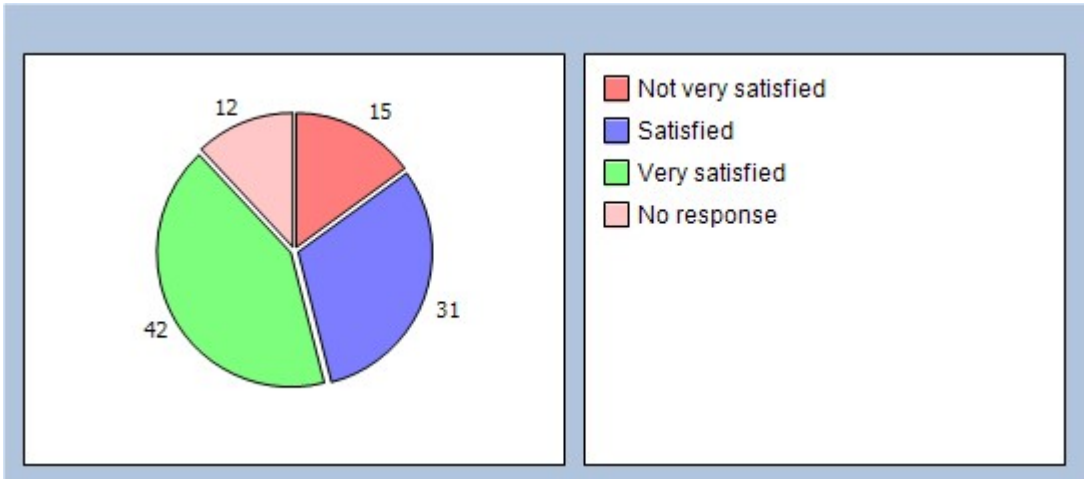
**Q6 How satisfied are you with being able to book an appointment more than 48 hours in advance with your GP?**

Not very satisfied **15%**

Satisfied **31%**

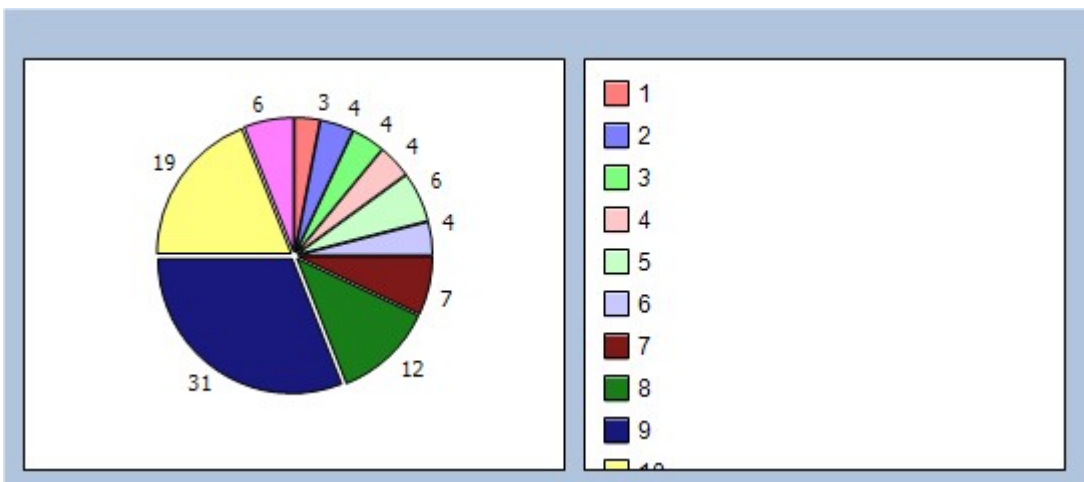
Very satisfied **42%**

No response **12%**



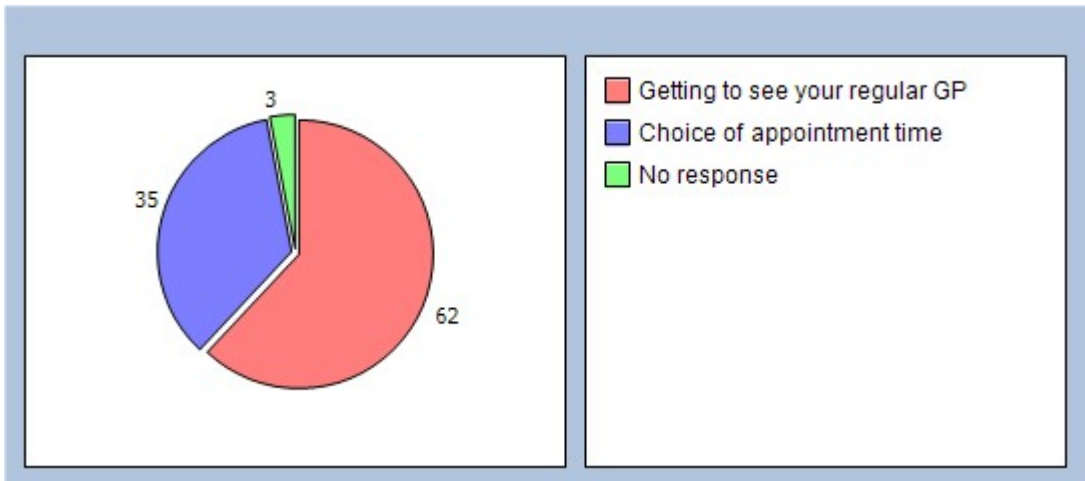
**Q7 How satisfied are you with getting through to the practice on the telephone where 1 is Not At All Happy and 10 is Very Happy**

- 1 **3%**
- 2 **4%**
- 3 **4%**
- 4 **4%**
- 5 **6%**
- 6 **4%**
- 7 **7%**
- 8 **12%**
- 9 **31%**
- 10 **19%**
- No response **6%**



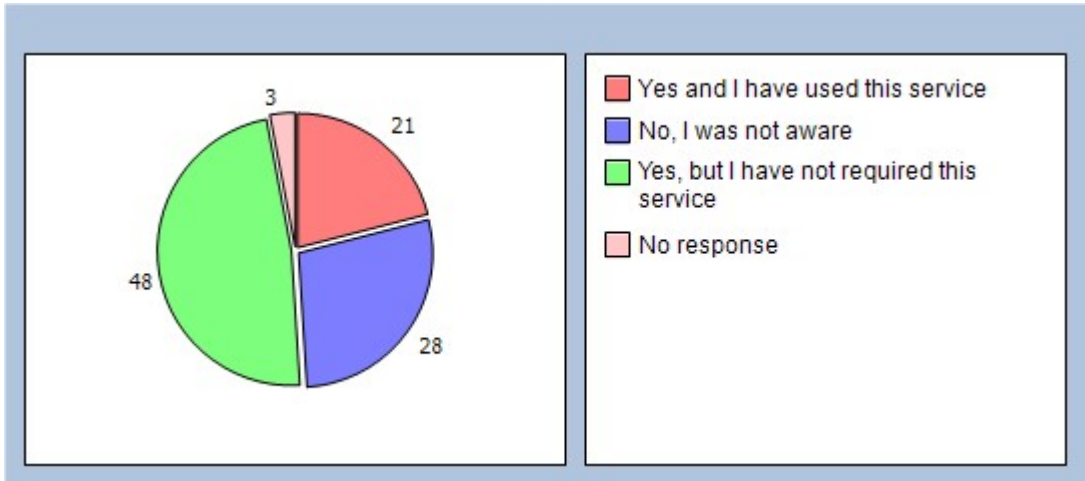
**Q8 Whilst both are important, which do you rate higher?**

- Getting to see your regular GP **62%**
- Choice of appointment time **35%**
- No response **3%**



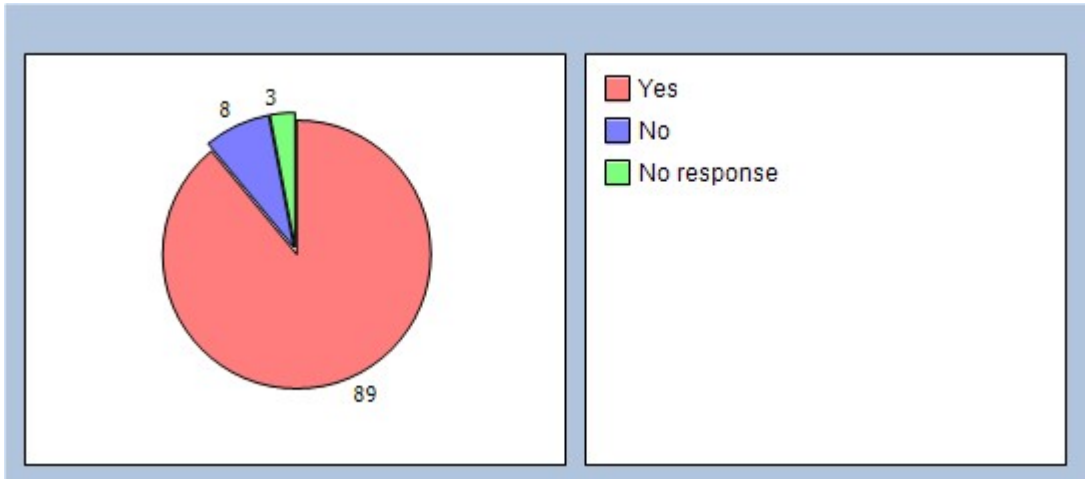
**Q9 Are you aware that GP appointments are offered outside of normal opening hours at Boultham Park?**

- Yes and I have used this service **21%**
- No, I was not aware **28%**
- Yes, but I have not required this service **48%**
- No response **3%**



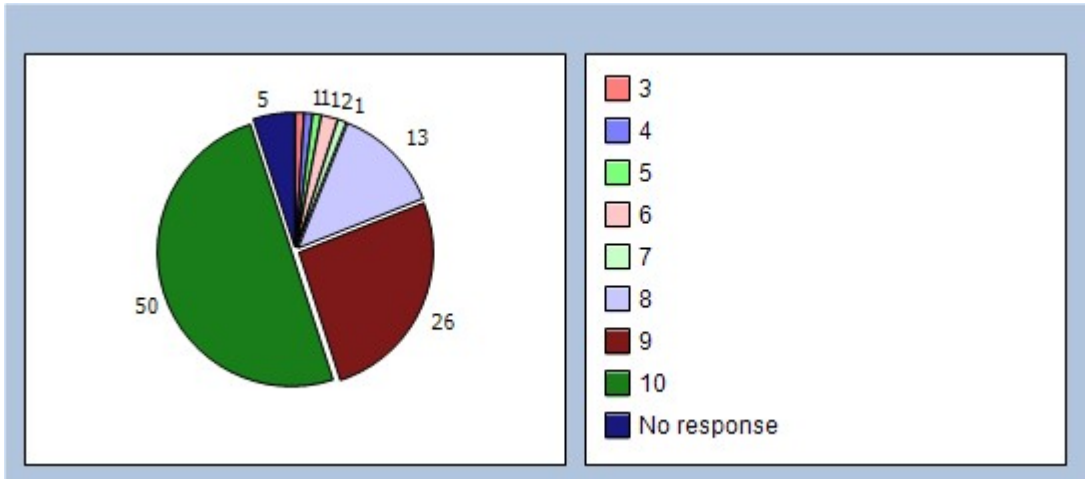
**Q10 Think about the last time you tried to see a GP fairly quickly. Were you able to see a GP on the same day or within 2 weekdays?**

- Yes **89%**
- No **8%**
- No response **3%**



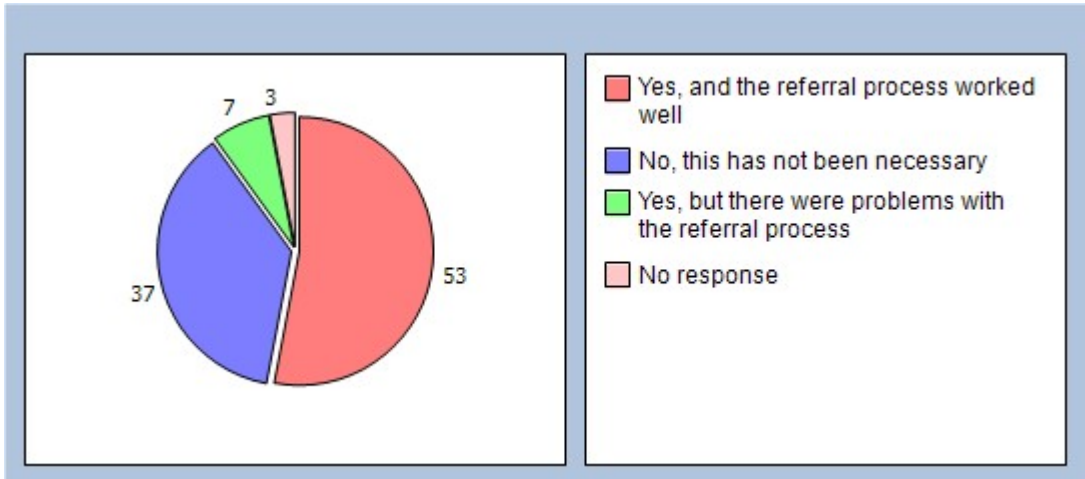
**Q11 On a scale of 1-10, how would you rate the service offered by our reception team where 1 is Very Bad and 10 is Excellent?**

- 1 **0%**
- 2 **0%**
- 3 **1%**
- 4 **1%**
- 5 **1%**
- 6 **2%**
- 7 **1%**
- 8 **13%**
- 9 **26%**
- 10 **50%**
- No response **5%**



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

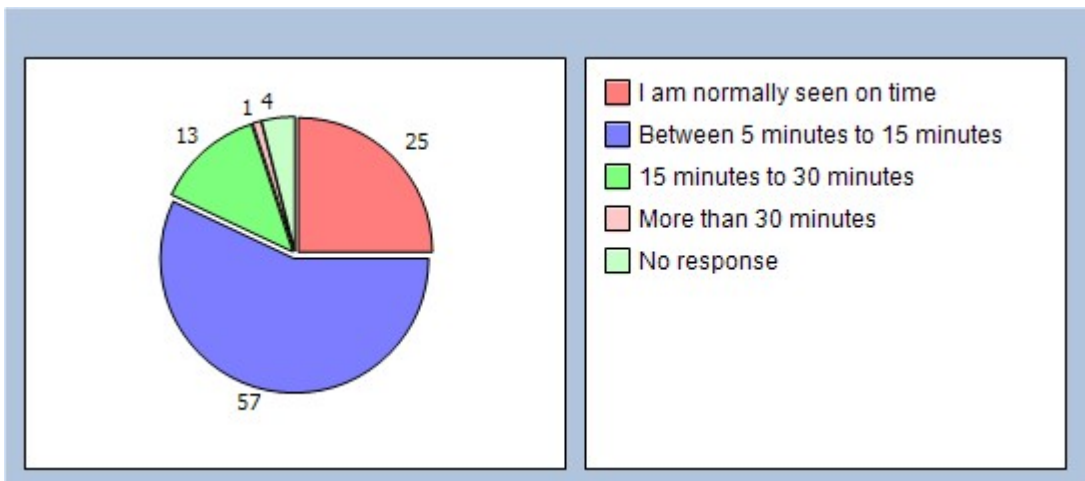
- Yes, and the referral process worked well **53%**
- No, this has not been necessary **37%**
- Yes, but there were problems with the referral process **7%**
- No response **3%**



**Q13 Are you interested in learning more about our Patient Participation Group? If yes, [CLICK HERE](#)**

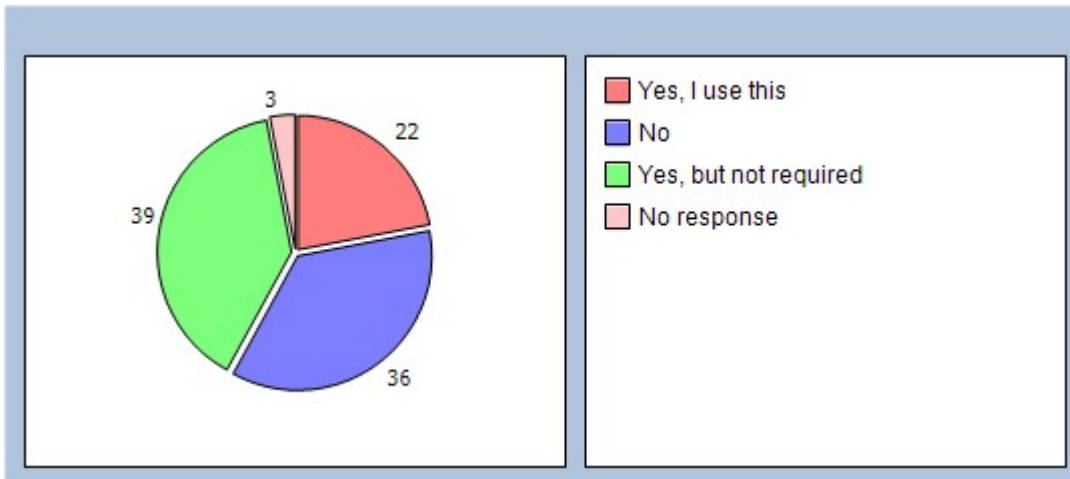
**Q14 How long after your appointment time do you normally have to wait to be seen?**

I am normally seen on time **25%**  
 Between 5 minutes to 15 minutes **57%**  
 15 minutes to 30 minutes **13%**  
 More than 30 minutes **1%**  
 No response **4%**



**Q15 Are you aware that the practice offers a reminder 24 hours before your appointment by text message to your mobile phone?**

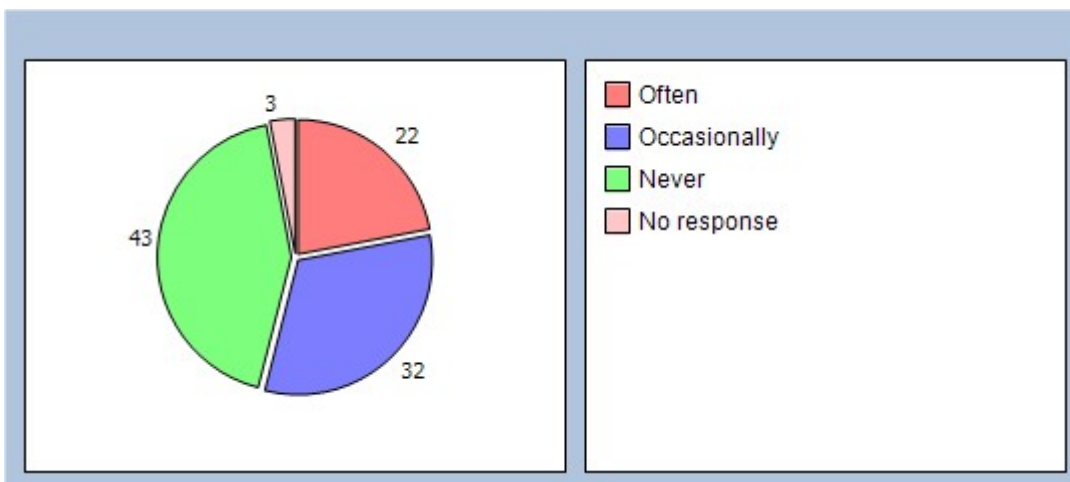
Yes, I use this **22%**  
 No **36%**  
 Yes, but not required **39%**  
 No response **3%**



(Note: If you would like this service [CLICK HERE](#) or ask at reception)

**Q16 How often do you access the practice website?**

- Often **22%**
- Occasionally **32%**
- Never **43%**
- No response **3%**

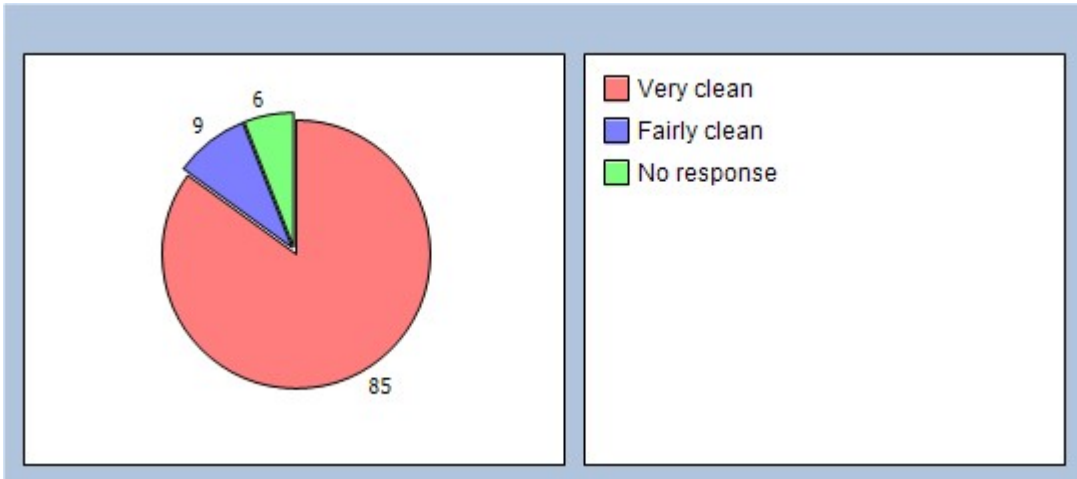


**Q17 What do you use our website for?**

- Practice News **34%**
- Medical Information **20%**
- Prescriptions **27%**
- Appointments **21%**
- Amend Records **6%**
- Cancel Appointment **9%**
- Opening Times **19%**

**Q18 How clean is our practice?**

- Very clean **85%**
- Fairly clean **9%**
- Not particularly clean **0%**
- Not clean at all **0%**
- No response **6%**



**Q19 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!*