

Patient Questionnaire survey for Dr D.J. Hindmarsh - 2014

The Crane Surgery, Cranbrook, Kent

The Crane Surgery patient survey 2014

The 2014 survey is identical in design to the 2013 survey⁽²⁾ with the addition of questions on gender, age group, perceived frequency of visits and the planned improvement for 2014. As most of the questions are exactly the same as in 2013 a comparison between the two is possible. Similar results in 2013 and 2014 will tend to give a greater degree of confidence about the findings, while any significant changes would also provide valuable insights. The addition of questions on gender and age group both provide helpful information on the characteristics of the survey population, which in turn will enable the surgery to ascertain where any gaps in their information base may be. The survey was conducted during July and August 2014, and 100 questionnaires were given out of which 76 were returned (76%) – a response rate very much the same as last year's (79 out of 100, 79%) and a good outcome for a survey of this sort. As in 2013 the questionnaires were given out during morning surgeries with a number left on the reception desk for patients to collect at other times if they wished to. A box was provided for completed questionnaires, and while most were returned in this manner some were handed in at reception. As in 2013 the majority of the questions were focussed on two main topics: firstly how easy it is for patients to access the services on offer; and secondly how satisfied they are with the services provided.

Issues to be aware of when considering the results of the survey

A number of the points made in the previous report on the 2013 GMC survey questionnaire⁽¹⁾ are also relevant to this survey, including the possibility of the unintended exclusion of certain groups (e.g. those who may have trouble reading^a) and the issues that always arise with non-probability sampling. These are not repeated here but can be found in the previous reports^(1,2), which are available from the surgery. In general terms what should be kept in mind when considering the results of the survey is that there is inevitably a significant degree of uncertainty regarding the representativeness of the responses i.e. how well the replies to the survey reflect the views of the patient population as a whole. The addition of the age group question in 2014 confirmed the suspicion felt in 2013 that the surveys were likely to have a skewed response, with certain age groups over-represented and certain age groups under-represented (this is discussed in further detail later in this report). As in 2013 the vast majority of the replies to the survey were positive

^a It is worth noting that as in the previous survey in 2013 the surgery made a positive attempt not to hand questionnaires out to patients who they knew would have trouble reading it. While on the one hand this means that the views of this segment of the population will not be recorded it also clearly demonstrates considerable care, consideration and sensitivity on the part of the surgery staff in that it avoided creating any situation where a patient may have felt awkward or embarrassed. From the point of view of the author this benefit significantly outweighs the negative element.

(e.g. very satisfied, very easy) and negative views regarding the surgery among those surveyed were uncommon.

Survey results

In each of the questions certain responses have been classified as being negative – these are given together with a brief analysis of the responses. In all cases where percentages are quoted these are rounded to the nearest whole number, and thus the total may not sum to 100%.

Questions 12 and 13 – Your Gender? Your Age Group?

Although it may seem rather odd to be starting with the results from questions which were at the end of the questionnaire these questions, added since the 2013 survey, give a valuable insight into certain characteristics of the patients who responded to the questionnaire and enable the overall survey population to be compared with the known surgery population.

There were no survey returns that fell into the ‘under 16’ age group although this group actually make up 14% of the patient population. However, it would be unrealistic to expect a significant proportion of this category to complete a questionnaire and even if they had it would not be unreasonable to have a degree of concern about the validity of the answers especially if they were from younger children (e.g. primary school children could perhaps fill in the square on the questionnaire in order to produce an attractive pattern; equally they could struggle with the phrasing and vocabulary used). Therefore the ‘under-16’ group have been excluded from this analysis; additionally the distribution of the actual surgery population has also been adjusted to exclude them. This also avoids any problems that would have arisen if anyone aged 16 or under had completed the questionnaire as the age question, as worded, unintentionally excludes 16 year-olds. The first two age groups are ‘under-16’ (i.e. 15 or under, which excludes 16 year-olds) and ‘17-24’ (which obviously excludes 16 year-olds). As it happens no-one in these age ranges completed a questionnaire so this potential difficulty is not an issue.

	Survey Responses			Actual Patient Population		
	Male	Female	Both ⁽¹⁾	Male	Female	Both
17 to 24	0 (0%)	2 (4%)	2 (3%)	105 (13%)	95 (11%)	200 (12%)
25 to 34	0 (0%)	1 (2%)	1 (1%)	78 (10%)	66 (8%)	144 (9%)
35 to 44	0 (0%)	2 (4%)	2 (3%)	66 (8%)	73 (9%)	139 (8%)
45 to 54	1 (4%)	6 (12%)	7 (9%)	129 (16%)	146 (17%)	275 (17%)
55 to 64	3 (13%)	11 (22%)	14 (18%)	156 (20%)	150 (18%)	306 (19%)
65 to 74	8 (33%)	16 (32%)	25 (33%)	140 (18%)	157 (18%)	297 (18%)
75 to 84	10 (42%)	10 (20%)	21 (28%)	93 (12%)	107 (12%)	200 (12%)
Over 84	2 (8%)	2 (4%)	4 (5%)	30 (4%)	63 (7%)	93 (6%)
TOTALS	24 (100%)	50 (100%)	76 (100%)	797 (100%)	857 (100%)	1654 (100%)

(1) Note that the totals for the 65-74 and 75-84 groups exceed the sum of the male and female responses in these groups – this is because two respondents did not give their gender. Hence the total in the ‘both’ category is two greater than the sum of the male and female totals (one in the 65 to 74 age group; one in the 75 to 84 age group)

What this analysis demonstrates is that the younger age groups (17-24, 25-34, 35-44, 45-54) are under-represented in the survey. The response overall in the 55-64 age group is in line with patient population as a whole (18%:19%) but only because of the higher number of females in this age

group completing the survey (55-64 females are over-represented; 55-64 males are significantly under-represented). The 65-74 and 75-84 age groups are strongly over-represented in the survey (when combined these groups account for 61% of the survey respondents, but only 30% of the patient population), while the over 84 age group is broadly in line with the patient population distribution (however, note here however the small numbers involved). Appendices two, three and four show, in a simple graphical format, the percentage of each age group completing the survey compared to the percentage of each age group within the overall patient population of the surgery. Note that, as in the table above, the percentage calculations are within the gender groups (i.e. the percentage figure for the 65-74 males in the survey is the number of 65-74 males responding divided by the total number of males responding).

To the author (who has no medical background or training) this is not a surprising result. The majority of the individuals completing the survey were in the 65-84 age range and one imagines that this age group are more likely to have health issues, would therefore be more frequent visitors to the surgery, than the younger age groups. This would in turn make it more likely that they would receive a questionnaire. The 65-84 age groups are also perhaps more willing to complete questionnaire surveys than those in younger age groups (this is generally found to be the case with opinion surveys). Taking just these two factors together (and there are no doubt more) augmented by the fact that the survey was of the non-probability type (questionnaires were handed to all attending the surgery during the survey period rather than attempting to construct a survey sample that was representative of the overall surgery population – which is perfectly sensible as constructing a representative sample would be time-consuming and difficult). Hence it is not surprising that responses from these groups are the dominant ones in the overall returns. It is also worth noting that while the actual surgery population is split very evenly between females and males (52%/48% across all the 17 or over age groups; 51%/49% across all age ranges) in the survey female respondents outnumber male respondents in a 2:1 ratio (i.e. around 67%:33%).

The effect this has on the results of the survey is that the judgements made by those who handed questionnaires will tend to be biased in favour of particular age groups – the 65-74 and 74-84 year olds. In addition the responses will tend to be biased towards females (as they outnumber the males in every age category except the 75-84 and over 84 groups, where the respondent numbers are equal). Males aged 65-74 make up 18% of the overall male population of the surgery, but 33% of the males responding to the survey; with males aged 75-84 the difference is even more marked, with this group being 12% of the male surgery population but 42% of the males in the sample. Similar results can be seen with females (65-74's 18% of the surgery population but 32% of the survey; 75-84's 12% of the surgery population but 20% of the survey) and the combined male and female totals (30% of the surgery population, 61% of the survey).

In summary the views expressed in the survey can be reasonably considered to be over-representative of the older age groups, and under-representative of the younger age groups; and the results are likely to be biased towards the views of females rather than males. This does not necessarily mean that the overall survey results are unrepresentative of the surgery population as a whole (the views of those age and gender groups who did not respond at all may be exactly the same as those that did) but there is no data to support, or refute, this view. However it does mean

that the results can be more fairly said to be more likely to be representative of the views of older female patients.

Q1: If you need to see a Doctor, are you able to get an appointment within 2 working days?

Answers classified as adverse replies: 'no'; 'yes and no' (this was not a distinct choice available in the questionnaire but one respondent did enter it in 2013)

The 2014 results are markedly different from the 2013 results in that the percentage answering 'yes' is significantly lower (83% compared to 97%) and the percentage answering 'no' significantly higher (9% compared to 1%). However the decrease in the percentage answering 'yes' is not simply mirrored by the increase in those answering 'no' as the number of 'don't knows' has increased. The net satisfied figure is 74% in 2014 compared to 95% in 2013, but as stated there was a significant increase in 'don't knows'. The 2014 results would seem to suggest that it has become rather more difficult for patients to get appointments, but you really need to have next year's results (assuming the survey is repeated) before making any judgements about trends.

	Yes	No	Yes and No (2013) OR Blank (2014)	Don't know / can't remember
2013	77 (97%)	1 (1%)	1 (1%)	0
2014	63 (83%)	7 (9%)	1 (1%)	5 (7%)

Q2: How often are you able to see the Doctor you would prefer?

Answers classified as adverse replies: 'some of the time'; 'never or almost never'

Compared to 2013 'some of the time' was a more common response – the percentage is four times that of 2013. 'A lot of the time' was also a more frequent answer in 2014 than in 2013. Two other categories, 'a lot of the time' and 'don't know/blank' (in 2014 three respondents left this question blank) are also higher than in 2013 so unsurprisingly the percentage answering 'always or almost always' dropped significantly – down from 77% in 2013 to 57% in 2014. As in 2013, there were no responses in the 'never or almost never' category. The net satisfied figure is 70% in 2014 compared to 92% in 2013. It would seem that patients are finding it more difficult to see the doctor they would prefer to see.

	Always or almost always	A lot of the time	Some of the time	Never or almost never	No reply or Don't Know / Blank (2014)
2013	61 (77%)	14 (18%)	2 (3%)	0	2 (3%)
2014	43 (57%)	19 (25%)	9 (12%)	0	5 (7%)

Q3: How easy do you find it to get through to the surgery on the phone?

Answers classified as adverse replies: 'not very easy'; 'not at all easy'

As in 2013 the vast majority of replies were either 'very easy' (46%) or 'fairly easy' (50%) and the 2014 percentages were more or less the same as in 2013 (it's important to remember that all sample

surveys have a margin of error, and thus small changes such as we see here may not be significant). A higher percentage replied 'not very easy' in 2014 (4%) but again one should be careful about attaching too much significance to this, particularly when the number of respondents is low. As in 2013 this question elicited the lowest percentage of responses in the top category ('very easy' in this case). Net satisfied in 2014 was 92% compared to 96% in 2013 – a small difference and one which one should probably not attach any significance to.

	Very easy	Fairly easy	Not very easy	Not at all easy	Haven't tried / Don't know
2013	39 (49%)	38 (48%)	1 (1%)	0	1 (1%)
2014	35 (46%)	38 (50%)	3 (4%)	0	0

Q4: How satisfied are you with the surgery's opening hours?

Answers classified as adverse replies: 'fairly dissatisfied'; 'very dissatisfied'

As with question 3 the distribution of the 2014 responses between the different answers was very similar to that in the 2013 survey. The percentage 'very satisfied' dropped slightly while the 'fairly satisfied' increased slightly, but the percentage changes are small and again one should be careful before reading too much into these changes. Overall it is fair to say that the distribution of responses between the different categories in 2014 is very similar to that reported in 2013, and the net satisfied figure in 2014 is 89% compared to 88% in 2013.

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know
2013	46 (58%)	26 (33%)	4 (5%)	3 (3%)	0	0
2014	42 (55%)	28 (37%)	3 (4%)	2 (3%)	0	1 (1%)

Q5: How satisfied are you with the overall care you receive at the surgery?

Answers classified as adverse replies: 'fairly dissatisfied'; 'very dissatisfied'

As in 2013 this could (in the author's view) be considered as the single most important question on the survey as it relates to what is, the author imagines, the key deliverable – the overall care of the patient. The 2014 results (in percentage terms) exactly mirror the 2013 results (there are obviously small differences but rounded to the nearest whole number the percentages are exactly the same). Given this outcome it seems reasonable to assume that patient satisfaction in terms of overall care has not changed at all. Net satisfied figures for the two years are identical at 99% - a very high figure.

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know
2013	68 (86%)	10 (13%)	1 (1%)	0	0	0
2014	65 (86%)	10 (13%)	1 (1%)	0	0	0

Q6: How easy have you found it to get an appointment with the practice nurse?

Answers classified as adverse replies: 'not very easy'; 'not at all easy'

In 2014 there were no negative replies (compared to the single one in 2013) and overall the 2014 response distribution was virtually the same as in 2013. Net satisfied in 2014 was 95% compared to 93% in 2013 – a small difference that is unlikely to be significant.

	Very easy	Fairly easy	Not very easy	Not at all easy	Haven't tried / Don't know
2013	49 (62%)	25 (32%)	0	1 (1%)	4 (5%)
2014	46 (61%)	26 (34%)	0	0	4 (5%)

Q7: How easy have you found it to book appointments with the Doctor or Nurse more than 2 days in advance?

Answers classified as adverse replies: not very easy; not at all easy

This is also a question where the 2014 response distribution is very similar to that in 2013. Compared to 2013 there was an increase in those expressing the view that they found booking appointments 'not very easy' but a reduction in those saying that they found it 'not at all easy' – but the numbers giving these negative responses, in both 2013 and 2014, are small. Net satisfied in 2014 and 2013 was 89%.

	Very easy	Fairly easy	Not very easy	Not at all easy	Haven't tried / Don't know
2013	49 (62%)	22 (28%)	0	1 (1%)	7 (9%)
2014	47 (62%)	23 (30%)	2 (3%)	0	4 (5%)

Q8: How satisfied are you with the care you receive from the Doctors?

Answers classified as adverse replies: fairly dissatisfied; very dissatisfied

The percentage 'very satisfied' dropped compared to 2013 and this is possibly more significant than some of the questions above (where the year-on-year change is 3% or less) in that the difference is larger at 7%. While it is a bigger variation than those in some of the previous questions it is not necessarily statistically significant – it is still a relatively small change, the sample size is small and the survey methodology itself creates unavoidable uncertainties. Nevertheless, the fact that the 'very satisfied' percentage has dropped may be something worth keeping an eye on in future. If the survey is repeated in the same format in 2015 it may be possible to see if the 2014 result is the early sign of a trend or merely a short-term blip. It is also worth considering this question alongside question 5 (satisfaction with overall care, where the results were virtually the same as in 2013) and question 9 (where the reported satisfaction with the care received from the practice nurses and health care assistants also dropped slightly). It appears that while the patients completing the

survey are *perhaps* less satisfied, or at least *say* they are less satisfied with the care they are receiving from the doctors, practice nurses and health care assistants, they are just as satisfied as they were with their overall care. This does seem a rather odd outcome to the author given that he assumes that doctors, practice nurses and health care assistants are the key people in the overall care of the patient. The overall net satisfied figure is identical to that in 2013 at 98% – what has happened is that slightly fewer respondents are ‘very satisfied’ and slightly more ‘fairly satisfied’.

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know
2013	72 (91%)	6 (8%)	1 (1%)	0	0	0
2014	64 (84%)	11 (14%)	1 (1%)	0	0	0

Q9: How satisfied are you with the care you receive from the Practice Nurses and Health Care Assistants?

Answers classified as adverse replies: fairly dissatisfied; very dissatisfied

As with question 8 here we see a drop in the proportion ‘very satisfied’ and an increase (although a small one) in the proportion ‘fairly satisfied’. Unlike question 8 in this question there were a few replies that were in the ‘don’t know / blank’ category (in fact three responded ‘don’t know’ and one did not tick any box), and it is perhaps possible that these respondents had not used the services provided by the practice nurses or health care assistants. The net satisfied figure was 95% in 2014 and 100% in 2013 – a difference that is relatively small and may not be significant, particularly as the variation is caused by the higher number of ‘don’t knows’ in 2014.

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know / Blank
2013	74 (94%)	5 (6%)	0	0	0	0
2014	66 (87%)	6 (8%)	0	0	0	4 (5%)

Q10: How satisfied are you with the care you receive from the Reception staff?

Answers classified as adverse replies: fairly dissatisfied; very dissatisfied

As with questions 8 and 9 there is a reduction in the proportion ‘very satisfied’ and an increase in the proportion ‘fairly satisfied’. However, the relative changes are small (plus or minus 3%) and given this it would be unwise to read any great significance into them. The net satisfied figures are 100% in both 2013 and 2014.

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know / Blank
2013	72 (91%)	7 (9%)	0	0	0	0
2014	67 (88%)	9 (12%)	0	0	0	0

Q11: Our planned improvement for this year (2014) is to try to co-ordinate recalls for things like coronary heart disease checks and diabetic checks, so that people who are on more than one register can have all their checks done at once. Do you think this is a good idea?

An almost unanimous outcome, with 99% responding 'yes' and just 1% responding 'don't know' with none responding 'no'. In 2015 it may be worth asking if patients noticed the change and whether they felt it improved the service the surgery is offering.

	Yes	No	Don't Know
2013			
2014	75 (99%)	0	1 (1%)

Q14: How would you describe how often you come to the practice?

As with the analysis of questions 12 and 13 (q.v.) the 'under 16' age grouping has been excluded from the analysis and tabulation. For each gender the percentages are discrete to that gender (i.e. the percentages given for the male age groups are the percentage of total number of males responding, not the percentage of the total number of responses, male and female) and the percentages given in the first column are the total of that gender responding in that manner (i.e. 46% of all the males said that they came to the practice 'occasionally'). Note that the individual percentages may not sum to the total due to rounding.

	Age Group							
	17-24	25-34	35-44	45-54	55-64	65-74	75-84	>84
Male Regularly (54%)	0%	0%	0%	4%	0%	17%	29%	4%
Male Occasionally (46%)	0%	0%	0%	0%	13%	17%	13%	4%
Male Very Rarely (0%)	0%	0%	0%	0%	0%	0%	0%	0%
Female Regularly (46%)	2%	0%	2%	4%	6%	14%	14%	4%
Female Occasionally (50%)	0%	2%	0%	2%	8%	14%	18%	6%
Female Very Rarely (4%)	0%	2%	0%	0%	2%	0%	0%	0%
Both Regularly (50%)	1%	0%	1%	4%	4%	16%	20%	4%
Both Occasionally (47%)	1%	0%	1%	5%	13%	17%	8%	1%
Both Very Rarely (3%)	0%	1%	0%	0%	1%	0%	0%	0%

A key point to note is that the question asked did not set any parameters for what constituted 'regularly', 'occasionally' and 'very rarely'. This is similar to other questions in that what it asks it what patients feel about the services being offered (are they 'very satisfied' or 'fairly dissatisfied' for example). Inquiries regarding satisfaction cannot, by their nature, have any comparative benchmark applied to them – it is a subjective and individual response, and exactly the same level of service quality and responsiveness may make one individual feel 'very satisfied' while another may be 'neither satisfied nor dissatisfied' because the respondents have different expectations. When you are asking how satisfied people are in surveys you cannot pre-define what the parameters that make a respondent satisfied are. However, in the case of this question it would be possible to define what 'regularly' is (e.g. more than eight visits per year or a visit every month). By asking the question in the manner in which it is phrased you cannot know what different respondents mean if they, for

example, tick the box for 'regularly'. They might, for example, mean once a month; they might mean once a year but in the same month; they might mean once a year at any time. In fact what one patient interprets as 'regularly' could be very different from the interpretation of another – one might feel four times a year qualifies as 'regularly' while the other may think that this is simply 'occasionally' and for visits to be 'regularly' they need to be attending eight times a year or more. Thus how respondents individually define what the categories mean could easily affect the results to a significant degree.

That being said it is perhaps worthwhile examining the data to see if any patterns emerge, and the surgery has the full analysis available that would allow this to be done if it is felt worthwhile. From an initial examination of the responses it would appear that in most of the questions (2, 3, 4, 5, 8, 9, 10) that ask how satisfied people are, or how easy they find it to access services such as appointments, those who perceive themselves as being regular visitors to the practice are slightly more likely to give the highest available response (e.g. 'very satisfied') while those who perceive themselves as occasional visitors are slightly more likely to give the second highest available response (e.g. 'fairly satisfied'). It would in my view be very unwise to attempt any analysis of whether those who perceive themselves to be occasional or very rare visitors are more, or less, likely to give what have been classed as negative responses (e.g. 'not very easy') as the numbers involved are so small.

I have assumed that the survey will be undertaken again in 2015 and if this question is asked again it may then be possible to see if the responses follow the same pattern as in 2014.

The negative (adverse) responses – some general observations.

A total of 17 of the 76 questionnaires returned contained one or more answers classified as negative in the analyses above, compared to 7 out of 79 in 2013. 13 contained one negative reply, 1 contained two negative replies and 3 contained three negative replies. There were no negative replies to questions 5, 6, 8, 9 and 10. The highest number of negative replies was to question one (8) which asks about being able to see the doctor within two working days, and question two (9) which asks about being able to see the doctor you would prefer to see. The negative responses were confined to those questions focusing on booking appointments, opening hours and getting in touch with the surgery.

The positive responses – some general observations

It is interesting to note that the questions concerning care (5, 8, 9, and 10) elicited no negative responses. This is exactly the same as in 2013, and again demonstrates that the views of those who responded to the survey are universally positive regarding the care they receive at the surgery.

Do you have any other suggestions or comments?

Rather than attempting to summarise the comments made I have simply listed them all under five different categories: positive comments; those where a potential improvement is suggested alongside a positive comment; those where an improvement is suggested; negative comments; and neutral comments. The groupings are purely personal based on the author's interpretation of the

remarks made and other judgements would, of course, be valid – if not more valid, given that they may be being made by individuals who have a much better understanding and knowledge of the surgery and its workings. The comments given were as follows (reproduced verbatim):

Positive comments (4)

1. Having heard about the experiences friends and family have with their surgeries I think we are very lucky to have the Crane Surgery and its Doctors
2. Practice very well managed we are very lucky
3. I have received excellent care from David Hindmarsh over the past 21 years
4. None exemplary service very satisfied

Positive Comments suggesting potential improvements (0)

Comments suggesting potential improvements (13)

1. Can your 'co-ordinated checks' referred to above for (say) the over 80s give opportunity to seek brief advice/re-assurance on other minor health problems. This may well avoid the need to trouble the doctor separately
2. Extended opening hours or early mornings?
3. Maybe water available in the hot weather
4. I would appreciate a part-time female doctor
5. It would be helpful to have Saturday morning appointments. I would like a general overhaul (MOT) now that I am over 60 (heart check, diabetes check etc.)
6. Sound barriers between reception and waiting room
7. A door dividing the waiting room from reception is so necessary to protect patients' confidentiality. One can hear certain telephone conversations
8. In terms of continuity of care it would be useful to be able to see staff one is familiar with at weekends. Controversial, I know!
9. What other tests for. Carotid artery diseases. Peripheral arterial disease i.e. Doppler as a routine check
10. More availability / sessions for Dr Hughes (perhaps over 4 days)
11. Having a female G.P would be good. Availability of holiday vaccines would be good - including private ones
12. A female doctor occasionally
13. Update algorithm for INR (*Note – reported as written, assume respondent actually means 'algorithm'*)

Negative comments (3)

1. One doctor is always running really late which can cause a lot of problems
2. Appointments are usually 3 days ahead. Not sure that the co-ordination of recalls is worth the considerable effort. Let patients know the programme and they could request or help
3. Not always able to get an appointment in 2 working days

Note: there was one further negative comment but as this was specific to an individual at the surgery this has been excluded from this report.

Neutral comments (4)

1. No
2. No
3. Would like to visit rarely rather than regularly!
4. No

References

1 - Patient Questionnaire survey for Dr D.J. Hindmarsh, The Crane Surgery, Cranbrook, Kent (2013)
(note: this was the survey using the GMC questionnaire)

2 - Patient Questionnaire (non-GMC) survey for Dr D.J. Hindmarsh, The Crane Surgery, Cranbrook, Kent (2013) *(note: this survey used the surgery's own questionnaire, identical to the 2014 questionnaire apart from the additional questions asked in 2014)*

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If you need to see a Doctor, are you able to get an appointment within 2 working days?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know/can't remember
How often are you able to see the doctor you would prefer?	<input type="checkbox"/> Always or almost always <input type="checkbox"/> A lot of the time <input type="checkbox"/> Some of the time <input type="checkbox"/> Never or almost never <input type="checkbox"/> Haven't tried/Don't know
How easy do you find it to get through to the surgery on the phone?	<input type="checkbox"/> Very easy <input type="checkbox"/> Fairly easy <input type="checkbox"/> Not very easy <input type="checkbox"/> Not at all easy <input type="checkbox"/> Haven't tried/Don't know
How satisfied are you with the surgery's opening hours?	<input type="checkbox"/> Very satisfied <input type="checkbox"/> Fairly satisfied <input type="checkbox"/> Neither satisfied nor dissatisfied <input type="checkbox"/> Fairly dissatisfied <input type="checkbox"/> Very dissatisfied <input type="checkbox"/> Don't know
How satisfied are you with the overall care you receive at the surgery?	<input type="checkbox"/> Very satisfied <input type="checkbox"/> Fairly satisfied <input type="checkbox"/> Neither satisfied nor dissatisfied <input type="checkbox"/> Fairly dissatisfied <input type="checkbox"/> Very dissatisfied <input type="checkbox"/> Don't know
How easy have you found it to get an appointment with the practice nurse?	<input type="checkbox"/> Very easy <input type="checkbox"/> Fairly easy <input type="checkbox"/> Not very easy <input type="checkbox"/> Not at all easy <input type="checkbox"/> Haven't tried/Don't know
How easy have you found it to book appointments with the Doctor or Nurse more than 2 days in advance?	<input type="checkbox"/> Very easy <input type="checkbox"/> Fairly easy <input type="checkbox"/> Not very easy <input type="checkbox"/> Not at all easy <input type="checkbox"/> Haven't tried/Don't know
How satisfied are you with the care you receive from the Doctors?	<input type="checkbox"/> Very satisfied <input type="checkbox"/> Fairly satisfied <input type="checkbox"/> Neither satisfied nor dissatisfied <input type="checkbox"/> Fairly dissatisfied <input type="checkbox"/> Very dissatisfied <input type="checkbox"/> Don't know
How satisfied are you with the care you receive from the Practice Nurses and Health Care Assistants?	<input type="checkbox"/> Very satisfied <input type="checkbox"/> Fairly satisfied <input type="checkbox"/> Neither satisfied nor dissatisfied <input type="checkbox"/> Fairly dissatisfied <input type="checkbox"/> Very dissatisfied <input type="checkbox"/> Don't know

How satisfied are you with the care you receive from the Reception staff?	<input type="checkbox"/> Very satisfied <input type="checkbox"/> Fairly satisfied <input type="checkbox"/> Neither satisfied nor dissatisfied <input type="checkbox"/> Fairly dissatisfied <input type="checkbox"/> Very dissatisfied <input type="checkbox"/> Don't know
Our planned improvement for this year is to try to coordinate our recalls for things like coronary heart disease checks and diabetic checks, so that people who are on more than one register can have all their checks done at once. Do you think this is a good idea?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know
Do you have any other suggestions or comments?	

The additional information below will help to make sure we try to survey a representative sample of the patients registered at this practice.

Your Gender:

Male Female

Your Age Group:

Under 16 17 24
25 34 35 44
45 54 55 64
65 74 75 84
Over 84

How would you describe how often you come to the practice?

Regularly
Occasionally
Very rarely

Thank you.





