

Patient Questionnaire survey for Dr D.J. Hindmarsh - 2018

The Crane Surgery, Cranbrook, Kent

The Crane Surgery patient survey 2018

The 2018 survey is identical in design to the 2017⁽⁶⁾ survey and very similar to those of earlier years, giving a useful time-series of data. The questions on gender and age group provide information on the characteristics of the survey population, which in turn will enable the surgery to ascertain where any gaps in the information base the survey gives may be. The survey was conducted during the late November to early December in 2018 in order to avoid clashing with the flu vaccine clinics (these require patient consent forms to be completed and there was a desire to avoid too many bits of paperwork for patients to deal with and too much paperwork on the reception desk). As in previous years around 100 forms were given out of which 97 were returned – another remarkable return rate of around 97%.

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

A number of the points made in the previous reports on both the surgery surveys (2013, 2014, 2015, 2016 and 2017) and the 2013 GMC survey questionnaire 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, which are available from the surgery. In general terms what should be kept in mind when considering the results of any survey of this type is that there is inevitably a 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 people responding to the survey are those that have attended to see a Doctor or Nurse – those that tend not to attend the surgery are inevitably under-represented in the survey, but since the intention of the survey is to obtain the view of those of those who use the surgery's services rather than those who do not this bias is not really a problem.

The addition of the age group question in 2014 confirmed the suspicion initially 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 in terms of their proportions of the surgery population (this is discussed

^A It is worth noting that as in the previous surveys 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.

in further detail later in this report). However, whether the respondents are unrepresentative of the patients who use the surgery (as against those who do not visit because they have no need to) is a very different question. It should be kept in mind that the overall response rate was very high at around 97% and hence the survey may well not be unrepresentative of those who use the surgery – in fact the reverse is more likely.

Appendix one includes a copy of the survey form. The supplementary waiting room questionnaire survey was not carried out in 2018.

Survey results

In each of the questions certain responses have been classified as being adverse or 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?

Unlike previous surveys the 2018 survey was something of a first in that there was a response from a patient under the age of 16. The single response is, of course, unrepresentative of the overall surgery population (where 15% are under the age of 16) but many of these will be small children who wouldn't be expected to complete a questionnaire and even the older ones (say 14 year-olds) are probably less likely to visit the surgery than more mature patients. In some of the analyses the single answer from under 16 respondent has been excluded in order to maintain comparability with previous surveys.

The distribution of the patient population, and the survey response, is set out below.

	Survey Responses			Actual Patient Population		
	Male	Female ^(A)	Both ^(A)	Male	Female	Both
16 to 24	1 (2%)	2 (4%)	3 (3%)	113 (13%)	98 (10%)	211 (11%)
25 to 34	3 (7%)	2 (4%)	5 (5%)	125 (14%)	112 (12%)	237 (13%)
35 to 44	2 (4%)	4 (8%)	6 (7%)	83 (9%)	75 (8%)	158 (9%)
45 to 54	5 (11%)	7 (15%)	12 (13%)	121 (14%)	145 (15%)	266 (14%)
55 to 64	8 (18%)	10 (21%)	18 (20%)	160 (18%)	185 (20%)	345 (19%)
65 to 74	12 (27%)	11 (23%)	23 (25%)	150 (17%)	126 (13%)	276 (15%)
75 to 84	11 (24%)	9 (19%)	20 (22%)	91 (10%)	130 (14%)	221 (12%)
Over 84	3 (7%)	2 (4%)	5 (5%)	46 (5%)	77 (8%)	123 (7%)
TOTALS	45 (100%)	47 (100%)	92 (100%)	889 (100%)	948 (100%)	1837 (100%)

A. The single <16 response (a female) has been excluded from this analysis as have the four blank entries where a gender was not specified (1 in the 65-74 range, the other 3 where no age range is specified).

The 2018 survey is similar to those undertaken in previous years in that the proportions of the survey responses do not match up that well with the actual surgery population – the younger age groups particularly the under 16's are under-represented while the older age groups are over-represented.

For some age groups (35-44, 45-54, 55-64, over 84's) the survey proportions are a good 'fit' to the proportions in the actual surgery population.

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).

The table below compares the variations between the percentage of each age group in the survey with the percentage of that age group in the actual surgery population for the 2014, 2015, 2016, 2017 and 2018 surveys. The absolute value entry is the total of the percentages discounting the plus or minus signs, and gives some feel for how representative or unrepresentative the survey is of the actual patient population-

Age Group	Survey % - Actual Patient Population %, year on year					
	2014			2015		
	Male	Female	Both	Male	Female	Both
17 to 24	-13%	-7%	-9%	-13%	-1%	-7%
25 to 34	-10%	-6%	-8%	-4%	+8%	+3%
35 to 44	-8%	-5%	-5%	-5%	-4%	-4%
45 to 54	-12%	-5%	-8%	-10%	-8%	-9%
55 to 64	-7%	+4%	-1%	+1%	-5%	-3%
65 to 74	+15%	+14%	+15%	+19%	+9%	+13%
75 to 84	+30%	+8%	+16%	+7%	+1%	+6%
Over 84	+4%	-3%	-1%	+5%	+2%	+3%
Absolute Value Totals	99	52	63	64	38	52
Age Group	2016			2017		
	Male	Female	Both	Male	Female	Both
	17 to 24	-10%	-6%	-8%	-5%	+2%
25 to 34	-9%	-6%	-8%	-12%	-7%	-8%
35 to 44	-6%	-2%	-4%	-2%	+10%	+6%
45 to 54	-10%	+6%	+1%	-8%	-9%	-8%
55 to 64	+11%	-3%	+2%	+10%	-2%	-5%
65 to 74	+10%	+18%	+15%	+22%	+3%	+18%
75 to 84	+10%	-2%	+3%	+6%	+8%	+14%
Over 84	+2%	-6%	-3%	+9%	-4%	+1%
Absolute Value Totals	68	49	44	74	45	62

Age Group	2018					
	Male	Female	Both			
16 to 24	-11%	-6%	-8%			
25 to 34	-7%	-8%	-8%			
35 to 44	-5%	0%	-2%			
45 to 54	-3%	0%	-1%			
55 to 64	0%	1%	1%			
65 to 74	10%	10%	10%			
75 to 84	14%	5%	10%			
Over 84	2%	-4%	2%			
Absolute Value Totals	52	34	39			

As can be seen from the above table the 2018 survey is probably the closest 'match' to the overall surgery population that has been achieved since the surveys were started in 2014.

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'.

The 2018 results are similar to previous years (net satisfied 2018 78%, compared with 81% 2017, 84% 2016, 83% 2015, 74% 2014, 96% 2013). There was a higher % of 'no' answers in 2018 compared to 2017 although the % answering 'yes' actually increased – the shift being from 'don't know' to 'no'. Given the confidence levels inherent in the survey you cannot say that 2018 is different from most previous years, and around nine out of ten patients answer 'yes' to this question.

	Yes	No	Yes and No (2013) OR Blank (2014, 2017)	Don't know / can't remember
2013	77 (97%)	1 (1%)	1 (1%)	0
2014	63 (83%)	7 (9%)	1 (1%)	5 (7%)
2015	78 (90%)	6 (7%)	0	3 (3%)
2016	84 (90%)	6 (6%)	0	3 (3%)
2017	76 (85%)	4 (4%)	1 (1%)	8 (9%)
2018	83 (86%)	8 (8%)	0	6 (6%)

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'

The result in 2018 was, like Q1, more or less the same as in previous years. The net satisfied figure was 85%, very similar to all the previous years except 2014 which has previously been flagged up as being different from the other years in the survey.

	Always or almost always	A lot of the time	Some of the time	Never or almost never	No reply or Don't Know / Blank
2013	61 (77%)	14 (18%)	2 (3%)	0	2 (3%)
2014	43 (57%)	19 (25%)	9 (12%)	0	5 (7%)
2015	58 (67%)	23 (26%)	4 (5%)	2 (2%)	0
2016	66 (71%)	21 (23%)	4 (4%)	0	2 (2%)
2017	60 (70%)	18 (21%)	3 (3%)	1 (1%)	4 (5%)
2018	67 (69%)	19 (20%)	2 (2%)	2 (2%)	7 (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'

In 2017 the 'very easy' percentage dropped with the 'fairly easy' percentage increasing. 2018 saw a return to previous levels, with the 'very easy' percentage in fact being the highest ever recorded. The net satisfied figure was 91%, somewhat lower than in the earlier years but this is largely because the 'don't know/blank' figures has increased, which has the effect of reducing the 'very easy' plus 'fairly easy' total. While a lower percentage of respondents found getting in touch by telephone in 2017 'very easy' in 2018 the figure has bounced back – suggesting the 2017 result was simply an artefact of the survey or that the surgery has taken steps in 2018 to improve its telephone answering.

	Very easy	Fairly easy	Not very easy	Not at all easy	Haven't tried / Don't know / Blank
2013	39 (49%)	38 (48%)	1 (1%)	0	1 (1%)
2014	35 (46%)	38 (50%)	3 (4%)	0	0
2015	39 (45%)	44 (51%)	2 (2%)	1 (1%)	1 (1%)
2016	45 (48%)	45 (48%)	2 (2%)	0	1 (1%)
2017	35 (39%)	50 (56%)	2 (2%)	1 (1%)	1 (1%)
2018	50 (52%)	41 (42%)	2 (2%)	1 (1%)	4 (4%)

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

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

A slight drop in net satisfied in 2018 (95%) from the high in 2017 (98%) but still a very high net satisfied score. As with 2017 there seems little or nothing in these results to suggest that changing or altering the opening hours of the surgery is necessary.

	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%)
2015	56 (64%)	25 (28%)	6 (7%)	0	1 (1%)	0
2016	60 (65%)	25 (27%)	5 (5%)	3 (3%)	0	0
2017	66 (74%)	22 (25%)	0	1 (1%)	0	0
2018	67 (69%)	26 (27%)	3 (3%)	1 (1%)	0	0

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

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

Probably the key question in terms of what matters most – care – and like previous years it would appear that, based on this survey, the Crane Surgery has nothing to concern itself about when it comes to care. The vast majority of patients are satisfied with their care and nine out of ten are very satisfied.

	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
2015	80 (91%)	6 (7%)	1 (1%)	1 (1%)	0	0
2016	84 (90%)	9 (10%)	0	0	0	0
2017	81 (91%)	8 (9%)	0	0	0	0
2018	87 (90%)	7 (7%)	2 (2%)	0	0	1 (1%)

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'

We see a more than usual (excepting 2015) percentage of respondents finding getting an appointment with the nurse 'not very easy' but these are still small numbers – the net satisfied figure is 89%, which is very similar to previous years (90% 2017, 93% 2016, 81% in 2015 – the 'unusual' year, 95% in 2014, 94% in 2013). There would seem to be nothing to be concerned about regarding appointments with the practice nurse.

	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%)
2015	50 (57%)	27 (31%)	5 (6%)	1 (1%)	5 (6%)
2016	64 (69%)	24 (26%)	1 (1%)	1 (1%)	3 (3%)
2017	55 (62%)	26 (29%)	0	1 (1%)	7 (8%)
2018	64 (66%)	25 (26%)	3 (3%)	0	5 (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

Net satisfied in 2018 is 89% compared to 88% in 2017. In 2017 I wondered whether the lower result in 2017 (compared to previous years) was the start of a trend and this seems not to be the case – the net satisfied figures has actually gone up a little bit (1%). Overall results are very consistent and like other results while it is perhaps worth keeping an eye on results to see if any consistent reduction in satisfaction starts emerging there is nothing in these results that would suggest there is any need for concern.

	Very easy	Fairly easy	Not very easy	Not at all easy	Haven't tried / Don't know / Blank
2013	49 (62%)	22 (28%)	0	1 (1%)	7 (9%)
2014	47 (62%)	23 (30%)	2 (3%)	0	4 (5%)
2015	56 (64%)	28 (32%)	0	0	4 (5%)
2016	66 (71%)	21 (23%)	0	1 (1%)	5 (5%)
2017	61 (69%)	20 (22%)	3 (3%)	0	5 (6%)
2018	63 (65%)	25 (26%)	2 (2%)	0	7 (7%)

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

Answers classified as adverse replies: fairly dissatisfied; very dissatisfied

2018 mirrors previous years in that no-one responding to the survey was dissatisfied with the care they receive from the doctors.

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know / Blank
2013	72 (91%)	6 (8%)	1 (1%)	0	0	0
2014	64 (84%)	11 (14%)	1 (1%)	0	0	0
2015	80 (91%)	7 (8%)	1 (1%)	0	0	0
2016	85 (91%)	7 (8%)	0	0	0	1 (1%)
2017	82 (92%)	7 (8%)	0	0	0	0
2018	87 (90%)	7 (7%)	2 (2%)	0	0	1 (1%)

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

Like Q8 (care received from the doctors) there were no dissatisfied responses. So in the responses to the care questions (5,8,9) there was not a single dissatisfied response.

	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%)
2015	81 (92%)	3 (3%)	1 (1%)	0	2 (2%)	1 (1%)
2016	76 (82%)	11 (12%)	0	1 (1%)	0	5 (5%)
2017	76 (85%)	10 (11%)	2 (2%)	0	0	1 (1%)
2018	86 (89%)	6 (6%)	0	0	0	5 (5%)

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

Answers classified as adverse replies: fairly dissatisfied; very dissatisfied

2018 essentially mirrors previous years – a high level of satisfaction (net satisfied 96%) and no adverse comments. An area of no concern.

	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
2015	78 (90%)	8 (9%)	0	0	1 (1%)	0
2016	83 (89%)	8 (9%)	0	0	0	2 (2%)
2017	77 (90%)	7 (8%)	0	0	0	1 (2%)
2018	84 (87%)	9 (9%)	1 (1%)	0	0	3 (3%)

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

In 2018 a total of four respondents didn't give their gender of whom three didn't give their age group either – exactly the same as in 2017. 2018 saw the first respondent to the survey under the age of 16 but to retain comparability with earlier years this single response has been excluded from this analysis (although this response is included in the analysis of some other questions). The following note in italics is a repeat of that included in 2014 and 2015 and sets out the way the data is tabulated:

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. 48% 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							
	16-24	25-34	35-44	45-54	55-64	65-74	75-84	>84
Male Regularly (36%)	0%	2%	0%	4%	2%	9%	13%	0%
Male Occasionally (51%)	0%	2%	2%	4%	13%	16%	11%	0%
Male Very Rarely (13%)	2%	2%	2%	2%	2%	2%	0%	0%
Female Regularly (40%)	2%	2%	4%	4%	9%	13	7%	0%
Female Occasionally (55%)	2%	2%	4%	9%	13%	11%	11%	0%
Female Very Rarely (2%)	0%	0%	0%	2%	0%	0%	0%	0%

The point made about individual interpretation of what is 'very rarely', 'occasionally' or 'regularly' made in previous surveys still applies. This is a personal subjective judgement and one person's idea of 'very rarely' may be someone else's 'occasionally'. The same point applies to the questions in the survey about satisfaction – they are, to a degree, subjective because they are asking about an individual perception.

Around 38% of those who responded perceive themselves as 'regular' attenders at the practice. Those describing themselves as 'occasional' attenders amounted to 53%, with the 'very rarely' attenders being around 8%. As in previous years a cursory examination of the data doesn't suggest any notable difference in satisfaction levels between the groups classifying themselves as 'regular', 'occasional' or 'very rarely' attenders – which is unsurprising given that net satisfaction levels are high.

The negative (adverse) and positive responses – some general observations.

A total of 12 of the 97 responses (12%) questionnaires returned contained one or more answers that were classified as adverse, compared to 15% in 2017, 15% in 2016, 17% in 2015, 22% in 2014 and 9%

in 2013. 7 contained one adverse response, 1 contained two adverse responses and 4 contained three adverse responses. There were no adverse responses to questions 5, 8, 9, 10 and 11, one adverse response to question 4, two adverse responses to question 7, three adverse responses to questions 3 and 6, four adverse responses to question 2, and eight adverse responses to question 1. So, question 1 (which concerns getting an appointment in 2 working days) is the one which garners the highest number of adverse responses. The number and proportion of adverse responses continues to drop (barring 2013, which had the lowest number of adverse responses recorded), so there is nothing on this measure that suggests that patients are getting unhappier. If there is any concern it then it appears to be focussed on the getting of appointments within a short (2 working days) time.

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 (no entries); 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 (18)

1. I feel staff and doctors are good - have always been very helpful (particularly the front of house staff). I do spend a considerable time visiting the surgery due to warfarin checks, so have nothing but praise for the staff and doctors.
2. Extremely happy with the care I receive from this wonderful surgery. I have been coming here for almost 20 years and would always recommend the reception staff, nurses and doctors to anyone.
3. Excellent very caring friendly practice
4. So nice to have such wonderful doctors and nurses in this practice.
5. Great team all round!
6. Well done keep up the good work.
7. Thank you for your excellent care over 25 years!
8. Dr Hindmarsh is by far the best doctor I've had. His experience and professionalism is second to none. You don't feel rushed and I'm always
9. 100% happy with the service I receive.
10. Very happy with the overall workings of the surgery and staff.
11. Great surgery. Has been a real support during my ongoing cancer treatment. Means a lot to see the same G.P and more often than I see my consultant so I know I have someone else looking out for things and I don't feel left hanging.
12. Very satisfactory service 10/10.

13. Have always been very happy with my treatment. Thank you.
14. Keep up the good work.
15. Fantastic team don't change!
16. Don't change anything.
17. Lovely reception staff doctor wonderful and nurses highly recommend this surgery.
18. Very well run practice.

Comments suggesting potential improvements (6)

1. Possible to add nurse appointments to the app?
2. When receiving letters a bit of detail would be nice to see. The doctors run late a lot of the time.
3. More comfortable chairs!
4. Online booking with the nurse
5. Free tea, biscuits and crumpet!
6. Acoustics in waiting room are very good, therefore we can hear the discussions of the receptionists. Some sound damping might be a good idea?

Negative comments (4)

1. On line booking system needs some improvement!
2. Doctor available only 4½ days per week. Better to have more than 1 doctor.
3. Quite often I have to wait well past the appointment time.
4. Cold in the waiting room.

Neutral comments (1)

1. Sorry first visit to the surgery!

Supplementary Responses – Notes and Friends & Family Questionnaire

A few comments were included on separate notes and the friends & family Questionnaire which may have been associated with this survey (the questionnaire was available on the desk, and patients may have left notes on individual pieces of paper). These are listed below:

1. I had to wait for a long time but I did enjoy my overall experience especially the toys. I very much appreciated my mole treatment.
2. Always efficient and helpful. Excellent.
3. Brilliant surgery.
4. Excellent service.
5. This practice has given excellent service over 50 years. Very many thanks.
6. In my opinion the seats were not very comfy although as the professionals would say seats are needed for good spine resilience. I hope you appreciate my comment.
7. Even if the doctors are running 'late' Dr. Hindmarsh will always give you the time you need!

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)*
- 3 - Patient Questionnaire (non-GMC) survey for Dr D.J. Hindmarsh, The Crane Surgery, Cranbrook, Kent (2014)
- 4 – Patient Questionnaire (non-GMC) survey for Dr D.J. Hindmarsh, The Crane Surgery, Cranbrook, Kent (2015)
- 5 – Patient Questionnaire (non-GMC) survey for Dr D.J. Hindmarsh, The Crane Surgery, Cranbrook, Kent (2016)
- 6 – Patient Questionnaire (non-GMC) survey for Dr D.J. Hindmarsh, The Crane Surgery, Cranbrook, Kent (2017)

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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

<p>How satisfied are you with the care you receive from the Practice Nurses and Health Care Assistants?</p>	<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
<p>How satisfied are you with the care you receive from the Reception staff?</p>	<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
<p>Do you have any other suggestions or comments?</p>	

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 16-24
 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.





