

## Visiting my Doctor Survey

Number of Responses: **56**

We would be grateful if you would complete this survey about Westcroft House Surgery. We want to provide the highest standard of care, and feedback from this survey will help us to identify areas that may need improvement. What you think about Westcroft House Surgery is very valuable to us.

Please answer **ALL** the questions that apply to you. There are no right or wrong answers and your doctor will NOT be able to identify your individual answers.

Thank you.

### About making contact with a Doctor or nurse.

#### Q1 How easy is it to speak to a doctor or nurse on the phone at Westcroft?

Very easy **14%**

Fairly easy **50%**

Not very easy **7%**

Not at all easy **0%**

Don't know **7%**

Haven't tried **21%**

No response **1%**

It is gratifying to learn that 92% of respondents who have 'tried' to speak to a Doctor or nurse on the telephone have found it 'fairly easy' or 'very easy'.

#### Q2 If you need to see a Doctor urgently, can you normally get seen on the same day?

Yes **53%**

No **14%**

Don't know / never needed to **32%**

No response **1%**

85% of patients who needed to see a Doctor urgently were able to be seen on the same day. The surgery operates a system where patients can be seen in 'open surgery' on any weekday morning without making an appointment first.

### Thinking of times when you want to see a particular doctor:

### Q3 How quickly do you usually get seen?

Same day **16%**

Next day (I can access open surgery any weekday morning) **35%**

2-4 days **16%**

5 days or more **3%**

I don't usually need to be seen quickly **17%**

Don't know, never tried **10%**

No response **3%**

Patients who want to see a particular Doctor may have longer to wait as some of the Doctors work part time hours.

### Q4 How do you rate this?

Excellent **16%**

Very good **21%**

Good **39%**

Fair **5%**

Poor **5%**

Very poor **0%**

Does not apply **10%**

No response **4%**

It is encouraging that of those patients who responded to this question & felt it applied to them, 95% rated this as fair – excellent.

## Thinking of times when you are willing to see any doctor:

### Q5 How quickly do you usually get seen?

Same day **37%**

Next day (I can access open surgery any weekday morning) **30%**

2-4 days **10%**

5 days or more **0%**

I don't usually need to be seen quickly **14%**

Don't know, never tried **7%**

No response **2%**

Patients feel they are seen quicker when they are willing to see any Doctor. Any patient can be seen any weekday morning during 'open surgery'.

#### **Q6 How do you rate this?**

Excellent **21%**

Very good **21%**

Good **32%**

Fair **14%**

Poor **1%**

Very poor **0%**

Does not apply **5%**

No response **6%**

99% of respondents who felt the question applied to them rate this fair – excellent.

### **About seeing the doctor of your choice**

#### **Q7 Is there a particular Doctor you usually prefer to see or speak to?**

Yes **50%**

No **50%**

#### **Q8 How often do you see or speak to the Doctor you prefer?**

Always or almost always **33%**

A lot of the time **19%**

Some of the time **23%**

Never or almost never **5%**

Not tried at this GP practice **14%**

No response **6%**

95% of respondents who have tried to speak to the Doctor they prefer were successful in doing so. The surgery offer telephone consultations every weekday morning routinely.

## **How good was the last Doctor you saw at each of the following?**

**(If you haven't seen a Doctor in your practice in the last 6 months, please go to Q15)**

### **Q9 Giving you enough time**

Very good **48%**

Good **26%**

Fair **10%**

Poor **0%**

Very poor **1%**

Does not apply **3%**

No response **12%**

99% of respondents (who felt the question applied to them) felt the amount of time the Doctor gave them was fair – very good.

### **Q10 Listening to you**

Very good **50%**

Good **23%**

Fair **7%**

Poor **5%**

Very poor **1%**

Does not apply **3%**

No response **11%**

94% of respondents (who felt the question applied to them) felt the Doctor listened to them fairly.

### **Q11 Explaining tests and treatments**

Very good **39%**

Good **30%**

Fair **12%**

Poor **1%**

Very poor **0%**

Does not apply **5%**

No response **13%**

99% of respondents (who felt the question applied to them) felt the amount of time the Doctor gave to explaining tests & treatments was fair to very good.

#### **Q12 Involving you in decisions about your care**

Very good **41%**

Good **28%**

Fair **14%**

Poor **1%**

Very poor **0%**

Does not apply **5%**

No response **11%**

99% of respondents (who felt the question applied to them) felt the way the Doctor involved them in decisions about their care was fair to very good.

#### **Q13 Treating you with care and concern**

Very good **51%**

Good **26%**

Fair **10%**

Poor **0%**

Very poor **0%**

Does not apply **1%**

No response **12%**

100% of respondents (who felt the question applied to them) felt the way the Doctor treated them with care & concern was fair – very good.

**Q14 Did you have confidence and trust in the Doctor you saw or spoke to?**

Yes, definitely **66%**

Yes, to some extent **17%**

No, not at all **3%**

Don't know / can't say **3%**

No response **11%**

97% of respondents who were able to say, felt they had confidence to some extent in the Doctor they spoke to.

**If you know the name of the Doctor you last saw, please write it here:**

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**How good was the last nurse you saw at each of the following?**

**(If you haven't seen a nurse in your practice in the last 6 months, please go to Q21)**

**Q15 Giving you enough time**

Very good **46%**

Good **17%**

Fair **1%**

Poor **1%**

Very poor **0%**

Does not apply **5%**

No response **30%**

99% of respondents (who felt the question applied to them) felt the amount of time the nurse gave them was fair – very good.

**Q16 Listening to you**

Very good **46%**

Good **14%**

Fair **5%**

Poor **1%**

Very poor **0%**

Does not apply **3%**

No response **31%**

99% of respondents (who felt the question applied to them) felt that the nurse listened to them fairly.

### **Q17 Explaining tests and treatments**

Very good **35%**

Good **21%**

Fair **7%**

Poor **0%**

Very poor **0%**

Does not apply **7%**

No response **30%**

100% of respondents (who felt the question applied to them) felt the nurse was fair – very good at explaining tests & treatments.

### **Q18 Involving you in decisions about your care**

Very good **37%**

Good **19%**

Fair **3%**

Poor **3%**

Very poor **0%**

Does not apply **7%**

No response **31%**

97% of respondents (who felt the question applied to them) felt the nurse was fair – very good at involving them in decisions about their care.

#### **Q19 Treating you with care and concern**

Very good **41%**

Good **19%**

Fair **3%**

Poor **0%**

Very poor **0%**

Does not apply **3%**

No response **34%**

100% of respondents (who felt the question applied to them) felt the nurse was fair – very good at treating them with care and concern.

#### **Q20 Did you have confidence and trust in the nurse you saw or spoke to?**

Yes, definitely **51%**

Yes, to some extent **12%**

No, not at all **1%**

Don't know / can't say **3%**

No response **33%**

99% of respondents who were able to say, felt they had confidence to some extent in the nurse they spoke to.

**If you know the name of the nurse you last saw, please write it here:**

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**It will help us to understand your answers if you could tell us a little about yourself**

#### **Q21 Are you?**

Male **35%**

Female **62%**

No response **3%**



**Q22 How old are you?**

11-18 **64%**

other **33%**

No response **3%**

**Q23 Do you have a long-standing health condition?**

Yes **48%**

No **33%**

Don't know / can't say **12%**

No response **7%**

**Q24 What is your ethnic group?**

White **94%**

Black or Black British **0%**

Asian or Asian British **0%**

Mixed **0%**

Chinese **0%**

Other ethnic group **1%**

No response **5%**

**Q25 Which of the following best describes you?**

At school or in full time education **58%**

Other **39%**

No response **3%**

**Finally, we are interested in any other comments you may have regarding your experience of seeing the Doctor or Nurse at Westcroft House and if**

**there are any services for young people you would like to access at the Surgery:**

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Examples of comments received:

Having the ability to attend an open surgery any morning is excellent. Keep up the very good work everyone does.

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I like the happy and friendly receptionists -nearly always get a smile

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i think westcroft house is a fantastic doctors. Always get answers off doctors and feel confident speaking to them.

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I value the open surgery even tho I may have to wait. I if I need to see a Dr the wait is a small price to pay.I know others feel the same.

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It would be nice if the doctor asked if it was ok for my mum to stay in the room with me.

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My dad has received excellent care from your surgery. The reception staff are very kind and patient with him. It is the best surgery I have visited! Thank you.

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some doctors are good but some are hard to understand.

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sometimes takes a long time in morning surgery when i have no appointment because the afternoon is for people that work.

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Thank you for completing this survey. You will be able to view the results of the survey on the website (<http://www.westcrofthouse.co.uk/>) in the near future.

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