

Westcroft House Surgery

Westcroft Nurse Practitioner Survey

Number of Responses: **59**

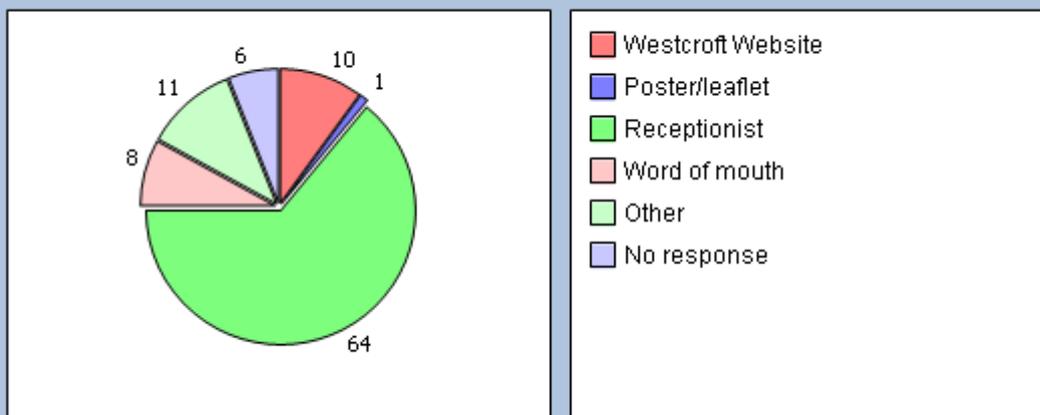
We would be grateful if you would complete this survey regarding the Nurse Practitioner Service at Westcroft. We want to provide the highest standard of care. A summary from this survey will be fed back to the Nurse Practitioner to help them identify areas for improvement. Your opinions are very valuable. Please answer ALL the questions you can. There are no right or wrong answers and the Nurse Practitioner will NOT be able to identify your individual answers.

Thank you.

About the Nurse Practitioner Service at Westcroft

Q1 How did you become aware of this service?

Westcroft Website **10%**
Westcroft Newsletter **0%**
Poster/leaflet **1%**
Receptionist **64%**
Word of mouth **8%**
Other **11%**
No response **6%**



Comment:

The Practice is actively trying to promote the services of the Nurse Practitioner and this seems to be upheld by the fact that 64% of pts currently consulting with Sheila have been referred via the Receptionist.

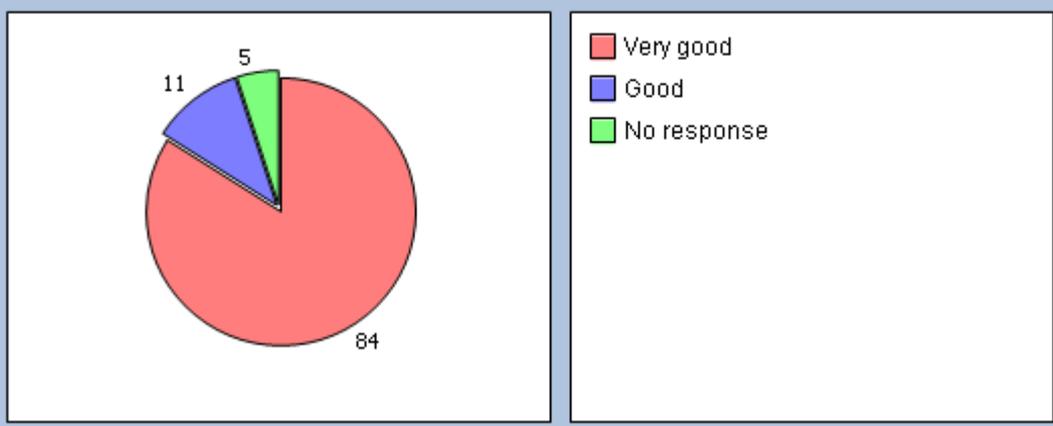
About Your Visit to the Nurse Practitioner

How good was the Nurse Practitioner at

Q2 Putting you at ease?

Very good **84%**
Good **11%**
Satisfactory **0%**
Poor **0%**

Very poor **0%**
No response **5%**

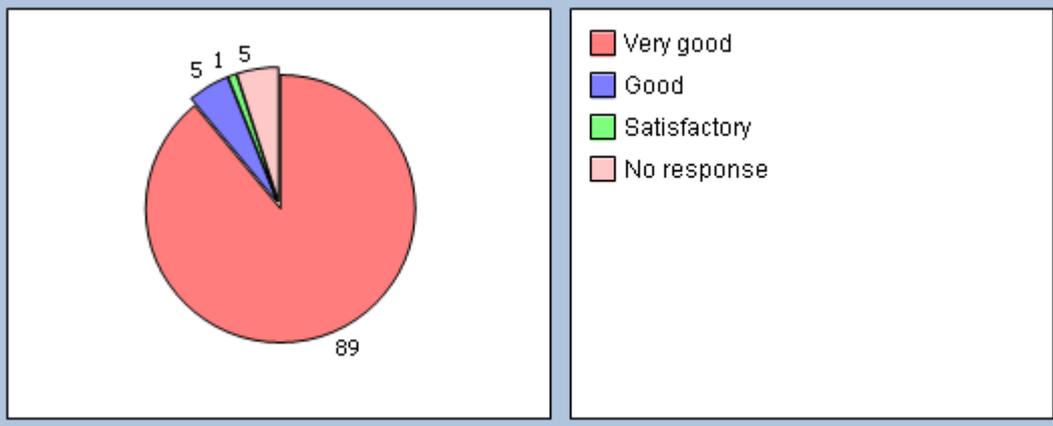


Comment:

100% of respondents commented that 'putting you at ease' was good to very good.

Q3 Being polite and considerate?

Very good **89%**
Good **5%**
Satisfactory **1%**
Poor **0%**
Very poor **0%**
No response **5%**



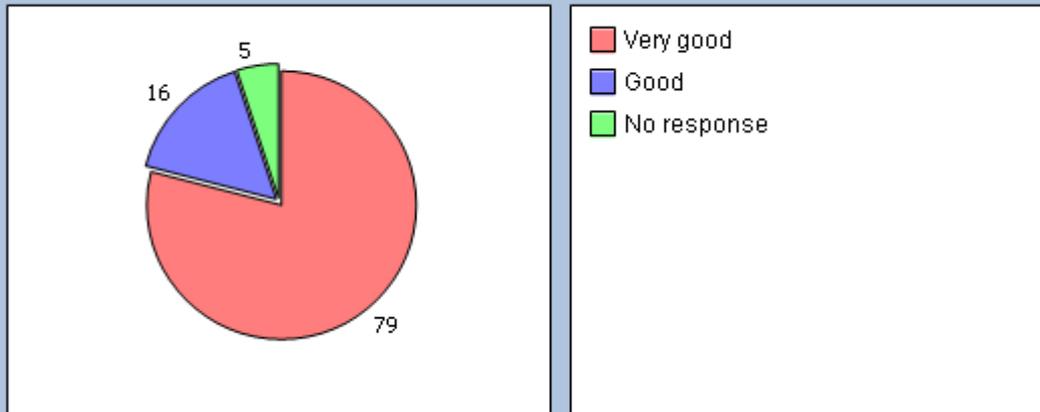
Comment:

99% of respondents commented that 'being polite and considerate' was satisfactory to very good.

Q4 Listening to you?

Very good **79%**
Good **16%**
Satisfactory **0%**
Poor **0%**
Very poor **0%**

No response **5%**

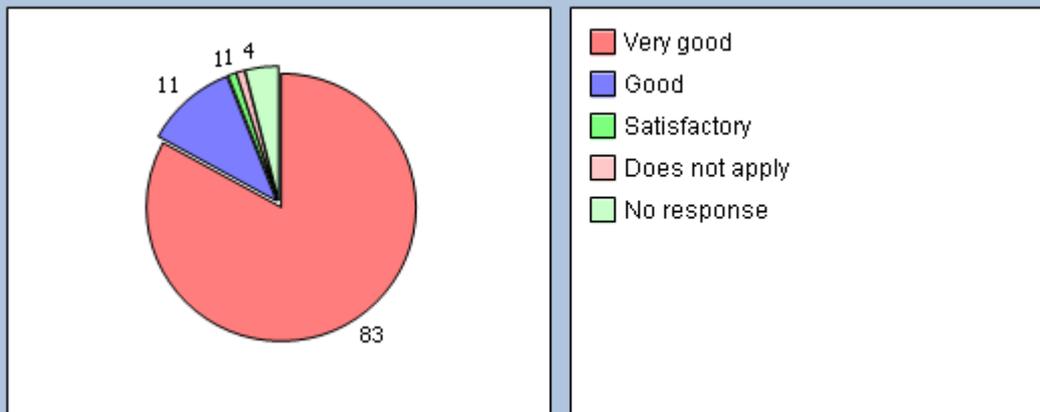


Comment:

100% of respondents commented that 'listening to you' was good to very good.

Q5 Giving you enough time?

Very good **83%**
Good **11%**
Satisfactory **1%**
Poor **0%**
Very poor **0%**
Does not apply **1%**
No response **4%**



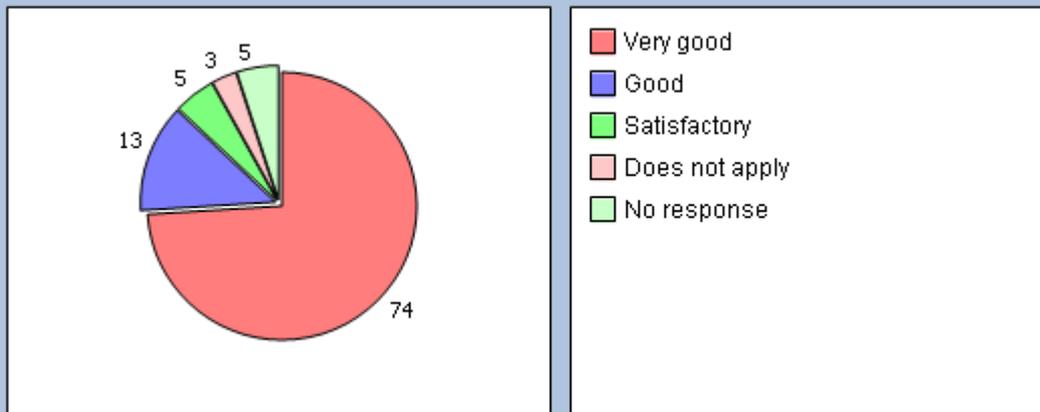
Comment:

100% of respondents (who felt it applied to them) commented that 'giving you enough time' was good to very good.

Q6 Assessing your medical condition?

Very good **74%**
Good **13%**
Satisfactory **5%**
Poor **0%**
Very poor **0%**

Does not apply **3%**
No response **5%**



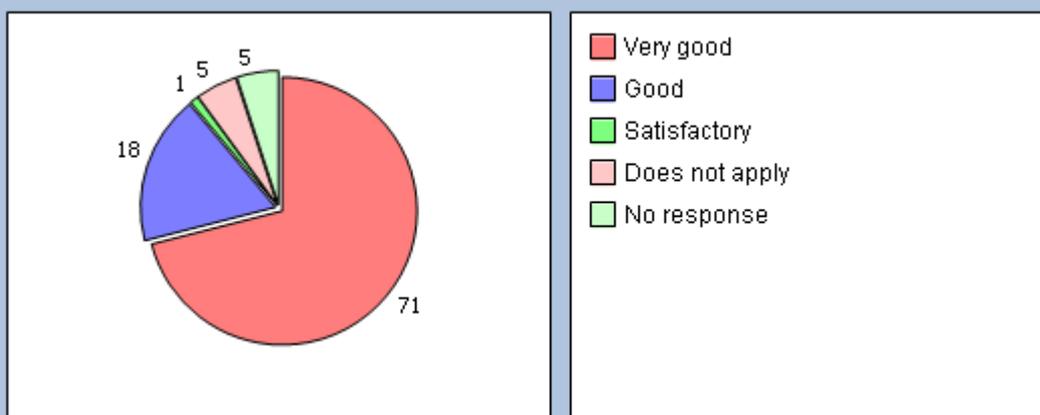
Comment:

100% of respondents (who felt it applied to them) commented that 'assessing your medical condition' was satisfactory to very good.

How good was the Nurse Practitioner at:

Q7 Explaining your condition and treatment?

Very good **71%**
Good **18%**
Satisfactory **1%**
Poor **0%**
Very poor **0%**
Does not apply **5%**
No response **5%**

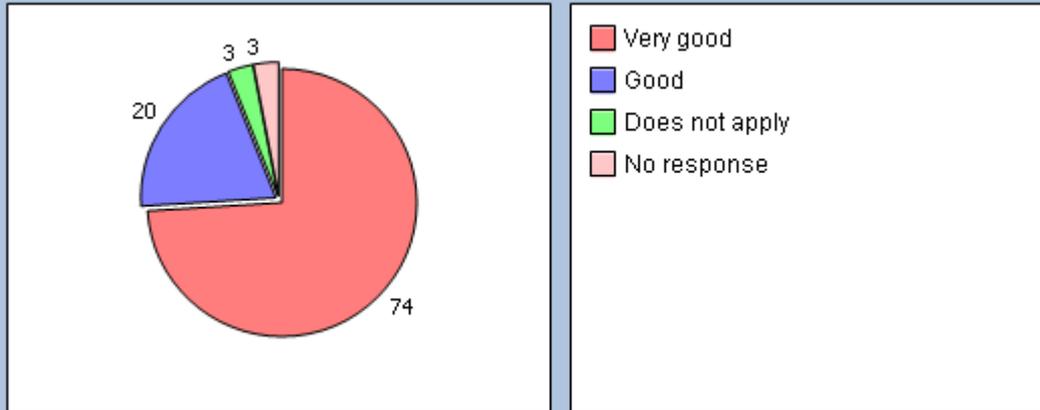


Comment:

100% of respondents (who felt it applied to them) felt that 'explaining your condition and treatment' was satisfactory to very good.

Q8 Involving you in decisions about your care?

Very good **74%**
Good **20%**
Satisfactory **0%**
Poor **0%**
Very poor **0%**
Does not apply **3%**
No response **3%**

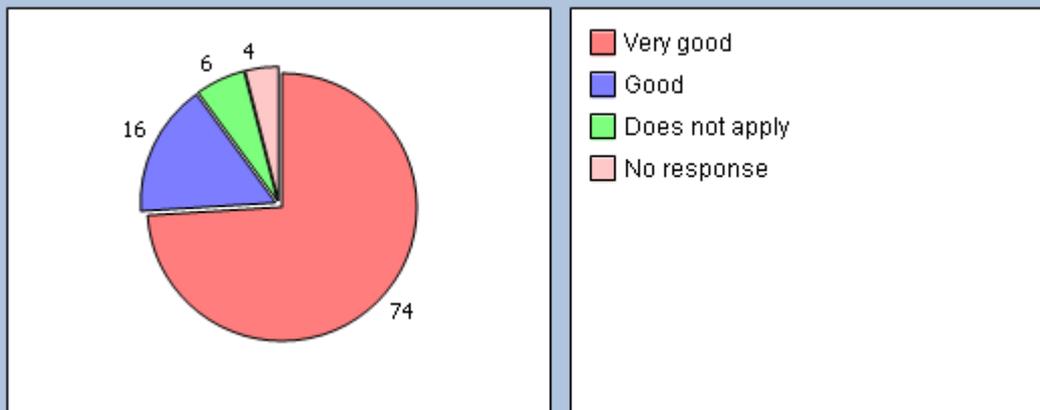


Comment:

100% of respondents (who felt it applied to them) felt that 'involving you in decisions about your care' was good to very good.

Q9 Providing or arranging treatment for you?

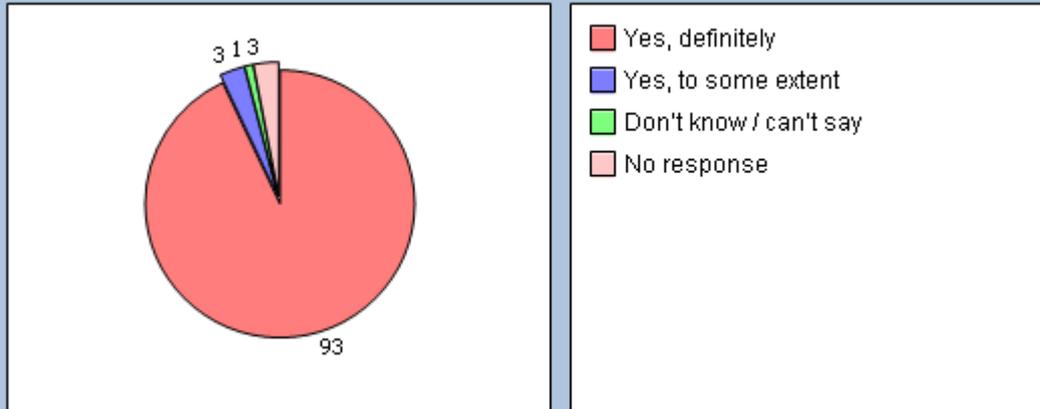
Very good **74%**
Good **16%**
Satisfactory **0%**
Poor **0%**
Very poor **0%**
Does not apply **6%**
No response **4%**



Comment: 100% of respondents (who felt it applied to them) felt that 'providing or arranging treatment for you' was good to very good.

Q10 Did you have confidence that the Nurse Practitioner is honest and trustworthy?

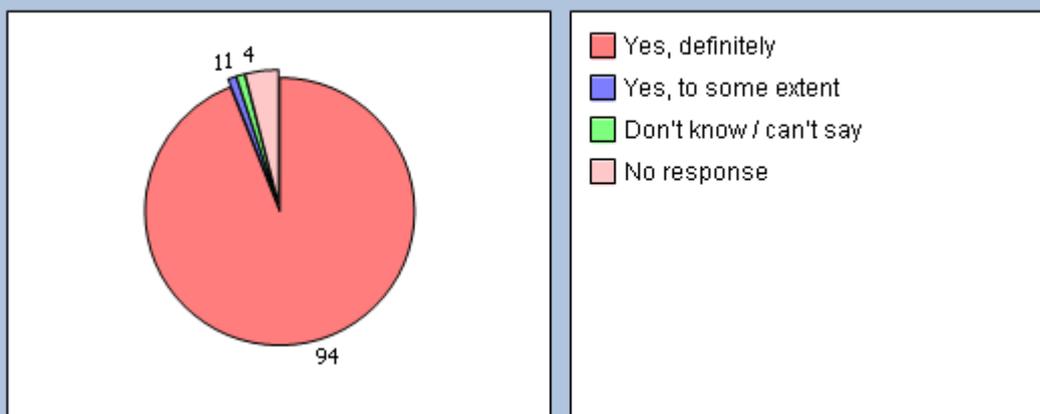
Yes, definitely **93%**
Yes, to some extent **3%**
No, not at all **0%**
Don't know / can't say **1%**
No response **3%**



Comment: 99% of respondents felt that the 'Nurse Practitioner was (to some extent) honest & trustworthy'.

Q11 Did you have confidence that the Nurse Practitioner will keep your information confidential?

Yes, definitely **94%**
Yes, to some extent **1%**
No, not at all **0%**
Don't know / can't say **1%**
No response **4%**

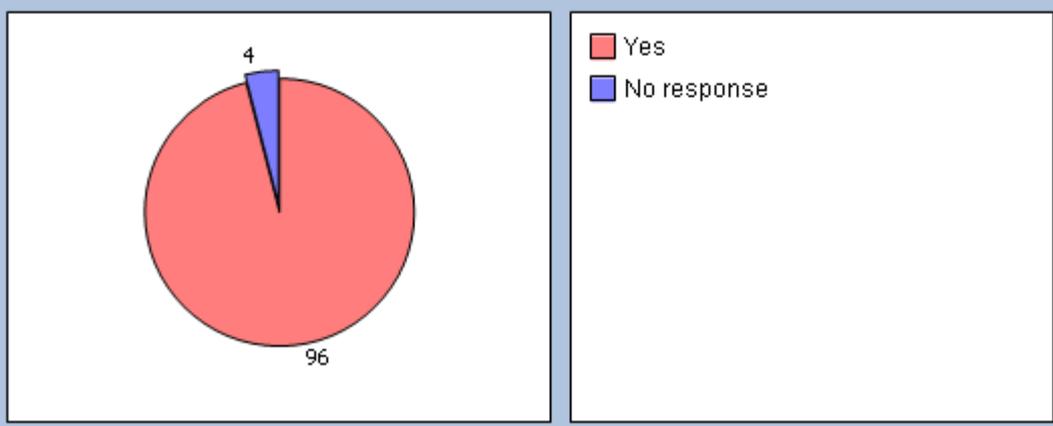


Comment: 99% respondents felt that the 'Nurse Practitioner would keep (to some extent) information confidential'

Q12 Would you be completely happy to see this Nurse Practitioner again?

Yes **96%**

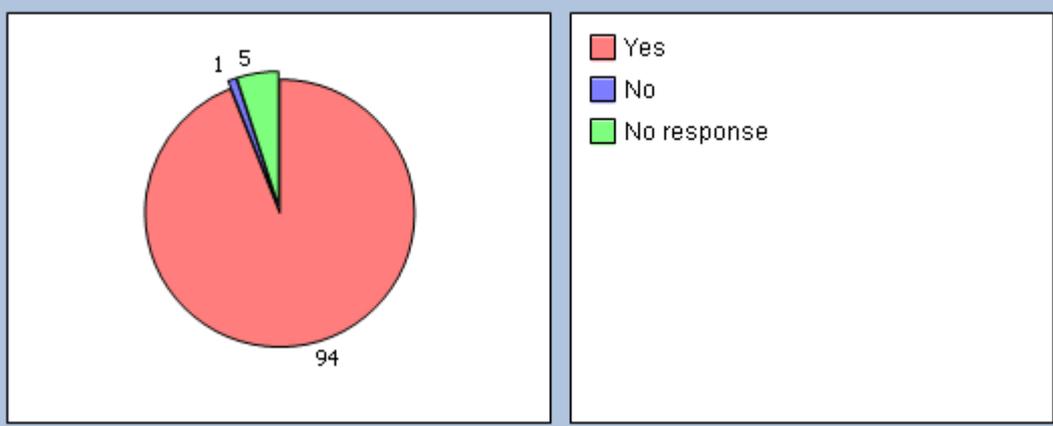
No **0%**
No response **4%**



Comment: 100% of respondents 'would be completely happy to see this Nurse Practitioner again'.

Q13 Would you recommend the Nurse Practitioner to your friends/family?

Yes **94%**
No **1%**
No response **5%**



Comment: 99% of respondents 'would recommend the Nurse Practitioner to family & friends'.

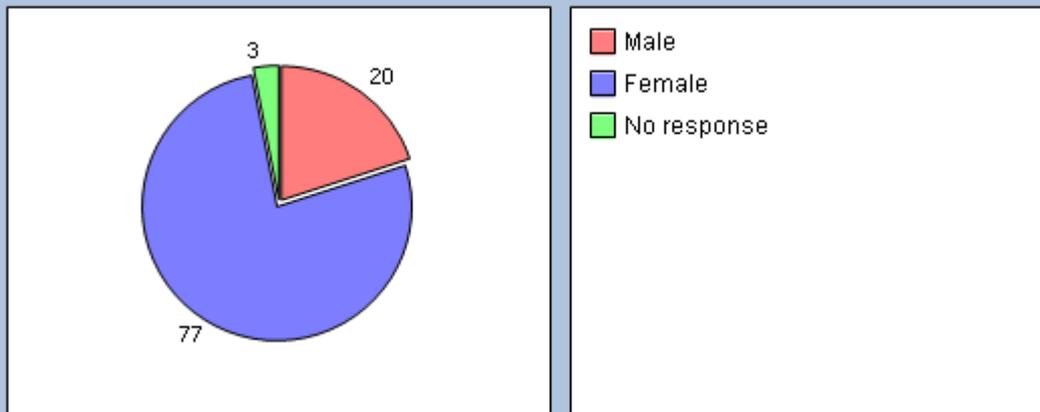
Please enter the name of the Nurse Practitioner you recently saw and add any additional comments:

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

Q14 Are you ?

Male **20%**

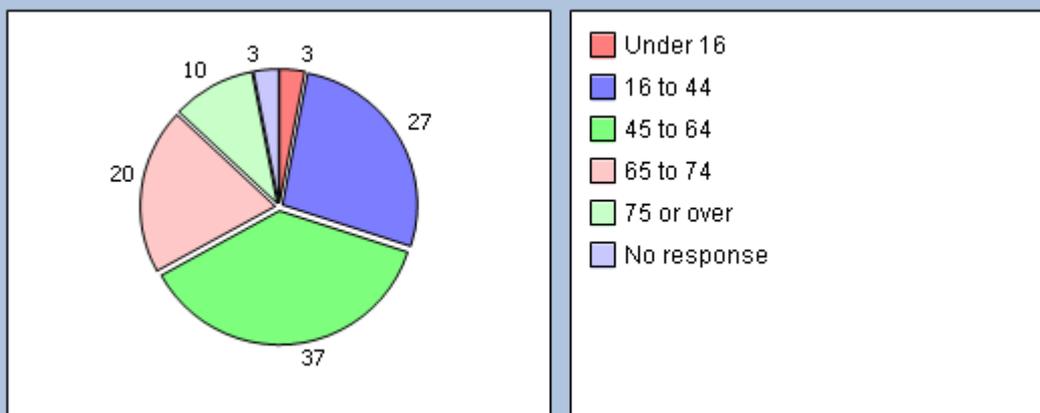
Female **77%**
 No response **3%**



Comment: Over three quarters of the respondents were female. The Nurse Practitioner is female and a possible explanation for this would be that female patients felt more comfortable with another female. The Practice feels there is a balance of male and female clinicians since the introduction of Sheila to the practice.

Q15 How old are you?

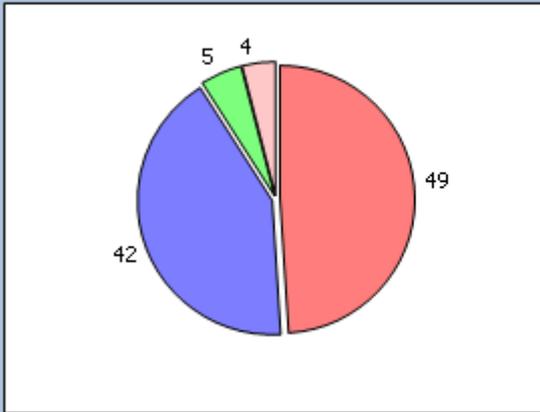
Under 16 **3%**
 16 to 44 **27%**
 45 to 64 **37%**
 65 to 74 **20%**
 75 or over **10%**
 No response **3%**



Comment: all age groups were represented which provides some balance to the results.

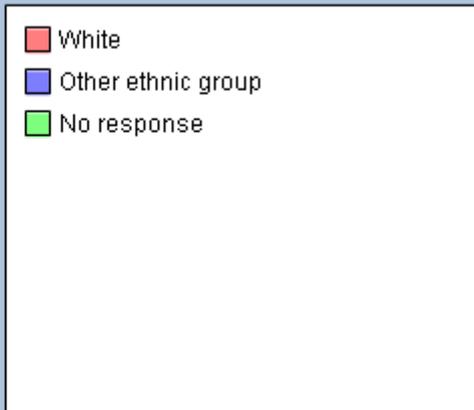
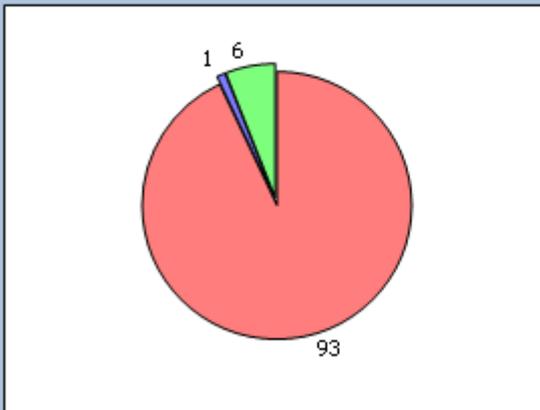
Q16 Do you have a long-standing health condition?

Yes **49%**
 No **42%**
 Don't know / can't say **5%**
 No response **4%**



Q17 What is your ethnic group?

White **93%**
 Black or Black British **0%**
 Asian or Asian British **0%**
 Mixed **0%**
 Chinese **0%**
 Other ethnic group **1%**
 No response **6%**

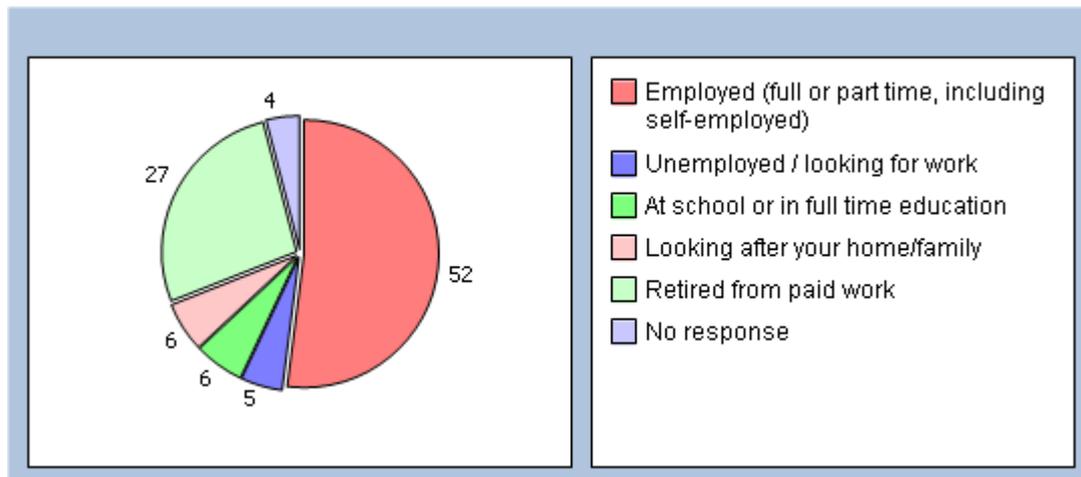


Comment: this is probably a true reflection of the ethnic makeup locally.

Q18 Which of the following best describes you?

Employed (full or part time, including self-employed) **52%**
 Unemployed / looking for work **5%**
 At school or in full time education **6%**

Unable to work due to long term sickness **0%**
 Looking after your home/family **6%**
 Retired from paid work **27%**
 Other **0%**
 No response **4%**



Finally, please add any other comments you would like to make about Westcroft House:

>> excellent service provided on all our family visits <<

>> First Class Service <<

>> Generally good but cramped waiting room. Staff all very helpful. Wish doctors would stay at the practice longer. Sign of the times? <<

>> Getting appt's to see the doctor is always difficult but i know its the same everywhere. Dr hall is sorely missed. <<

>> I am more than happy with the service and care I receive at Westcroft. I am always seen in a timely manner and do not struggle to get a suitable appointment. I particularly value the open surgery in the morning as this offers more variety and flexibility to patients. <<

>> I have always been treated with consideration and respect by all staff at the practice. I am confident that my needs will be met when appropriate. Thank you. <<

>> i really love the way you added the numbering information system it is a great help, also everybody has always been very helpful. <<

>> it would be helpful to be told when you are unable to give a repeat prescription request <<

>> Online perscription service is sometimes poor service meaning extra tries back to an overrun chemist <<

>> Sheila baber <<

>> The nurse practioner is a great asset to the surgery. i will definatly see her again and confidently accept her advice knowing that if necessary, she would refer me to a doctor. <<

>> the nurse practitioner is a reat assett to the surgery, i will defintaly see her again and confidently accept her advice knowing that. if necessary, she would refer me to the doctor <<

>> The waiting room could do with a spot of modernisation but other wise al is fine <<

>> they always go out of there way to help you withj anything <<

>> very good always happy to attend, Doctors, Nurses and staff very good <<

>> Very Good <<

>> westcroft house have been very helpful <<

>> would rather see the nurse practitioner then most of the doctors <<

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