

Results of Patient Survey 2009/10 – some questions whole year results but some Quarters 1 & 2 only and some Quarters 3 & 4 only

Number	Question	Bedfordshire PCT	Practice % Results
1 - all	Ease of getting into surgery building	97%	97%
2 -all	Cleanliness of Surgery	98%	98%
3 - all	Overheard at Reception	64% didn't mind 23% did	69% didn't mind 17% did
4 - all	Helpfulness of Receptionists	93%	97%
5a - all	Ease of getting through on the phone	69%	77%
Q3 & Q4 only	How normally book an appointment to see a doctor or nurse	By phone 90% In person 33% On-line 1%	By phone 90% In person 20% On-line 14%
Q3 & Q4 only	Preferred methods of booking appointments at G.P. surgery	By phone 86% In person 33% On-line 24%	By phone 88% In person 22% On-line 23%
5b - all	Ease of speaking to a doctor on the phone	27% easy out of 55% tried	28% easy out of 51% tried
5c - all	Ease of speaking to a nurse on the phone	25% out of 49% tried	22% easy out of 45% tried
5d - all	Ease of getting test results on the phone	37% out of 60% tried	48% easy out of 63% tried
6 - all	Tried to see a doctor fairly quickly in past 6 months	65% yes 33% no	53% yes 46% no
7 - all	Able to see a doctor fairly quickly	82% yes 17% no	88% yes 12% no
8 - all	Reasons for not being able to be seen fairly quickly	78% no appointments	69% no appointments
9 - all	Tried to book ahead for an appointment with a doctor in the past 6 months	53% yes 44% no	58% yes 42% no
10 - all	Able to book ahead for an appointment with a doctor in the past 6 months	74% yes 22% no	88% yes 10% no
11 - all	Last seen a doctor	Sliding scale of dates	Sliding scale of dates
12 - all	Reasons for not seeing a doctor in the past six months	90% didn't need to	98% didn't need to
13 - all	Waiting time at surgery	52% 5-15 mins 17% 16 to 30 mins 5% more than 30 mins	53% 5-15 mins 15% 16 to 30 m 10% More than 30 mins
14 - all	Impression of waiting time at surgery	68% not too long 20% a bit too long	60% not too long 25% a bit too long

Number	Question	Bedfordshire PCT	Practice % Results
15 -all	Seeing a preferred doctor	65% yes 31% no	73% yes 26% no
16 - all	Frequency of seeing a preferred doctor	75%	81%
17 - all	Satisfaction with opening hours	83%	83%
Q3 & Q 4 only	As far as you know, is your G.P. surgery openbefore 8 am	12% yes 62% no	5% yes 59% no
Q3 & Q 4 only	As far as you know, is your G.P. surgery openat lunchtime	34% yes 37% no	30% yes 33% no
Q3 & Q 4 only	As far as you know, is your G.P. surgery open After 6.30 pm	16% no 45% no	9% yes 45% no
Q3 & Q 4 only	As far as you know, is your G.P. surgery openon Saturdays	16% yes 52% no	18% yes 51% no
Q3 & Q 4 only	As far as you know, is your G.P. surgery openon Sundays	1% yes 76% no	0% yes 78% no
18 – Q3 & Q4 only	Desire for surgery to open at additional times	56% yes 44% no	52% yes 48% no
19 – Q3 & Q4 only	Additional times most like the surgery to be open	26% after 6.30 pm 53% on a Saturday	23% after 6.30 pm 68% on a Saturday
20a - all	Rating of doctor giving you enough time	89% good	89% good
20b – all	Rating of doctor asking about your symptoms	88% good	90% good
20c – all	Rating of doctor listening to you	88% good	90% good
20d – all	Rating of explaining tests and treatments	77% good	78% - good
20d – all	Rating of involving you in decisions about your care	72% good	75% - good
20f – all	Rating of doctor treating you with care and concern	84% good	85% good
20g – all	Rating of doctor taking your problems seriously	83% good	85% good
21 – all	Confidence and trust in the doctor	95% yes	97% yes
22 – all	Seen a practice nurse in past 6 months	57% yes 43% no	58% yes 42% no
23 – all	Ease of getting an appointment with a practice nurse	94%	97%
24a – all	Rating of practice nurse giving you enough time	87%	89% good
24b – all	Rating of practice nurse asking about your symptoms	76% good	67% good
24c – all	Rating of practice nurse listening to you	82% good	76% good
24d – all	Rating of explaining tests and treatments	76% good	72% good
24e – all	Rating of involving you in decisions about your care	66% good	59% good
24f – all	Rating of practice nurse treating you with care and concern	83% good	82% good
24g – all	Rating of practice nurse taking your problems seriously	76% good	70%

Number	Question	Bedfordshire PCT	Practice % Results
25 – all	Satisfaction with care received at surgery	91% satisfied	95% satisfied
Q3 & Q4 only	Recommending GP surgery to someone who has moved to the local area	85% yes	95% yes
26 - all	Long-standing health problem, disability or infirmity	46% yes 52% no	41% yes 58% no
27 - all	Discussions with a doctor or nurse about how best to deal with health problem	84 % yes	89% yes

28a - all	Doctor or nurse took notice of views about how to deal with health problem	88% yes	89% yes
28b - all	Doctor or nurse gave information about things might do to deal with health problem	87% yes	82% yes
28c - all	Doctor or nurse agreed about how best to manage health problem	84% yes 9% no	79% yes 17% no
28d - all	Doctor or nurse gave written document about discussion had about managing Health problem	18% yes 69% no	21% yes 66% no
28e - all	Doctor or nurse ever tell you that you had a 'care plan'	11% yes 73% no	7% yes 71% no
29 - all	Having discussions has helped improved how to manage health problem	88% yes	88% yes
30 – Q1 & Q2 only	Know how to contact an out –of-hours GP service	65% yes 35% no	71% yes 29% no
31 – Q1 & Q2 only	Tried to call an out-of-hours GP service	Yes 14% No 86%	Yes 10% No 90%
32 – Q1 & Q2 only	Ease of getting the out-of-hours GP service by telephone	34% very easy 43% fairly easy 14% not very easy	25% very easy 33% fairly easy 33% not very
33 – Q1 & Q2 only	Prescribed or recommended medicines by the out-of-hours GP service	51% yes 40% no	42% yes 55% no
34 – Q1 & Q2 only	Ease of getting the medicines	82% easy	No results
35 – Q1 & Q2 only	Impression of how quickly care from out-of-hours GP service received	63% ok 29% too long	17% ok 75% too long
36 – Q1 & Q2 only	Rating of the care received from the out-of-hours GP service	61% good 20% neither good or bad 8% very poor	33% good 33% neither good or bad 25% very poor

PE 7 – 23.5 points – 70-90% - Question 7 and we achieved 88%.

PE 8 – 35 points – 60 – 90% - Question 10 and we achieved 88%.