

Vanbrugh Group Practice 2000 Patient Survey 2013/2014

112 surveys completed between 10-21 February 2014

Are you aware that you can book routine GP appointments 2 weeks in advance

Yes **85**

No **27**

Are you aware that you can book a telephone consultation with the doctor

Yes **73**

No **37**

Are you aware that for medical emergencies we offer same day appointments

Yes **82**

No **29**

When you booked your appointment were you helped by the receptionist to book the most appropriate appointment for you

Yes **89**

No **10**

N/A 10

Do you know that using our 'Patient Access' service you can make routine GP appointments on-line

Yes **49**

No **61**

Do you also know that using 'Patient Access' you can order repeat medication on-line

Yes **39**

No **64**

Your experience in the waiting room

Please put a tick in one box for each row

	Very Good	Good	Neither Good nor Poor	Poor	Very Poor
Were the reception staff professional	(77)	(22)	(8)	(1)	(4)
Were you seen punctually	(32)	(38)	(29)	(9)	(8)
Was the waiting room clean and tidy	(64)	(42)	(4)	(2)	(1)
Was the notice board Informative and up-to-date	(54)	(40)	(11)	(4)	(1)

Your experience in the surgery

The last time you saw a **doctor or nurse** at the surgery please mark each of the following

	Very Good	Good	Neither Good nor Poor	Poor	Very Poor
Was the GP professional and courteous	(80)	(25)	(1)	()	()
Was the nurse professional and courteous	(69)	(19)	(1)	(3)	()
Did the GP explain thoroughly explain the treatment options available to you	(73)	(28)	(2)	()	()
Did the GP seek to involve you in making appropriate decisions about your health	(72)	(31)	(6)	()	()

The following questions provide us only with general information about the range of people who have responded to this survey. It will not be used to identify you

How old are you

11 – 20 **0** | 21 – 30 **17** | 31 – 40 **36**
 41 – 50 **11** | 51 – 60 **15** | 61 – 70 **9**
 71 – 80 **7** | 81 – 90 **3** | 90+ **0**

Are you male or female

Male **30** Female **66**

Ethnicity Group - Please tick

White:

British **69** | Irish | Other **18**

Asian or Asian British:

Indian **2** | Pakistani | Bangladeshi **1** | Chinese | Asian Other |

Black or Black British:

Caribbean **3** | African **3** | Other |

Mixed:

White and Caribbean | White and African | White and Asian Other |

Other Mixed |

Other:

Arab | Any other ethnic group **3**

36 comments or suggestions were received

A number of comments were regarding difficulty in getting through on the telephone and confidentiality at the reception desk remains a concern.

It is felt the waiting area can be too hot at times and Wifi access was suggested.

There were many complementary comments towards the doctors, nurses and staff.

Thank you for completing this survey. The results will be available in March from our website www.vanbrughgps.co.uk