

Vanbrugh Group Practice 2000

Patient Survey 2012/2013

89 surveys completed between 1-15 February 2013

1) Did you know that you can sign up for EMIS ACCESS (the computer system used by the practice) which offers patients the facility to book and cancel appointments on-line?

Yes	No
48	41

If you have answered Yes to Q1 please answer 1a & 1b, otherwise go to Q 2

1a) Did you know that using EMIS ACCESS you can order repeat prescriptions on-line?

Yes	No
17	29

1b) Did you know that using EMIS ACCESS you can change your contact details on-line?

Yes	No
15	30

2) Did you know that we have 3 Specialist Nurse Practitioners? (Carole Raine, Kate Irving and Sarah Bligh)

Yes	No
58	30

Do you know what they can do?

Yes	No
42	43

3) Do you know we have a Stop Smoking Advisor?

Yes	No	Don't Smoke
40	12	36

4) Do you know how to contact a Doctor when the surgery is closed?

Yes	No
45	33

Practice Administration

The last time you made contact with the surgery please mark each of the following. *Please put a tick in one box for each row*

	Very Good	Good	Neither Good nor Poor	Poor	Very Poor
Getting through on the telephone	(21)	(33)	(17)	(10)	(5)
Ease of making an appointment	(30)	(41)	(6)	(4)	(4)
Courtesy of reception team	(64)	(10)	(2)	()	(1)

Seeing a Doctor or Nurse

The last time you saw a **Doctor or Specialist Practitioner** at the surgery please mark each of the following. *Please put a tick in one box for each row*

	Very Good	Good	Neither Good nor Poor	Poor	Very Poor
Giving you enough time	(44)	(29)	(3)	(4)	()
Asking about your symptoms	(42)	(32)	(4)	(3)	()
Listening	(41)	(33)	(4)	(1)	(1)
Explaining tests and treatments	(35)	(38)	(4)	(1)	(2)
Involving you in decisions about your care	(36)	(31)	(4)	(2)	(1)
Treating you with care and concern	(39)	(35)	(2)	()	(3)
Taking your problems seriously	(39)	(29)	(6)	()	(3)

The last time you saw a **Practice Nurse or Health Care Assistant** at the surgery please mark each of the following. *Please put a tick in one box for each row*

	Very Good	Good	Neither Good nor Poor	Poor	Very Poor
Giving you enough time	(41)	(25)	(2)	()	(1)
Asking about your symptoms	(35)	(28)	(4)	(1)	()
Listening	(40)	(29)	(1)	()	(1)
Explaining tests and treatments	(32)	(26)	(6)	()	(1)
Involving you in decisions about your care	(31)	(27)	(4)	(1)	()
Treating you with care and concern	(39)	(24)	(1)	()	(1)
Taking your problems seriously	(39)	(25)	(1)	(1)	()

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

www.vanbrughgps.co.uk