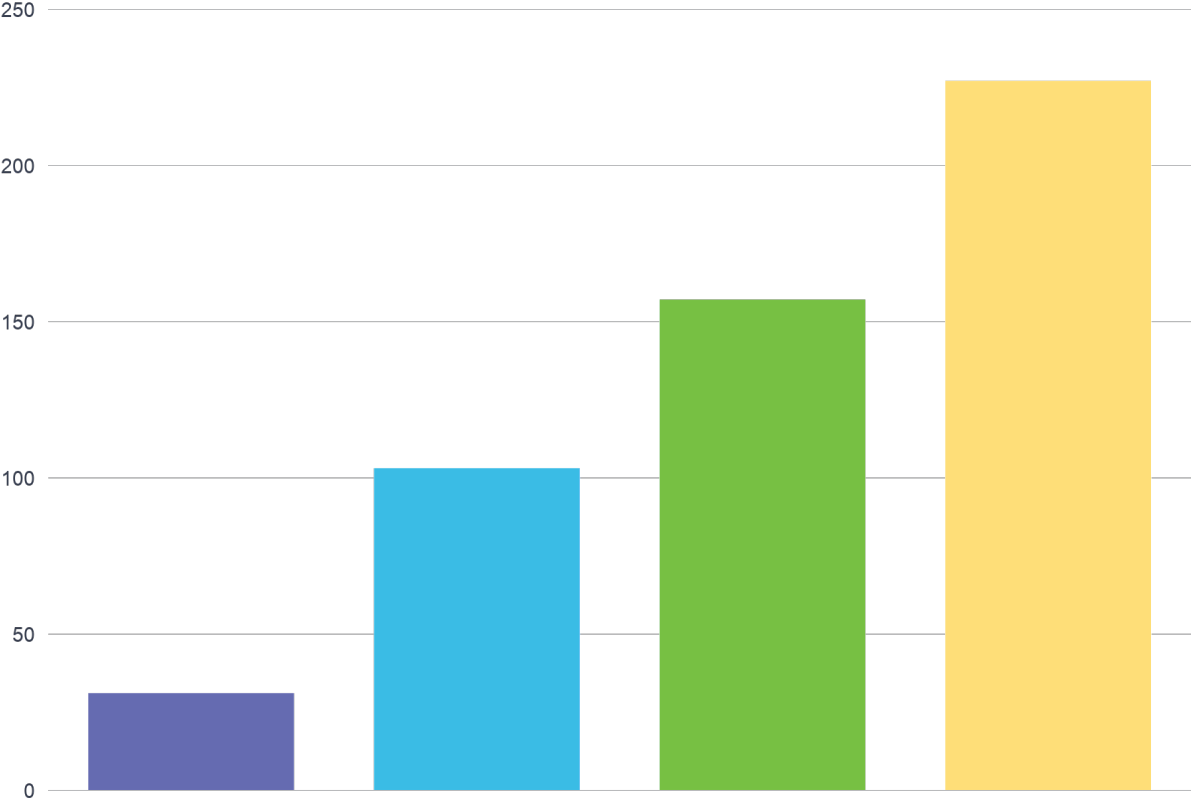




Park Surgery Patient Survey 2019

This is a questionnaire about the Surgery, its Staff and its organisation. The Partners and Staff at the Surgery would very much appreciate it if you could find the time to complete the form. Every survey completed will be extremely useful to see how we are performing now, and what would be required to improve our patient services. Please tell us what you think. Your replies will be completely anonymous. If you do have criticisms of the service we provide we would really welcome the opportunity to discuss this in person. We are most grateful to you for taking the time to assist us.

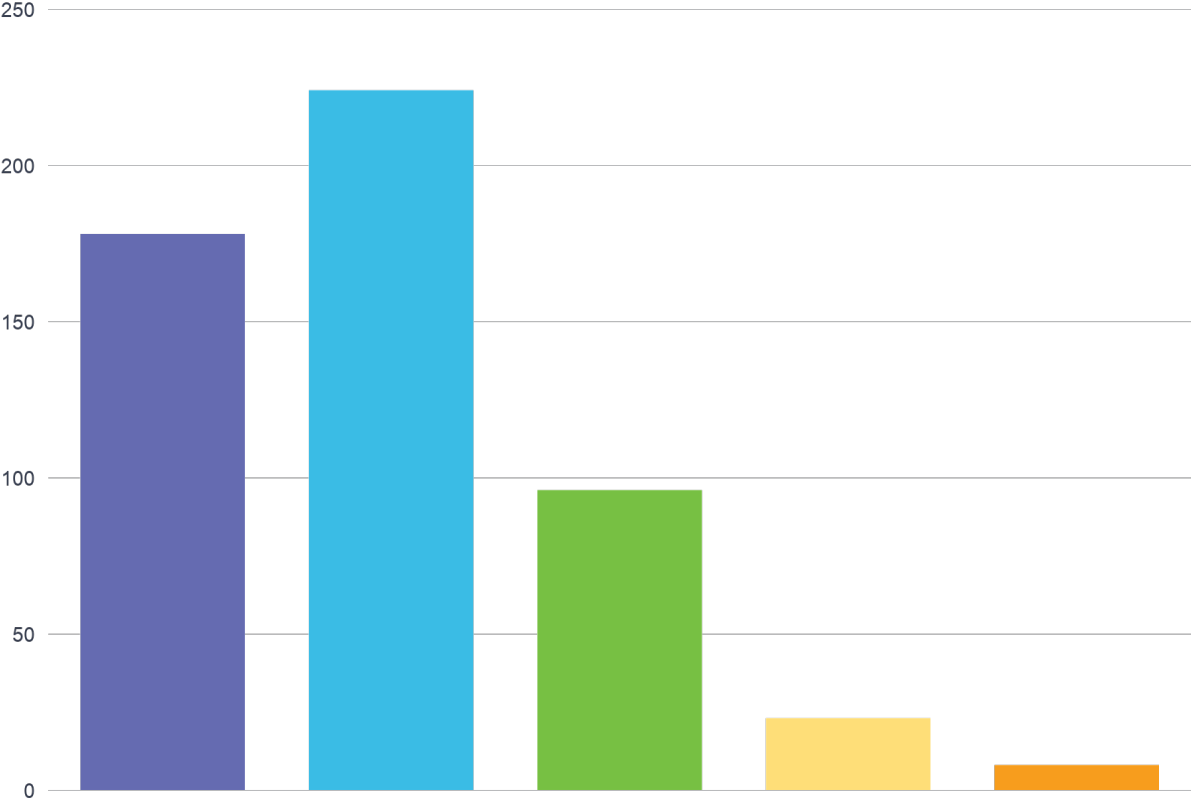
Q1 1\.. How easy do you find it to get through to the practice by telephone?



Answered: 518 **Unanswered:** 15

Choice	Total
Very easy	31
Easy	103
Neither easy nor difficult	157
Very difficult	227

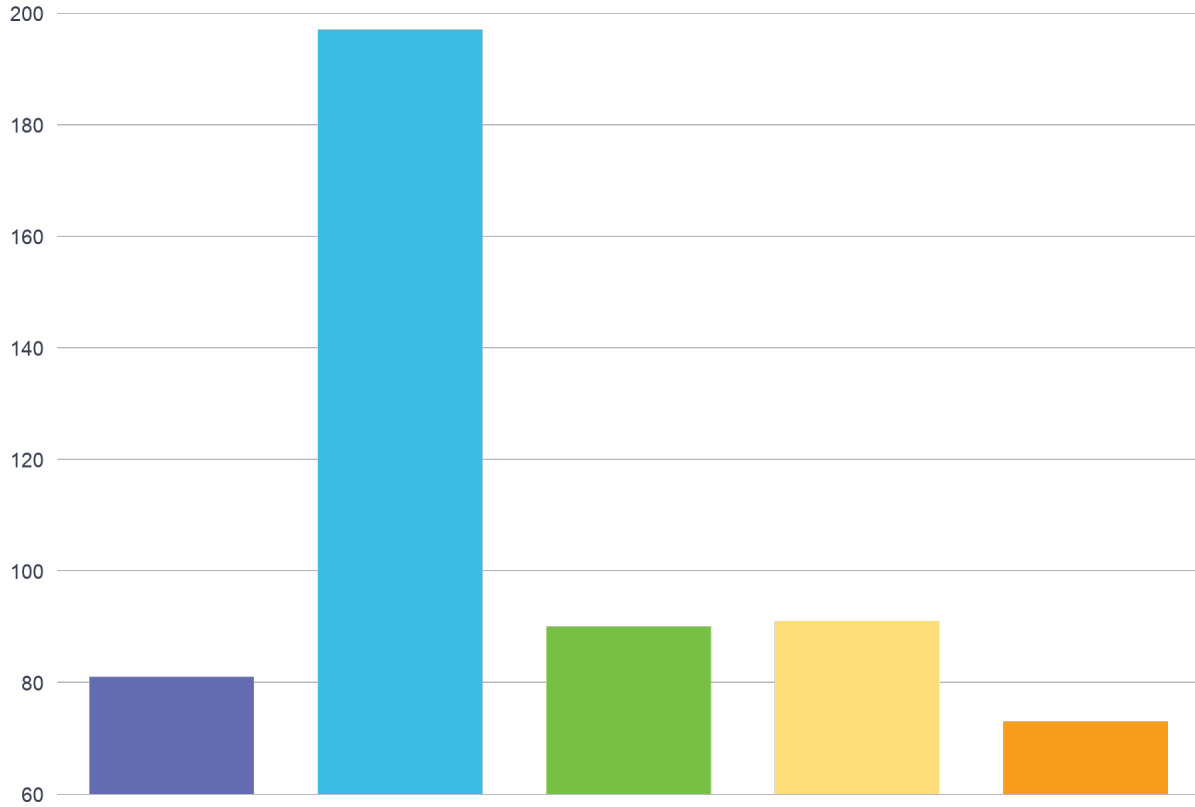
Q2 2\.. How helpful do you find the Receptionists at the Practice?



Answered: 529 Unanswered: 4

Choice	Total
Extremely helpful	178
Very helpful	224
Somewhat helpful	96
Not so helpful	23
Not at all helpful	8

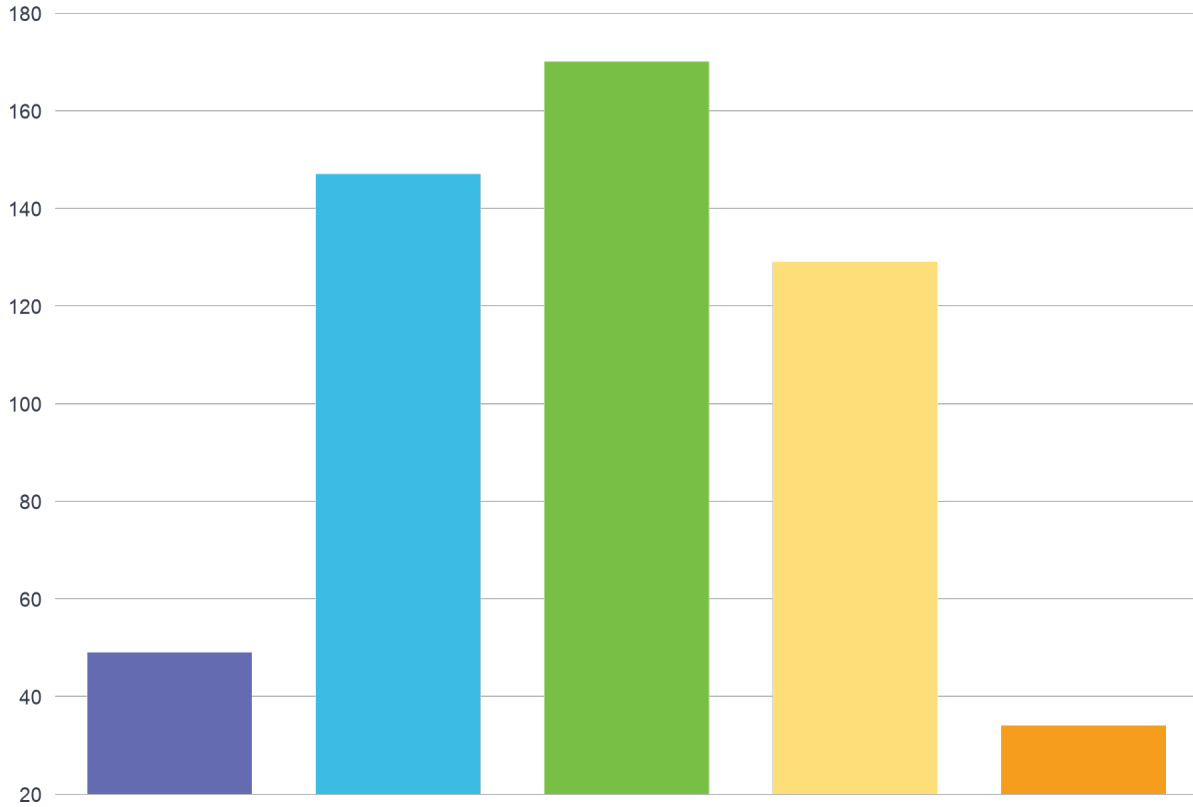
Q3 3\ How satisfied are you with the Practice's appointment times?



Answered: 532 Unanswered: 1

Choice	Total
Very Satisfied	81
Satisfied	197
Neither satisfied nor dissatisfied	90
Dissatisfied	91
Very dissatisfied	73

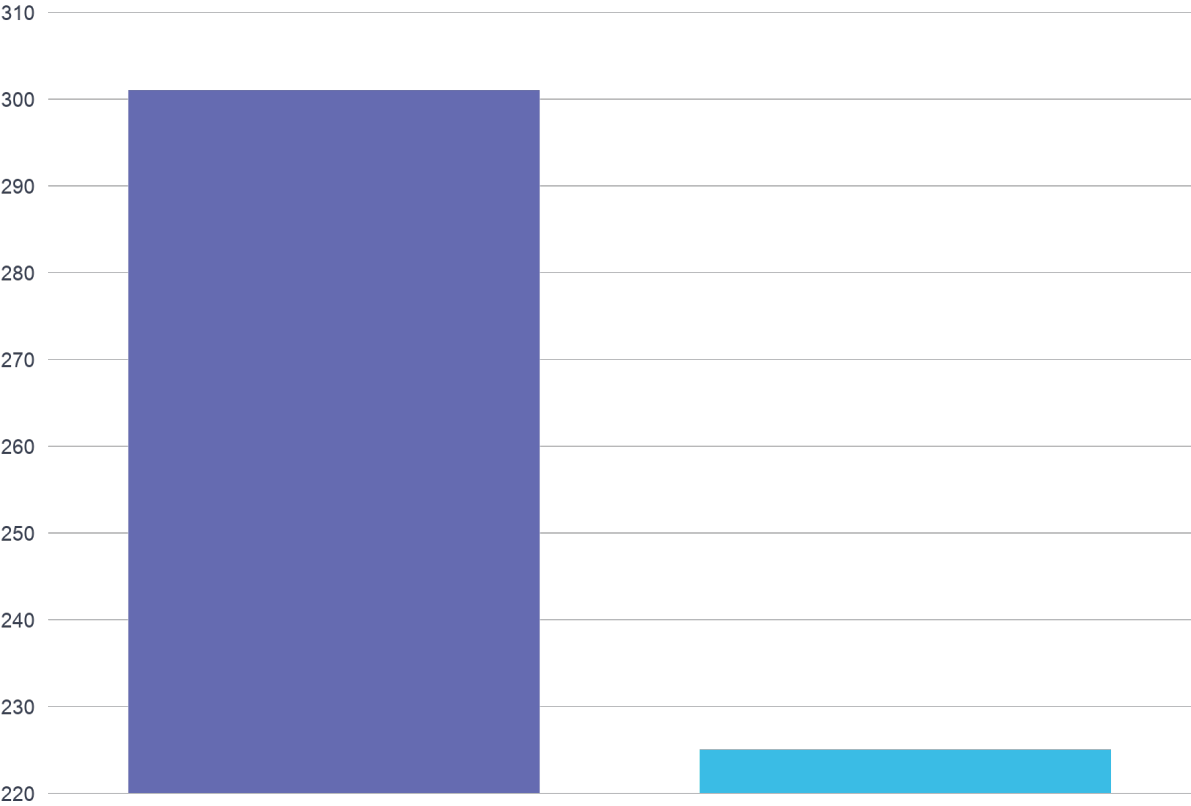
Q4 4\ Do you get to see or speak to your preferred GP when you would like to?



Answered: 529 Unanswered: 4

Choice	Total
 Always	49
 Usually	147
 Sometimes	170
 Rarely	129
 Never	34

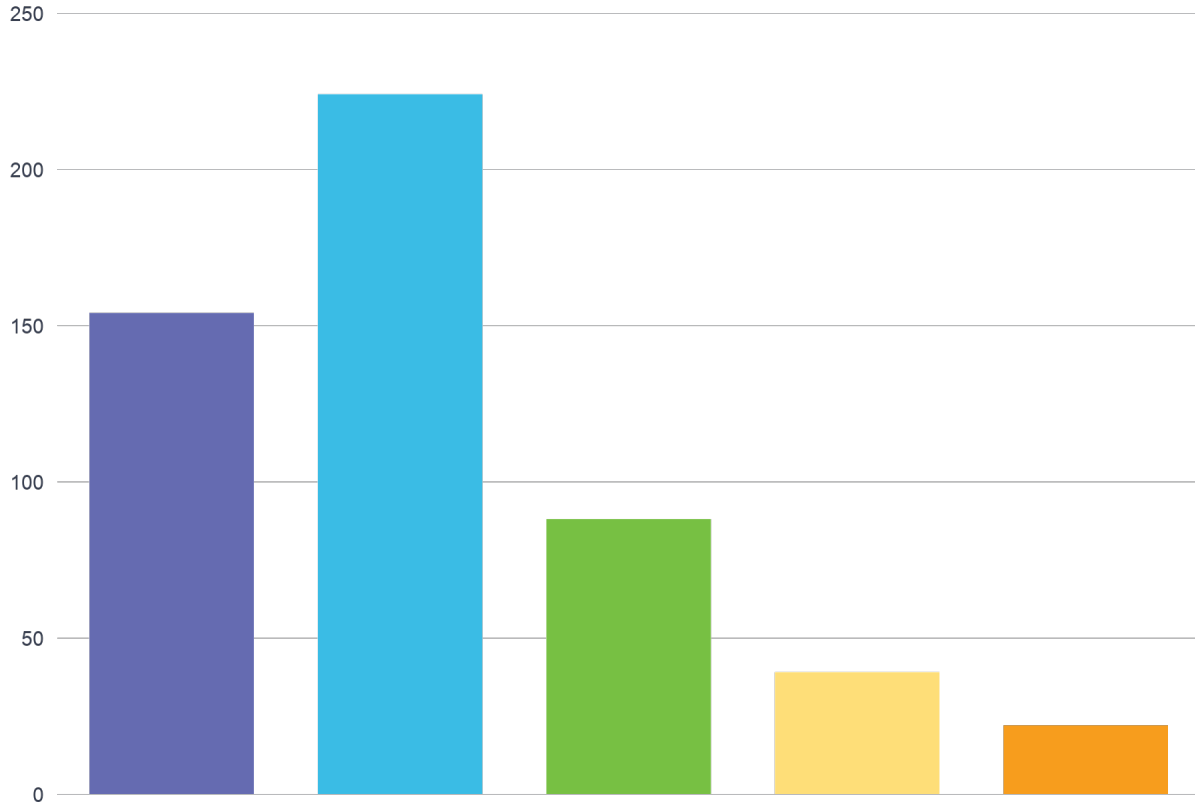
Q5 5\. Were you offered a choice of appointment when you last tried to make an appointment at the Practice?








Answered: 526 Unanswered: 7

Choice	Total
Yes	301
No	225

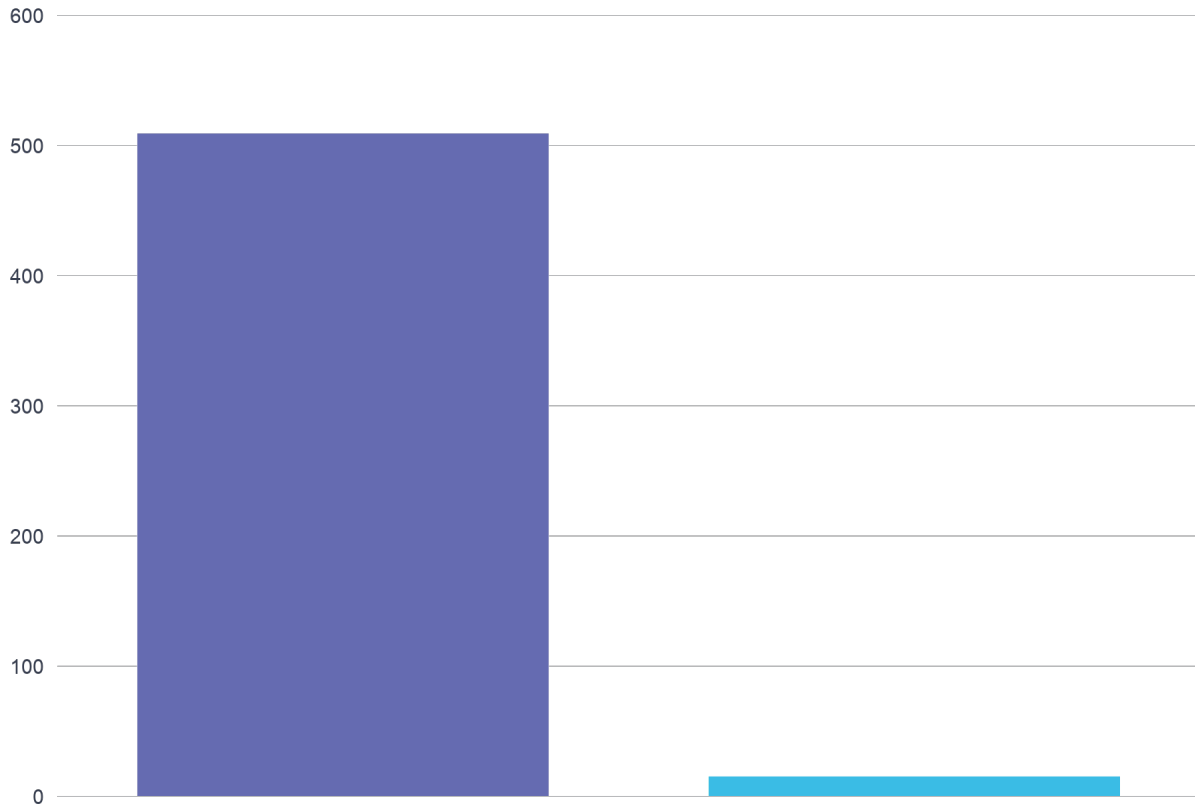
Q6 6\ Were you satisfied with the type of appointment you were last offered?



Answered: 527 Unanswered: 6

Choice	Total
 Very Satisfied	154
 Satisfied	224
 Neither satisfied nor dissatisfied	88
 Dissatisfied	39
 Very dissatisfied	22

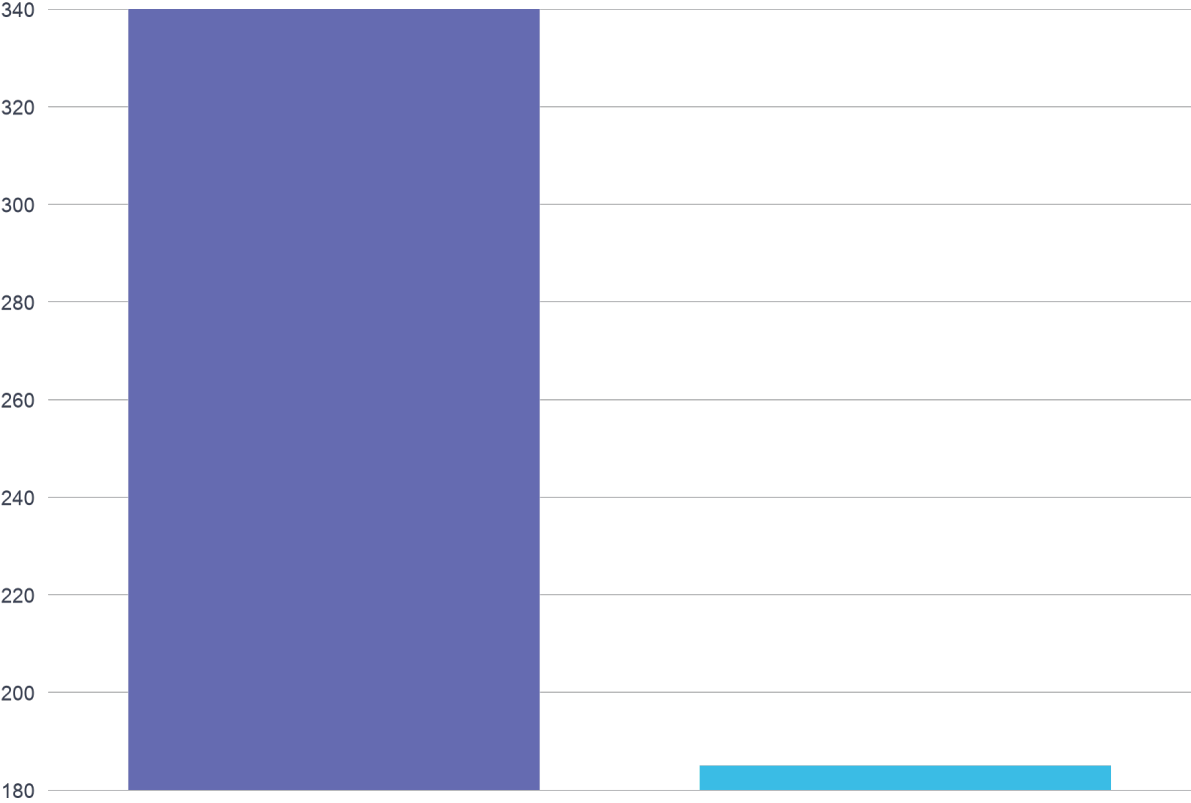
Q7 7\.. Did you accept the last appointment that you were offered?



Answered: 524 Unanswered: 9

Choice	Total
<input type="radio"/> Yes	509
<input type="radio"/> No	15

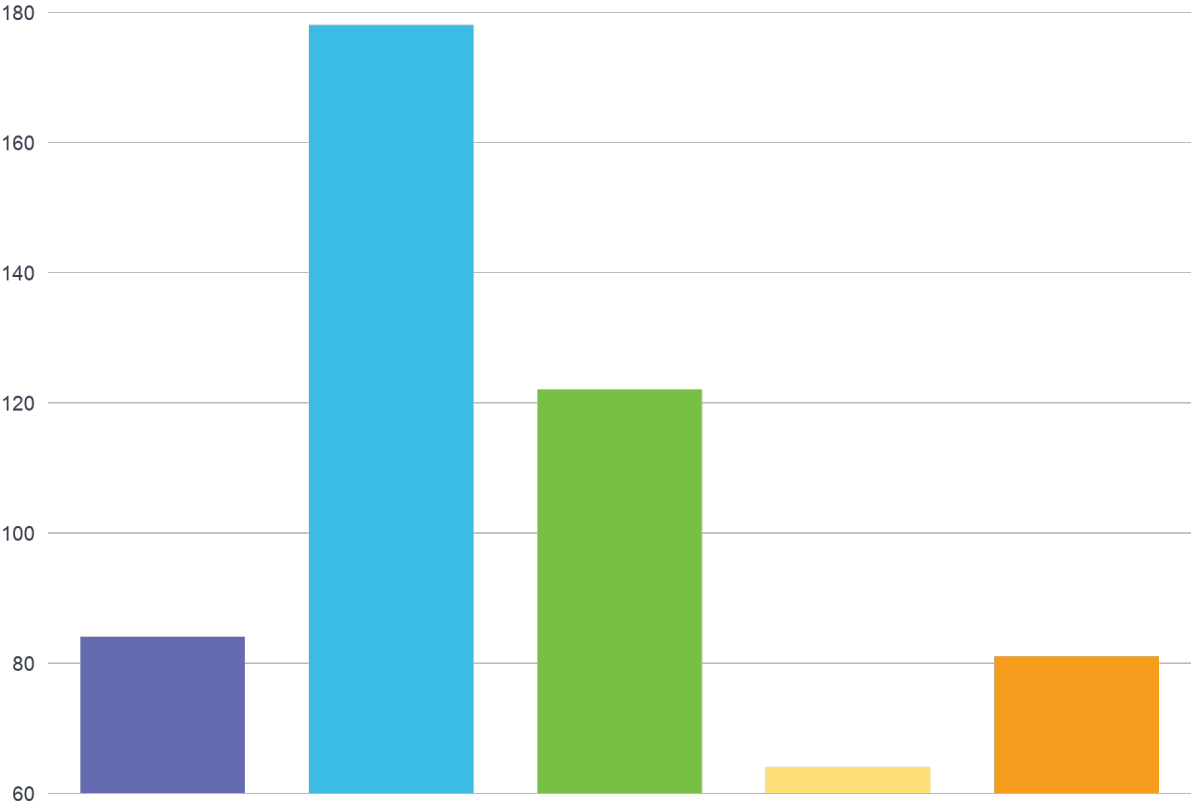
Q8 8\ Would you describe your experience of making an appointment as good?



Answered: 525 Unanswered: 8

Choice	Total
Yes	340
No	185

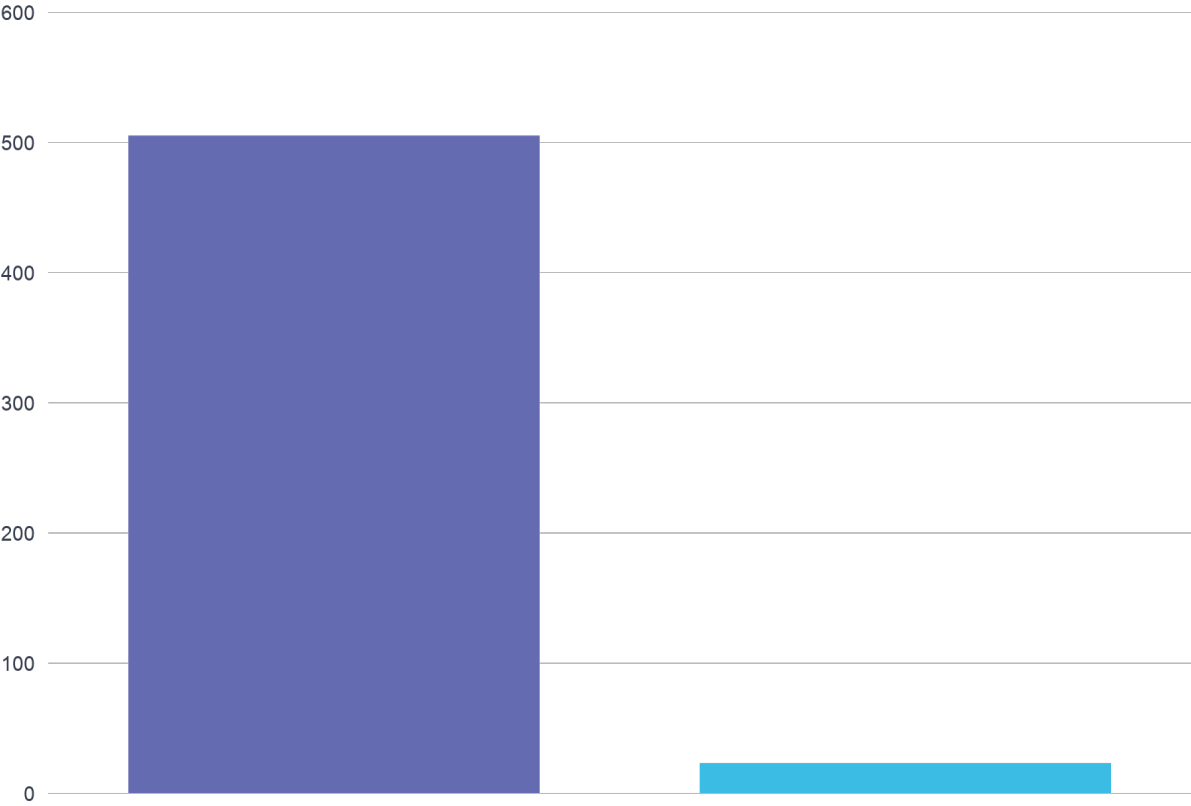
Q9 9\. At your last appointment, how long did you wait after your scheduled appointment time to be seen?



Answered: 529 Unanswered: 4

Choice	Total
No wait	84
5-10 minutes	178
10-20 minutes	122
20-30 minutes	64
Over 30 minutes	81

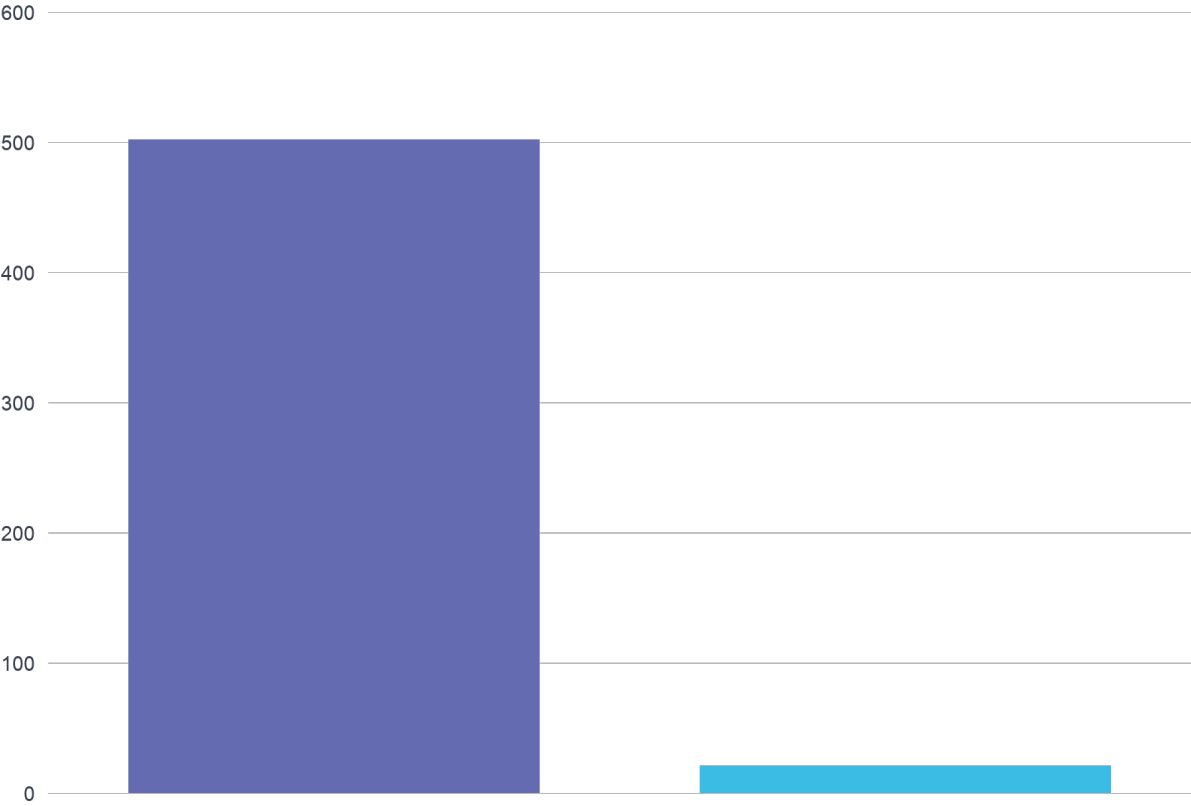
Q10 10\.. Did the healthcare professional you saw or spoke to give you enough time during your last appointment at the Practice?



Answered: 528 Unanswered: 5

Choice	Total
● Yes	505
● No	23

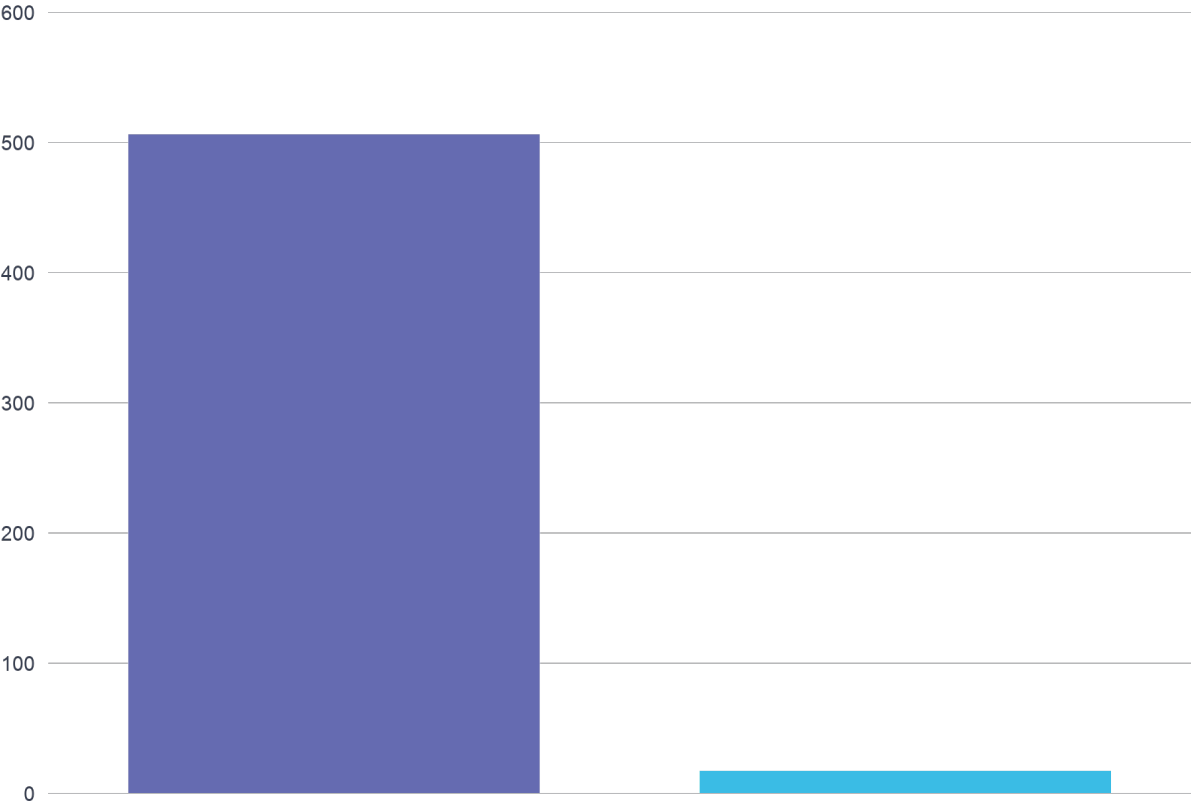
Q11 11\.. Was the healthcare professional you spoke to or saw at your last appointment at the Practice good at listening to you?



Answered: 523 Unanswered: 10

Choice	Total
Yes	502
No	21

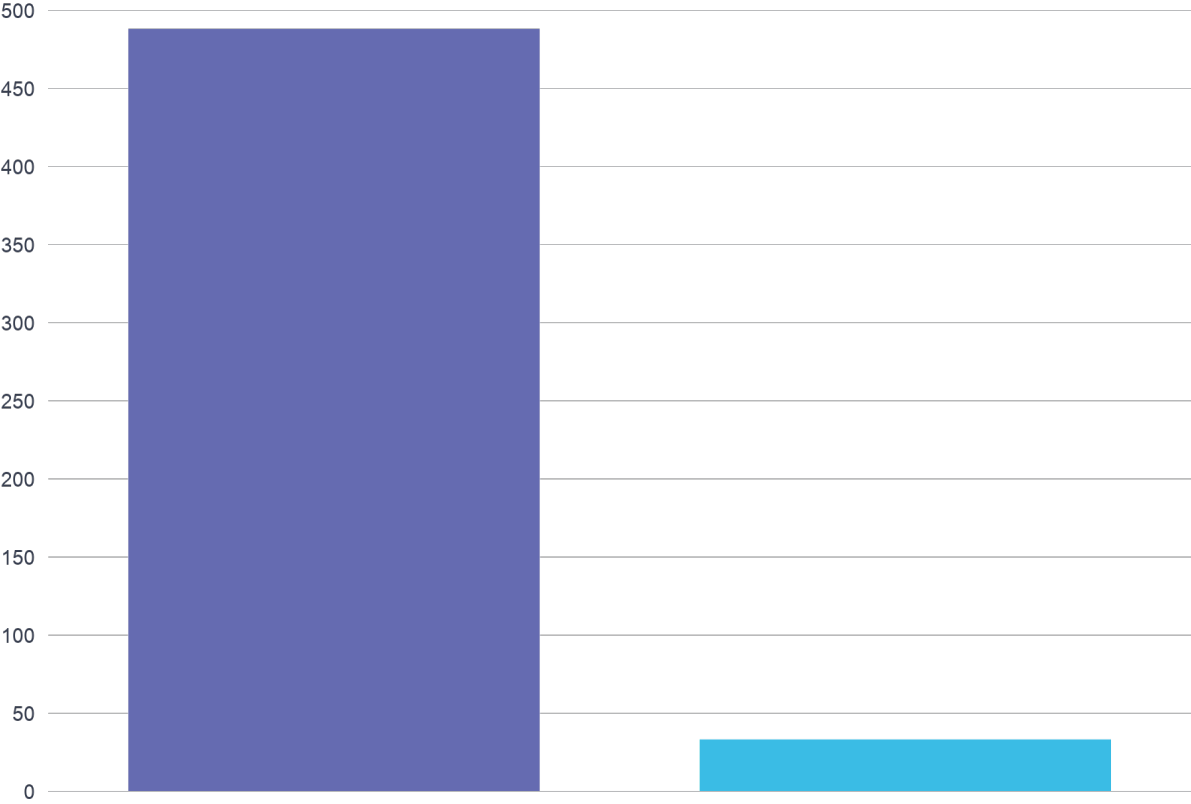
Q12 12\.. Was the healthcare professional you saw or spoke to at your last Practice appointment good at treating you with care and concern?



Answered: 523 **Unanswered:** 10

Choice	Total
Yes	506
No	17

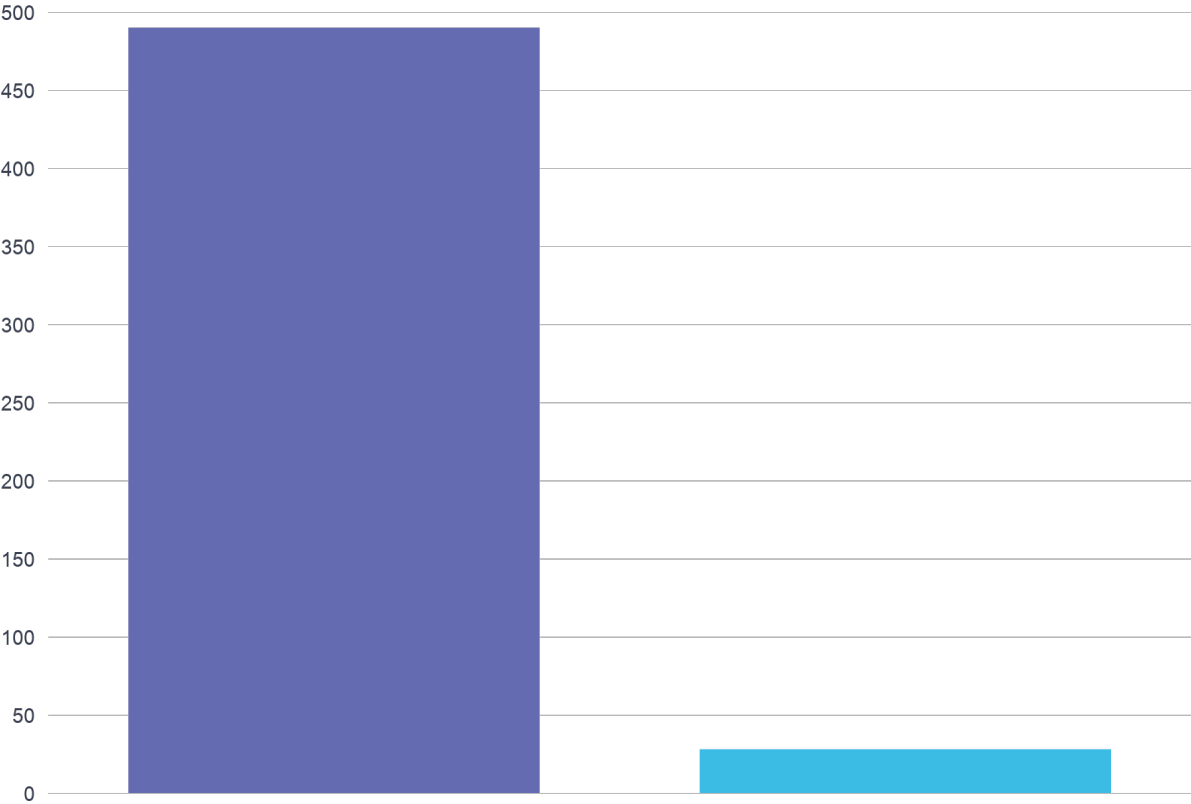
Q13 13\.. Did you feel involved as much as you wanted to be in any decisions about your care and treatment during your last appointment at the Practice?



Answered: 521 **Unanswered:** 12

Choice	Total
Yes	488
No	33

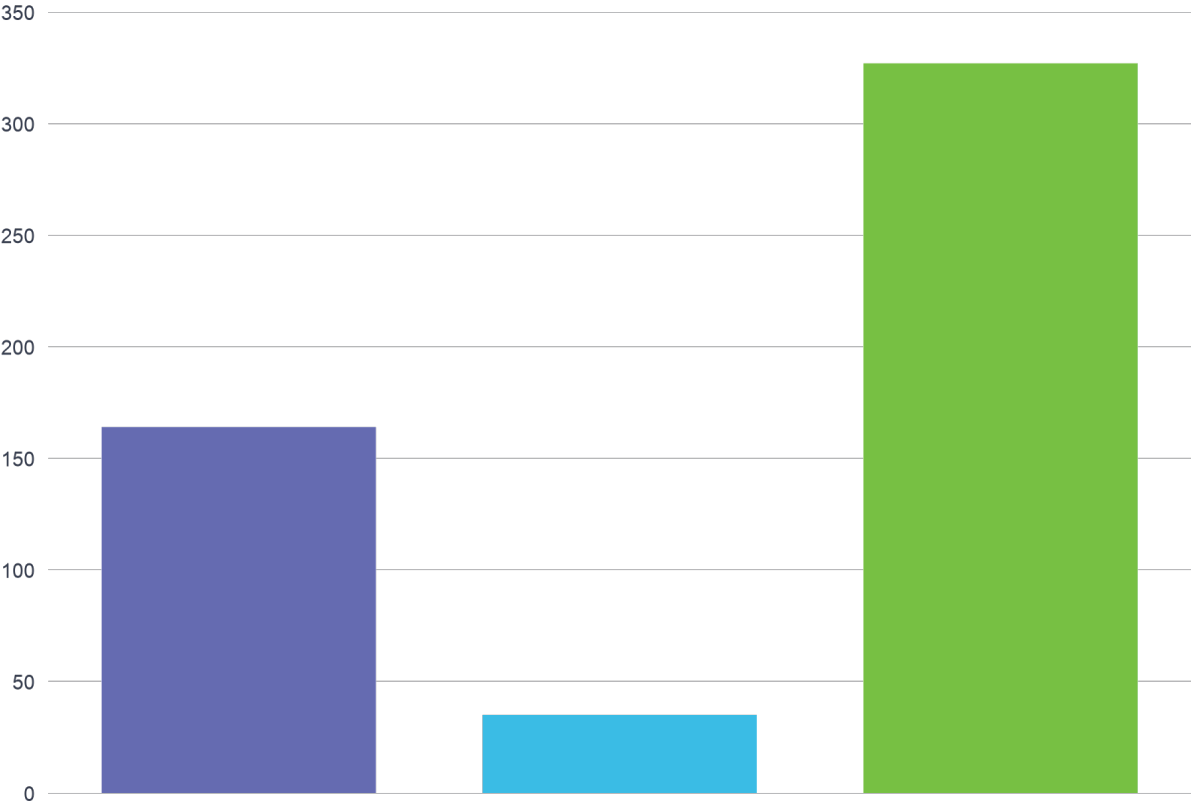
Q14 14\.. Did you have confidence and trust in the healthcare professional you spoke to or saw during your last appointment at the Practice?



Answered: 518 **Unanswered:** 15

Choice	Total
● Yes	490
● No	28

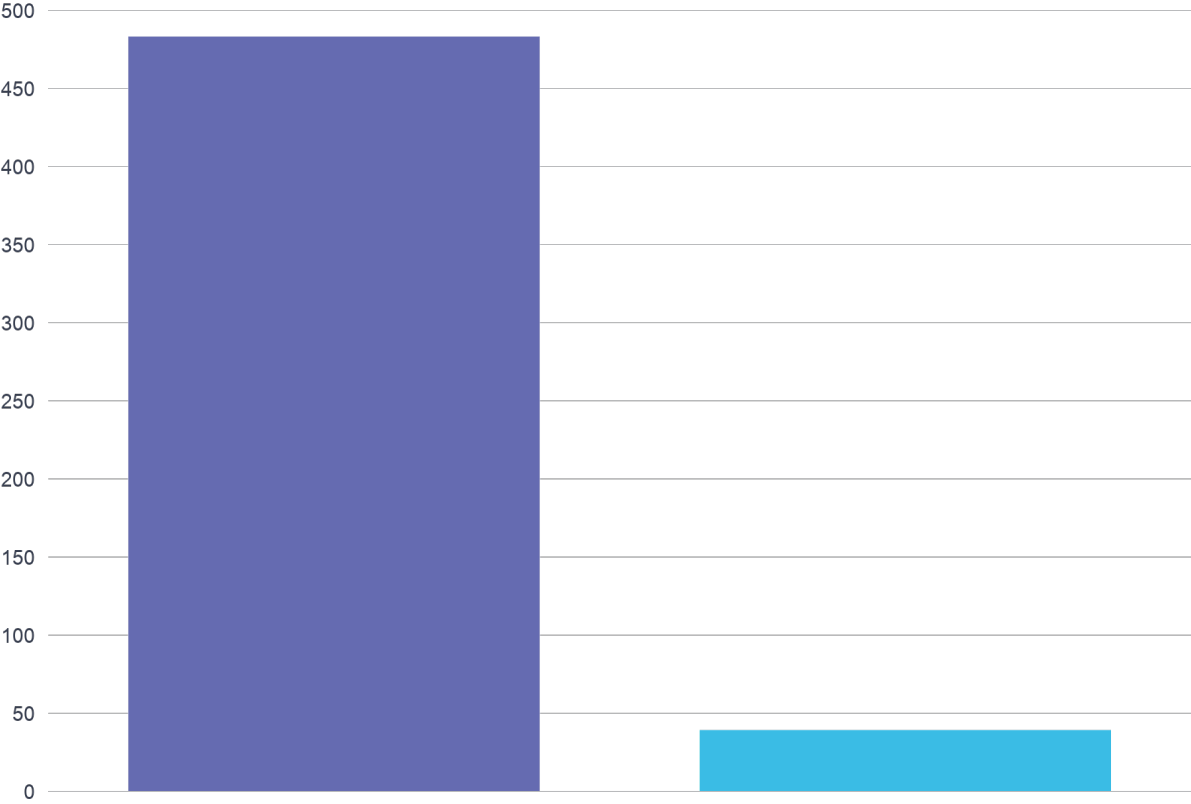
Q15 15\.. Did you feel that the healthcare professional recognised or understood any mental health needs during your last appointment at the Practice?



Answered: 526 Unanswered: 7

Choice	Total
● Yes	164
● No	35
● N/A	327

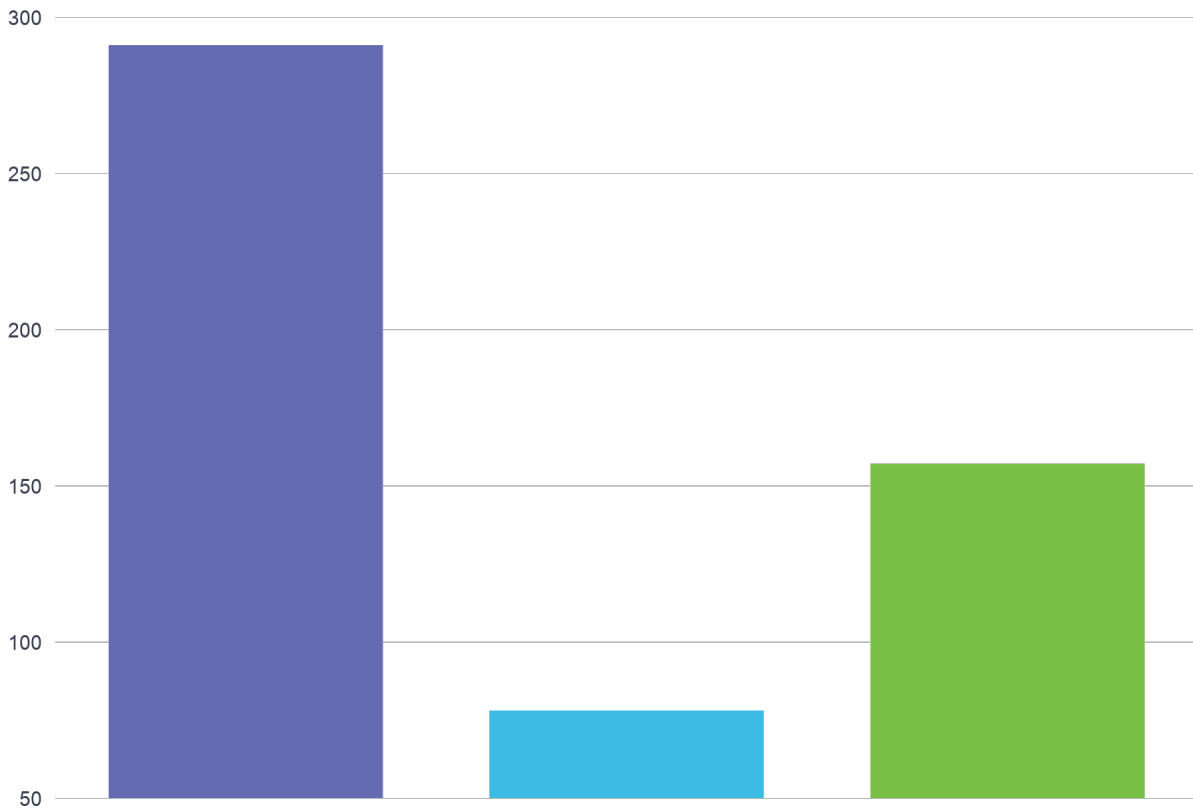
Q16 16\.. Did you feel that your needs were met during your last appointment at the Practice?



Answered: 522 **Unanswered:** 11

Choice	Total
Yes	483
No	39

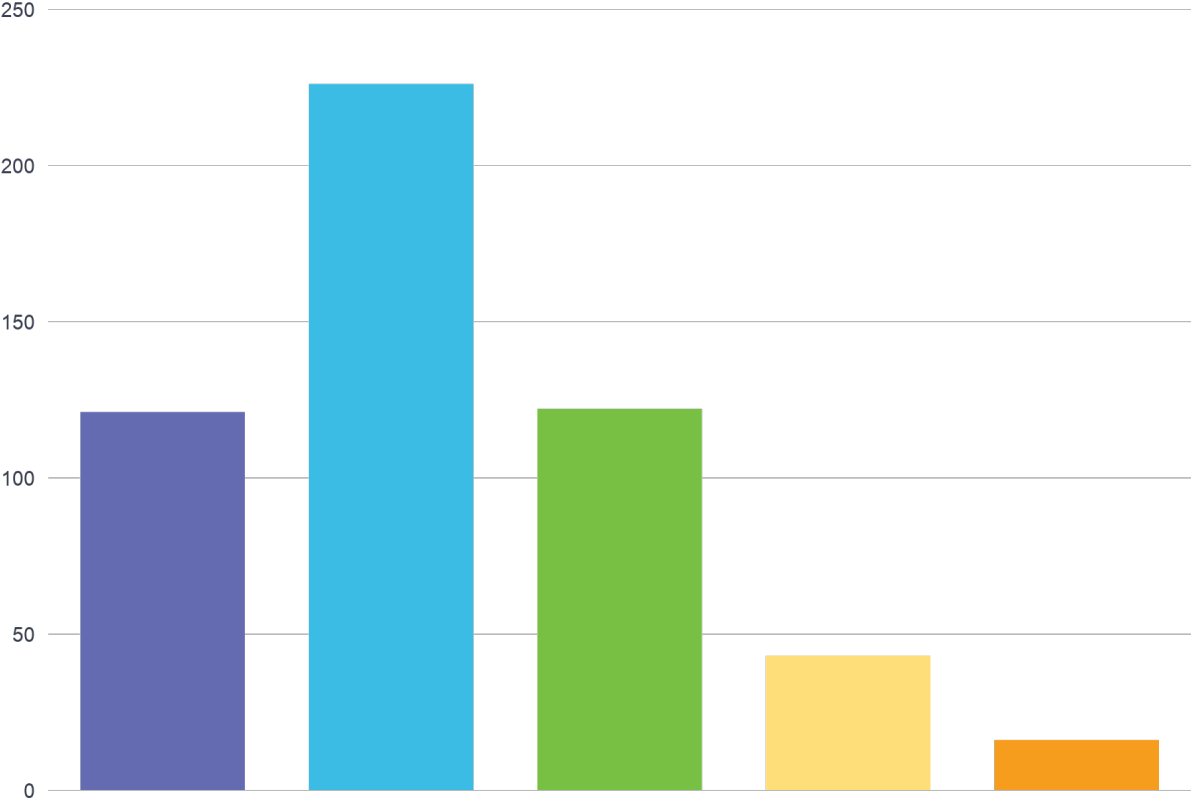
Q17 17\.. Do you feel that you have had enough support in the last 12 months to help manage any long term condition?





Answered: 526 Unanswered: 7

Choice	Total
Yes	291
No	78
N/A	157

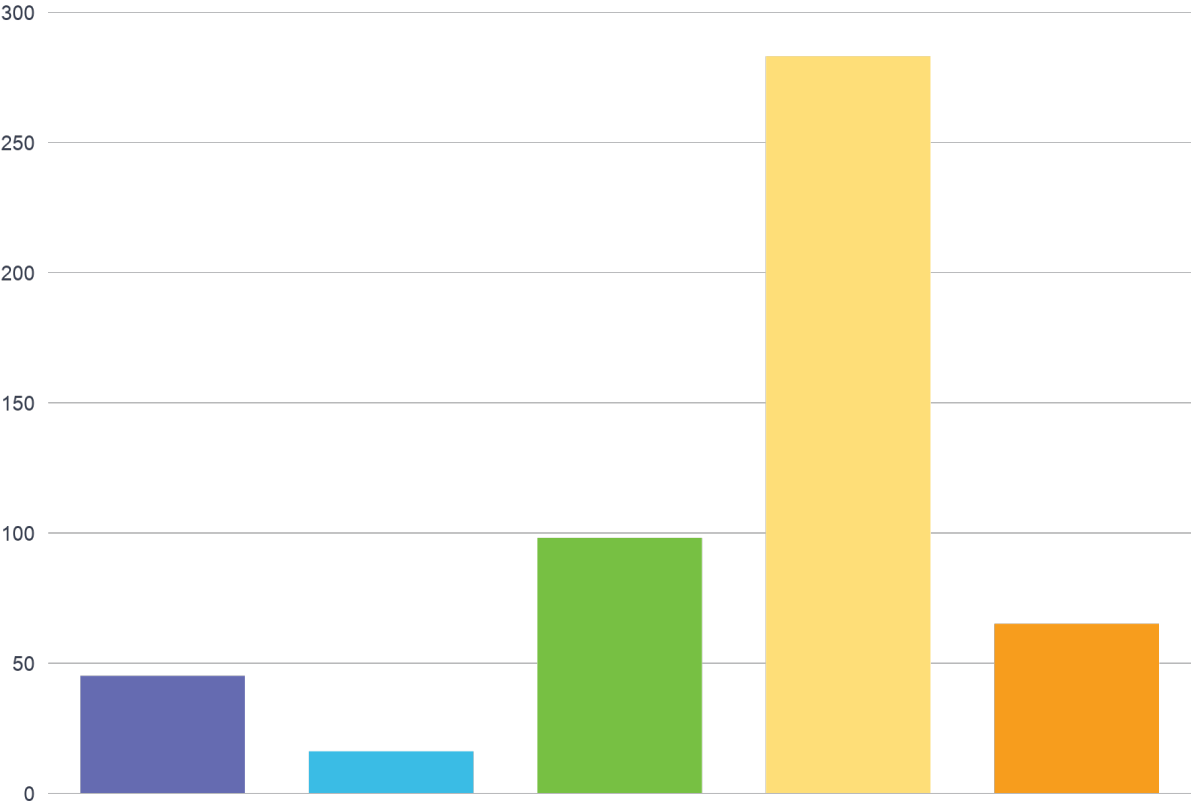
Q18 18\.. How would you describe your overall experience of the Practice?



Answered: 528 **Unanswered:** 5

Choice	Total
 Very high quality	121
 High Quality	226
 Neither high nor low quality	122
 Low quality	43
 Very low quality	16

Q19 How likely are you to speak to a Pharmacist in the first instance regarding minor health concerns and healthy living advice?



Answered: 507 **Unanswered:** 26

Choice	Total
 Never Considered It	45
 No Chance	16
 Not Very Likely	98
 Likely	283
 Always	65