

**NUFFIELD ROAD MEDICAL CENTRE  
PATIENT SURVEY 2012-13**

Total no of responses: 391 (inc 11 via website)

391

**Receptionists and Appointments**

**Q1 How helpful do you find the receptionists?**

		% of total responses to Q1
V helpful	121	56%
Fairly helpful	88	41%
Not v helpful	7	3%
Not at all helpful	1	0%
Don't know	0	0%
<b>TOTAL RESPONSES</b>	<b>217</b>	

**Q2 How easy to get through on the telephone?**

		% total responses Q2
Very easy	132	34%
Fairly easy	183	47%
Not very easy	47	12%
Not at all easy	8	2%
Don't know	5	1%
Haven't tried	15	4%
<b>TOTAL RESPONSES</b>	<b>390</b>	

**Q3 How easy to speak to a doctor or nurse?**

		% total responses Q3
Very easy	63	16%
Fairly easy	128	33%
Not very easy	53	14%
Not at all easy	10	3%
Don't know	21	5%
Haven't tried	113	29%
<b>TOTAL RESPONSES</b>	<b>388</b>	

Q4 **If you need to see GP urgently, can you normally be seen on the same day?**

		% total responses
Yes	260	66%
No	37	9%
Don't know/never needed to	87	22%
<b>TOTAL RESPONSES</b>	<b>384</b>	

Q5 **How important is it you to be able to book appointments ahead of time?**

		% total responses
Important	355	91%
Not important	34	9%
<b>TOTAL RESPONSES</b>	<b>389</b>	

Q6 **How easy is it to book appointments ahead of time?**

		% total responses
Very easy	121	31%
Fairly easy	154	40%
Not very easy	71	18%
Not at all easy	16	4%
Don't know	8	2%
Haven't tried	18	5%
<b>TOTAL RESPONSES</b>	<b>388</b>	

Q7 **How do you normally book appointments? Tick all that apply**

		% total boxes ticked
In person	96	19%
By telephone	309	62%
Online	96	19%
Doesn't apply	1	0%
<b>No of boxes ticked</b>	<b>502</b>	

Q8 **Which of the following methods would you prefer to use to book appointments? Tick all that apply\***

		% total no ticked *
In person	115	21%
By telephone	289	53%
Online	139	26%
Doesn't apply	1	0%
TOTAL BOXES TICKED*	544	

Q9 **Times when you want to see a particular doctor:  
How quickly do you usually get seen?**

		% total responses
Same day or next day	137	38%
2-4 days	132	37%
5 days or more	40	11%
Don't usually need to be seen quickly	21	6%
Don't know, never tried	28	8%
TOTAL RESPONSES	358	

Q10 **How do you rate this?**

		% total responses
Excellent	85	24%
Very good	103	29%
Good	71	20%
Fair	51	14%
Poor	17	5%
Very poor	3	1%
Does not apply	26	7%
TOTAL RESPONSES	356	

Q11 **Times when you are willing to see any doctor:**

**How quickly do you usually get seen?**

		% total responses
Same day or next day	270	75%
2-4 days	55	15%
5 days or more	7	2%
Don't usually need to be seen quickly	10	3%
Don't know, never tried	17	5%
TOTAL RESPONSES	359	

Q12 **How do you rate this?**

		% total responses
Excellent	130	37%
Very good	120	34%
Good	64	18%
Fair	14	4%
Poor	9	3%
Very poor	1	0%
Does not apply	18	5%
TOTAL RESPONSES	356	

**Most recent consultation with a doctor or nurse**

Q13 **How long did you wait for consultation to start?**

		% total responses
Less than 5 minutes	31	9%
5-10 minutes	116	33%
11-20 minutes	93	27%
21-30 minutes	53	15%
More than 30 minutes	50	14%
No set time for consultation	6	2%
TOTAL RESPONSES	349	

Q14 **How do you rate this?**

		% total responses
Excellent	50	15%
Very good	69	21%
Good	83	25%
Fair	77	23%
Poor	46	14%
Very poor	11	3%
Does not apply	0	0%
<b>TOTAL RESPONSES</b>	<b>336</b>	

**Opening Times:**

Q15 **Is practice open at times convenient for you?**

		% total responses
Yes	285	83%
No	45	13%
Don't know	13	4%
<b>TOTAL RESPONSES</b>	<b>343</b>	

**Additional opening hours which would make it easier for you to see or speak to someone? Tick all that apply\***

Q16

		% total boxes ticked*
Before 8 am	47	22%
Lunchtime	26	12%
After 6.30 pm	50	23%
Saturday	69	32%
Sunday	23	11%
None of these	2	1%
<b>TOTAL BOXES TICKED*</b>	<b>217</b>	

**Seeing the doctor of your choice:**

**Q17 Is there a particular GP you prefer to see or speak to?**

		% total responses
Yes	218	63%
No	127	37%
<b>TOTAL RESPONSES</b>	<b>345</b>	

**Q18 How often do you see or speak to your preferred GP?**

		% total responses
Always or almost always	79	33%
A lot of the time	65	27%
Some of the time	73	31%
Never or almost never	14	6%
Not tried at this practice	8	3%
<b>TOTAL RESPONSES</b>	<b>239</b>	

**Q19 How good was the last GP you saw at each of the following:**

**Giving you enough time**

		% total responses
Very good	183	54%
Good	116	34%
Fair	34	10%
Poor	3	1%
Very poor	1	0%
Does not apply	3	1%
<b>TOTAL RESPONSES</b>	<b>340</b>	

**Q20**

**Listening to you**

		% total responses
Very good	219	64%
Good	94	28%
Fair	19	6%
Poor	5	1%
Very poor	2	1%
Does not apply	2	1%
TOTAL RESPONSES	341	

**Q21**

**Explaining tests and treatments**

		% total responses
Very good	186	55%
Good	115	34%
Fair	20	6%
Poor	4	1%
Very poor	2	1%
Does not apply	13	4%
TOTAL RESPONSES	340	

**Q22**

**Involving you in decisions about your care**

		% total responses
Very good	167	49%
Good	121	36%
Fair	28	8%
Poor	4	1%
Very poor	2	1%
Does not apply	18	5%
TOTAL RESPONSES	340	

**Q23 Treating you with care and concern**

		% total responses
Very good	199	59%
Good	108	32%
Fair	23	7%
Poor	4	1%
Very poor	2	1%
Does not apply	4	1%
<b>TOTAL RESPONSES</b>	<b>340</b>	

**Q24 Did you have confidence and trust in the GP you saw or spoke to?**

		% total responses
Yes, definitely	252	74%
Yes, to some extent	76	22%
No, not at all	6	2%
Don't know/can't say	5	1%
<b>TOTAL RESPONSES</b>	<b>339</b>	

**Q25 How good was the last nurse you saw at each of the following?  
Giving you enough time**

		% total responses
Very good	190	61%
Good	91	29%
Fair	14	4%
Poor	3	1%
Very poor	2	1%
Does not apply	12	4%
<b>TOTAL RESPONSES</b>	<b>312</b>	



Q26

**Listening to you**

		% total responses
Very good	195	64%
Good	88	29%
Fair	8	3%
Poor	2	1%
Very poor	3	1%
Does not apply	11	4%
TOTAL RESPONSES	307	

Q27

**Explaining tests and treatments**

		% total responses
Very good	186	61%
Good	87	28%
Fair	16	5%
Poor	3	1%
Very poor	1	0%
Does not apply	14	5%
TOTAL RESPONSES	307	

Q28

**Involving you in decisions about your care**

		% total responses
Very good	155	50%
Good	98	32%
Fair	14	5%
Poor	4	1%
Very poor	2	1%
Does not apply	34	11%
TOTAL RESPONSES	307	

Q29 **Treating you with care and concern**

		% total responses
Very good	193	63%
Good	87	28%
Fair	11	4%
Poor	2	1%
Very poor	2	1%
Does not apply	13	4%
<b>TOTAL RESPONSES</b>	<b>308</b>	

Q30 **Did you have confidence and trust in the nurse you saw or spoke to?**

		% total responses
Yes, definitely	235	77%
Yes, to some extent	57	19%
No, not at all	3	1%
Don't know/can't say	11	4%
<b>TOTAL RESPONSES</b>	<b>306</b>	

**Care from your doctors and nurses:**

Q31 **Overall, how does the practice help you:**

**Understand your health problems?**

		% total responses
Very well	282	77%
Unsure	59	16%
Not very well	8	2%
Does not apply	15	4%
<b>TOTAL RESPONSES</b>	<b>364</b>	

**Q32 Cope with your health problems:**

		% total responses
Very well	269	74%
Unsure	68	19%
Not very well	6	2%
Does not apply	19	5%
<b>TOTAL RESPONSES</b>	<b>362</b>	

**Q33 Keep yourself healthy**

		% total responses
Very well	251	70%
Unsure	80	22%
Not very well	9	3%
Does not apply	20	6%
<b>TOTAL RESPONSES</b>	<b>360</b>	

**Q34 Overall, how would you describe your experience of your GP surgery?**

		% total responses
Excellent	143	40%
Very good	138	38%
Good	62	17%
Fair	17	5%
Poor	0	0%
Very poor	2	1%
<b>TOTAL RESPONSES</b>	<b>362</b>	

**Q35 Would you recommend your surgery to someone new to the local area?**

		% total responses
Yes, definitely	259	72%
Yes, probably	86	24%
No, probably not	10	3%
No, definitely not	1	0%
Don't know	6	2%
<b>TOTAL RESPONSES</b>	<b>362</b>	

**Q36 About yourself:**

		% total responses
Male	139	38%
Female	223	62%
<b>TOTAL RESPONSES</b>	<b>362</b>	

**Q37 Age**

		% total responses
Under 16	2	1%
16-44	153	49%
45-64	114	37%
65-74	43	14%
75 or over	0	0%
<b>TOTAL RESPONSES</b>	<b>312</b>	

**Q38 Do you have a longstanding health condition?**

		% total responses
Yes	200	55%
No	132	36%
Don't know/can't say	30	8%
<b>TOTAL RESPONSES</b>	<b>362</b>	

**Q39 What is your ethnic group?**

		%
White	324	90%
Black or Black British	7	2%
Asian or Asian British	14	4%
Mixed	4	1%
Chinese	5	1%
Other ethnic group	6	2%
<b>TOTAL</b>	<b>360</b>	

**Q40 Which best describes you?**

		%
Employed (full or part time, self emp)	191	53%
Unemployed/looking for work	16	4%
At school or full time education	5	1%
Unable to work - long term sick	23	6%
Looking after home/family	30	8%
Retired from paid work	91	25%
Other	4	1%
<b>TOTAL</b>	<b>360</b>	