

Patient Feedback Survey STANFORD MEDICAL CENTRE

TOTAL SURVEY RESPONSES: 172
 FIRST RESPONSE: 25 Jan 2012 17:47
 LAST RESPONSE: 14 Mar 2012 10:12

Statistics

Sources

ALPHABETICAL SOURCES: 1

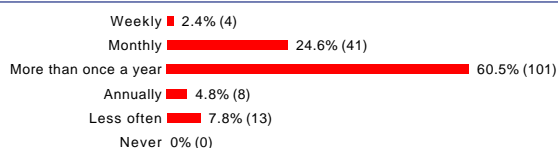
SOURCE TAG RESPONSES

g81038 100% (172)

You and the practice

How often do you visit the practice?

SURVEY ORDER NETT RESPONSES: 167

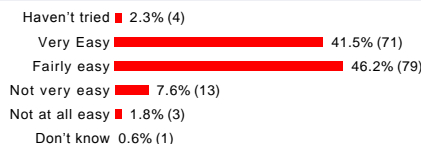


In the past 12 months how easy have you found the following?

SURVEY ORDER NETT RESPONSES: 171

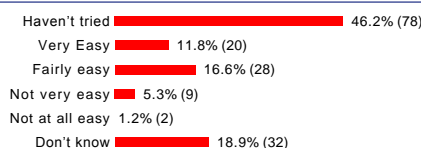
Getting through on the phone

RESPONSES: 171



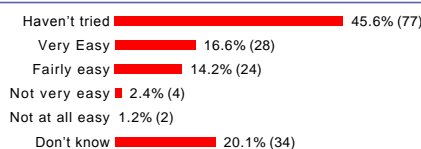
Speaking to a doctor on the phone

RESPONSES: 169



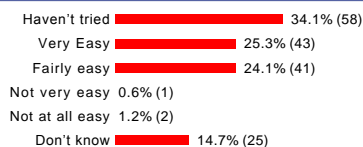
Speaking to a nurse on the phone

RESPONSES: 169



Obtaining test results by phone

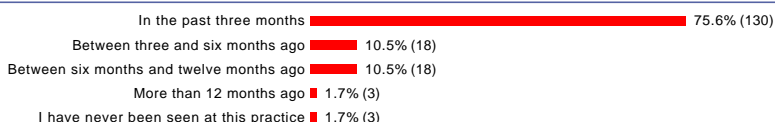
RESPONSES: 170



Seeing a doctor or nurse

When did you last see a doctor at the practice?

SURVEY ORDER NETT RESPONSES: 172



You indicated you haven't seen a doctor at the practice in the past 12 months. Why is that?

SURVEY ORDER NETT RESPONSES: 5

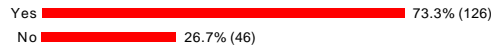
Please tick all that apply

QUESTION SHOWN WHEN ANSWER TO QUESTION When did you last see a doctor at the practice? IS ANY OF More than 12 months ago, I have never been seen at this practice



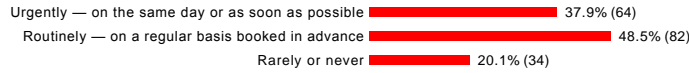
Have you seen a practice nurse at the practice in the last 12 months?

SURVEY ORDER NETT RESPONSES: 172



In general, do you need to see a doctor

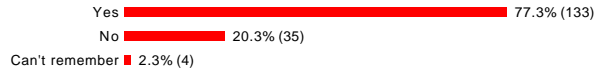
SURVEY ORDER NETT RESPONSES: 169



Seeing a doctor quickly

In the past 12 months have you tried to see a doctor quickly? That is, on the same day or in the next two weekdays that the practice was open

SURVEY ORDER NETT RESPONSES: 172



Think about the last time you tried to see a doctor quickly. Were you able to see a doctor on the same day or in the next two weekdays that the practice was open?

SURVEY ORDER NETT RESPONSES: 133

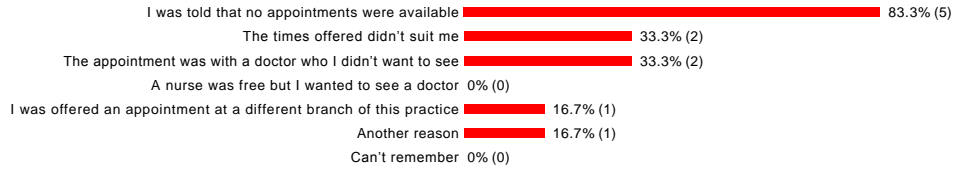
QUESTION SHOWN WHEN ANSWER TO QUESTION In the past 12 months have you tried to see a doctor quickly? That is, on the same day or in the next two weekdays that the practice was open IS ANY OF Yes



If you were unable to be seen during the next two weekdays that the practice was open, why was that? Please tick all that apply

SURVEY ORDER NETT RESPONSES: 6

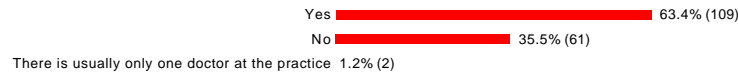
QUESTION SHOWN WHEN ANSWER TO QUESTION Think about the last time you tried to see a doctor quickly. Were you able to see a doctor on the same day or in the next two weekdays that the practice was open? IS ANY OF No



Seeing a doctor

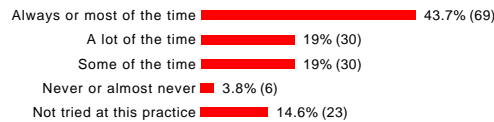
Is there a particular doctor who you prefer to see at the practice?

SURVEY ORDER NETT RESPONSES: 172



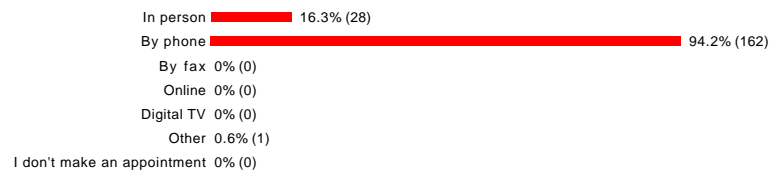
How often do you see the doctor you prefer?

SURVEY ORDER NETT RESPONSES: 158



How do you normally book your appointments to see a doctor or nurse at the practice? Please tick all that apply

SURVEY ORDER NETT RESPONSES: 172

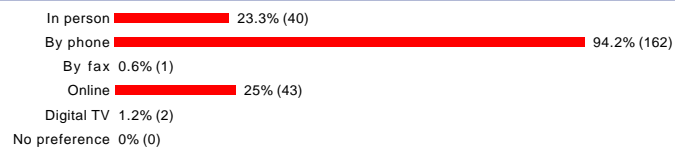


Making appointments

PAGE SHOWN WHEN ANSWER TO QUESTION How do you normally book your appointments to see a doctor or nurse at the practice? Please tick all that apply IS ANY OF In person, By phone, By fax, Online, Digital TV, Other

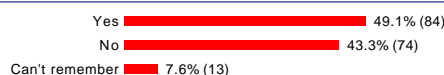
Which of the following methods would you prefer to use to book an appointment at the practice? Please tick all that apply

SURVEY ORDER NETT RESPONSES: 172



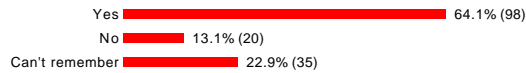
In the past six months, have you tried to book ahead for an appointment with a doctor? That is, an appointment more than two weekdays in advance

SURVEY ORDER NETT RESPONSES: 171



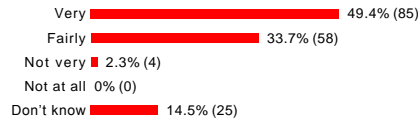
Last time you tried, were you able to get an appointment with a doctor more than two weekdays in advance?

SURVEY ORDER NETT RESPONSES: 153



How easy is it for you to book an appointment with a practice nurse at the practice?

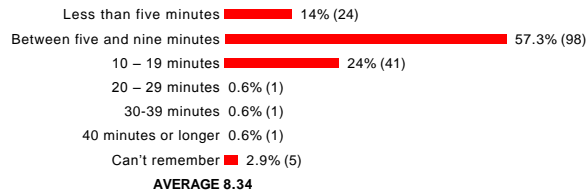
SURVEY ORDER NETT RESPONSES: 172



Attending an appointment

When you last visited the practice, how much time did you spend with the doctor?

SURVEY ORDER NETT RESPONSES: 171



In your opinion was this the right amount of time?

SURVEY ORDER NETT RESPONSES: 170



Could a phone call from the doctor have saved you having to visit the practice?

SURVEY ORDER NETT RESPONSES: 159



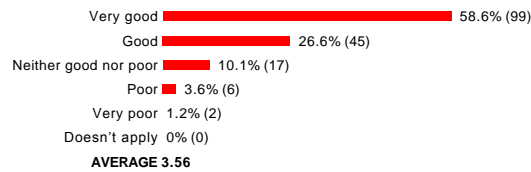
Clinical care

The last time you saw a doctor or nurse at the practice, how good were they at each of the following? Please choose one option for each row

SURVEY ORDER NETT RESPONSES: 169

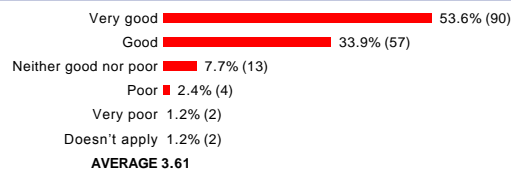
Giving you enough time

RESPONSES: 169



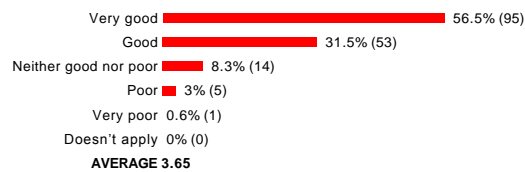
Asking about your symptoms

RESPONSES: 168



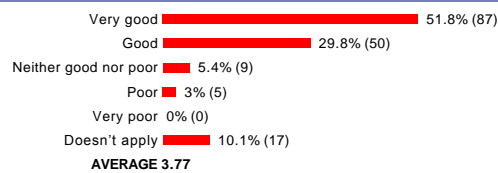
Listening

RESPONSES: 168



Explaining tests and treatments

RESPONSES: 168



Involving you in decisions about your care

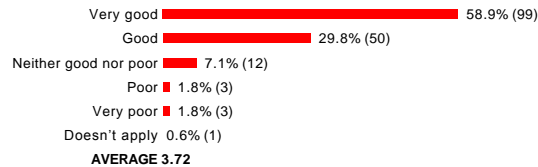
RESPONSES: 168



AVERAGE 3.35

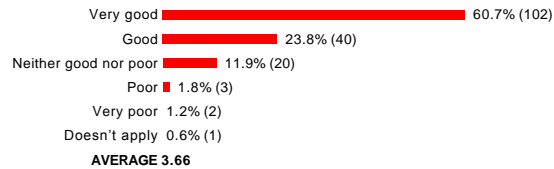
Treating you with care and concern

RESPONSES: 168



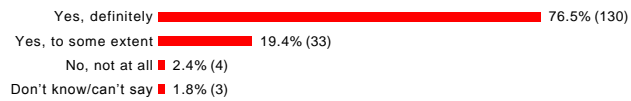
Taking your problems seriously

RESPONSES: 168



Did you have confidence and trust in the doctor or nurse you saw?

SURVEY ORDER NETT RESPONSES: 170



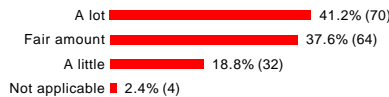
Did you feel you were treated with respect and dignity while you were in the practice?

SURVEY ORDER NETT RESPONSES: 167



In your opinion how much does your doctor or nurse know about your medical history?

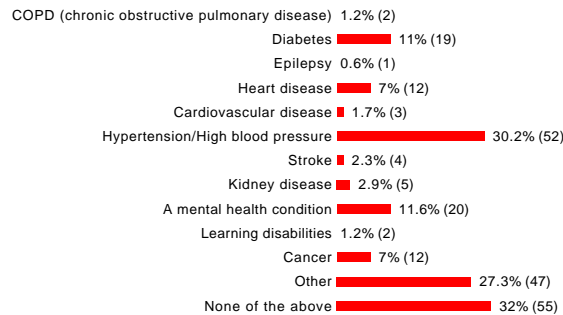
SURVEY ORDER NETT RESPONSES: 170



About your health

Have you been diagnosed with any of the following conditions? Please tick all that apply

SURVEY ORDER NETT RESPONSES: 172



Getting help with long-standing health issues

Do you have any long-standing condition, disability or infirmity? Please include anything that has troubled you over a period of time or that is likely to affect you over a period

SURVEY ORDER NETT RESPONSES: 172



Have you had discussions in the past 12 months with a doctor or nurse about how best to deal with any long-standing health issues?

SURVEY ORDER NETT RESPONSES: 105

QUESTION SHOWN WHEN ANSWER TO QUESTION Do you have any long-standing condition, disability or infirmity? Please include anything that has troubled you over a period of time or that is likely to affect you over a period IS ANY OF Yes



Getting help with long-standing health issues

PAGE SHOWN WHEN ANSWER TO QUESTION Do you have any long-standing condition, disability or infirmity? Please include anything that has troubled you over a period of time or that is likely to affect you over a period IS ANY OF Yes

In the past 12 months have you had enough support from local services or organisations to help you manage your long-term health condition(s)? Please think about all services and organisations, not just health services

SURVEY ORDER NETT RESPONSES: 105



No 9.5% (10)
 Don't know/can't remember 0% (0)
 I have not needed such support 21.9% (23)

Over the last 12 months when you visited practice, how often has the doctor given you enough information about your long-term condition or treatment?

SURVEY ORDER NETT RESPONSES: 98

All of the time 43.9% (43)
 Most of the time 29.6% (29)
 Some of the time 16.3% (16)
 Never or hardly ever 10.2% (10)

General comments about the practice

In general, how satisfied are you with the care you get at the practice?

SURVEY ORDER NETT RESPONSES: 171

Very satisfied 64.3% (110)
 Fairly satisfied 29.8% (51)
 Neither satisfied nor dissatisfied 3.5% (6)
 Quite dissatisfied 1.8% (3)
 Very dissatisfied 0.6% (1)
AVERAGE 4.03

Would you recommend the practice to someone who has just moved to your local area?

SURVEY ORDER NETT RESPONSES: 172

Yes 90.1% (155)
 Might 5.2% (9)
 Not sure 1.7% (3)
 Probably not 1.2% (2)
 Definitely not 1.2% (2)
 Don't know 0.6% (1)

Does your doctor give you enough information about any diagnosis or treatments?

SURVEY ORDER NETT RESPONSES: 172

Yes 69.8% (120)
 To some extent 25% (43)
 No 3.5% (6)
 Don't know/Can't remember 1.7% (3)

How satisfied are you with the skill and competency of the staff?

SURVEY ORDER NETT RESPONSES: 172

Very satisfied 74.4% (128)
 Somewhat satisfied 19.2% (33)
 Neutral 2.9% (5)
 Somewhat dissatisfied 2.3% (4)
 Very dissatisfied 0.6% (1)
 Not sure 0.6% (1)
AVERAGE 4.22

Reception facilities at the practice

How helpful do you find the receptionists at the practice?

SURVEY ORDER NETT RESPONSES: 172

Very helpful 75% (129)
 Fairly helpful 19.2% (33)
 Average 4.1% (7)
 Not very helpful 1.7% (3)
 Not at all helpful 0% (0)
 Never spoken to a receptionist at the practice 0% (0)

Did the receptionist introduce themselves?

SURVEY ORDER NETT RESPONSES: 172

QUESTION SHOWN WHEN ANSWER TO QUESTION How helpful do you find the receptionists at the practice? IS ANY OF Very helpful, Fairly helpful, Average, Not very helpful, Not at all helpful

Yes 30.8% (53)
 No 60.5% (104)
 Don't know/Can't say 8.7% (15)

Did the receptionist address you by your correct name?

SURVEY ORDER NETT RESPONSES: 171

QUESTION SHOWN WHEN ANSWER TO QUESTION How helpful do you find the receptionists at the practice? IS ANY OF Very helpful, Fairly helpful, Average, Not very helpful, Not at all helpful

Yes 80.1% (137)
 No 10.5% (18)
 Don't know/Can't say 9.4% (16)

In the last 12 months have the receptionists ever made it difficult for you to see or talk to a GP and/or nurse?

SURVEY ORDER NETT RESPONSES: 171

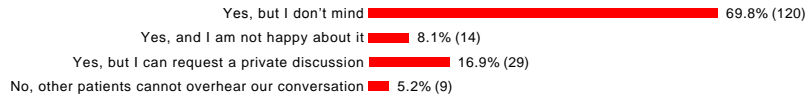
QUESTION SHOWN WHEN ANSWER TO QUESTION How helpful do you find the receptionists at the practice? IS ANY OF Very helpful, Fairly helpful, Average, Not very helpful, Not at all helpful

Yes, once 8.2% (14)
 Yes, more than once 5.8% (10)
 No, not at all 84.2% (144)
 Not had contact with a receptionist 1.8% (3)

Reception facilities at the practice

In the reception area, can other patients overhear what you say to the receptionist?

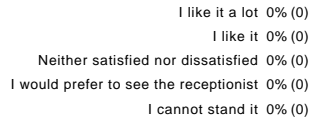
SURVEY ORDER NETT RESPONSES: 172



Do you like our automatic check-in service? This service is a computer screen that lets you register your arrival at the practice

SURVEY ORDER NETT RESPONSES: 0

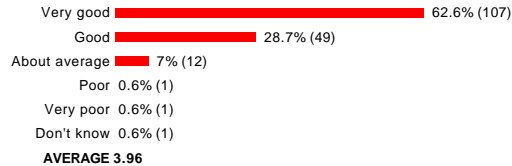
QUESTION SHOWN WHEN ANSWER TO QUESTION How easy do you find getting into the building at the practice? IS ANY OF Very easy, Fairly easy, Not very easy, Not at all easy



Practice staff

In evaluating your most recent experience at the practice, was the quality of service you received:

SURVEY ORDER NETT RESPONSES: 171

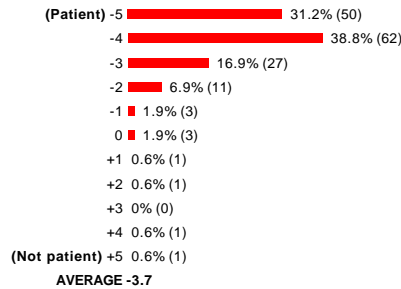


Please rate our practice staff on the following qualities based on your experiences. Position the red diamond where you think it most appropriate

SURVEY ORDER NETT RESPONSES: 161

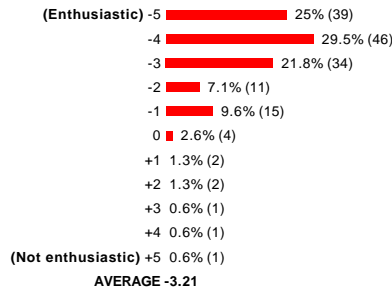
Patient_Not patient

RESPONSES: 160



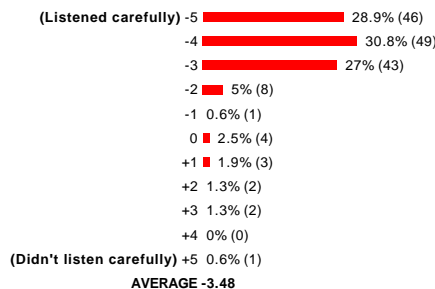
Enthusiastic_Not enthusiastic

RESPONSES: 156



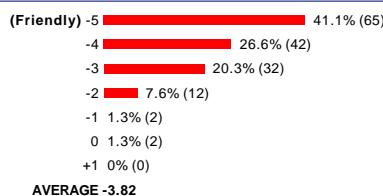
Listened carefully_Didn't listen carefully

RESPONSES: 159



Friendly_Unfriendly

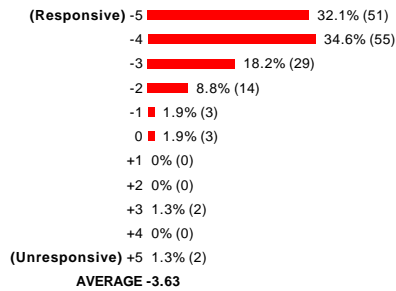
RESPONSES: 158



+2 0% (0)
 +3 0.6% (1)
 +4 0.6% (1)
 (Unfriendly) +5 0.6% (1)
AVERAGE -3.82

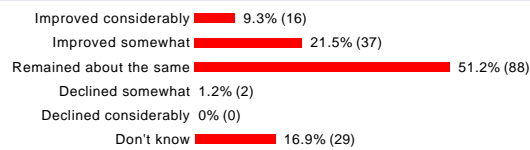
Responsive_Unresponsive

RESPONSES: 159



In the past year has the way we treat patients:

SURVEY ORDER NETT RESPONSES: 172



Were the practice staff efficient and responsive to your needs?

SURVEY ORDER NETT RESPONSES: 170



Were the practice staff pleasant?

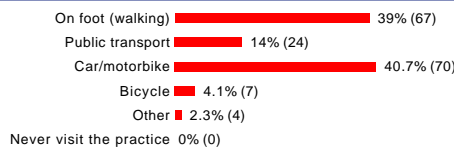
SURVEY ORDER NETT RESPONSES: 171



Getting to the practice

How do you normally travel to the practice?

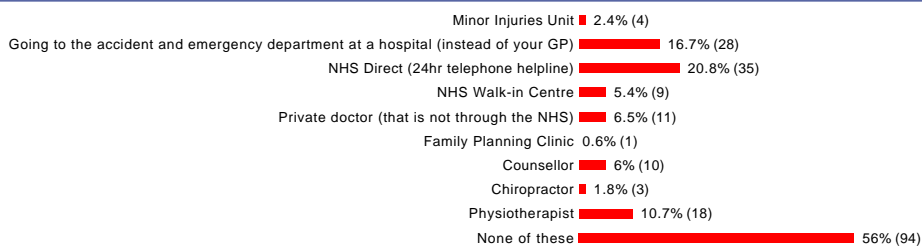
SURVEY ORDER NETT RESPONSES: 172



Using other health services

In the last 12 months have you used any of the health services below instead of using similar services that might be available at the practice? Please tick all that apply

SURVEY ORDER NETT RESPONSES: 168



Are there additional services that could be offered at the practice that would save you going to the hospital?

SURVEY ORDER NETT RESPONSES: 169



Would you prefer to be seen at the practice rather than the hospital if the services are appropriate?

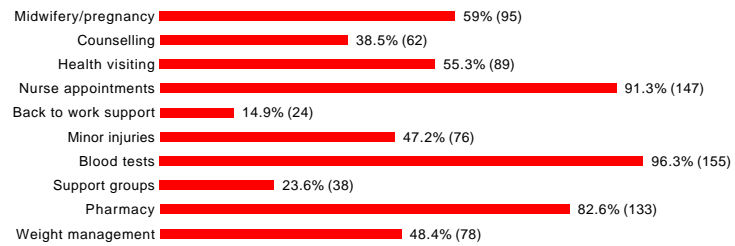
SURVEY ORDER NETT RESPONSES: 168



Additional services we offer

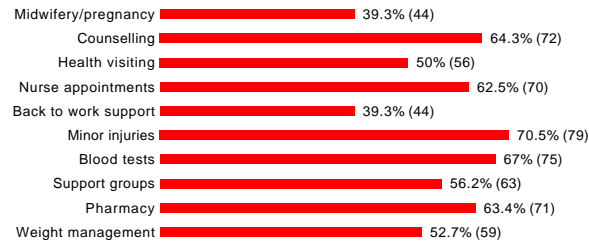
Which of these services do you think that we CURRENTLY offer at the practice? Tick all that apply

SURVEY ORDER NETT RESPONSES: 161



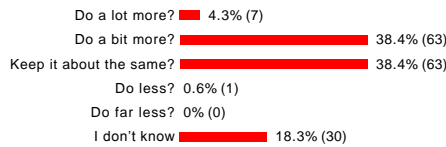
Which of these services would you LIKE US TO OFFER at the practice? Tick all that apply

SURVEY ORDER NETT RESPONSES: 112



When considering the range of services we offer for our patients could we:

SURVEY ORDER NETT RESPONSES: 164



Are there any services that you would have to go to hospital for that you would rather go to the practice for?

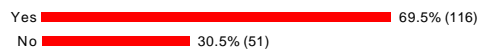
SURVEY ORDER NETT RESPONSES: 39



Getting more information

Do you get enough information about the practice and the services we offer?

SURVEY ORDER NETT RESPONSES: 167



Are you aware of our practice leaflet?

SURVEY ORDER NETT RESPONSES: 171



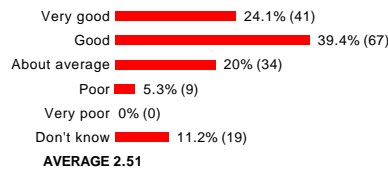
Have you read our practice leaflet?

SURVEY ORDER NETT RESPONSES: 170



How would you rate the information we give you about the practice and the services we offer?

SURVEY ORDER NETT RESPONSES: 170



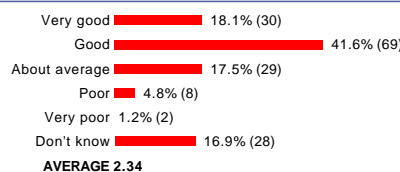
Do you understand the information that you receive about our practice?

SURVEY ORDER NETT RESPONSES: 146



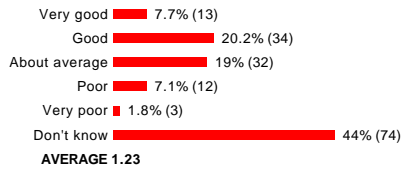
How would you rate the information we give you about other services that we refer you to?

SURVEY ORDER NETT RESPONSES: 166



How would you rate the information we give you about community support groups and other local services?

SURVEY ORDER NETT RESPONSES: 168



How would you most like to receive information about the practice?

SURVEY ORDER NETT RESPONSES: 169



About you

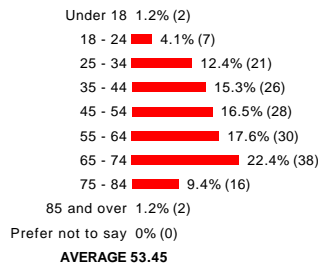
Are you male or female

SURVEY ORDER NETT RESPONSES: 171



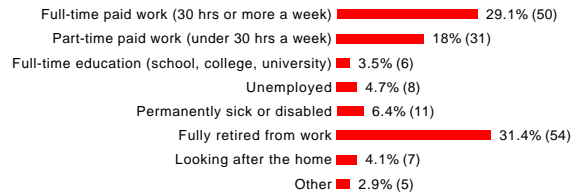
How old are you?

SURVEY ORDER NETT RESPONSES: 170



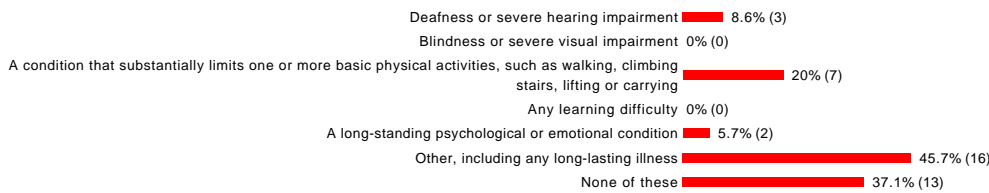
Which of these best describes your employment status? *If more than one of these applies to you, please tick the main one*

SURVEY ORDER NETT RESPONSES: 172



Do you have any of the following conditions? *Tick any that apply*

SURVEY ORDER NETT RESPONSES: 35



Do you have carer responsibilities for anyone in your household with a long-standing health problem or disability?

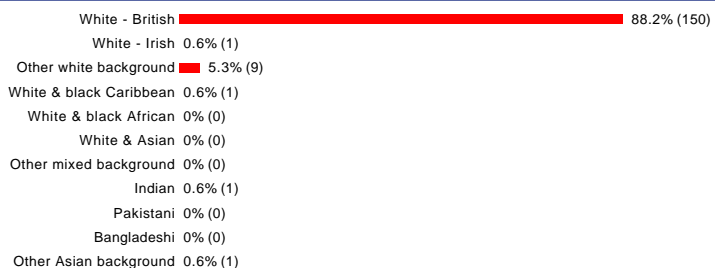
SURVEY ORDER NETT RESPONSES: 34



More about you

What is your ethnic group?

SURVEY ORDER NETT RESPONSES: 170



Caribbean 0.6% (1)
African 0.6% (1)
Other Black background 0% (0)
Chinese 0.6% (1)
Other Asian group 0% (0)
Other ethnic group 0% (0)
I would prefer not to say ■ 2.4% (4)

Which of the following best describes how you think of yourself?

SURVEY ORDER NETT RESPONSES: 167

Heterosexual/straight ■ 90.4% (151)
Gay/lesbian ■ 3.6% (6)
Bisexual 0.6% (1)
Other 0% (0)
I would prefer not to say ■ 5.4% (9)

Which of the following best describes your religion?

SURVEY ORDER NETT RESPONSES: 168

None ■ 35.1% (59)
Buddhist 1.2% (2)
Christian (incl. Church of England, Catholic, Protestant & other Christian denominations) ■ 58.3% (98)
Hindu 0.6% (1)
Jewish 0% (0)
Muslim 0% (0)
Sikh 0% (0)
Other ■ 2.4% (4)
Prefer not to say ■ 2.4% (4)