

The Downlands Medical Centre

Patient Survey 2013-14

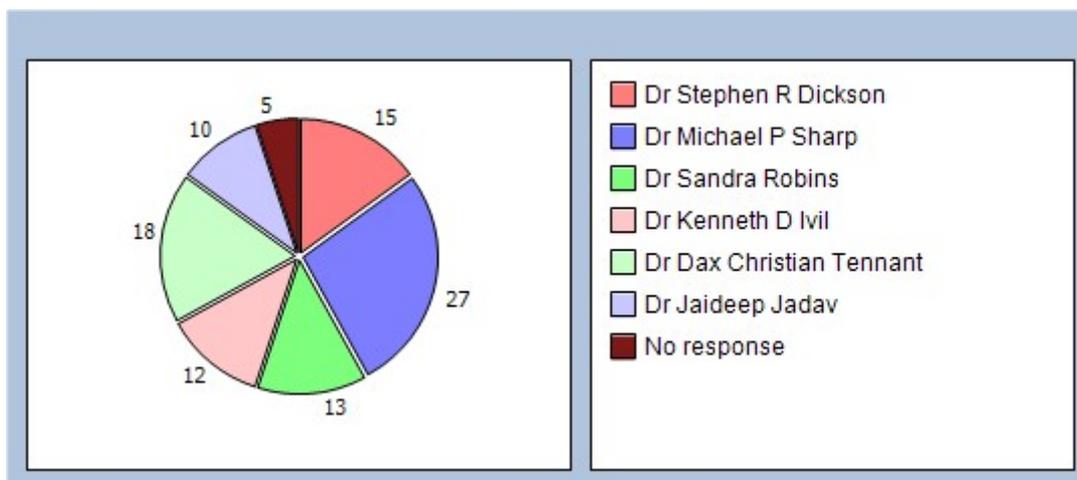
Number of Responses: **291**

Patent Survey 2013-2014

Thank you for taking part in this survey your views are important to help us where possible to improve the services we provide at the surgery. Your answers are anonymous and the survey should only take a few moments of your time

Who is the usual G.P. you see at the surgery

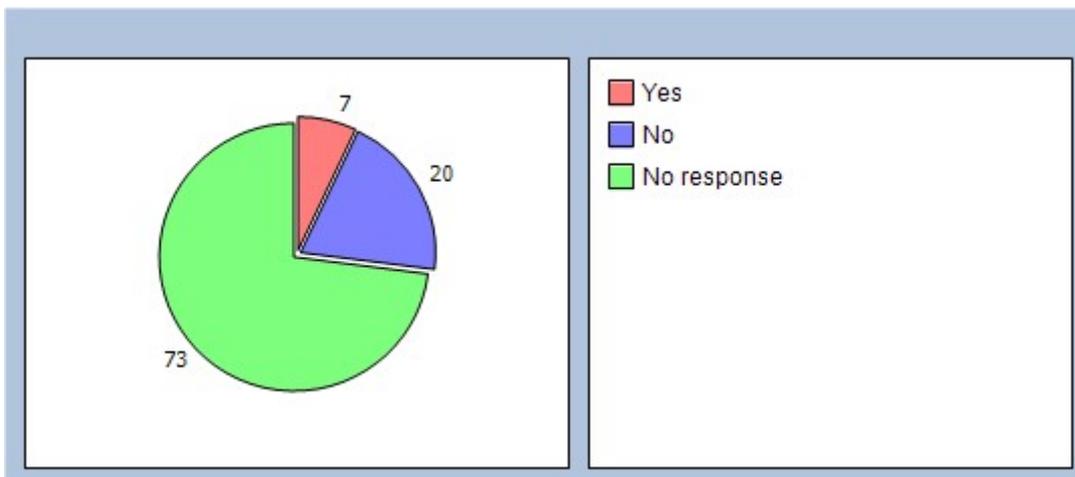
Dr Stephen R Dickson **15%**
Dr Michael P Sharp **27%**
Dr Sandra Robins **13%**
Dr Kenneth D Ivil **12%**
Dr Dax Christian Tennant **18%**
Dr Jaideep Jadav **10%**
No response **5%**



ATTENDANCE AT A & E

1. If you have attended A & E in the last six months did you seek advice from the surgery or any other NHS provider, NHS 111 Walk in Centre first

Yes **7%**
No **20%**
No response **73%**



If you answered No Go to question 3

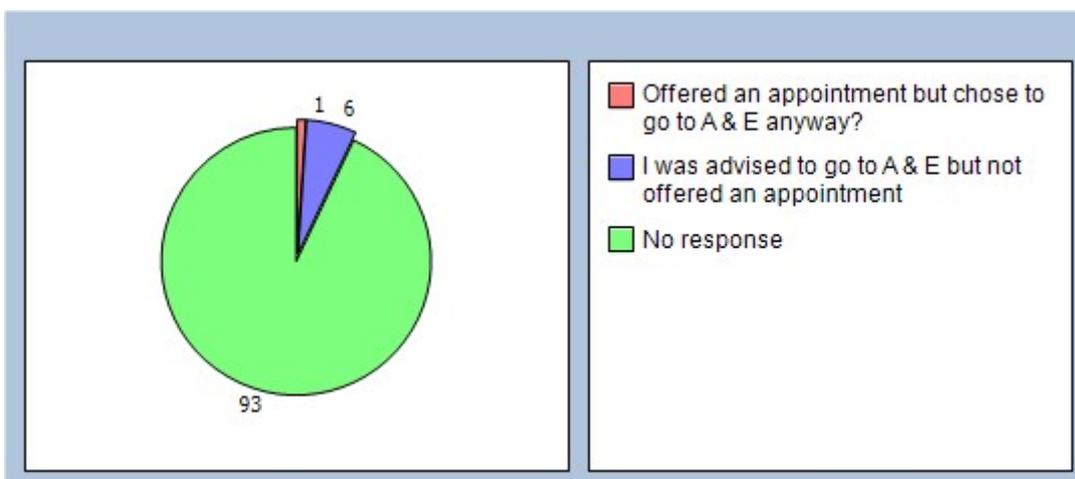
2. As you contacted either the surgery or one of the NHS providers first

Were you

Offered an appointment but chose to go to A & E anyway? **1%**

I was advised to go to A & E but not offered an appointment **6%**

No response **93%**



If you were offered and appointment please give further details

3. As you did not contact either the surgery or other NHS Provider first was this because

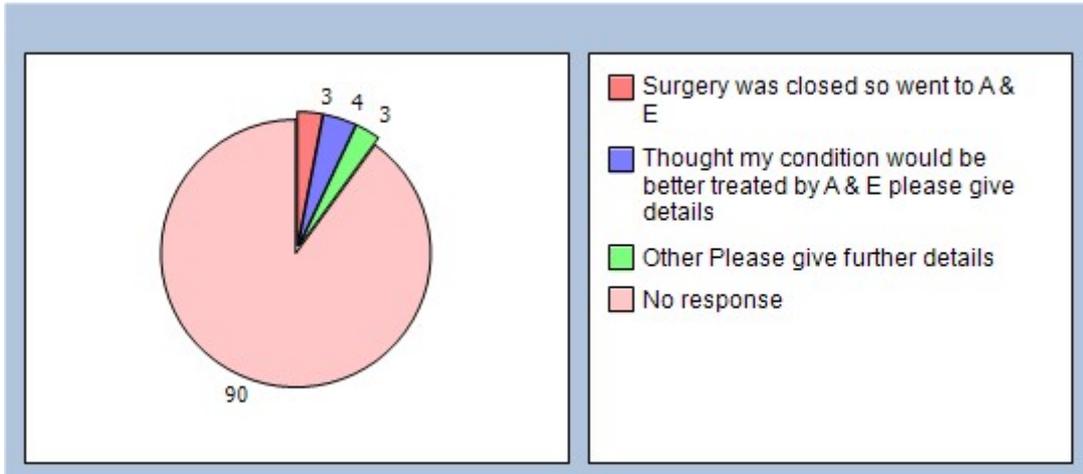
Surgery was closed so went to A & E **3%**

I was unaware that other NHS Providers could give me advice about my condition **0%**

Thought my condition would be better treated by A & E please give details **4%**

Other Please give further details **3%**

No response **90%**

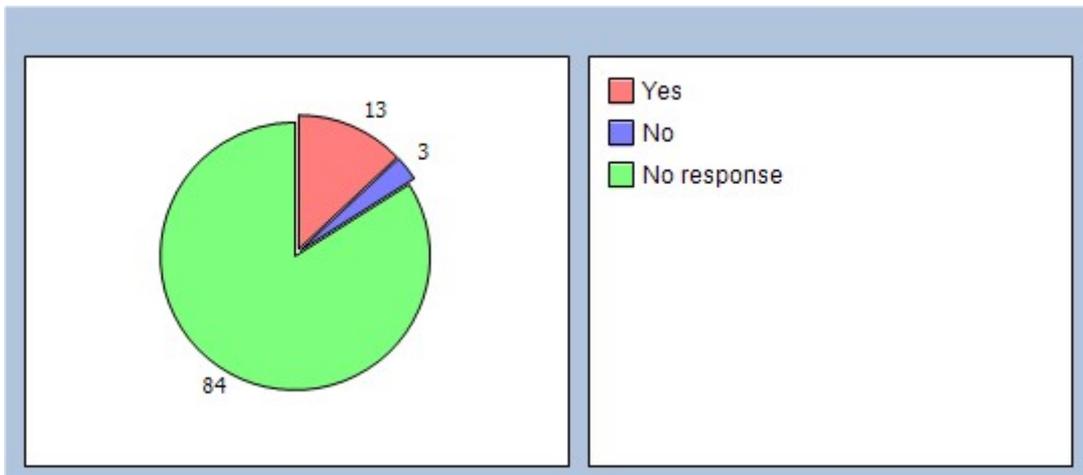


4. Do you still feel on that occasion A & E was the appropriate choice on that Day?

Yes 13%

No 3%

No response 84%

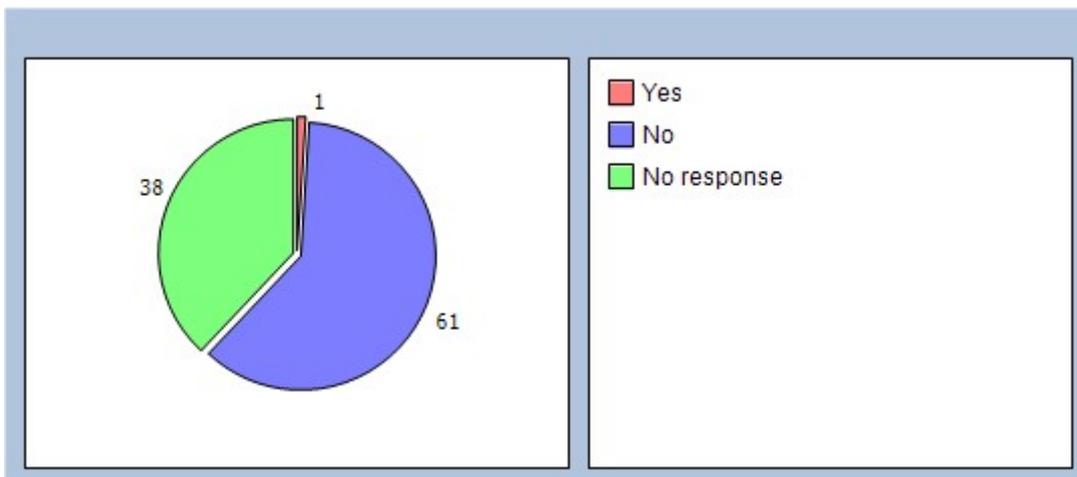


5. Have you ever attended A & E because you have been unhappy with the treatment or advice given to you by the surgery or other NHS Provider

Yes 1%

No 61%

No response 38%



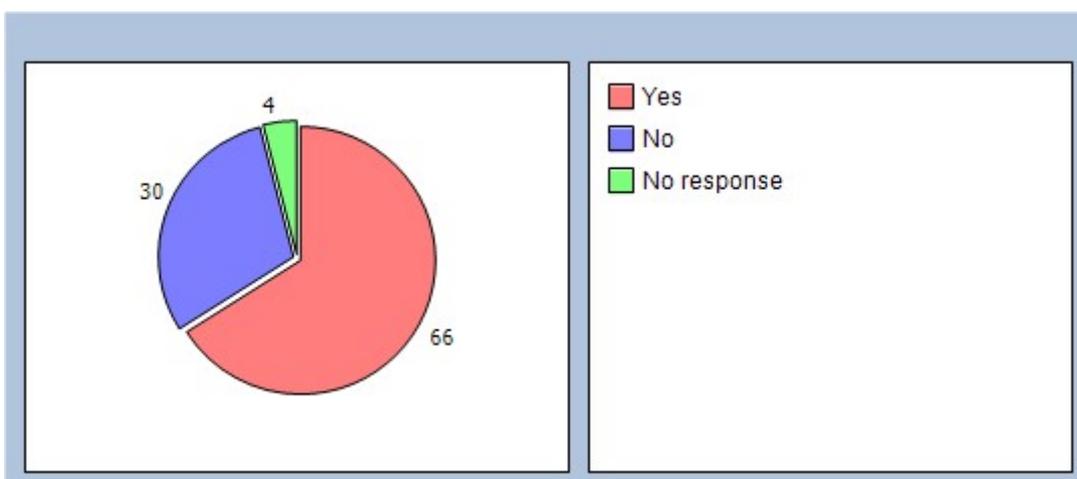
If your answer is Yes please provide further details

6. Do you know where the Walk inCentre is, how to contact other NHS Providers e.g. Out of Hours, emergency dentist

Yes **66%**

No **30%**

No response **4%**



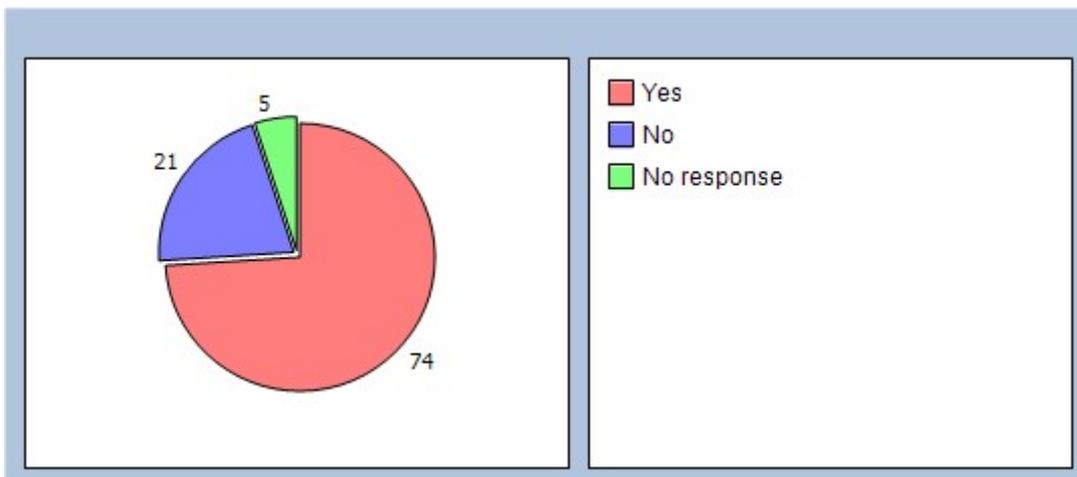
SERVICES PROVIDED

7 Do you know what services your surgery provides?

Yes **74%**

No **21%**

No response **5%**



RECEPTION STAFF

8 How helpful do you find the receptionists at the surgery?

Very helpful 79%
Fairly Helpful 17%
Not helpful at all 0%
No response 4%

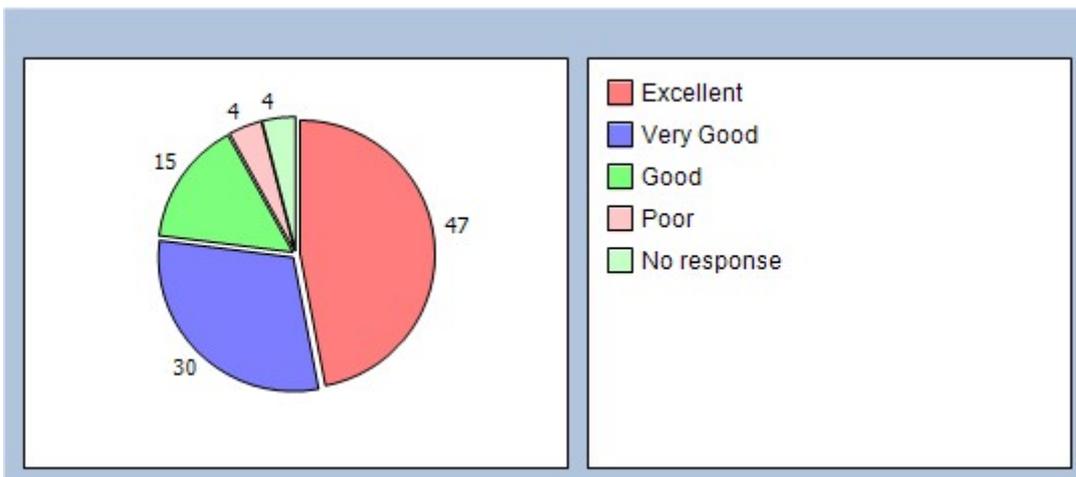


SEEING THE DOCTOR OR NURSE

9. The last time you saw a doctor at the surgery were you satisfied with each of the following?

Giving you enough time

Excellent 47%
Very Good 30%
Good 15%
Poor 4%
Very Poor 0%
Does not apply 0%
No response 4%



Listening

Excellent **48%**

Very Good **26%**

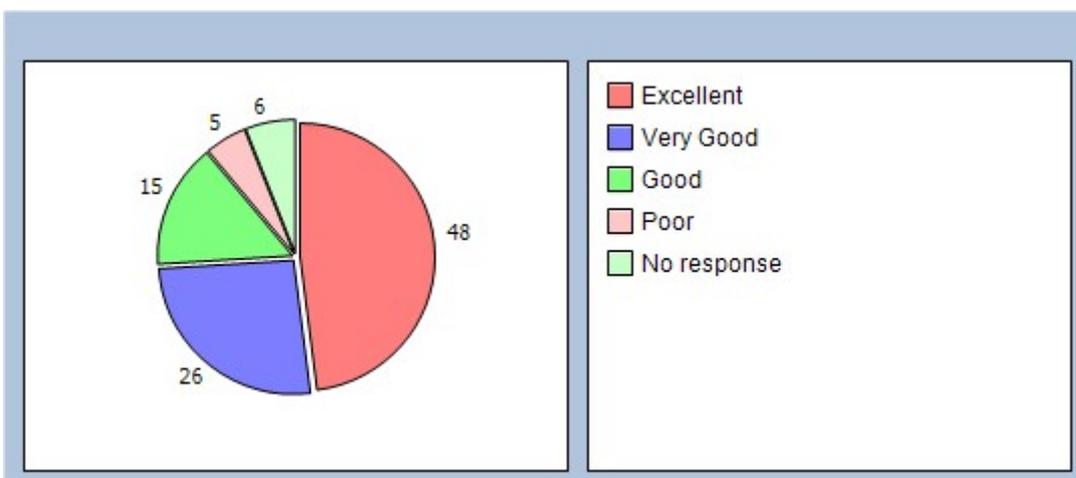
Good **15%**

Poor **5%**

Very Poor **0%**

Does not apply **0%**

No response **6%**



Explaining tests and treatments

Excellent **45%**

Very Good **26%**

Good **14%**

Poor **4%**

Very Poor **0%**

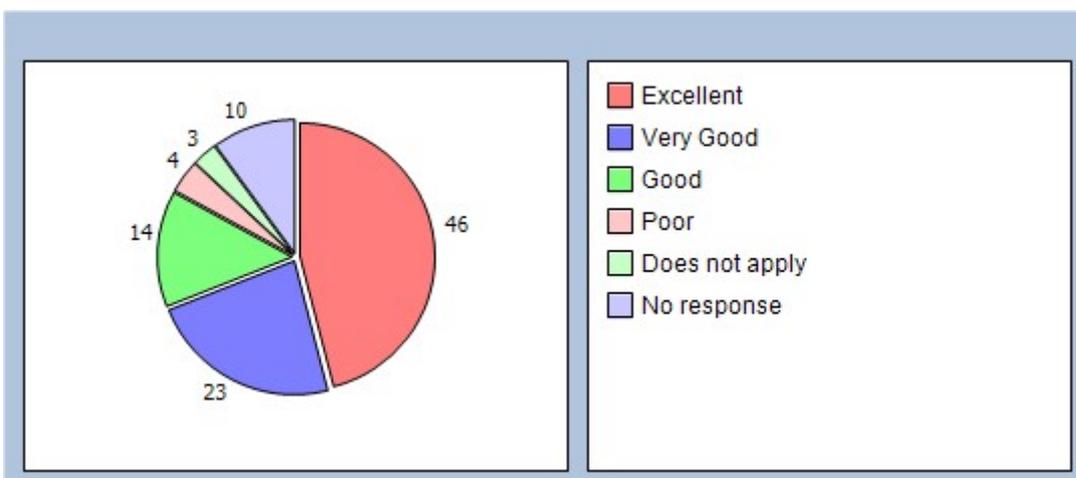
Does not apply **3%**

No response **8%**



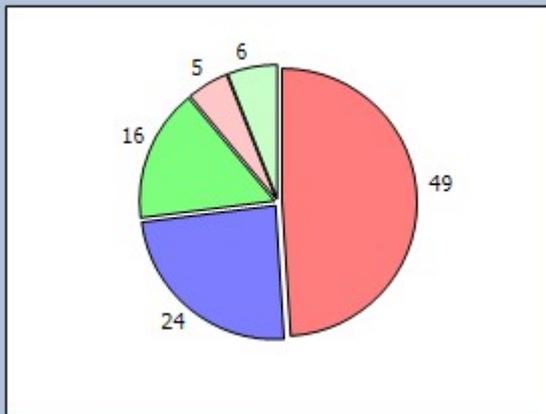
Involving you in decisions about your care

Excellent 46%
Very Good 23%
Good 14%
Poor 4%
Very Poor 0%
Does not apply 3%
No response 10%



Treating you with care and concern

Excellent 49%
Very Good 24%
Good 16%
Poor 5%
Very Poor 0%
Does not apply 0%
No response 6%

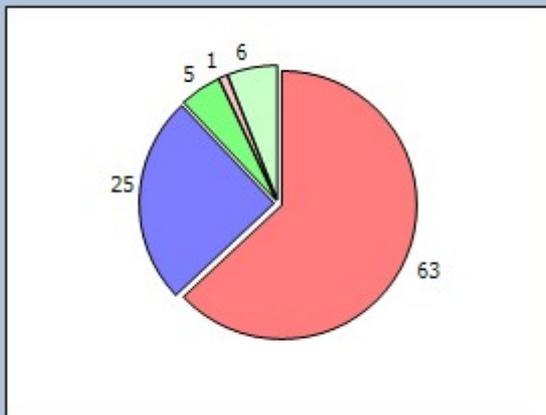


Did you feel rushed at anytime during your consultation if so please give details

10 The last time you saw the Practice Nurse at the surgery were you satisfied with each of the following?

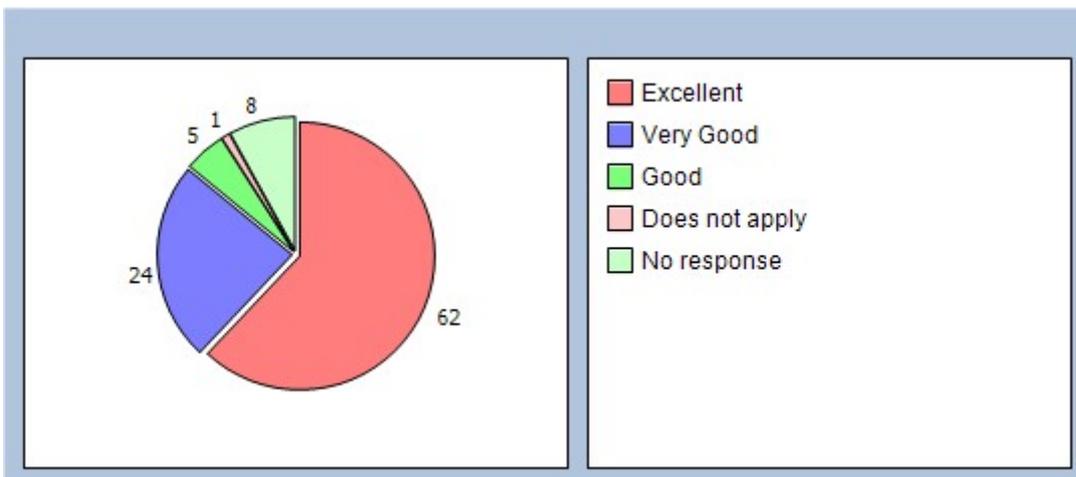
Giving you enough time

Excellent **63%**
 Very Good **25%**
 Good **5%**
 Poor **0%**
 Very Poor **0%**
 Does not apply **1%**
 No response **6%**



Listening

Excellent **62%**
 Very Good **24%**
 Good **5%**
 Poor **0%**
 Very Poor **0%**
 Does not apply **1%**
 No response **8%**



Explaining the tests and treatments

Excellent **60%**

Very Good **24%**

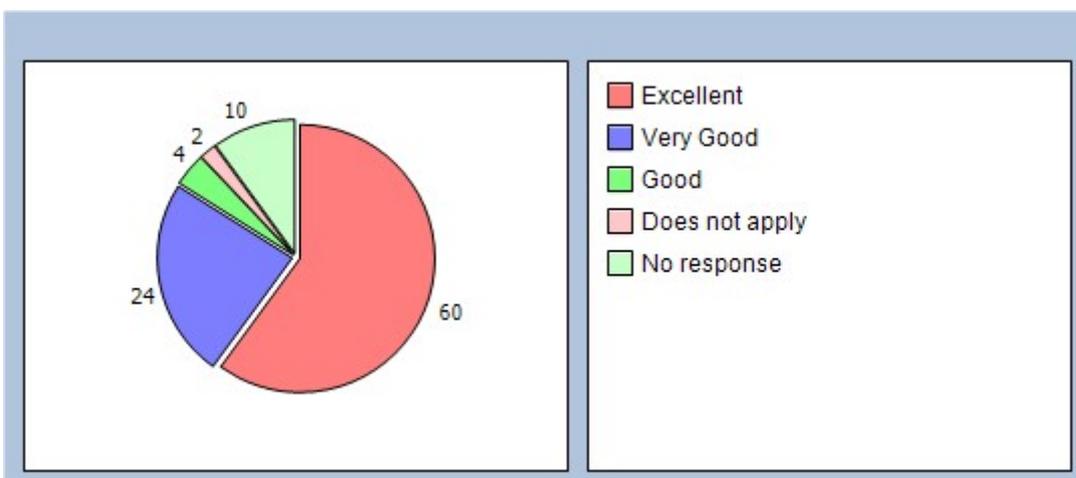
Good **4%**

Poor **0%**

Very Poor **0%**

Does not apply **2%**

No response **10%**



Involving you in decisions about your care

Excellent **57%**

Very Good **25%**

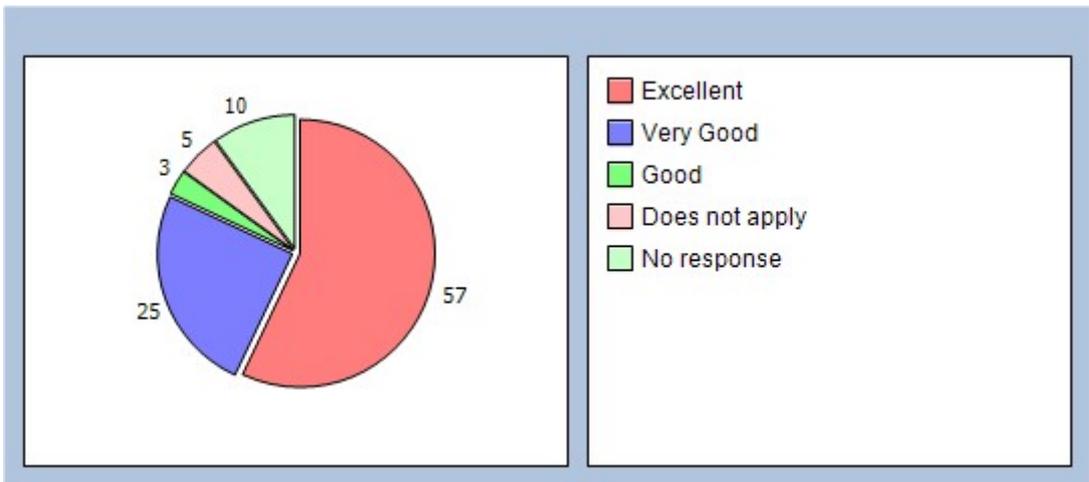
Good **3%**

Poor **0%**

Very Poor **0%**

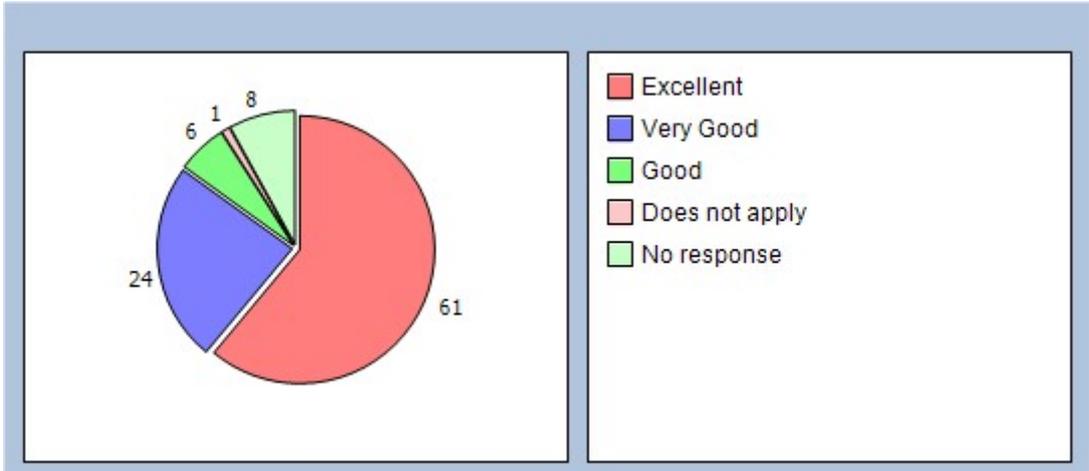
Does not apply **5%**

No response **10%**



Treating you with care and concern

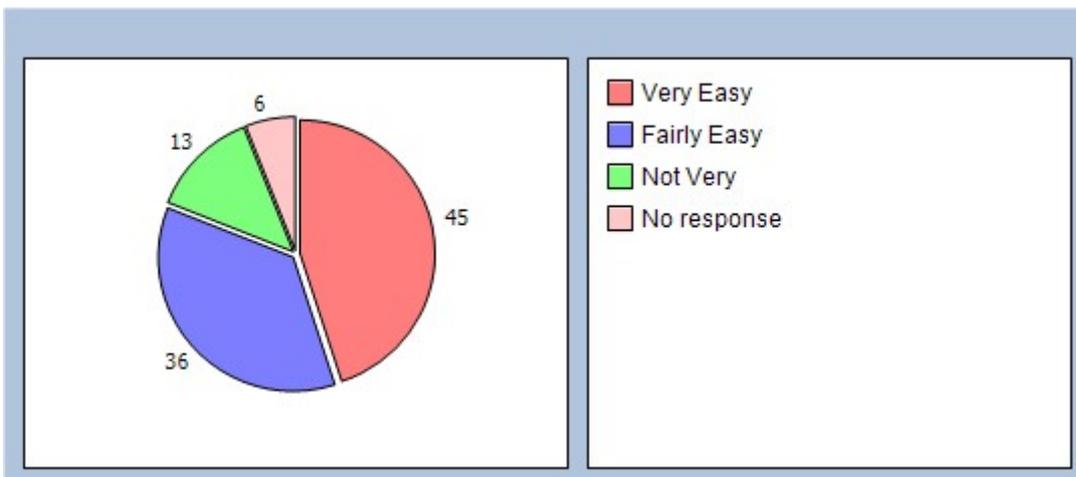
Excellent 61%
Very Good 24%
Good 6%
Poor 0%
Very Poor 0%
Does not apply 1%
No response 8%



11 How easy was it for you to an appointment with a Doctor or Practice Nurse?

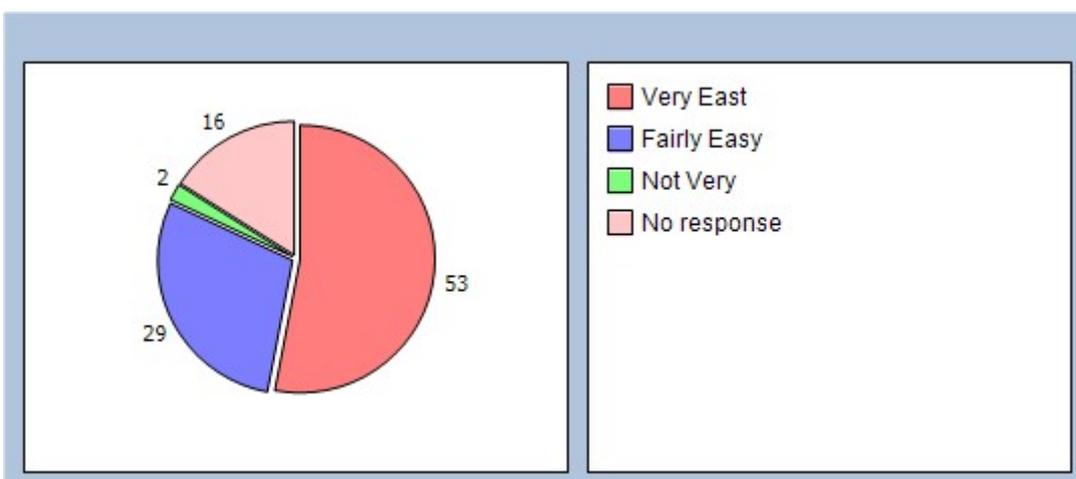
Doctor

Very Easy 45%
Fairly Easy 36%
Not Very 13%
No response 6%



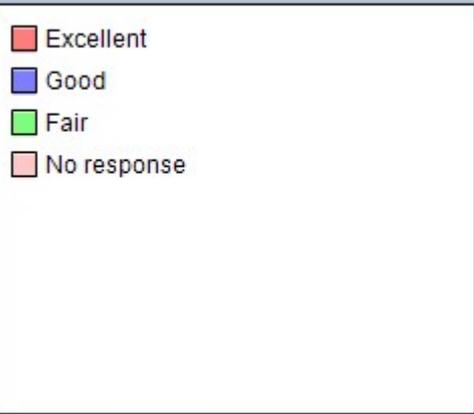
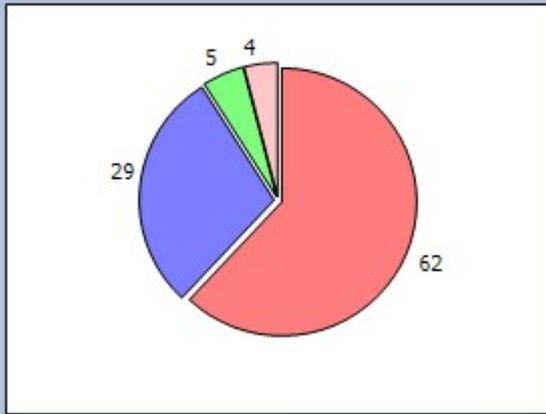
Nurse

Very East 53%
Fairly Easy 29%
Not Very 2%
No response 16%



12 Overall how would you rate the care provided by the surgery

Excellent 62%
Good 29%
Fair 5%
Poor 0%
No response 4%



13 Would you recomed the surgery to anyone moving into the area?

Yes 86%

No 1%

Maybe 7%

No response 6%

