

RESULTS

Wye Surgery Patient Questionnaire 2013

The purpose of this exercise is to provide doctors with information about their work through the eyes of those they work with and treat, and is intended to help their further development.

Please do not write your name on this questionnaire, this will remain anonymous.

Please base your answers on the consultation you have had today. Please write the Doctors name in the box provided.

Please mark the box like this with a pen. If you change your mind just cross out your old response and make a new choice

Question 1

a) Please state what type of appointment you attended today.

15% Super Surgery 81% Routine Appointment with a GP 4% Urgent afternoon triage appointment

b) How would you rate the availability of this appointment?

Poor					Excellent	
1	2	3	4	5	6	
4%	4%	17%	21%	24%	31%	

c) Was this appointment with the GP of your choice?

Yes 86% No 14%

Question 2

How satisfied were you today with the doctor in each of the following ? (Please circle one in each line)

	Poor					Excellent	
	1	2	3	4	5	6	
a) Being courteous and polite	1	2	3	4 2%	5 9%	6 89%	
b) Making you feel continually at ease	1	2	3	4 2%	5 13%	6 85%	
c) Listening to you	1	2 2%	3	4 2%	5 11%	6 85%	
d) Assessing your medical condition	1	2	3 1%	4 1%	5 16%	6 82%	
e) Explaining your condition and treatment	1	2 0.5%	3	4 3.5%	5 12%	6 84%	
f) Involving you in decisions about your treatment	1	2	3 1%	4 3%	5 13%	6 83%	
g) Providing or arranging treatment for you	1	2	3 0.5%	4 2.5%	5 11%	6 86%	
h) In taking a thorough medical history	1 0.5%	2	3 0.5%	4 5%	5 14%	6 80%	

Question 3.

- | | | |
|--|-----------|---------|
| a) Are you confident about this doctor's ability to provide care | Yes 100% | No |
| b) Would you be happy to see this doctor again ? | Yes 99.5% | No 0.5% |

P.T.O

Question 4

The Surgery offers the following In-House Consultant led clinics, are you aware of them or have you used any of them? (Please tick)

	Aware of	Used
Audiology – Hearing aids	85%	15%
Colorectal – Colon and Bowel	91%	9%
Ears, Nose and Throat	86%	14%
General Surgery	75%	25%
Micro suction – Aural care	91%	9%
Ultrasound – Non Obstetric	97%	3%

Question 5

Are you aware that the surgery offers a minor injuries service where you will be assessed and treated promptly for cuts, sprains, minor burns etc?

Yes 35% No 65%

Question 6

a) Are you aware that you can order your prescriptions on-line?

Yes 56% No 44%

b) Are you aware that you can pay for your prescriptions/services by credit card? Yes 62% No 38%

Question 7.

a) Are you aware that the surgery has a website? Yes 66% No 34% Website: wyesurgery.co.uk

b) Have you used the website? Yes 25% No 75%

c) Are you aware the surgery has a Patient Participation Group? Yes 83% No 17%

Question 8.

If the surgery used a text message appointment reminder service, would you find it helpful?

Yes 62% No 38%

Question 9.

a) Would you recommend Wye Surgery to your friends and family ?

No 1% 1 2 1% 3 6% 4 13% 5 79% 6 Definitely

Any other comments:

Current Surgery opening hours:

Monday 8.30am – 7.00pm
 Tuesday 8.30am – 7.00pm
 Wednesday 8.30am – 7.00pm
 Thursday 8.30am – 7.00pm
 Friday 8.30am – 5.30pm

Do you normally have a Flu jab?

Wye Surgery will not be sending out letters for Flu vaccinations, appointments are available from mid September, please contact reception.