

Derby Road Health Centre

Patient Survey 2015/16

Number of Responses: 237

Patient Survey 2015/16

We would be grateful if you would complete this survey about your visit and our overall service.

We want to provide the highest standard of care and feedback from this survey will help us to identify areas that may need improvement. Your opinions are therefore very valuable.

There are no right or wrong answers and your doctor WILL NOT be able to identify your individual responses.

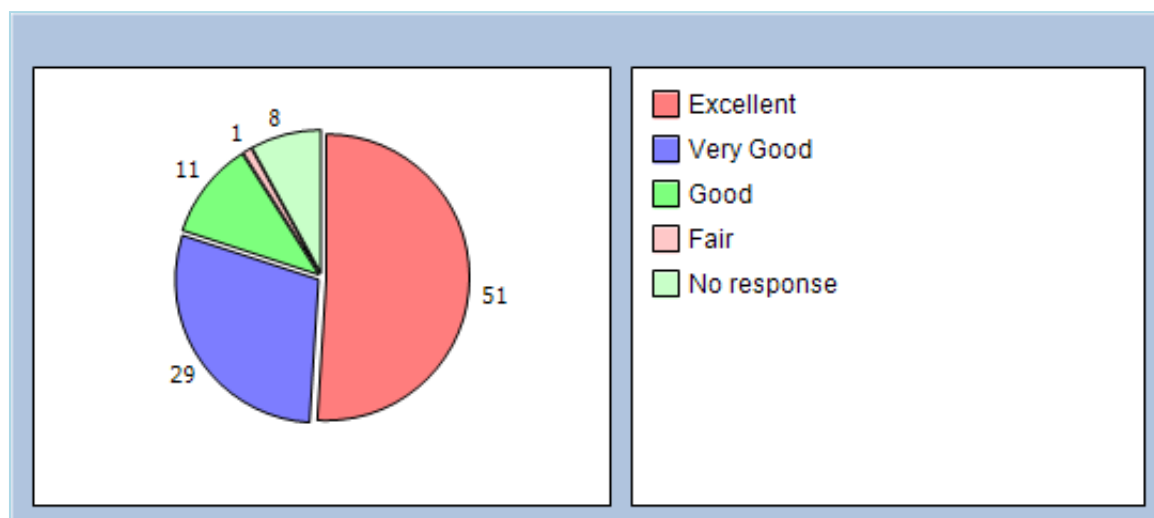
This survey is completely confidential and you do not have to give your name unless you would like feedback from the surgery.

Your visit today

This section is about how well the doctors and nurses dealt with you and your health concerns today.

The doctors/nurse ability to listen to you

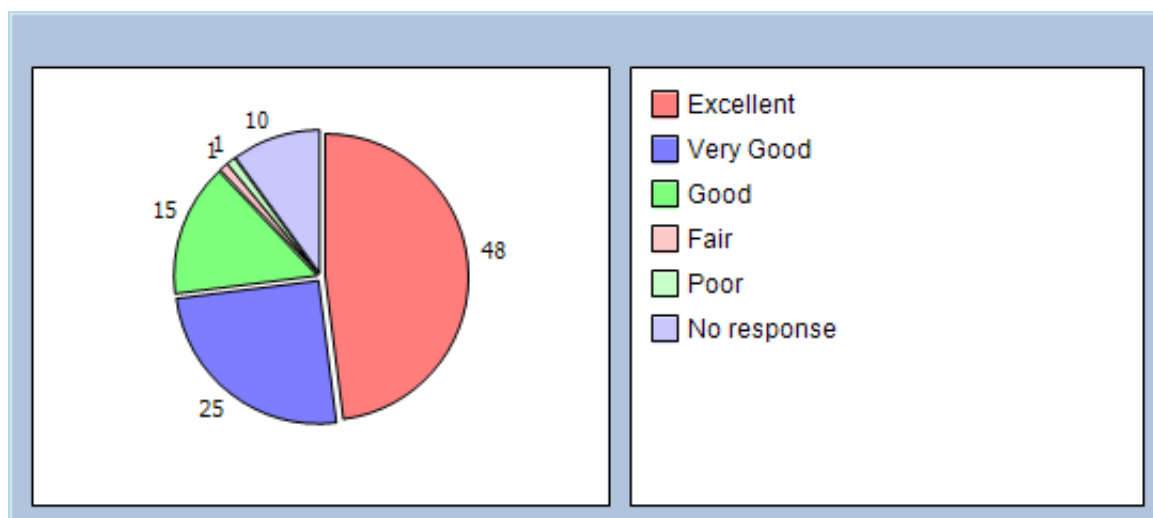
Excellent	51%
Very Good	29%
Good	11%
Fair	1%
Poor	0%
Unsure	0%
No response	8%



The doctors/nurses understanding of why you are seeking help

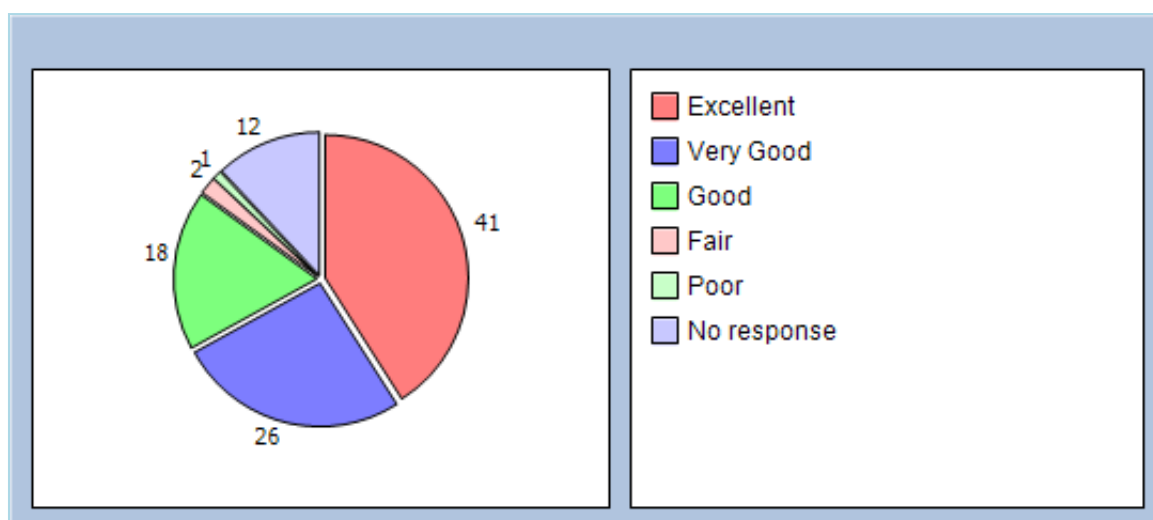
Excellent	48%
Very Good	25%
Good	15%

Fair	1%
Poor	1%
Unsure	0%
No response	10%



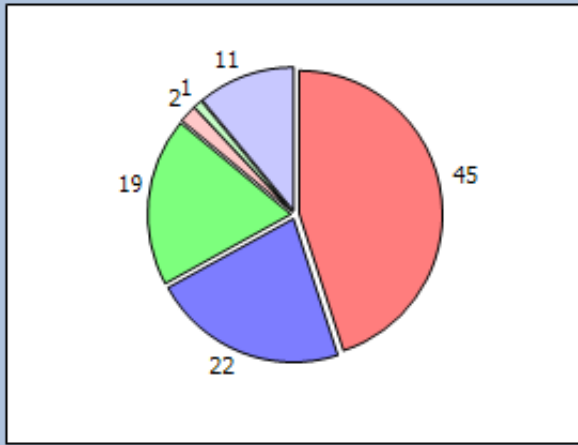
The opportunity our doctor/nurse gave you to ask questions

Excellent	41%
Very Good	26%
Good	18%
Fair	2%
Poor	1%
Unsure	0%
No response	12%



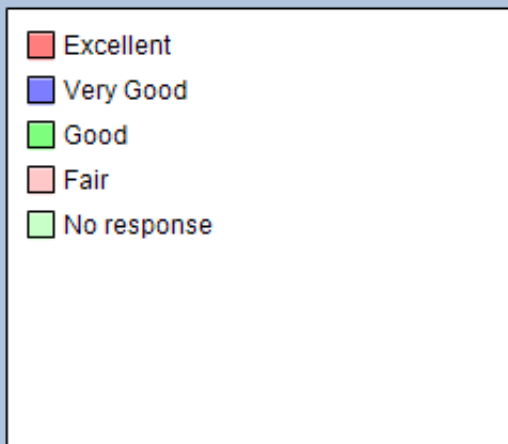
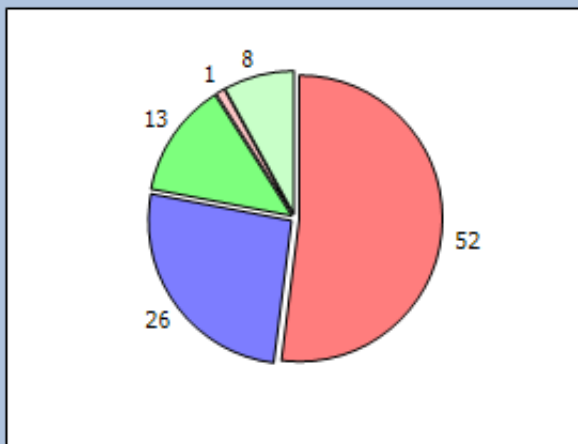
The way our doctor/nurse explained things to you

Excellent	45%
Very Good	22%
Good	19%
Fair	2%
Poor	1%
Unsure	0%
No response	11%



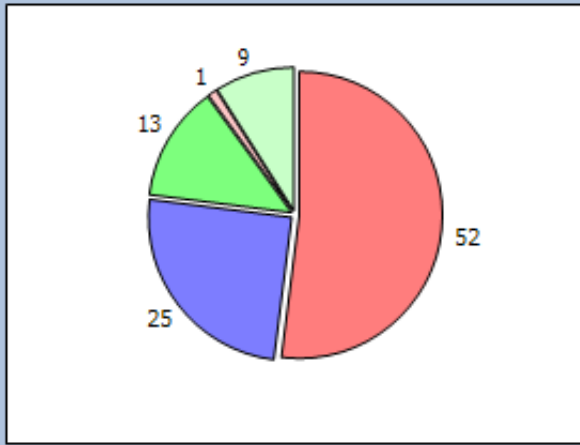
The manner in which the doctor/nurse spoke to you

Excellent	52%
Very Good	26%
Good	13%
Fair	1%
Poor	0%
Unsure	0%
No response	8%



Overall satisfaction with the doctors/nurses communications skills

Excellent	52%
Very Good	25%
Good	13%
Fair	1%
Poor	0%
Unsure	0%
No response	9%

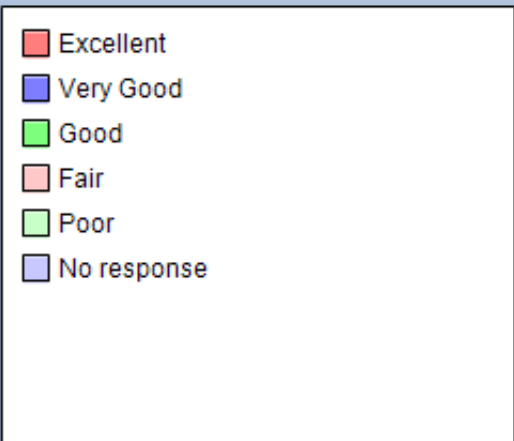
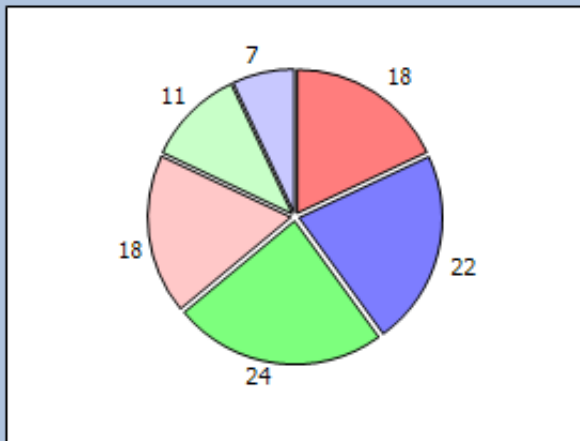


Access

This section is about how effective our service is in terms of our opening hours, telephone system and appointment system.

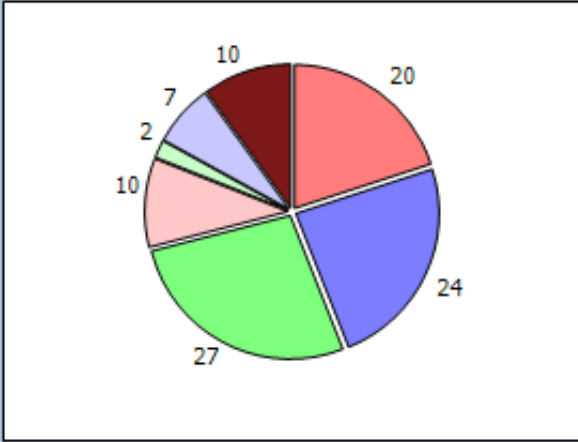
The ability to get an appointment when you need it

Excellent	18%
Very Good	22%
Good	24%
Fair	18%
Poor	11%
Unsure	0%
No response	7%



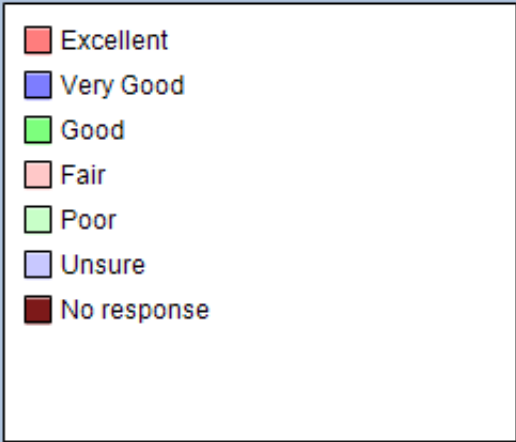
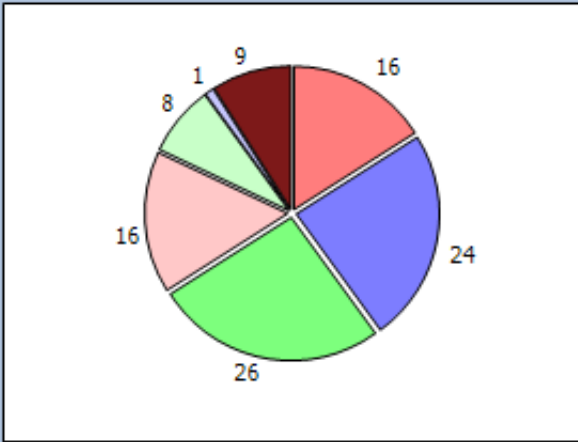
The ability to speak to the GP

Excellent	20%
Very Good	24%
Good	27%
Fair	10%
Poor	2%
Unsure	7%
No response	10%



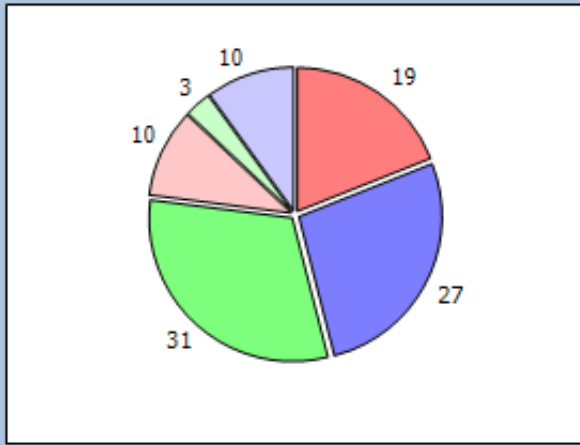
The telephone system: are your calls answered in good time

Excellent	16%
Very Good	24%
Good	26%
Fair	16%
Poor	8%
Unsure	1%
No response	9%



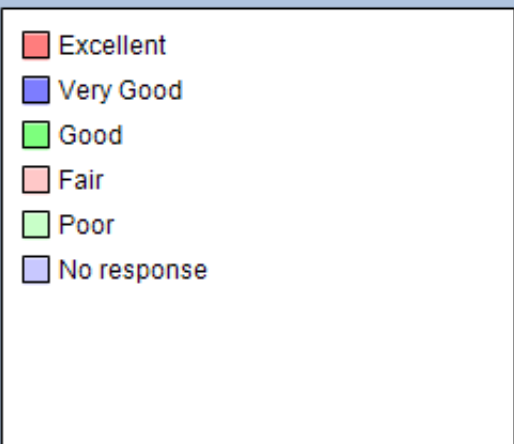
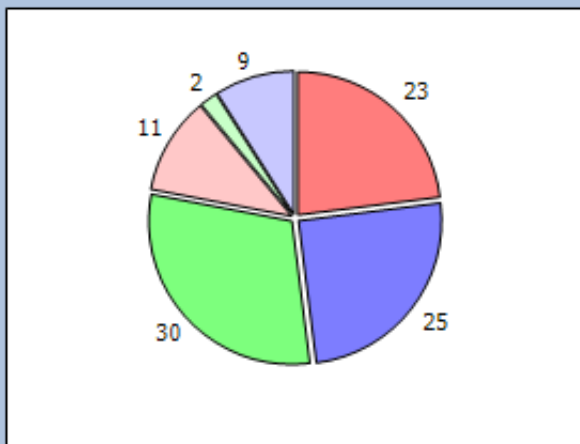
The opening hours of the practice

Excellent	19%
Very Good	27%
Good	31%
Fair	10%
Poor	3%
Unsure	0%
No response	10%



Overall satisfaction based on your questions above

Excellent	23%
Very Good	25%
Good	30%
Fair	11%
Poor	2%
Unsure	0%
No response	9%

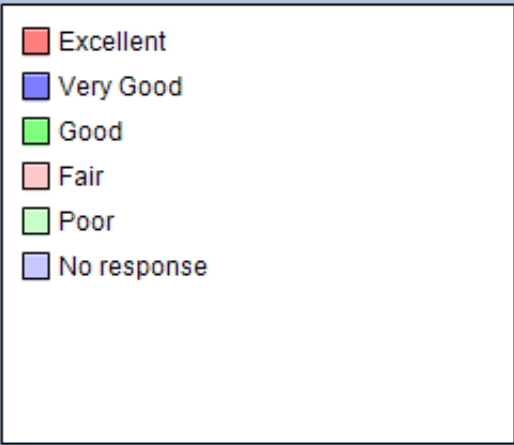
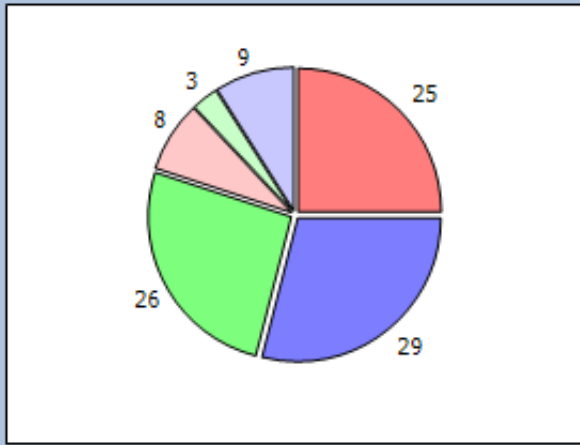


Reception

This section is about how well the reception team deals with you on the telephone and in person at the practice.

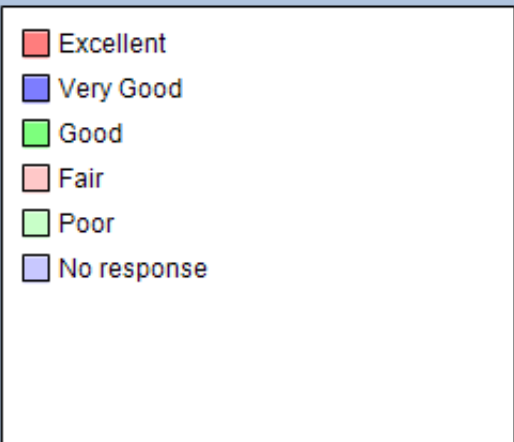
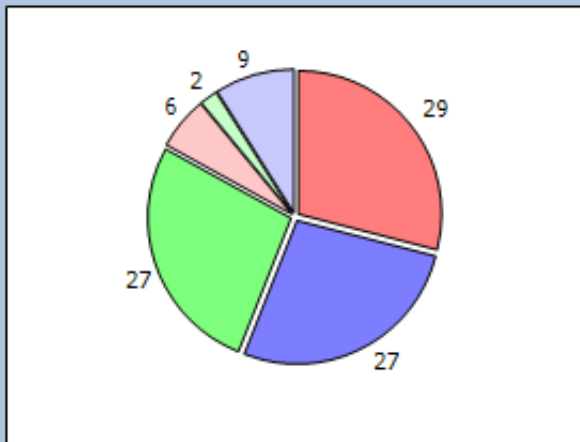
How effective and efficient was the service you received on the telephone

Excellent	25%
Very Good	29%
Good	26%
Fair	8%
Poor	3%
Unsure	0%
No response	9%



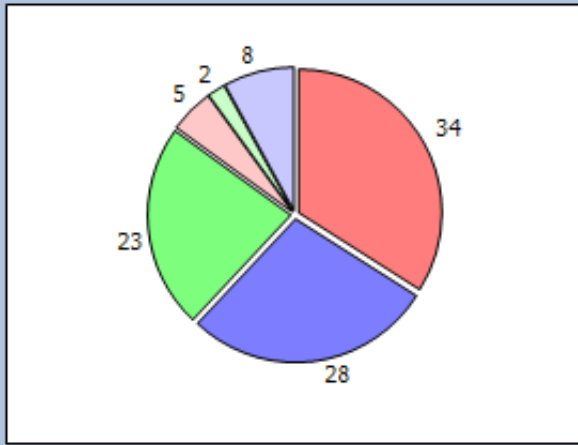
How effective and efficient was the service the service you received at the reception desk

Excellent	29%
Very Good	27%
Good	27%
Fair	6%
Poor	2%
Unsure	0%
No response	9%



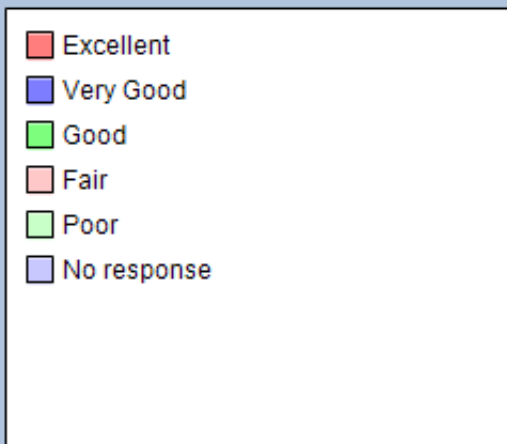
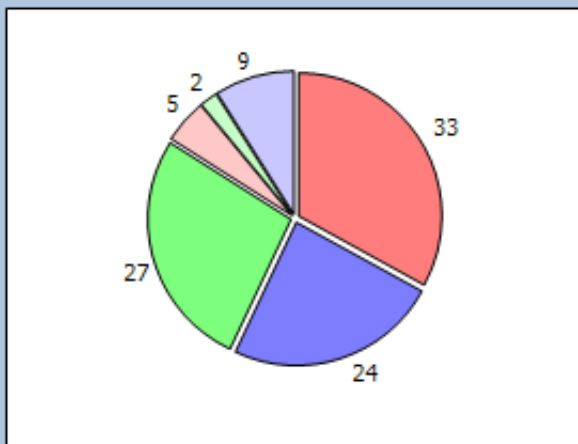
The manner in which you were spoken to (how polite, friendly and courteous was the receptionist)

Excellent	34%
Very Good	28%
Good	23%
Fair	5%
Poor	2%
Unsure	0%
No response	8%



Overall satisfaction with the reception service

Excellent	33%
Very Good	24%
Good	27%
Fair	5%
Poor	2%
Unsure	0%
No response	9%

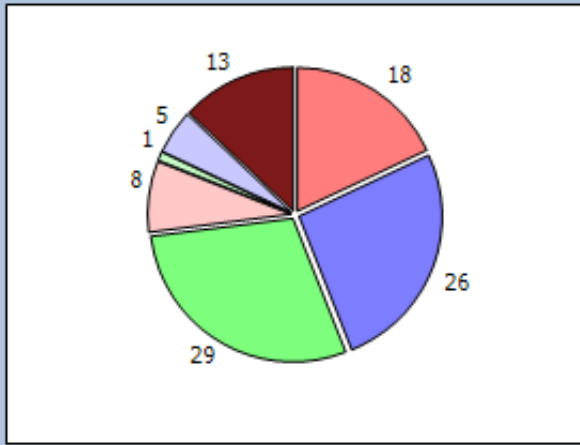


Communication - Practice Team

This section is about how well we keep you informed.

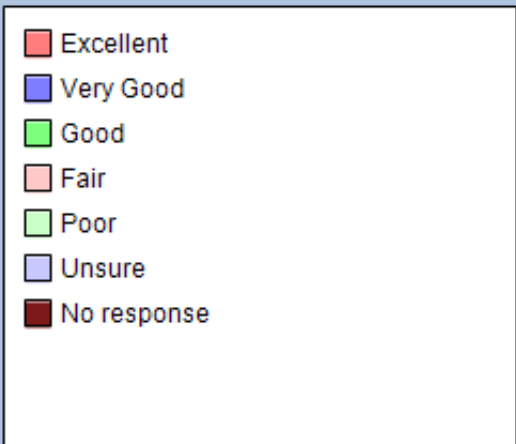
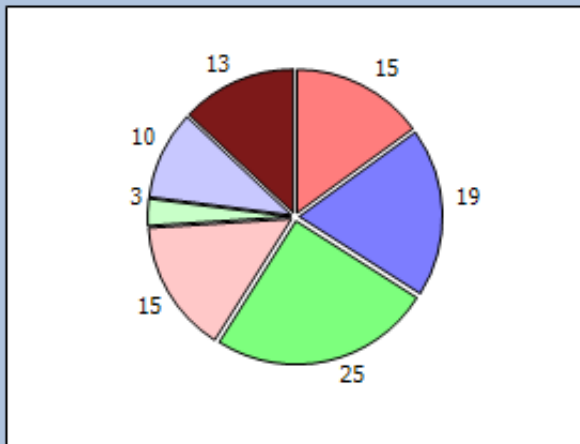
The information on our noticeboards

Excellent	18%
Very Good	26%
Good	29%
Fair	8%
Poor	1%
Unsure	5%
No response	13%



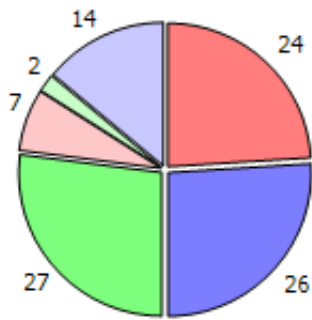
The information you receive about the practice (Newsletters, events, news, health matters etc.)

Excellent	15%
Very Good	19%
Good	25%
Fair	15%
Poor	3%
Unsure	10%
No response	13%



Our ability to understand your needs and requests

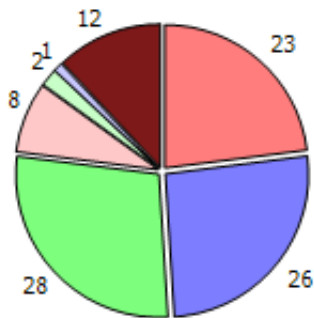
Excellent	24%
Very Good	26%
Good	27%
Fair	7%
Poor	0%
Unsure	2%
No response	14%



- Excellent
- Very Good
- Good
- Fair
- Unsure
- No response

Our helpfulness on the telephone

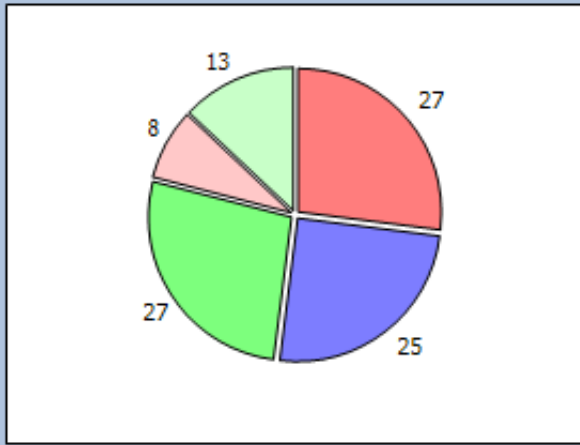
Excellent	23%
Very Good	26%
Good	28%
Fair	8%
Poor	2%
Unsure	1%
No response	12%



- Excellent
- Very Good
- Good
- Fair
- Poor
- Unsure
- No response

Overall satisfaction with practice team's communication skills

Excellent	27%
Very Good	25%
Good	27%
Fair	8%
Poor	0%
Unsure	0%
No response	13%

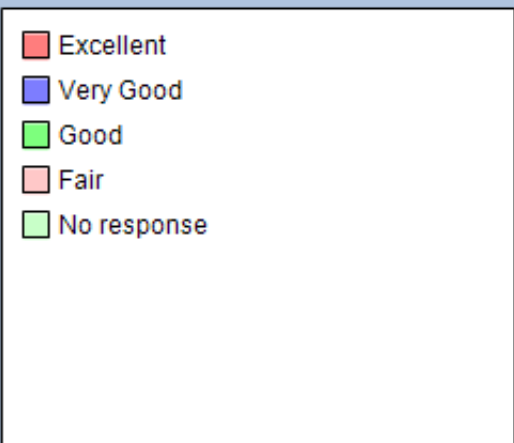
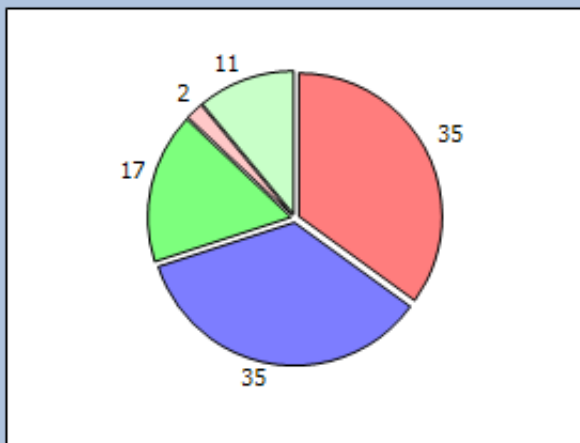


Practice and Premises

This section is about the practice premises and overall service received.

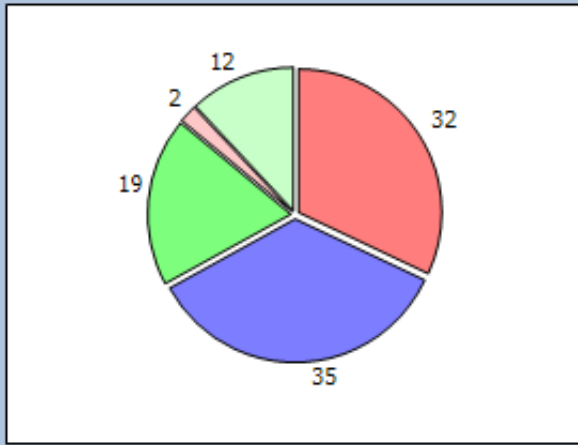
Overall satisfaction with the building

Excellent	35%
Very Good	35%
Good	17%
Fair	2%
Poor	0%
Unsure	0%
No response	11%



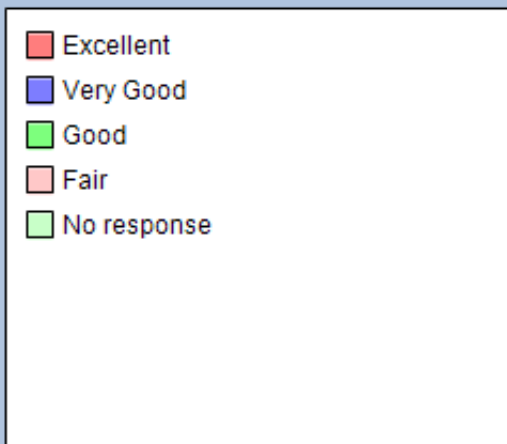
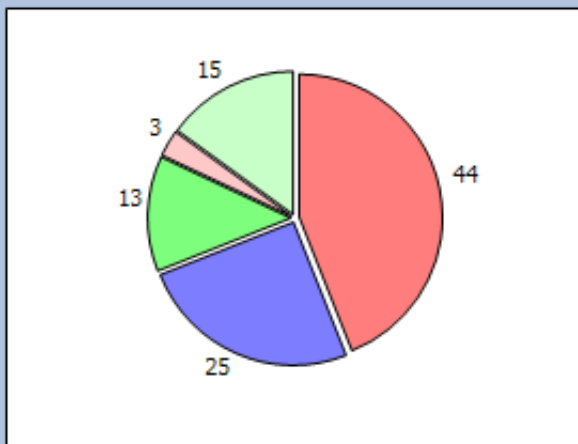
Overall satisfaction with the service we offer

Excellent	32%
Very Good	35%
Good	19%
Fair	2%
Poor	0%
Unsure	0%
No response	12%



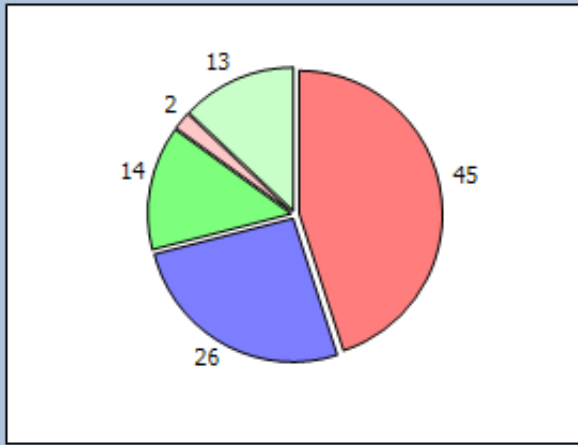
Overall satisfaction with the doctors

Excellent	44%
Very Good	25%
Good	13%
Fair	3%
Poor	0%
Unsure	0%
No response	15%



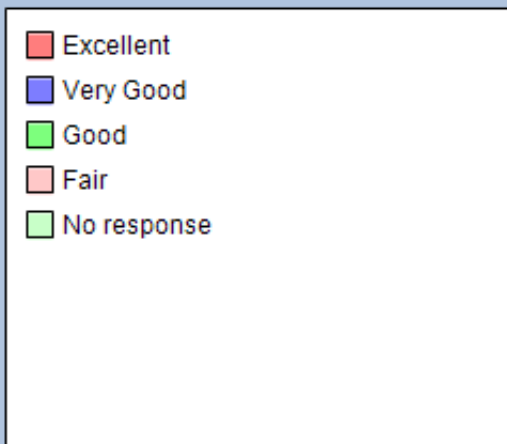
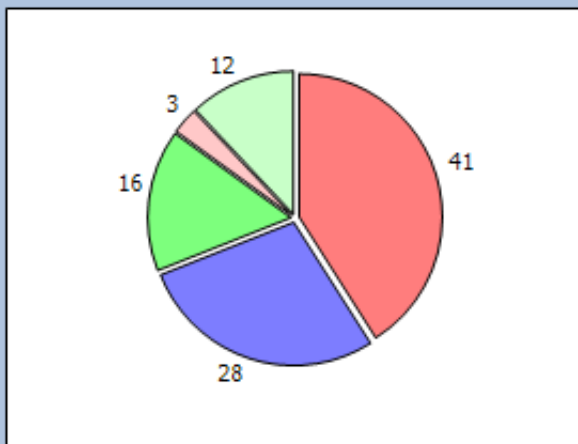
Overall satisfaction with the nurses and healthcare assistants

Excellent	45%
Very Good	26%
Good	14%
Fair	2%
Poor	0%
Unsure	0%
No response	13%



Overall satisfaction with the practice team as a whole

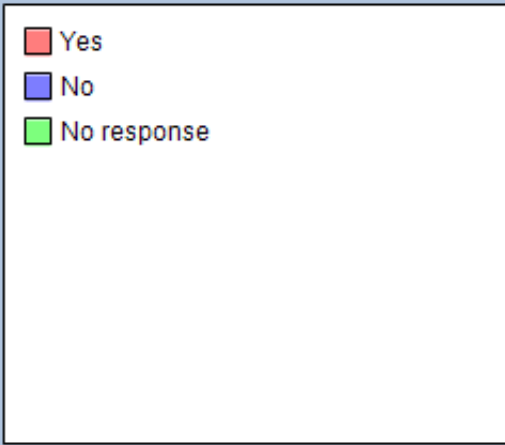
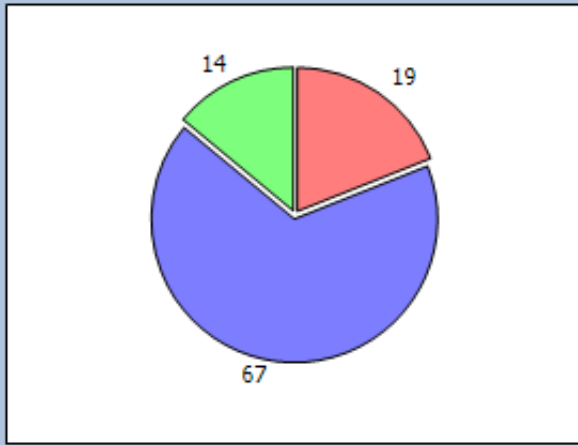
Excellent	41%
Very Good	28%
Good	16%
Fair	3%
Poor	0%
Unsure	0%
No response	12%



Service satisfaction

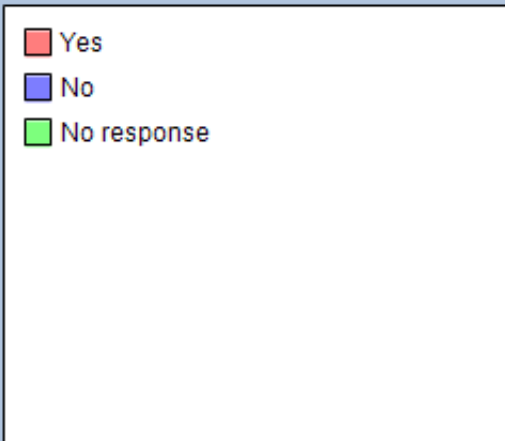
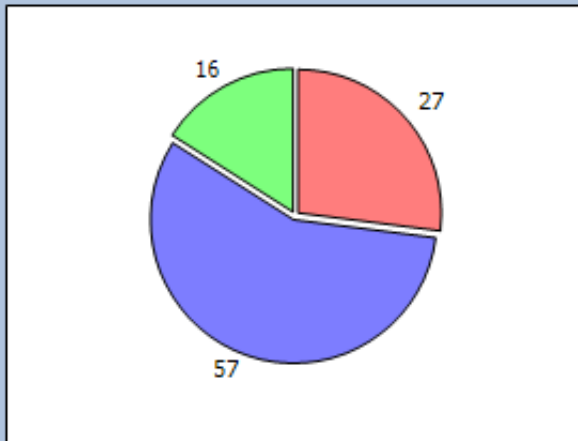
Would you like more information about how repeat prescriptions work

Yes	19%
No	67%
No response	14%



Would you like more information about our telephone triage system?

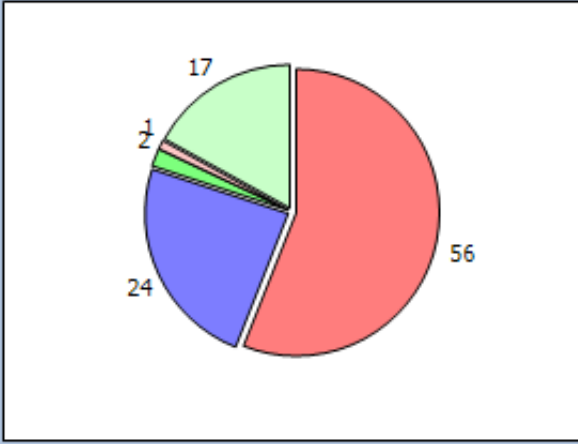
Yes	27%
No	57%
No response	16%



The NHS Friends & Family test

We would like you to think about your recent experience of our service. How likely are you to recommend our GP practice to friends or family if they needed similar care or treatment?

Extremely likely	56%
Likely	24%
Neither likely nor unlikely	2%
Unlikely	0%
Extremely unlikely	0%
Don't know	1%
No response	17%



- Extremely likely
- Likely
- Neither likely nor unlikely
- Don't know
- No response

Please tell us the main reason for selecting your statement.

Thank you for taking the time to complete our questionnaire.