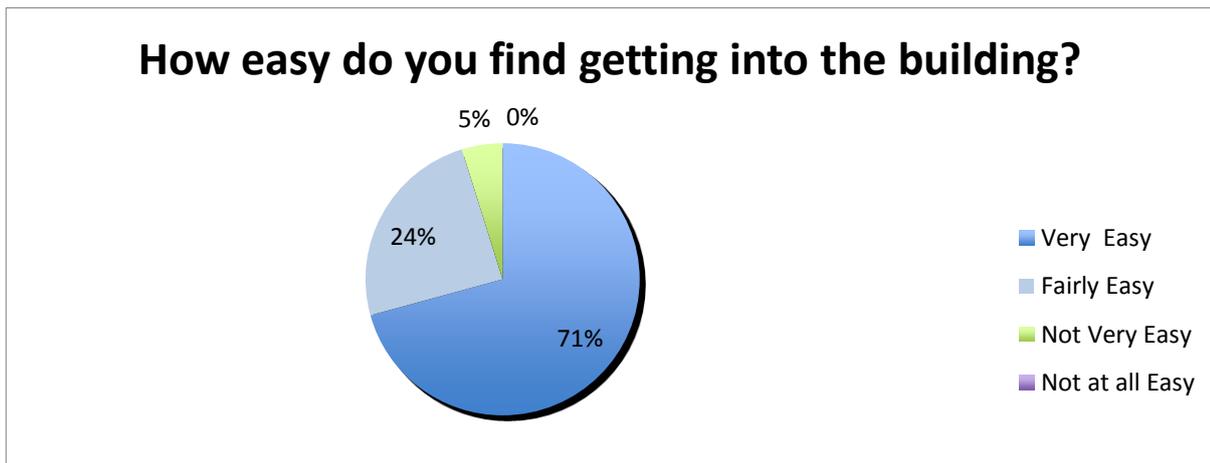


PATIENT REFERENCE GROUP QUESTIONNAIRE
NOVEMBER 2011

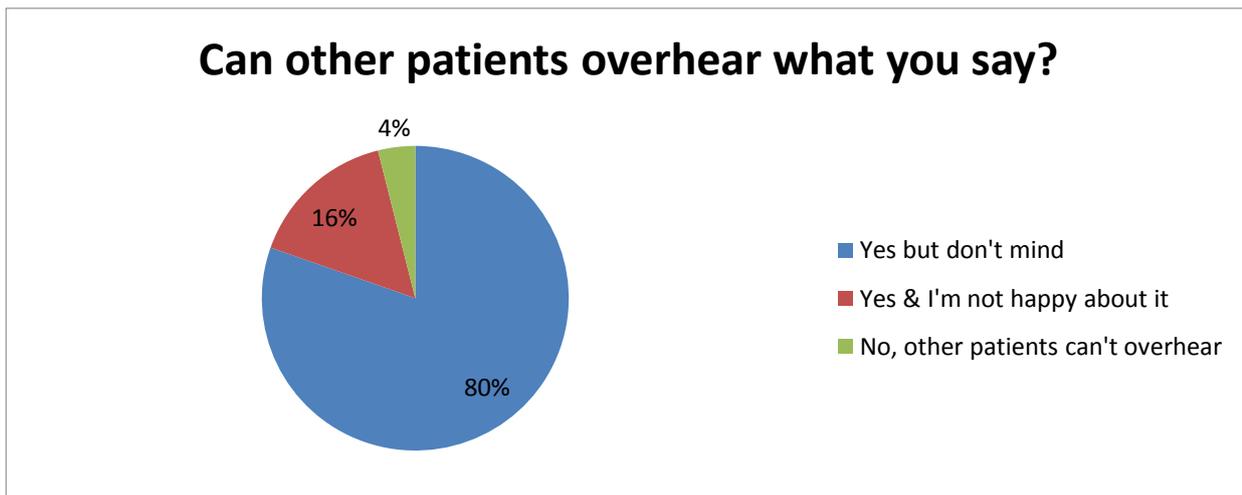
How easy do you find getting into the building at the surgery?

Very Easy	324
Fairly Easy	112
Not Very Easy	22
Not at all Easy	0
Total	458



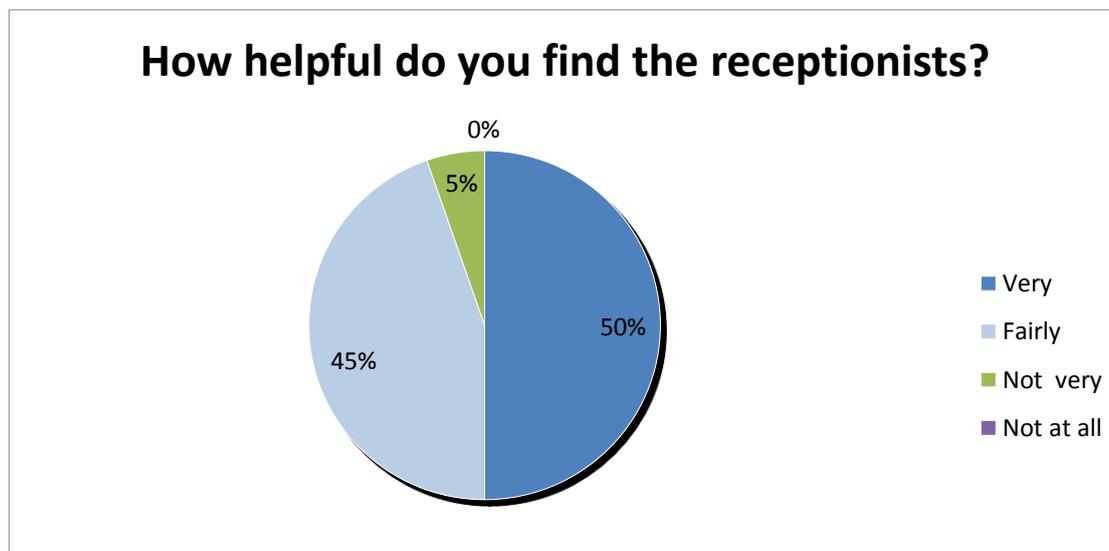
Can other patients overhear what you say to receptionist?

Yes but don't mind	369
Yes & I'm not happy about it	72
No, other patients can't overhear	18



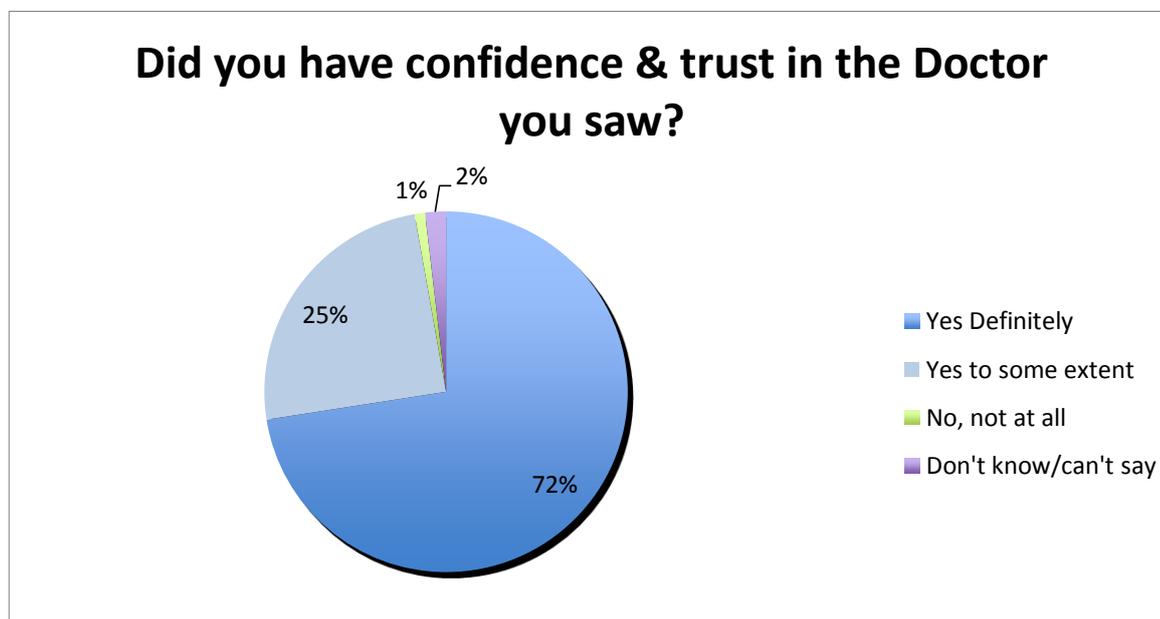
How helpful do you find the receptionists at the surgery?

Very	122
Fairly	109
Not very	13
Not at all	0



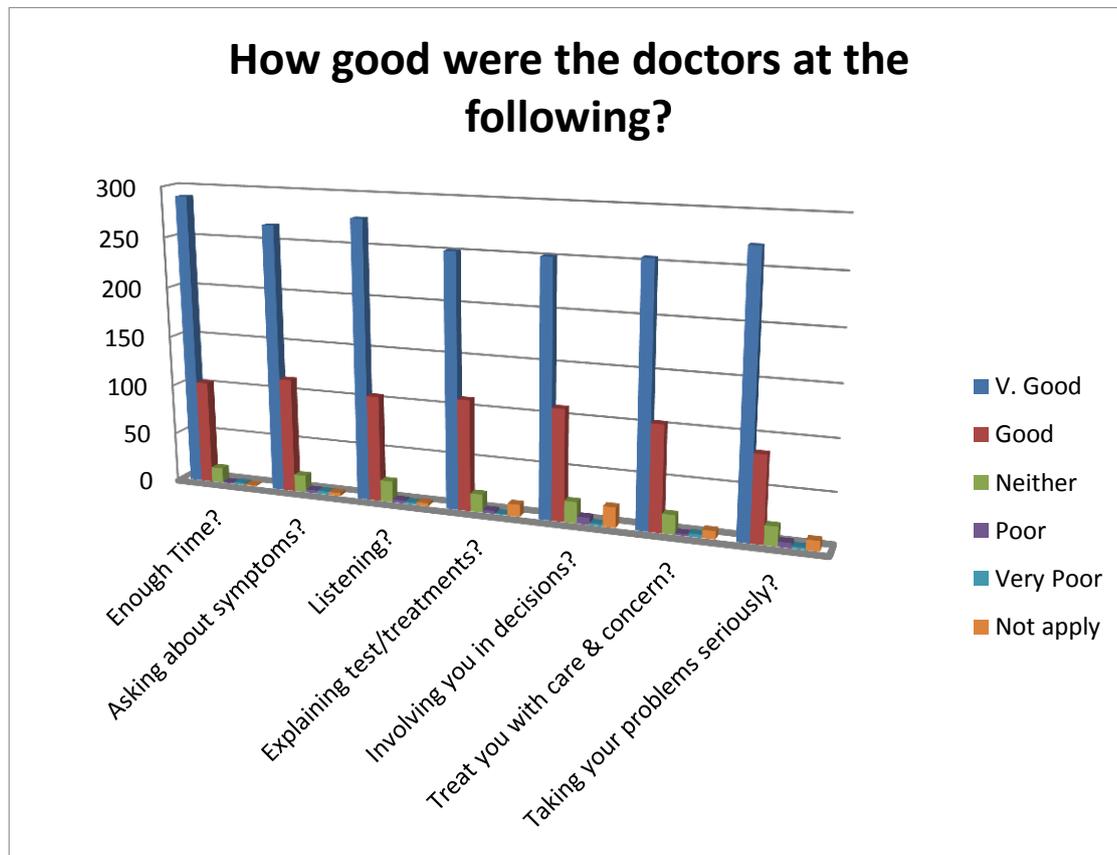
Did you have confidence and trust in the doctor you saw?

Yes Definitely	235
Yes to some extent	80
No, not at all	3
Don't know/can't say	6



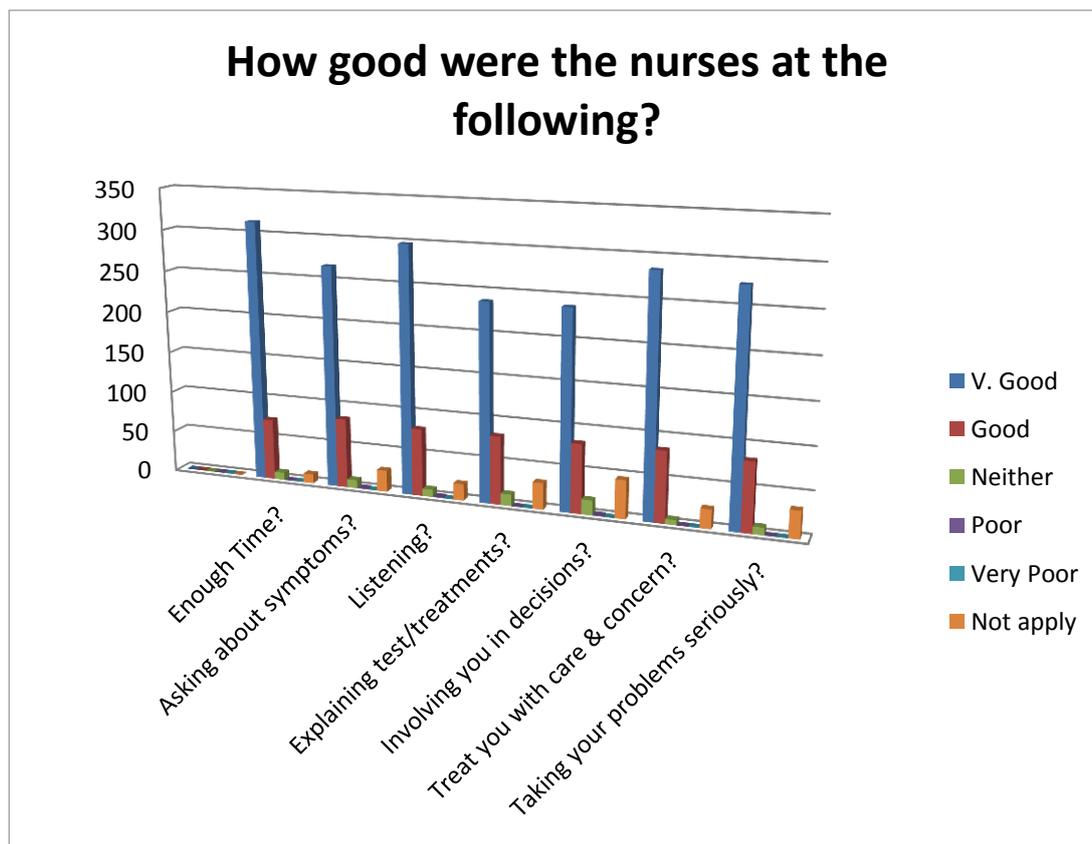
The last time you saw a Dr at the surgery, how good was the Dr at the following:

	Very Good	Good	Good	Neither	Poor	Very Poor	Not Apply
Enough Time?	290	103	15	1	2	1	
Asking about symptoms?	266	114	17	3	3	3	
Listening?	277	105	21	3	2	3	
Explaining tests/treatments?	251	110	18	3	1	12	
Involving you in decisions?	251	110	21	7	2	20	
Treat you with care and concern?	255	104	19	2	3	8	
Taking your problem seriously?	271	85	19	5	2	10	



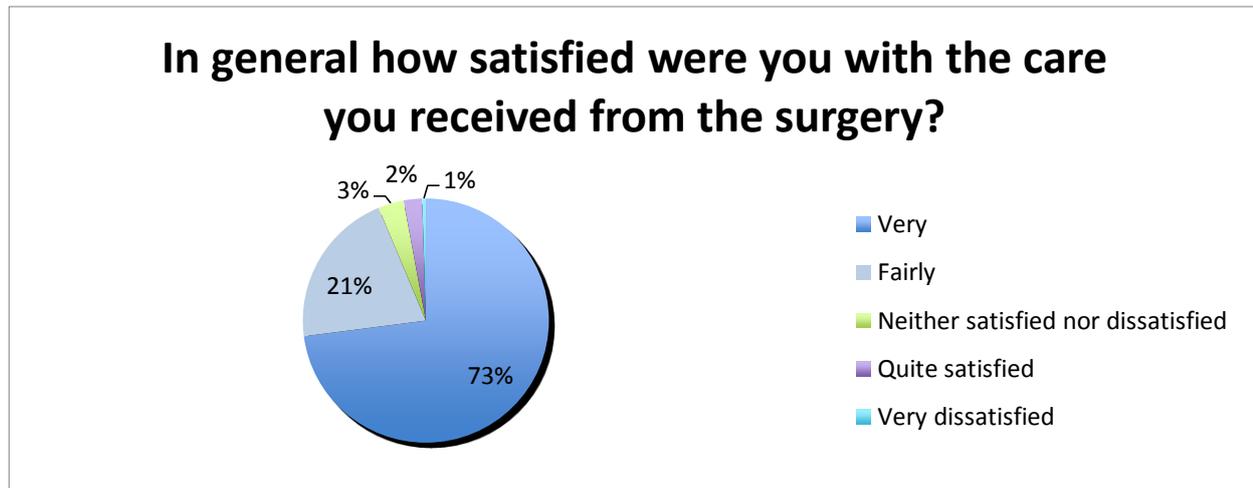
The last time you saw the Nurse, how good were they at the following:

	Very Good	Good	Good	Neither	Poor	Very Poor	Not Apply
Enough Time?	314	74	9	0	0	0	11
Asking about symptoms?	267	84	10	1	0	0	26
Listening?	298	81	9	1	0	0	20
Explaining tests/treatments?	238	82	14	0	0	0	32
Involving you in decisions?	238	83	18	1	0	0	46
Treat you with care and concern?	285	85	6	0	0	0	23
Taking your problem seriously?	275	83	9	0	0	0	3



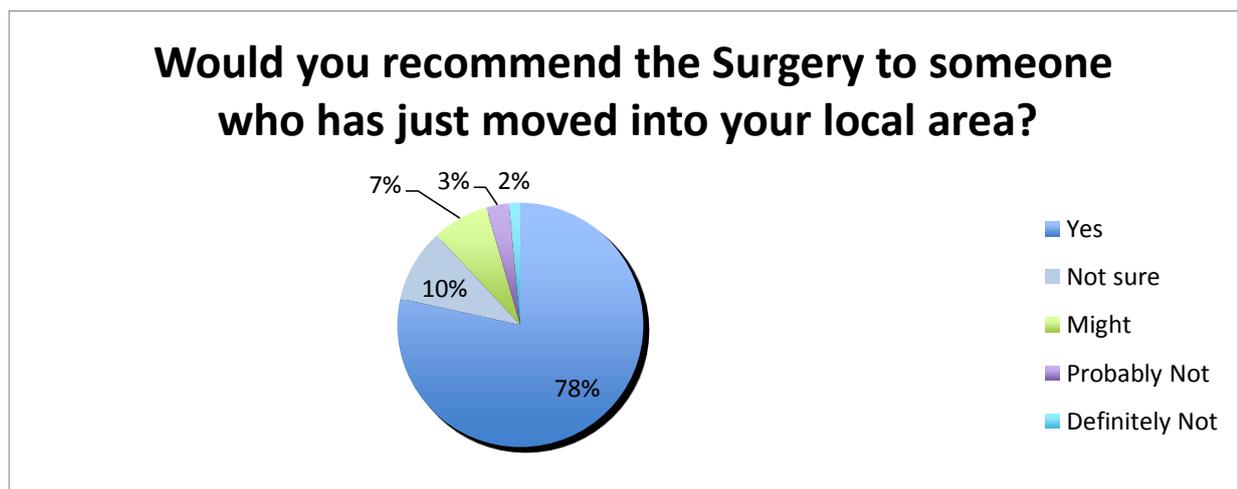
In general, how satisfied were you with the care you received from the surgery?

Very	302
Fairly	86
Neither satisfied nor dissatisfied	14
Quite satisfied	10
Very dissatisfied	2



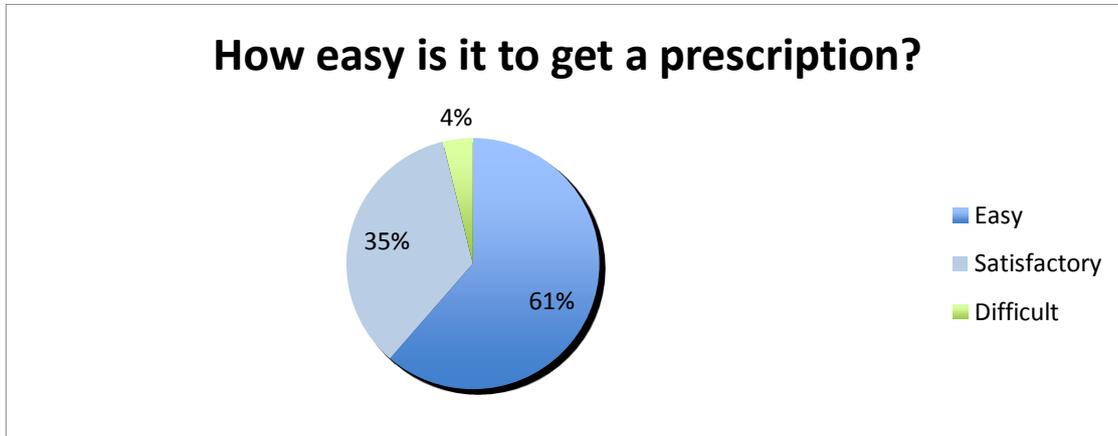
Would you recommend the Surgery to someone who has just moved into your local area?

Yes	317
Not sure	39
Might	30
Probably Not	12
Definitely Not	6



How easy is it to get a repeat prescription?

Easy	224
Satisfactory	127
Difficult	14



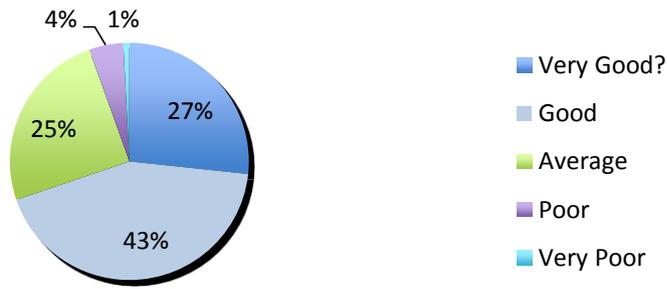
How long does it take to get a Repeat prescription?

Same Day	13
1-2 days	145
3 days	169
4+ days	44

How do you rate this?

Very Good?	98
Good	158
Average	91
Poor	17
Very Poor	3

How would you rate this?



Would you like the surgery premises to be significantly improved?

Yes 151
No 228

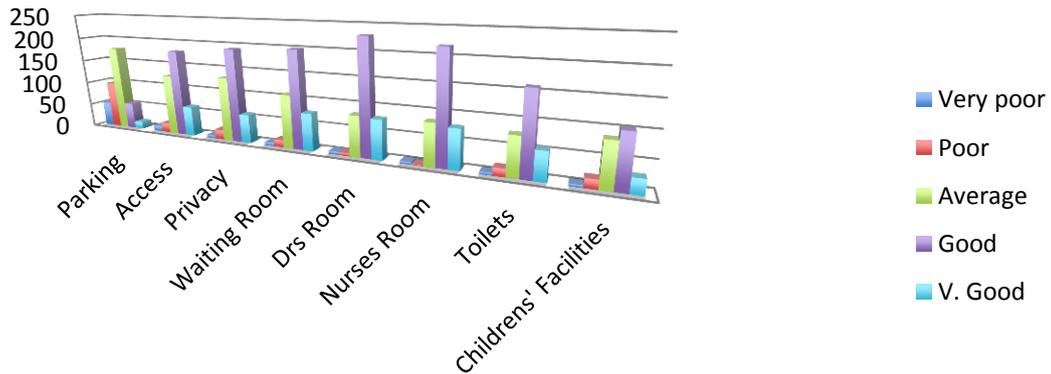
Would you like the surgery premises to be improved?



What do you think of the following at the surgery?

	Very Poor	Poor	Average	Good	Very Good
Parking	52	99	178	55	15
Access	12	20	126	180	62
Privacy	6	20	132	192	59
Waiting Room	7	15	109	199	76
Doctor's Room	6	6	82	230	79
Nurse's Room	5	2	84	218	78
Toilets	5	16	77	159	56
Children's Facilities	5	18	86	103	29

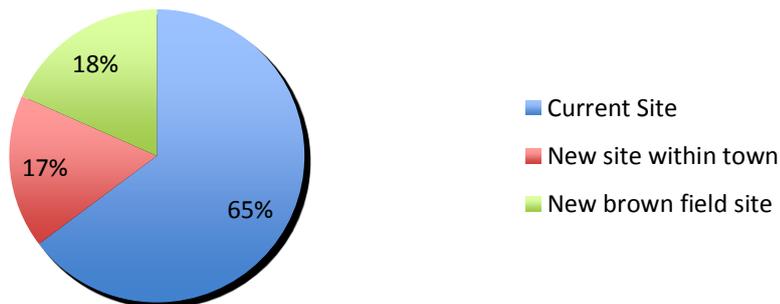
What do you think of the following at the surgery?



Where would you prefer surgery to be located?

Current Site	279
New site within town	73
New brown field site	79

Surgery site preference



Would you value a pharmacy with in the surgery?

Yes	308
No	73

What other services would you like to see?

Physio	197
NHS Dental	177
Hearing Aid Clinic	130
Aural Care clinic	96

What other services would you like to see?

