



Re: F81721 – Brickfields Surgery, Patient Reference Group Questionnaire 2013/14

The calculations on the report and charts are made as follows:

No Answer: The number of patients who did not complete the question.

Patients responding “NA”, “Unknown” are excluded from the percentage satisfaction score.

Satisfaction: The percentage of patients who responded “Good”, “Very Good” or “Excellent”.

We hope you find the layout easy to read and the calculations helpful. We would appreciate any comments that you would like to make.

Yours sincerely

Jill Warn
Audit and IT Lead



Practice Code: Brickfields Surgery

Number returns: 155

About you

Q1. Are you

Male	Female	No Answer
66	89	0

Q2. How old are you?

<20yrs	20-30 yrs	31yrs-40yrs	41yrs – 50yrs	51yrs – 60yrs	61yrs – 70yrs	71yrs - 80yrs	80+yrs	No answer
5	14	18	32	34	30	15	7	0

Q3. Which Ethnic group do you belong to?

A: White

English/Welsh/Scottish/Northern Irish/British	149
Irish	0
Gypsy or Irish Traveller	0
Any other white background	0

B: Mixed/multiple ethnic Groups

White and Black Caribbean	1
White and Black African	0
White and Asian	0
Any other mixed/multiple ethnic background	0

C: Asian/Asian British

Indian	1
Pakistani	0
Bangladeshi	0
Chinese	0
Any other Asian background	0

D: Black/African/Caribbean/Black British

African	0
Caribbean	0
Any other Black/African/Caribbean background	0

E: Other ethnic groups

Arab	0
Any other ethnic group	0

F: No Answer

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Q4. Which of the following best describes you?

Employed	Unemployed	Full time education	Unable to work	Looking after home/family	Retired	Other	No Answer
97	6	4	6	5	35	0	2

Your Practice

Q5. How easy do you find getting into the building at the surgery?

Very easy	Fairly easy	Not very easy	Not at all easy	No answer
140	13	2	0	0

Q6. How do you think getting into the building can be made easier?

Number of suggestions

For suggestions on how getting into the building please see attached.

Q7. How clean is the practice waiting room?

Very clean	Fairly clean	Not very clean	Don't know	No answer
132	21	0	1	1

Reception

Q8. How helpful do you find the receptionists at your surgery?

Very helpful	Fairly helpful	Not very helpful	Don't know	No answer
127	23	1	1	3

Q9. Have you ever been concerned that other patients have overheard your conversation with reception?

Yes	No	Don't know	No Answer
25	112	13	5

Appointments

Q10. In the last 12 months how many times have you seen a GP/Nurse at your practice?

None	1-3times	4-6 times	6 or more times	No answer
9	65	44	36	1

Q11. How do you normally book your appointment to see a GP/Nurse? (More than one answer given for this question)

In person	By Phone	No answer
27	115	13

Q12. How easy is it to get through to reception at your GP practice on the phone?

Very easy	Fairly easy	Not very easy	Not at all easy	No answer
25	90	27	9	4

Q13. How easy is it to speak to a GP or Nurse on the phone at your GP practice?

Very easy	Fairly easy	Not very easy	Not at all easy	Don't know, never tried	No answer
18	52	10	6	68	1

Q14. How many days do you usually have to wait to get an appointment with a GP/Nurse of your choice?

Same or next day	2-4 days	5 days or more	Don't know, never tried	No answer
52	56	24	14	9

Q15. How often do you get to see the GP/Nurse you have requested?

Always	A lot of the time	Some of the time	Never	N/A	No answer
46	63	23	3	14	6

Q16. How long did you have to wait for your consultation to start today? (From appointment time, not time of arrival)

Less than 5 minutes	5-10 minutes	11-20 minutes	21-30 minutes	more than 30 minutes	No answer
26	47	29	11	10	32

Q17. If you need to see a GP/Nurse urgently, can you normally be seen on the same day?

Yes	No	Don't know, never tried	No answer
84	18	46	7

Q18. Is your practice currently open at times that are convenient to you?

Yes	No	No answer
133	18	4

Your Consultation

Q19. Referring to your face to face / telephone consultation with the Doctor/ Nurse today, how highly would you score the Doctor/ Nurse at each of the following?

A: Giving you enough time?

Excellent	Very good	Good	Fair	Poor	Very poor	No answer
75	58	10	2	0	0	10

B: Make you feel at ease?

Excellent	Very good	Good	Fair	Poor	Very poor	No answer
81	52	11	2	0	0	9

C: Listening to you?

Excellent	Very good	Good	Fair	Poor	Very poor	No answer
84	50	9	3	0	0	9

D: Explaining treatment and tests?

Excellent	Very good	Good	Fair	Poor	Very poor	No answer
71	61	8	3	0	0	12

E: Involving you in decisions about your care?

Excellent	Very good	Good	Fair	Poor	Very poor	No answer
66	63	10	3	1	0	12

F: Treating you with care and concern?

Excellent	Very good	Good	Fair	Poor	Very poor	No answer
78	51	13	3	0	0	10

G: How much confidence and trust did you have in the GP/Nurse you last saw or spoke to?

Full confidence	Moderate	Little confidence	No confidence	No answer
132	12	1	1	9

H: Would you be completely happy to see this GP/ Nurse again?

Yes	No	Maybe	Do not know	No answer
144	1	1	2	7

Patient Experience

20: Overall, how would you describe your experience at your GP practice?

Excellent	Good	Fair	Poor	N/A	No answer
88	60	2	0	0	5

21: Would you recommend you GP Practice to someone who has just moved to your local area?

Yes	No	No answer
144	2	9





