

Hillview Medical Centre - patient survey - Spring 2016

1. How often do you visit this surgery on average? (please tick one box)						
Answer Options	On-line		Paper		2016	
	Response Percent	Response Count	Response Percent	Response Count	Response Percent	Response Count
Every week	0.0%	0	0.0%	0	0.0%	0
Once every 2 weeks	2.7%	2	3.1%	3	2.9%	5
Once a month	12.0%	9	6.1%	6	8.7%	15
Once every 2 or 3 months	38.7%	29	19.4%	19	27.7%	48
Once every 3 to 6 month	34.7%	26	38.8%	38	37.0%	64
Once a year	8.0%	6	19.4%	19	14.5%	25
Less often than once a year	4.0%	3	13.3%	13	9.2%	16
<i>answered question</i>		75		98		173
<i>skipped question</i>		3		0		3

2. Is there a particular doctor you prefer to see?(please tick one box)						
Answer Options	On-line		Paper		2016	
	Response Percent	Response Count	Response Percent	Response Count	Response Percent	Response Count
Yes	61.3%	46	57.1%	56	59.0%	102
No	38.7%	29	42.9%	42	41.0%	71
<i>answered question</i>		75		98		173
<i>skipped question</i>		3		0		3

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3. How often do you get to see the doctor/s you prefer? (please tick one box)

Answer Options	On-line		Paper		2016	
	Response Percent	Response Count	Response Percent	Response Count	Response Percent	Response Count
Most of the time	24.7%	18	30.2%	29	27.8%	47
Some of the time	34.3%	25	28.1%	27	30.8%	52
Never or almost never	9.6%	7	9.4%	9	9.5%	16
Not applicable	31.5%	23	32.3%	31	32.0%	54
<i>answered question</i>		73		96		169
<i>skipped question</i>		5		2		7

4. How satisfied are you with the clinical care you receive in general from the doctors at this surgery? (please tick one box)

Answer Options	On-line		Paper		2016	
	Response Percent	Response Count	Response Percent	Response Count	Response Percent	Response Count
Very satisfied	54.1%	40	47.4%	45	50.3%	85
Satisfied	35.1%	26	47.4%	45	42.0%	71
Neither satisfied or dissatisfied	8.1%	6	5.3%	5	6.5%	11
Dissatisfied	1.4%	1	0.0%	0	0.6%	1
Very dissatisfied	1.4%	1	0.0%	0	0.6%	1
<i>answered question</i>		74		95		169
<i>skipped question</i>		4		3		7

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6. How satisfied are you with the opening hours of the surgery? (please tick one box)

	On-line		Paper		2016	
Answer Options	Response Percent	Response Count	Response Percent	Response Count	Response Percent	Response Count
Very satisfied	26.0%	19	35.1%	33	31.1%	52
Satisfied	41.1%	30	47.9%	45	44.9%	75
Neither satisfied or dissatisfied	12.3%	9	10.6%	10	11.4%	19
Dissatisfied	9.6%	7	0.0%	0	4.2%	7
Very dissatisfied	2.7%	2	1.1%	1	1.8%	3
I don't know the opening hours	8.2%	6	5.3%	5	6.6%	11
	<i>answered question</i>	73		94		167
	<i>skipped question</i>	5		4		9

7. Can you confirm what our week-day opening hours are? (please tick as many boxes as appropriate)

Answer Options	Monday	Tuesday	Wednesday	Thursday	Friday	
Early morning - 7.30am to 8.00am	13	31	8	30	7	
Day - 8.00am to 6.30pm	113	101	107	102	113	
Evening - 6.30pm to 8.00pm	9	13	35	17	7	
						answered question
						skipped question

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8. Can you confirm our week-end opening hours?

Answer Options					Saturday	Sunday
9am to 10.45am					60	7
9am to 12.30pm					38	11
9am to 3.00pm					8	5
<i>answered question</i>						
<i>skipped question</i>						

9. When would you ideally like the surgery to be open on week-days? (please tick as many boxes as you wish)

Answer Options	Monday	Tuesday	Wednesday	Thursday	Friday	
Early morning - 7.30am to 8.00am	42	41	40	40	37	
Day - 8.00am to 6.30pm	107	105	106	104	134	
Evening - 6.30pm to 8.00pm	61	63	62	64	58	
<i>answered question</i>						
<i>skipped question</i>						

10 When would you ideally like the surgery to be open at the week-end? (please tick as many boxes as you wish)

Answer Options					Saturday	Sunday
Mornings					104	52
Afternoon					33	16
Evenings					7	2
All day					31	24
<i>answered question</i>						
<i>skipped question</i>						

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11. Which of the following are available on-line from our practice? (please tick as many boxes as you wish)						
	On-line		Paper		2016	
Answer Options	Response Percent	Response Count	Response Percent	Response Count	Response Percent	Response Count
Appointment booking and cancelling	87.5%	56	75.0%	51	81.1%	107
Repeat prescriptions	75.0%	48	55.9%	38	65.2%	86
Medical records viewing	51.6%	33	20.6%	14	35.6%	47
None of these	12.5%	8	17.7%	12	15.2%	20
<i>answered question</i>		64		68		132
<i>skipped question</i>		14		30		44

12. All of these services are actually available. Can you please let us know which you use? (please tick as many boxes as you wish)						
	On-line		Paper		2016	
Answer Options	Response Percent	Response Count	Response Percent	Response Count	Response Percent	Response Count
On-line appointment booking	39.7%	27	30.3%	23	34.7%	50
On-line ordering of repeat prescriptions	35.3%	24	19.7%	15	27.1%	39
On-line access to medical records	14.7%	10	7.9%	6	11.1%	16
None of these	50.0%	34	61.8%	47	56.3%	81
<i>answered question</i>		68		76		144
<i>skipped question</i>		10		22		32

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13. Did you know that you can book your appointments via our automated telephone system?(please tick one box only)						
Answer Options	On-line		Paper		2016	
	Response Percent	Response Count	Response Percent	Response Count	Response Percent	Response Count
Yes	76.1%	51	87.5%	77	82.6%	128
No	23.9%	16	12.5%	11	17.4%	27
<i>answered question</i>		67		88		155
<i>skipped question</i>		11		10		21

14. How do you usually book your appointments? (please tick one box)						
Answer Options	On-line		Paper		2016	
	Response Percent	Response Count	Response Percent	Response Count	Response Percent	Response Count
Through the on-line appointment booking system	29.0%	20	5.6%	5	15.8%	25
By the automated telephone appointment booking system	15.9%	11	13.5%	12	14.6%	23
By telephone - speaking to a receptionist	55.1%	38	80.9%	72	69.6%	110
<i>answered question</i>		69		89		158
<i>skipped question</i>		9		9		18

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15. How easy do you usually find getting through to us on the telephone? (please tick one box)						
	On-line		Paper		2016	
Answer Options	Response Percent	Response Count	Response Percent	Response Count	Response Percent	Response Count
Very easy	2.9%	2	9.1%	8	6.4%	10
Easy	27.5%	19	28.4%	25	28.0%	44
Neither easy or difficult	39.1%	27	33.0%	29	35.7%	56
Difficult	23.2%	16	20.5%	18	21.7%	34
Very difficult	5.8%	4	6.8%	6	6.4%	10
Don't know	1.5%	1	2.3%	2	1.9%	3
	<i>answered question</i>	69		88		157
	<i>skipped question</i>	9		10		19

16. Do you find it easy booking an appointment when you want one?(please tick one box)						
	On-line		Paper		2016	
Answer Options	Response Percent	Response Count	Response Percent	Response Count	Response Percent	Response Count
Yes	46.4%	32	59.3%	51	53.5%	83
No	53.6%	37	40.7%	35	46.5%	72
	<i>answered question</i>	69		86		155
	<i>skipped question</i>	9		12		21

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17 What problems do you have when you try to book an appointment? (please tick as many boxes as you wish)						
	On-line		Paper		2016	
Answer Options	Response Percent	Response Count	Response Percent	Response Count	Response Percent	Response Count
Cant get through to the receptionists	23.6%	13	26.7%	16	25.2%	29
No appointments available on the day you wish to come in	72.7%	40	61.7%	37	67.0%	77
No appointments available at the time you wish to come in	34.6%	19	28.3%	17	31.3%	36
No appointments available with the doctor that you would like to see	60.0%	33	51.7%	31	55.7%	64
Other (please specify)		17		3	17.4%	20
	<i>answered question</i>	55		60		115
	<i>skipped question</i>	23		38		61

18. Do you know that this surgery offers telephone appointments with the doctors? (please tick one box)						
	On-line		Paper		2016	
Answer Options	Response Percent	Response Count	Response Percent	Response Count	Response Percent	Response Count
Yes	80.0%	56	81.6%	71	80.9%	127
No	20.0%	14	18.4%	16	19.1%	30
	<i>answered question</i>	70		87		157
	<i>skipped question</i>	8		11		19

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19. How would you prefer to receive results from tests such as blood tests? (please tick as many boxes as you wish)						
	On-line		Paper		2016	
Answer Options	Response Percent	Response Count	Response Percent	Response Count	Response Percent	Response Count
Phone	44.3%	31	62.5%	50	54.0%	81
Appointment	15.7%	11	21.3%	17	16.2%	28
Text	34.3%	24	35.0%	28	30.1%	52
Email	71.4%	50	42.5%	34	48.6%	84
Other (please specify)		6		19	14.5%	25
	<i>answered question</i>	70		80		150
	<i>skipped question</i>	8		18		26

20. We have started to sent texts to people to remind them of their appointment or to invite them to attend certain clinics. Were you aware of this?						
	On-line		Paper		2016	
Answer Options	Response Percent	Response Count	Response Percent	Response Count	Response Percent	Response Count
Yes	41.2%	28	60.5%	52	51.9%	80
No	55.9%	38	39.5%	34	46.8%	72
Don't know	2.9%	2	2.0%	0	1.3%	2
	<i>answered question</i>	68		86		154
	<i>skipped question</i>	10		12		22

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21. If you were aware of this - have you found it useful?						
	On-line		Paper		2016	
Answer Options	Response Percent	Response Count	Response Percent	Response Count	Response Percent	Response Count
Yes	60.0%	27	85.5%	47	74.0%	74
No	13.3%	6	9.1%	5	11.0%	11
Don't know	26.7%	12	5.5%	2	14.0%	14
	<i>answered question</i>	45		55		100
	<i>skipped question</i>	33		43		76

22. Would you be interested in us communicating with you in the following ways? (please tick as many boxes as you wish)						
	On-line		Paper		2016	
Answer Options	Response Percent	Response Count	Response Percent	Response Count	Response Percent	Response Count
Texts to remind you to book appointments such as regular reviews or blood tests	59.7%	40	38.8%	26	49.3%	66
Emails to remind you to book appointments such a regular reviews or blood tests	55.3%	53	92.5%	62	85.8%	115
Other (please specify)		2				
	<i>answered question</i>	67		67		134
	<i>skipped question</i>	11		31		42

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23. How often would you like to receive email updates on practice developments? (please tick one box)

Answer Options	On-line		Paper		2016	
	Response Percent	Response Count	Response Percent	Response Count	Response Percent	Response Count
Once a week	2.9%	2	2.3%	2	2.6%	4
Once a month	27.1%	19	23.3%	20	25.0%	39
Once every 2 months	14.3%	10	4.7%	4	9.0%	14
Once a quarter	42.9%	30	25.6%	22	33.3%	52
Once every 6 months	10.0%	7	8.1%	7	9.0%	14
Once a year	1.4%	1	10.5%	9	6.4%	10
You'd prefer not to receive updates	1.4%	1	25.6%	22	14.7%	23
<i>answered question</i>		70		86		156
<i>skipped question</i>		8		12		20

24. How easy is it for you to see a nurse at this surgery? (please tick one box)

Answer Options	On-line		Paper		2016	
	Response Percent	Response Count	Response Percent	Response Count	Response Percent	Response Count
Very easy	19.4%	13	13.4%	11	16.1%	24
Easy	37.3%	25	34.2%	28	35.6%	53
Neither easy or difficult	19.4%	13	37.8%	31	29.5%	44
Difficult	7.5%	5	3.7%	3	5.4%	8
Very difficult	3.0%	2	2.4%	2	2.7%	4
Not applicable	13.4%	9	8.5%	7	10.7%	16
<i>answered question</i>		67		82		149
<i>skipped question</i>		11		16		27

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25. Have you seen a nurse at our surgery in the last 3 months? (please tick one box)						
	On-line		Paper		2016	
Answer Options	Response Percent	Response Count	Response Percent	Response Count	Response Percent	Response Count
Yes	61.8%	42	61.7%	54	61.5%	96
No	38.2%	26	38.6%	34	38.5%	60
	<i>answered question</i>	68		88		156
	<i>skipped question</i>	8		10		18

26. How satisfied were you with the care you received from the nurse? (please tick one box)						
	On-line		Paper		2016	
Answer Options	Response Percent	Response Count	Response Percent	Response Count	Response Percent	Response Count
Very satisfied	50.9%	30	50.7%	36	73.3%	66
Satisfied	28.8%	17	35.2%	25	46.7%	42
Neither satisfied or dissatisfied	18.6%	11	8.5%	6	18.9%	17
Disatisfied	1.7%	1	5.6%	4	5.6%	5
Very dissatisfied	0.0%	0	0.0%	0	0.0%	0
	<i>answered question</i>	19		71		90
	<i>skipped question</i>	43		27		70

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27. Are there any other services that you would like us to provide?						
	On-line		Paper		2016	
Answer Options	Response Count		Response Count		Response Count	
	18		6		24	
<i>answered question</i>	18		6		24	
<i>skipped question</i>	60		92		152	

28. How helpful do you find the receptionists at the surgery? (please tick one box)						
	On-line		Paper		2016	
Answer Options	Response Percent	Response Count	Response Percent	Response Count	Response Percent	Response Count
Very helpful	43.5%	30	48.3%	43	46.2%	73
Helpful	34.8%	24	38.2%	34	36.7%	58
Neither helpful or unhelpful	14.5%	10	10.1%	9	12.0%	19
Unhelpful	2.9%	2	2.3%	2	2.5%	4
Very unhelpful	4.4%	3	1.1%	1	2.5%	4
<i>answered question</i>		69		89		158
<i>skipped question</i>		9		9		18

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29. How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment? (please tick one box)						
	On-line		Paper		2016	
Answer Options	Response Percent	Response Count	Response Percent	Response Count	Response Percent	Response Count
Extremely likely	38.2%	26	39.8%	35	39.1%	61
Likely	39.7%	27	43.2%	38	41.7%	65
Neither likely nor unlikely	10.3%	7	14.8%	13	12.8%	20
Unlikely	7.4%	5	2.3%	2	4.5%	7
Extremely unlikely	1.5%	1	0.0%	0	0.6%	1
Don't know	2.9%	2	0.0%	0	1.3%	2
	<i>answered question</i>	68		88		156
	<i>skipped question</i>	10		10		20

30. How could we improve your visits to the surgery?						
		On-line	Paper		2016	
Answer Options		Response Count	Response Count		Response Count	
		27	16		43	
	<i>answered question</i>	27	16		43	
	<i>skipped question</i>	51	82		133	

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31. Are you male or female? (please tick one box)

Answer Options	On-line		Paper		2016	
	Response Percent	Response Count	Response Percent	Response Count	Response Percent	Response Count
Male	39.7%	27	34.2%	28	36.7%	55
Female	60.3%	41	65.9%	54	63.3%	95
<i>answered question</i>		68		82		150
<i>skipped question</i>		10		16		26

32. How old are you? (please tick one box)

Answer Options	On-line		Paper		2016	
	Response Percent	Response Count	Response Percent	Response Count	Response Percent	Response Count
0 - 15 yrs	0.0%	0	2.5%	2	1.4%	2
16 - 24 yrs	0.0%	0	7.4%	6	4.1%	6
25 - 34 yrs	13.4%	9	8.6%	7	10.8%	16
35 - 44 yrs	17.9%	12	11.1%	9	14.2%	21
45 - 54 yrs	13.4%	9	29.6%	24	22.3%	33
55 - 64 yrs	17.9%	12	21.0%	17	19.6%	29
65 - 74 yrs	23.9%	16	7.4%	6	14.9%	22
75 - 84 yrs	10.5%	7	11.1%	9	10.8%	16
85yrs +	3.0%	2	1.2%	1	2.0%	3
<i>answered question</i>		67		81		148
<i>skipped question</i>		11		17		28

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33. What is your ethnic background? (Please tick one box)						
Answer Options	On-line		Paper		2016	
	Response Percent	Response Count	Response Percent	Response Count	Response Percent	Response Count
White British / White	86.8%	59	87.8%	72	87.3%	131
Mixed / multiple ethnic gorups	0.0%	0	0.0%	0	0.0%	0
Black British / Black / African / Caribbean	0.0%	0	0.0%	0	0.0%	0
Asian British / Asian	8.8%	6	12.2%	10	10.7%	16
Chinese	1.5%	1	0.0%	0	0.7%	1
Other ethnic group	2.9%	2	0.0%	0	1.3%	2
<i>answered question</i>		68		82		150
<i>skipped question</i>		10		16		26

34. Are your day to day activities limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months? (including any issues / problems related to old age)						
Answer Options	On-line		Paper		2016	
	Response Percent	Response Count	Response Percent	Response Count	Response Percent	Response Count
Yes - limited a lot	11.6%	8	8.8%	7	10.1%	15
Yes - limited a little	24.6%	17	16.3%	13	20.1%	30
No	62.3%	43	71.3%	57	67.1%	100
Prefer not to say	1.5%	1	3.8%	3	2.7%	4
<i>answered question</i>		69		80		149
<i>skipped question</i>		9		18		27

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35. Did you have support to fill in this questionnaire?						
	On-line		Paper		2016	
Answer Options	Response Percent	Response Count	Response Percent	Response Count	Response Percent	Response Count
Yes	4.4%	3	7.2%	6	5.9%	9
No	95.7%	66	92.8%	77	94.1%	143
	<i>answered question</i>	69		83		152
	<i>skipped question</i>	9		15		24