Patient Survey Results 2012 / 2013

The results so far are shown below.

	responses: 144							
1	When did you last see a Dr at Midway	Surgei	∿?					
	In the past three months	105	-					
	Between 3 and 6 months ago	25	17%					
	More than 6 months ago	12	8%					
	I have never been seen at Midway	0	0%					
	Surgery	0	0 /8					
2								
2	How do you normally book your appoin	ımeni	to see a doctor or nurse at Midway					
	Surgery?	4.0	100/					
	In person	18	12%					
	Bytelephone	103						
	Online via our website	22	15%					
3	When you have booked your appointm	entis	it at a time suitable for you?					
	Always	62	43%					
	Usually	80	55%					
	Never	1	0%					
4	How easy do you find getting into the b	uilding	g at the surgery?					
	Very easy a you and geang into the banding at the surgery!							
			86%					
	Fairlyeasy	18	12%					
	Notveryeasy	2	1%					
	Not at all easy	0	0%					
5	How clean is the GP surgery?	-						
Ŭ	Very clean	134						
	veryclean	104	93%					
	Fairlyclean	9	6%					
	-	0	0%					
	Not very clean		0%					
•	Not at all clean	0						
6	How helpful do you find the receptionis							
	Veryhelpful	118						
			83%					
	Fairlyhelpful	20	14%					
	Not very helpful	3	2%					
	Not at all helpful	0	0%					
7	How satisfied are you with the opening	g hours	s at the Midway surgery?					
	Verysatisfied	101	70%					
	Fairlysatisfied	39	27%					
	Neither satisfied or dissatisfied	4	2%					
	Very dissatisfied	0	0%					
8			w good was the Dr at each of the					
	The last time you saw a Dr at the surg	ery ho۱						
-	The last time you saw a Dr at the surg following?	eryhov	3					
8 a)	following?	ery hov	J					
	following? Giving you enough time	ery hov 106						
	following?	-	73%					
	following? Giving you enough time Very Good Good	106 32	73%					
	following? Giving you enough time Very Good Good Neither good nor poor	106 32 5	73% 22% 3%					
	following? Giving you enough time Very Good Good Neither good nor poor Poor	106 32 5 1	73% 22% 3% 0%					
	following? Giving you enough time Very Good Good Neither good nor poor Poor Very Poor	106 32 5 1 0	73% 22% 3% 0% 0%					
8 a)	following? Giving you enough time Very Good Good Neither good nor poor Poor Very Poor Does not apply	106 32 5 1	73% 22% 3% 0%					
	following? Giving you enough time Very Good Good Neither good nor poor Poor Very Poor Does not apply Asking about your symptoms	106 32 5 1 0	73% 22% 3% 0% 0% 0%					
8 a)	following? Giving you enough time Very Good Good Neither good nor poor Poor Very Poor Does not apply Asking about your symptoms Very Good	106 32 5 1 0 0	73% 22% 3% 0% 0% 0% 71%					
8 a)	following? Giving you enough time Very Good Good Neither good nor poor Poor Very Poor Does not apply Asking about your symptoms Very Good Good	106 32 5 1 0 0 103 34	73% 22% 3% 0% 0% 0% 71% 23%					
8 a)	following? Giving you enough time Very Good Good Neither good nor poor Poor Very Poor Does not apply Asking about your symptoms Very Good Good Neither good nor poor	106 32 5 1 0 0 103 34 4	73% 22% 3% 0% 0% 0% 71% 23% 2%					
8 a)	following? Giving you enough time Very Good Good Neither good nor poor Poor Very Poor Does not apply Asking about your symptoms Very Good Good Neither good nor poor Poor	106 32 5 1 0 0 103 34 4 1	73% 22% 3% 0% 0% 71% 23% 2% 0%					
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8 a)	following? Giving you enough time Very Good Good Neither good nor poor Poor Very Poor Does not apply Asking about your symptoms Very Good Good Neither good nor poor Poor	106 32 5 1 0 0 103 34 4 1	73% 22% 3% 0% 0% 71% 23% 2% 0%					
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8 a) 8 b)	following? Giving you enough time Very Good Good Neither good nor poor Poor Very Poor Does not apply Asking about your symptoms Very Good Good Neither good nor poor Poor Very Poor Does not apply Listening to you	106 32 5 1 0 0 103 34 4 1 2 0	73% 22% 3% 0% 0% 71% 23% 2% 0% 1% 0%					
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8 a) 8 b)	following? Giving you enough time Very Good Good Neither good nor poor Poor Very Poor Does not apply Asking about your symptoms Very Good Good Neither good nor poor Poor Very Poor Does not apply Listening to you Very Good Good	106 32 5 1 0 0 103 34 4 1 2 0 108 26	73% 22% 3% 0% 0% 71% 23% 2% 0% 1% 0% 1% 0%					
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	Good	18	12%
	Neither good nor poor	12	8%
	Poor	1	0%
	Very Poor	0	0%
	Does not apply	8	5%
8 f)	Treating you with care and respect		
	Very Good	110	76%
	Good	26	18%
	Neither good nor poor	5	3%
	Poor	2	1%
	Very Poor	0	0%
	Does not apply	1	0%
8 g)	Obtaining your consent before examined	nation	
	Very Good	96	
			68%
	Good	19	13%
	Neither good nor poor	4	2%
	Poor	2	1%
	Very Poor	0	0%
	Does not apply	20	14%
9	Did you have confidence and trust in	the doct	or you saw?
	Yes, definitely	126	
			88%
	Yes, to some extent	13	9%
	No, not at all	3	2%
	Dont know or cant say	1	0%
10	The last time you saw a Nurse Practic		
	Nurse Practioner at each of the follow		
10 a)	Giving you enough time	-	
,	Very Good	97	74%
	Good	24	18%
	Neither good nor poor	3	2%
	Poor	1	0%
	Very Poor	0	0%
	Does not apply	5	3%
10 h)	Asking about your symptoms	U	
)	Very Good	82	63%
	Good	02 25	19%
	Neither good nor poor	25 5	3%
		5 1	0%
	Poor Vary Boor		
	Very Poor	2	1%
10 -	Does not apply	14	10%
10 C)	Listening to you	~-	700/
	Very Good	95 22	17%
	Good	23	17%
	Neither good nor poor	5	3%
	Poor	0	0%
	Very Poor	0	0%
	Does not apply	6	<mark>4</mark> %
10 d)	Explaining tests and treatments	-	
	Very Good	85	
			65%
	Good	26	20%
	Neither good nor poor	4	<mark>3%</mark>
	Poor	1	0%
	Very Poor	0	0%
	Does not apply	13	10%
10 e)	Involving you in decisions about your		
	Very Good	82	<mark>63%</mark>
	Good	23	17%
	Neither good nor poor	3	2%
	Poor	0	0%
	Very Poor	2	1%
	Does not apply	19	14%
10 f)	Treating you with care and respect		
	Very Good	103	79%
	Good	16	12%
	Neither good nor poor	1	0%
	Poor	4	3%
	Very Poor	0	0%
	Does not apply	5	3%
	Obtaining your consent before examine		-
10 a)			
10 g)	Very Good	85	and the second secon
10 g)	Very Good	85	65%
10 g)	Very Good Good	85 23	65% 17%

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	Neither good nor poor	1	0%
	Poor	0	0%
	Very Poor	1	0%
	Does not apply	19	14%
11	Did you have confidence and trust in the	Nurs	se Practioner you saw?
	Yes, definitely	107	
			83%
	Yes, to some extent	13	10%
	No, not at all	3	2%
12	Dont know or cant say The last time you saw a Practice Nurse	5 at the	3%
12	Practice Nurse at each of the following?		surgery now good was the
12 a)	Giving you enough time		
- /	Very Good	93	75%
	Good	23	18%
	Neither good nor poor	1	0%
	Poor	0	0%
	Very Poor	0	0%
	Does not apply	7	5%
12 b)	Asking about your symptoms		
	Very Good	79	64%
	Good	22	17%
	Neither good nor poor	5	4%
	Poor	1	0%
	Very Poor	0	0%
10.	Does not apply	16	13%
12 C)	Listening to you	05	330/
	Very Good	95 10	77% 14%
	Good	18 2	1%
	Neither good nor poor Poor	2	0%
	Very Poor	0	0%
	Does not apply	7	5%
12 d)	Explaining tests and treatments		
,	Very Good	79	64%
	Good	20	16%
	Neither good nor poor	3	2%
	Poor	0	0%
	Very Poor	0	0%
	Does not apply	20	16%
12 e)	Involving you in decisions about your car	re	
	Very Good	73	<mark>59%</mark>
	Good	21	17%
	Neither good nor poor	3	2%
	Poor	0	0%
	Very Poor	0	0%
	Does not apply	26	21%
12 f)	Treating you with care and respect	~ 1	70%
	Very Good Good	94 21	76% 17%
	Neither good nor poor	0	0%
	Poor	1	0%
	Very Poor	0	0%
	Does not apply	7	5%
12 q)	Obtaining your consent before examinat		-
0,	Very Good	75	61%
	Good	19	15%
	Neither good nor poor	1	0%
	Poor	0	0%
	Very Poor	0	0%
	Does not apply	27	22%
13	Did you have confidence and trust in the	Prac	tice Nurse you saw?
	Yes, definitely	103	
			85%
	Yes, to some extent	12	9%
	No, not at all Dont know or cant say	0 6	0% 4%
14	Dont know or cant say In general, how satisfied are you with the		-
14	Very satisfied	e caro 121	
			87%
	Fairlysatisfied	15	10%
	Neither satisfied or dissatisfied	2	1%
	Verydissatisfied	1	0%
15	Would you recommend Midway Surgery	to so	meone who has just moved to your
	local area?		

	X		
	Yes	131	
			93%
	Maybe	6	4%
	Notsure	2	1%
	Probably not	0	0%
	•	1	0%
	Definitely not	-	- , -
16	Do you have any long-standing health include anything that has troubled you affect you over a period of time?		
	Yes(Go to Q17)	91	65%
	No Don't know or can't say	47 2	33% 1%
17	Have you had discussions in the past		
17	how best to deal with your health probl		initis with a Doctor of Nulse about
	Yes(Go to Q18)	93	90%
		4.0	
	No	10	9%
18	In these discussions above		
18 a)	Did the doctor or nurse take notice of y	our vie	ews about how to deal with your
	health problem?		
	Yes	86	
			90%
	No	1	1%
	Dont know	5	5%
	N/A	3	3%
40.1.			
18 D)	Did the doctor or nurse give you inform deal with your health problem?	ation	about the things you might do to
	Yes	89	
			91%
	No	2	2%
	Dont know	2	2%
	N/A	4	4%
10 \			
18 C)	Did you and the doctor or nurse agree	now b	est to manage your health
	problem?		
	Yes	86	
			88%
	No	5	<mark>5</mark> %
	Dont know	2	2%
	N/A	4	4%
18 d)	Did the doctor or nurse give you a writte	en doo	sument about the discussions you
	had about managing your health proble		
		25	25%
	Yes		
			58%
	No	57	
	No Dont know	57 4	4%
			4% 11%
18 e)	Dont know	4 11	11%
18 e)	Dont know N/A	4 11	11%
18 e)	Dont know N/A Would you have liked a written plan su	4 11	11%
18 e)	Dont know N/A Would you have liked a written plan sur doctor or nurse?	4 11 mmar	11% ising your discussion with the
18 e)	Dont know N/A Would you have liked a written plan su doctor or nurse? Yes No	4 11 mmar 22 58	11% ising your discussion with the 22%
18 e)	Dont know N/A Would you have liked a written plan sur doctor or nurse? Yes No Dont know	4 11 mmar 22 58 9	11% ising your discussion with the 22% 59%
	Dont know N/A Would you have liked a written plan sur doctor or nurse? Yes No Dont know N/A	4 11 mmar 22 58 9 8	11% ising your discussion with the 22% 9% 9% 8%
18 e) 18 f)	Dont know N/A Would you have liked a written plan sur doctor or nurse? Yes No Dont know N/A Did the doctor or nurse ever mention th	4 11 mmar 22 58 9 8	11% ising your discussion with the 22% 9% 9% 8%
	Dont know N/A Would you have liked a written plan sur doctor or nurse? Yes No Dont know N/A Did the doctor or nurse ever mention the plan?	4 11 22 58 9 8 at you	11% ising your discussion with the 22% 59% 9% 8% had something called a care
	Dont know N/A Would you have liked a written plan sur doctor or nurse? Yes No Dont know N/A Did the doctor or nurse ever mention th	4 11 mmar 22 58 9 8	11% ising your discussion with the 22% 9% 9% 8%
	Dont know N/A Would you have liked a written plan sur doctor or nurse? Yes No Dont know N/A Did the doctor or nurse ever mention the plan?	4 11 22 58 9 8 at you	11% ising your discussion with the 22% 59% 9% 8% had something called a care
	Dont know N/A Would you have liked a written plan sur doctor or nurse? Yes No Dont know N/A Did the doctor or nurse ever mention the plan? Yes	4 11 22 58 9 8 at you 7	11% ising your discussion with the 22% 9% 9% 8% had something called a care
	Dont know N/A Would you have liked a written plan su doctor or nurse? Yes No Dont know N/A Did the doctor or nurse ever mention the plan? Yes No	4 11 22 58 9 8 aat you 7 73	11% ising your discussion with the 22% 59% 9% 8% had something called a care 7%
18 f)	Dont know N/A Would you have liked a written plan sur doctor or nurse? Yes No Dont know N/A Did the doctor or nurse ever mention the plan? Yes No Dont know N/A	4 11 22 58 9 8 at you 7 73 5 12	11% ising your discussion with the 22% 59% 9% 8% a had something called a care 7% 5% 5% 12%
18 f)	Dont know N/A Would you have liked a written plan sur doctor or nurse? Yes No Dont know N/A Did the doctor or nurse ever mention the plan? Yes No Dont know N/A Were you happy with the agreed plan to	4 11 22 58 9 8 at you 7 73 5 12	11% ising your discussion with the 22% 59% 9% 8% a had something called a care 7% 5% 5% 12%
18 f)	Dont know N/A Would you have liked a written plan sur doctor or nurse? Yes No Dont know N/A Did the doctor or nurse ever mention the plan? Yes No Dont know N/A Were you happy with the agreed plan to care provider?	4 11 22 58 9 8 at you 7 73 5 12 0 b e re	11% ising your discussion with the 22% 9% 8% a had something called a care 7% 7% 75% 5% 12% 2ferred to a specialist or secondary
18 f)	Dont know N/A Would you have liked a written plan sur doctor or nurse? Yes No Dont know N/A Did the doctor or nurse ever mention the plan? Yes No Dont know N/A Were you happy with the agreed plan to care provider? Yes	4 11 22 58 9 8 at you 7 73 5 12 0 be re 37	11% ising your discussion with the 22% 59% 9% 8% a had something called a care 7% 7% 5% 12% eferred to a specialist or secondary 38%
18 f)	Dont know N/A Would you have liked a written plan sur doctor or nurse? Yes No Dont know N/A Did the doctor or nurse ever mention the plan? Yes No Dont know N/A Were you happy with the agreed plan to care provider? Yes No	4 11 nmar 22 58 9 8 at you 7 73 5 12 5 12 0 be re 37 2	11% ising your discussion with the 22% 9% 8% had something called a care 7% 7% 5% 12% eferred to a specialist or secondary 38% 2%
18 f)	Dont know N/A Would you have liked a written plan sur doctor or nurse? Yes No Dont know N/A Did the doctor or nurse ever mention the plan? Yes No Dont know N/A Were you happy with the agreed plan to care provider? Yes	4 11 22 58 9 8 at you 7 73 5 12 0 be re 37	11% ising your discussion with the 22% 59% 9% 8% a had something called a care 7% 7% 5% 12% eferred to a specialist or secondary 38%
18 f)	Dont know N/A Would you have liked a written plan sur doctor or nurse? Yes No Dont know N/A Did the doctor or nurse ever mention the plan? Yes No Dont know N/A Were you happy with the agreed plan to care provider? Yes No	4 11 nmar 22 58 9 8 at you 7 73 5 12 5 12 0 be re 37 2	11% ising your discussion with the 22% 9% 8% had something called a care 7% 7% 5% 12% eferred to a specialist or secondary 38% 2%
18 f)	Dont know N/A Would you have liked a written plan sur doctor or nurse? Yes No Dont know N/A Did the doctor or nurse ever mention the plan? Yes No Dont know N/A Were you happy with the agreed plan to care provider? Yes No Dont know	4 11 22 58 9 8 kat you 7 73 5 12 b be re 37 2 6 51	11% ising your discussion with the 22% 59% 9% 8% a had something called a care 7% 5% 12% eferred to a specialist or secondary 38% 2% 6% 53%
18 f) 18 g)	Dont know N/A Would you have liked a written plan sur doctor or nurse? Yes No Dont know N/A Did the doctor or nurse ever mention the plan? Yes No Dont know N/A Were you happy with the agreed plan to care provider? Yes No Dont know N/A	4 11 mmar 22 58 9 8 sat you 7 73 5 12 b be re 37 2 6 51 0 51 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	11% ising your discussion with the 22% 9% 8% had something called a care 7% 7% 5% 12% sferred to a specialist or secondary 38% 2% 6% 53% vith your doctor or nurse has helped
18 f) 18 g)	Dont know N/A Would you have liked a written plan sur doctor or nurse? Yes No Dont know N/A Did the doctor or nurse ever mention the plan? Yes No Dont know N/A Were you happy with the agreed plan to care provider? Yes No Dont know N/A Wore you happy with the agreed plan to care provider? Yes No Dont know N/A	4 11 mmar 22 58 9 8 sat you 7 73 5 12 b be re 37 2 6 51 0 51 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	11% ising your discussion with the 22% 9% 8% had something called a care 7% 7% 5% 12% sferred to a specialist or secondary 38% 2% 6% 53% vith your doctor or nurse has helped
18 f) 18 g)	Dont know N/A Would you have liked a written plan sur doctor or nurse? Yes No Dont know N/A Did the doctor or nurse ever mention the plan? Yes No Dont know N/A Were you happy with the agreed plan to care provider? Yes No Dont know N/A Wore you happy with the agreed plan to care provider? Yes No Dont know N/A Dont know N/A	4 11 22 58 9 8 kat you 7 73 5 12 b be re 37 2 6 51 ions v proble	11% ising your discussion with the 22% 9% 8% had something called a care 7% 7% 5% 12% sferred to a specialist or secondary 38% 2% 6% 53% vith your doctor or nurse has helped
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Antenatal Care Asthma Cervical Smears Childhood Immunisations Contraception COPD	Coronary Heart Disease. Diabetes Flu Vaccination Heart Monitoring Hypertension	Minor Surgery Phlebotomy Clinic Planning Your Pregnancy Postnatal Care Sexual Health Shingles Vaccination Stop Smoking	Test Results Travel Clinic Weight Management Non NHS Work	