



The Fairlands Practice

Fairlands Practice Annual Patient Survey 2017

582

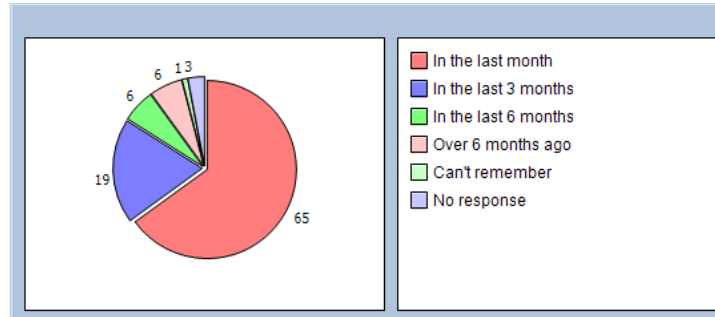
 (psurvey.aspx?p=308970&xls=1)

 (psurvey.aspx?p=308970&xls=2)

Number of Responses: Fairlands Practice Annual Patient Survey 2017

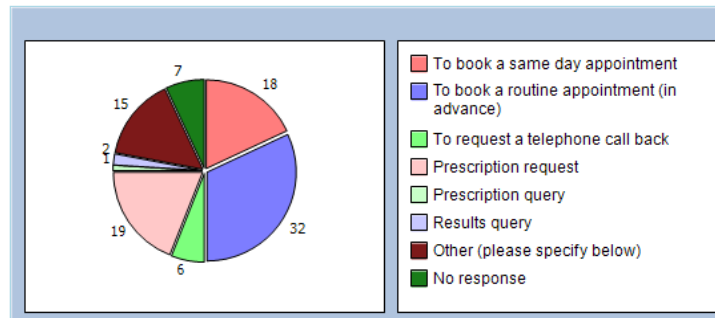
Q1. When did you last use our services at the Practice?

| | |
|----------------------|-----|
| In the last month | 65% |
| In the last 3 months | 19% |
| In the last 6 months | 6% |
| Over 6 months ago | 6% |
| Can't remember | 1% |
| No response | 3% |



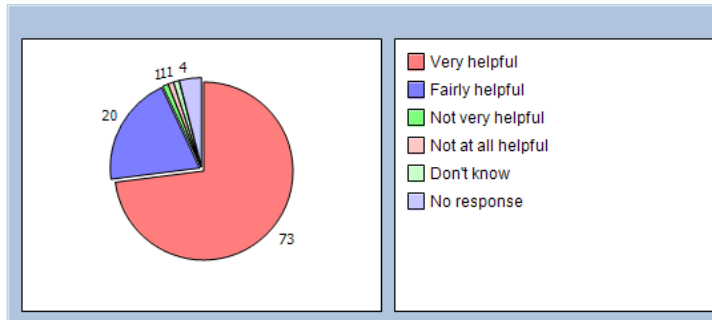
Q2. What was the purpose of your most recent contact with the surgery?

| | |
|--|-----|
| To book a same day appointment | 18% |
| To book a routine appointment (in advance) | 32% |
| To request a telephone call back | 6% |
| Prescription request | 19% |
| Prescription query | 1% |
| Results query | 2% |
| Home visit request | 0% |
| Other (please specify below) | 15% |
| No response | 7% |



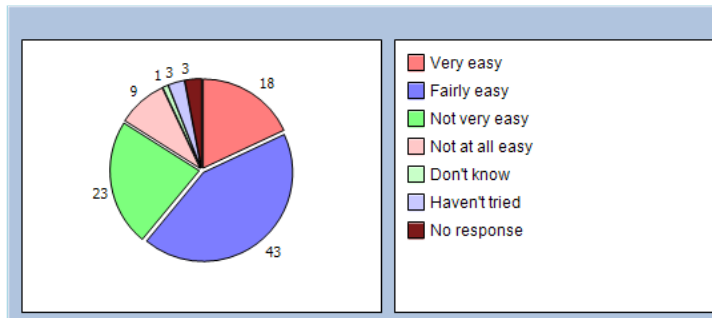
Q3. How helpful do you find the receptionists at your GP practice?

| | |
|--------------------|-----|
| Very helpful | 73% |
| Fairly helpful | 20% |
| Not very helpful | 1% |
| Not at all helpful | 1% |
| Don't know | 1% |
| No response | 4% |



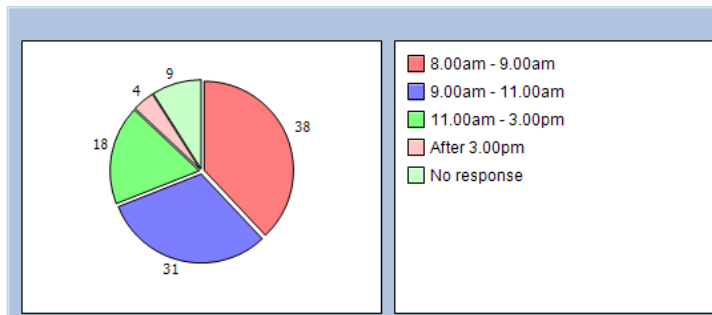
Q4. How easy was it to get through to someone at your GP practice on the phone?

| | |
|-----------------|-----|
| Very easy | 18% |
| Fairly easy | 43% |
| Not very easy | 23% |
| Not at all easy | 9% |
| Don't know | 1% |
| Haven't tried | 3% |
| No response | 3% |



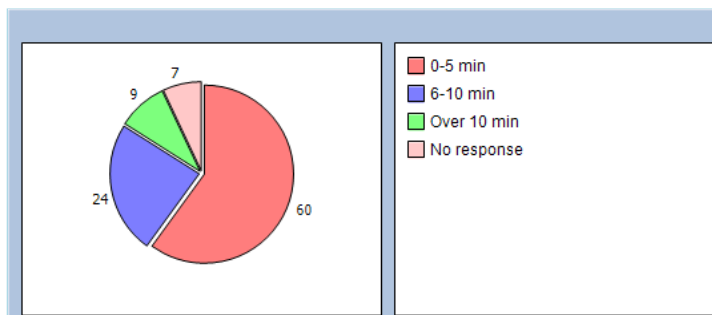
Q5. When you last contacted the practice via the telephone, what time of the day did you phone?

| | |
|------------------|-----|
| 8.00am - 9.00am | 38% |
| 9.00am - 11.00am | 31% |
| 11.00am - 3.00pm | 18% |
| After 3.00pm | 4% |
| No response | 9% |



Q6. How long did it take for someone to answer your call?

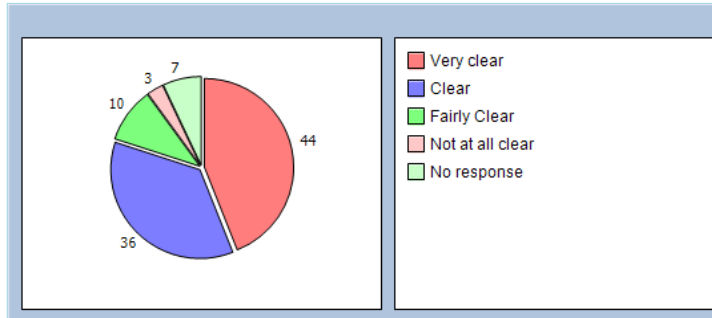
| | |
|-------------|-----|
| 0-5 min | 60% |
| 6-10 min | 24% |
| Over 10 min | 9% |
| No response | 7% |



Q7. How clear was the automated telephone system?

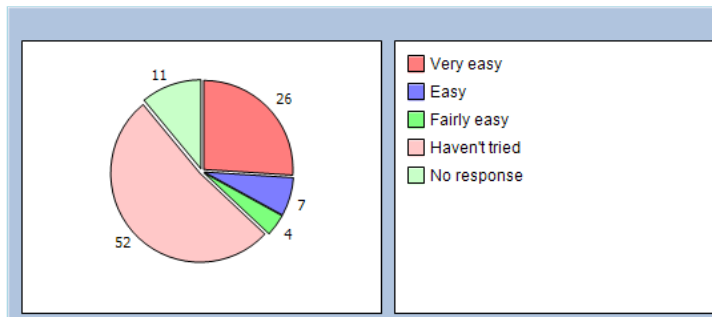
| | |
|------------|-----|
| Very clear | 44% |
|------------|-----|

| | |
|------------------|------------|
| Clear | 36% |
| Fairly Clear | 10% |
| Not at all clear | 3% |
| No response | 7% |



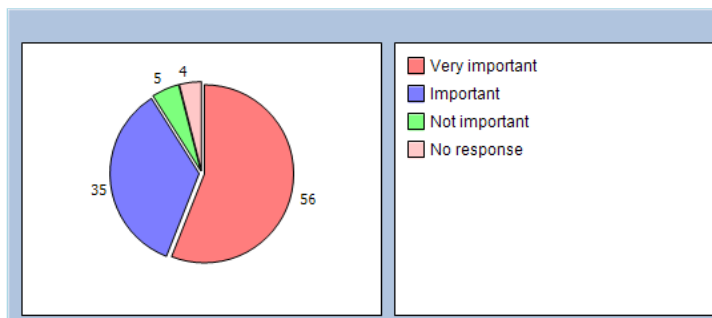
Q8. If you have requested your repeat prescriptions via the practice website, how easy did you find this?

| | |
|-----------------|------------|
| Very easy | 26% |
| Easy | 7% |
| Fairly easy | 4% |
| Not at all easy | 0% |
| Haven't tried | 52% |
| No response | 11% |



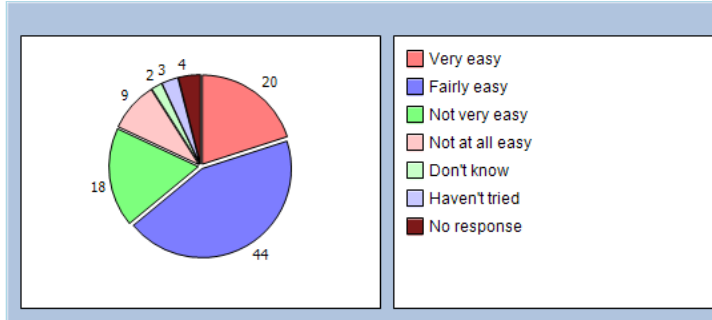
Q9. How important is it to you to be able to book appointments ahead of time in your practice?

| | |
|----------------|------------|
| Very important | 56% |
| Important | 35% |
| Not important | 5% |
| No response | 4% |



Q10. How easy is it to book ahead in your practice?

| | |
|-----------------|------------|
| Very easy | 20% |
| Fairly easy | 44% |
| Not very easy | 18% |
| Not at all easy | 9% |
| Don't know | 2% |
| Haven't tried | 3% |
| No response | 4% |

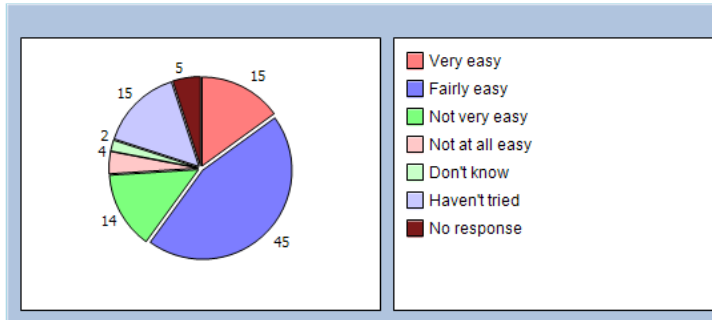


Q11. How do you normally book your appointments at your practice? (please tick all boxes that apply)

| | |
|-----------------------|------------|
| In person | 33% |
| By phone | 74% |
| Online | 24% |
| Booked by third party | 2% |

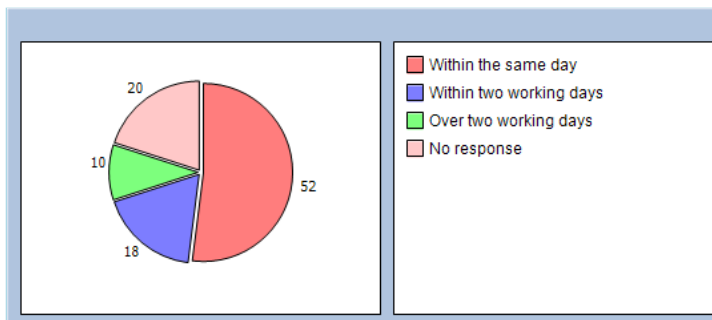
Q12. How easy is it to speak to a doctor or nurse on the phone at your GP practice?

| | |
|-----------------|------------|
| Very easy | 15% |
| Fairly easy | 45% |
| Not very easy | 14% |
| Not at all easy | 4% |
| Don't know | 2% |
| Haven't tried | 15% |
| No response | 5% |



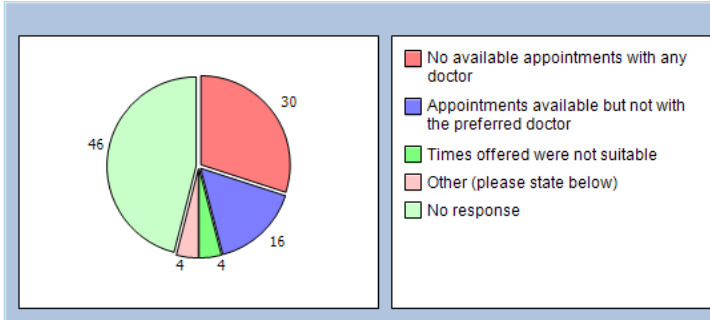
Q13. If you need to see a GP urgently, have you been able to do so?

| | |
|-------------------------|------------|
| Within the same day | 52% |
| Within two working days | 18% |
| Over two working days | 10% |
| No response | 20% |



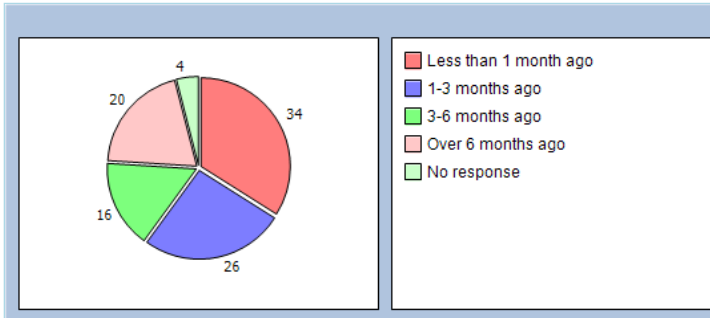
Q14. If you were not offered an appointment within two working days, what was the reason given?

| | |
|--|------------|
| No available appointments with any doctor | 30% |
| Appointments available but not with the preferred doctor | 16% |
| Times offered were not suitable | 4% |
| Other (please state below) | 4% |
| No response | 46% |



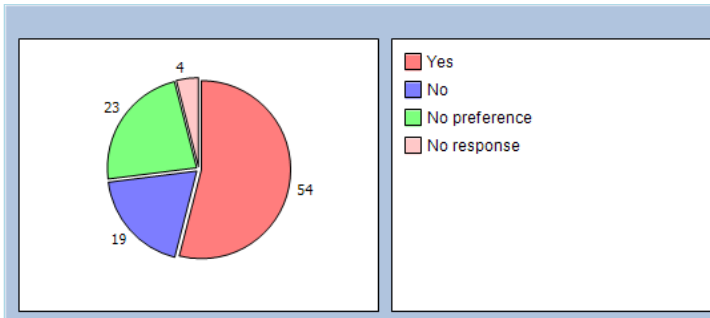
Q15. When did you last see a doctor at the practice?

| | |
|-----------------------|-----|
| Less than 1 month ago | 34% |
| 1-3 months ago | 26% |
| 3-6 months ago | 16% |
| Over 6 months ago | 20% |
| No response | 4% |



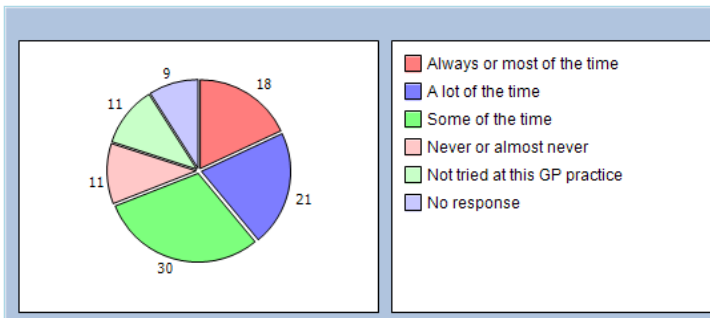
Q16. Is there a particular GP you usually prefer to see or speak to?

| | |
|---------------|-----|
| Yes | 54% |
| No | 19% |
| No preference | 23% |
| No response | 4% |



Q17. How often do you see or speak to the GP you prefer

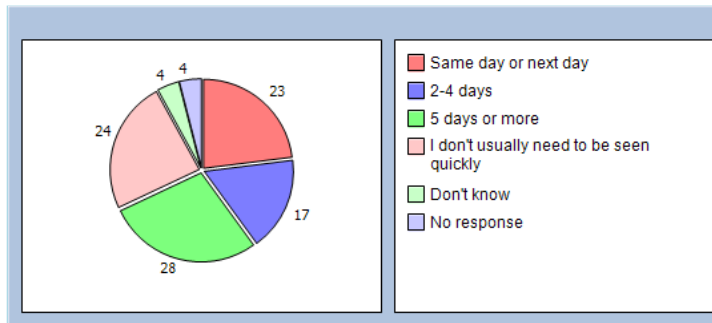
| | |
|-------------------------------|-----|
| Always or most of the time | 18% |
| A lot of the time | 21% |
| Some of the time | 30% |
| Never or almost never | 11% |
| Not tried at this GP practice | 11% |
| No response | 9% |



Q18. How quickly do you usually get seen?

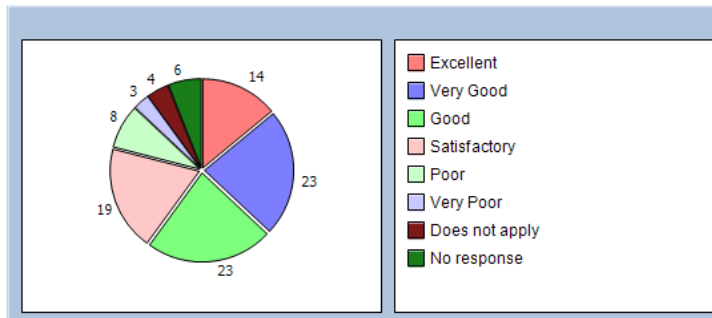
| | |
|----------------------|-----|
| Same day or next day | 23% |
|----------------------|-----|

| | |
|---|-----|
| 2-4 days | 17% |
| 5 days or more | 28% |
| I don't usually need to be seen quickly | 24% |
| Don't know | 4% |
| No response | 4% |



Q19. How do you rate how quickly you were seen?

| | |
|----------------|-----|
| Excellent | 14% |
| Very Good | 23% |
| Good | 23% |
| Satisfactory | 19% |
| Poor | 8% |
| Very Poor | 3% |
| Does not apply | 4% |
| No response | 6% |



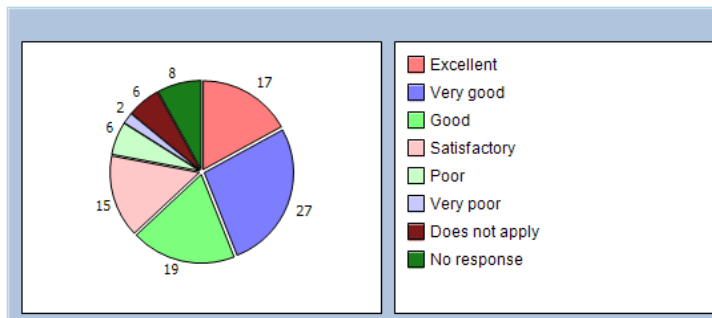
Thinking of times when you are willing to see any doctor:

Q20. How quickly do you usually get seen?

| | |
|---|-----|
| Same day or next day | 43% |
| 2-4 days | 20% |
| 5 days or more | 17% |
| I don't usually need to be seen quickly | 10% |
| Don't know | 4% |

Q21. How do you rate how quickly you were seen?

| | |
|----------------|-----|
| Excellent | 17% |
| Very good | 27% |
| Good | 19% |
| Satisfactory | 15% |
| Poor | 6% |
| Very poor | 2% |
| Does not apply | 6% |
| No response | 8% |

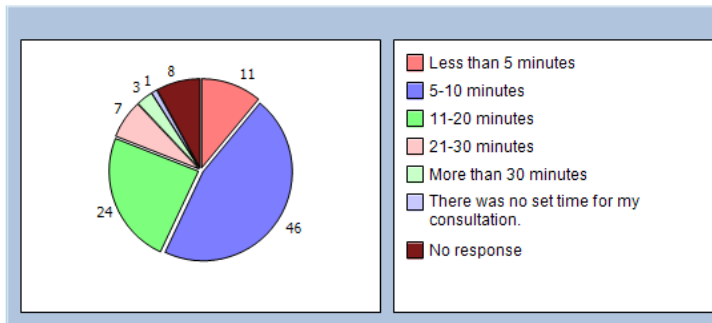


Thinking of your last consultation with a doctor:

Q22. How long did you wait for your consultation to start?

| | |
|---------------------|-----|
| Less than 5 minutes | 11% |
| 5-10 minutes | 46% |

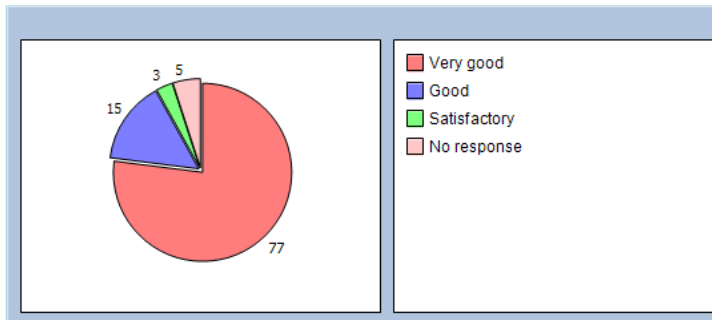
| | |
|--|-----|
| 11-20 minutes | 24% |
| 21-30 minutes | 7% |
| More than 30 minutes | 3% |
| There was no set time for my consultation. | 1% |
| No response | 8% |



How good was the GP at:

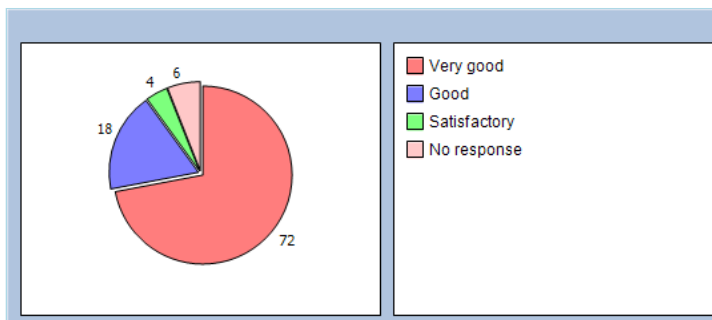
Q23. Being polite and considerate?

| | |
|--------------|-----|
| Very good | 77% |
| Good | 15% |
| Satisfactory | 3% |
| Poor | 0% |
| Very poor | 0% |
| No response | 5% |



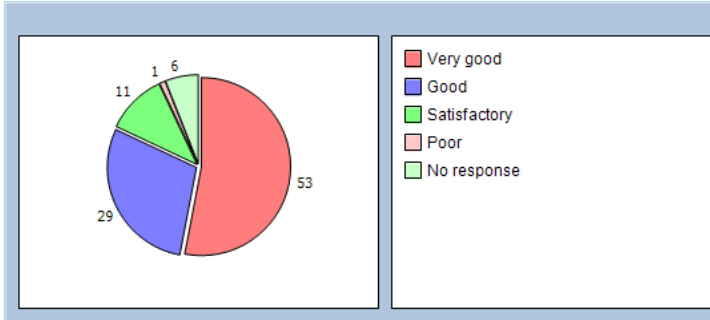
Q24. Listening to you?

| | |
|--------------|-----|
| Very good | 72% |
| Good | 18% |
| Satisfactory | 4% |
| Poor | 0% |
| Very poor | 0% |
| No response | 6% |



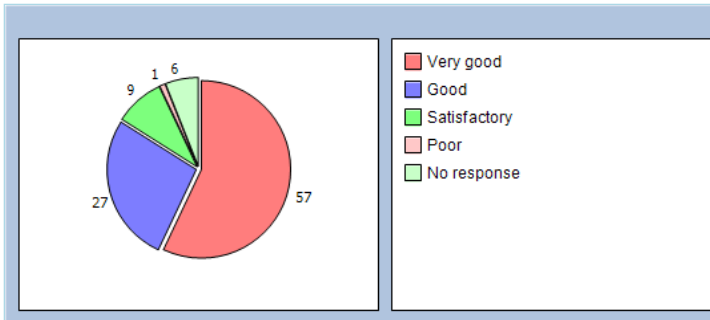
Q25. Giving you enough time?

| | |
|--------------|-----|
| Very good | 53% |
| Good | 29% |
| Satisfactory | 11% |
| Poor | 1% |
| Very poor | 0% |
| No response | 6% |



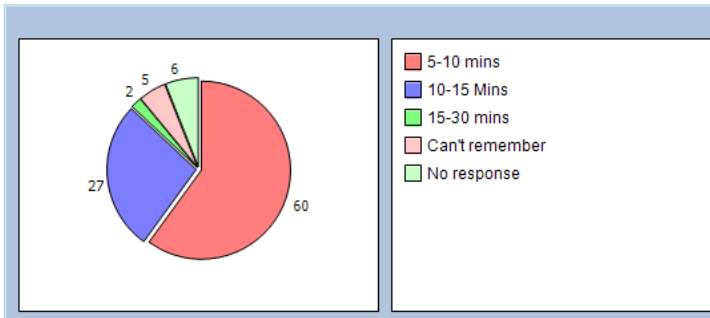
Q26. Assessing your symptoms and medical condition?

| | |
|--------------|------------|
| Very good | 57% |
| Good | 27% |
| Satisfactory | 9% |
| Poor | 1% |
| Very poor | 0% |
| No response | 6% |



Q27. At your last routine appointment with a doctor, how many minutes did the doctor spend with you?

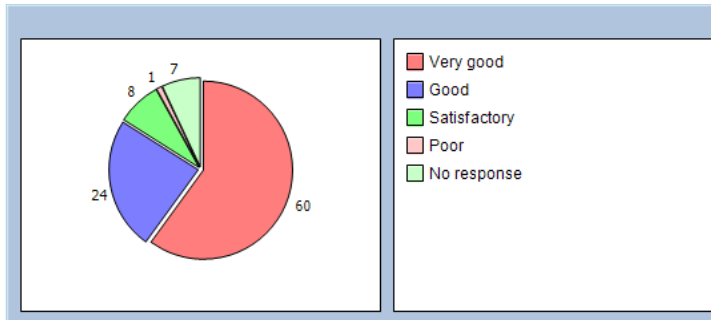
| | |
|----------------|------------|
| 5-10 mins | 60% |
| 10-15 Mins | 27% |
| 15-30 mins | 2% |
| Over 30 mins | 0% |
| Can't remember | 5% |
| No response | 6% |



How good was the GP at:

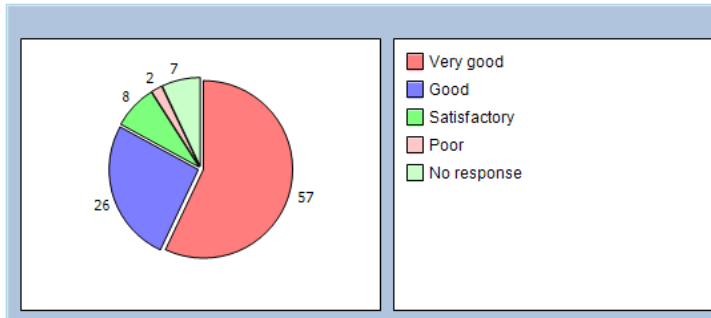
Q28. Explaining your condition and treatment?

| | |
|--------------|------------|
| Very good | 60% |
| Good | 24% |
| Satisfactory | 8% |
| Poor | 1% |
| Very poor | 0% |
| No response | 7% |



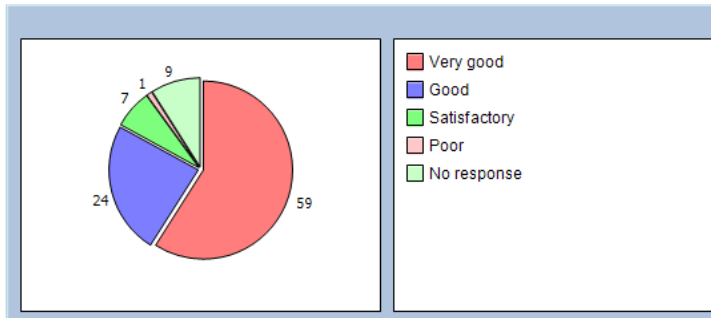
Q29. Involving you in decisions about your care?

| | |
|--------------|-----|
| Very good | 57% |
| Good | 26% |
| Satisfactory | 8% |
| Poor | 2% |
| Very poor | 0% |
| No response | 7% |



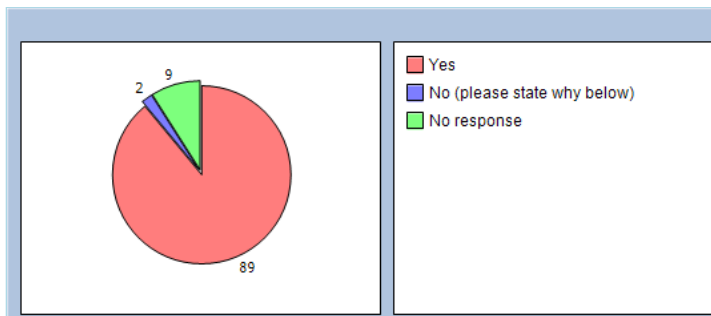
Q30. Providing or arranging treatment for you?

| | |
|--------------|-----|
| Very good | 59% |
| Good | 24% |
| Satisfactory | 7% |
| Poor | 1% |
| Very poor | 0% |
| No response | 9% |



Q31. Would you be completely happy to see this GP again?

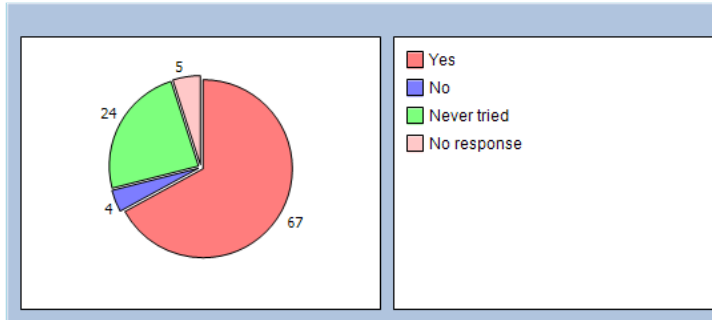
| | |
|-----------------------------|-----|
| Yes | 89% |
| No (please state why below) | 2% |
| No response | 9% |



Nurse Practitioner

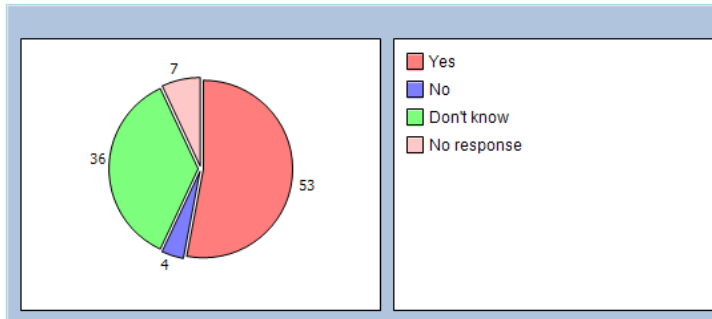
Q32. The practice is now employing a nurse practitioner. Have you found this extra service useful?

| | |
|-------------|-----|
| Yes | 67% |
| No | 4% |
| Never tried | 24% |
| No response | 5% |



Q33. Has the presence of a nurse practitioner improved the appointment service?

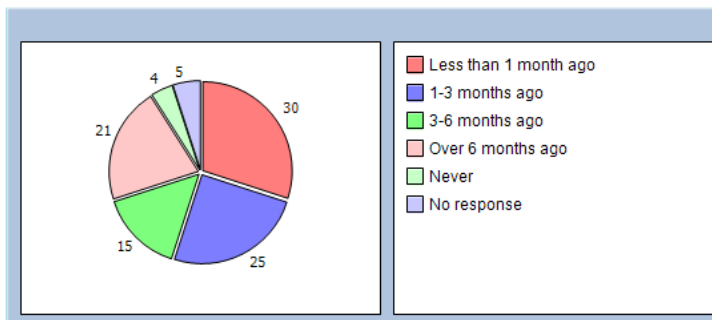
| | |
|-------------|-----|
| Yes | 53% |
| No | 4% |
| Don't know | 36% |
| No response | 7% |



Thinking about the Practice Nurses:

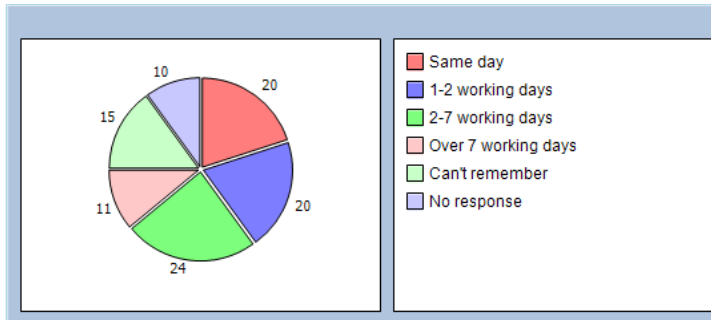
Q34. When did you last see a nurse at the practice?

| | |
|-----------------------|-----|
| Less than 1 month ago | 30% |
| 1-3 months ago | 25% |
| 3-6 months ago | 15% |
| Over 6 months ago | 21% |
| Never | 4% |
| No response | 5% |



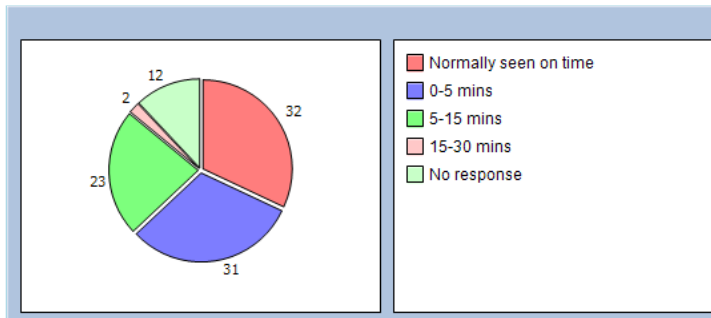
Q35. In general, how long does it take you to see a nurse at the surgery?

| | |
|---------------------|-----|
| Same day | 20% |
| 1-2 working days | 20% |
| 2-7 working days | 24% |
| Over 7 working days | 11% |
| Can't remember | 15% |
| No response | 10% |



Q36. How long on average do you wait to see the practice nurse after your appointment time?

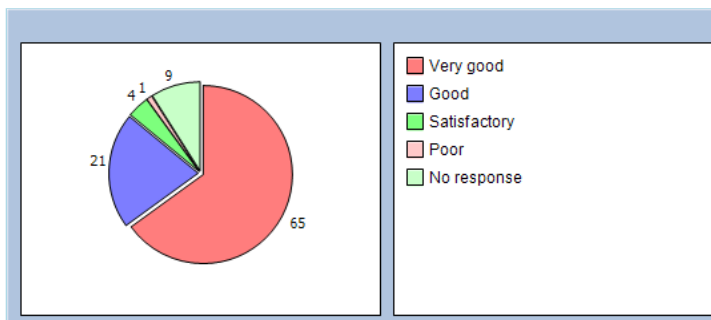
| | |
|-----------------------|------------|
| Normally seen on time | 32% |
| 0-5 mins | 31% |
| 5-15 mins | 23% |
| 15-30 mins | 2% |
| More than 30 mins | 0% |
| No response | 12% |



How good was the nurse you last saw at:

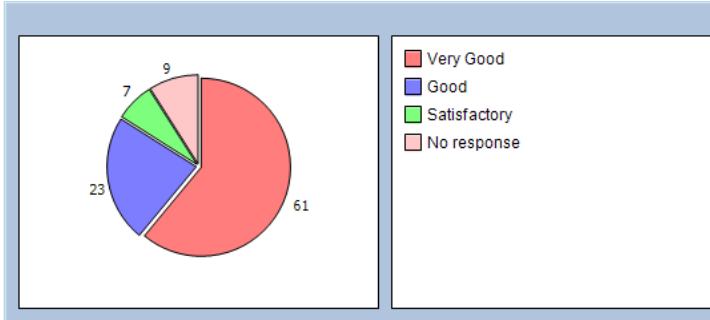
Q37. Listening to you?

| | |
|--------------|------------|
| Very good | 65% |
| Good | 21% |
| Satisfactory | 4% |
| Poor | 1% |
| Very poor | 0% |
| No response | 9% |



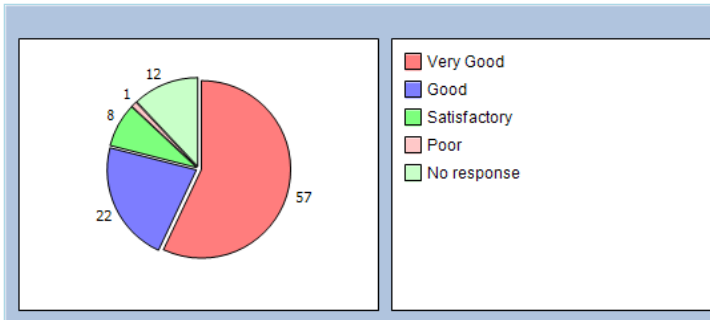
Q38. Explaining your tests and treatments?

| | |
|--------------|------------|
| Very Good | 61% |
| Good | 23% |
| Satisfactory | 7% |
| Poor | 0% |
| Very poor | 0% |
| No response | 9% |



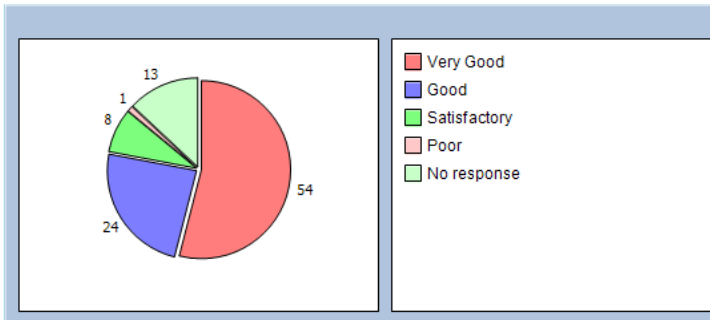
Q39. Involving you in decisions about your care?

| | |
|--------------|------------|
| Very Good | 57% |
| Good | 22% |
| Satisfactory | 8% |
| Poor | 1% |
| Very poor | 0% |
| No response | 12% |



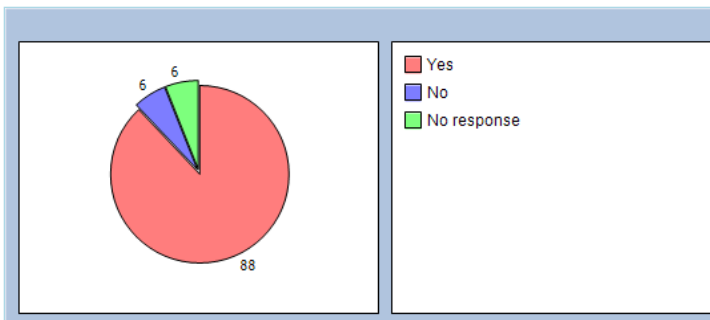
Q40. Providing or arranging treatment for you?

| | |
|--------------|------------|
| Very Good | 54% |
| Good | 24% |
| Satisfactory | 8% |
| Poor | 1% |
| Very poor | 0% |
| No response | 13% |



Q41. Is your GP practice currently open at times that are convenient to you?

| | |
|--|------------|
| Yes | 88% |
| No | 6% |
| If no, please state why in the box below | 0% |
| No response | 6% |

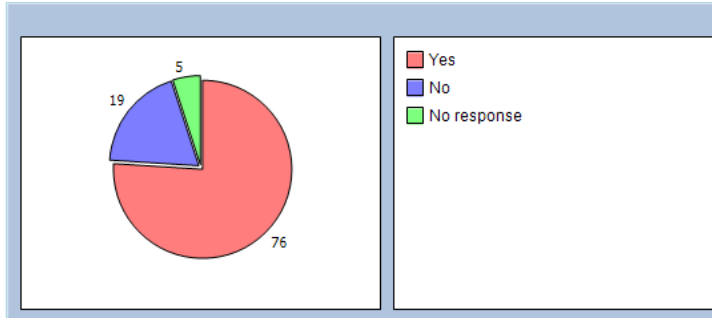


Q42. Which of the following additional opening hours would make it easier for you to see or speak to someone (please tick all boxes that apply)

| | |
|---------------|-----|
| Before 8 am | 11% |
| After 6.30 pm | 22% |
| On a Saturday | 30% |
| On a Sunday | 11% |
| Don't mind | 47% |

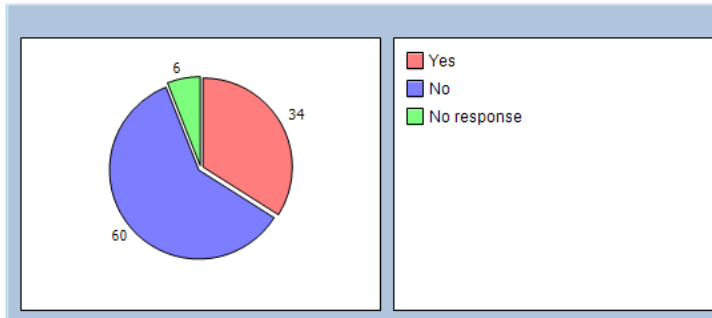
Q43. Are you aware of the Woking NHS "Walk-in" Centre?

| | |
|-------------|-----|
| Yes | 76% |
| No | 19% |
| No response | 5% |



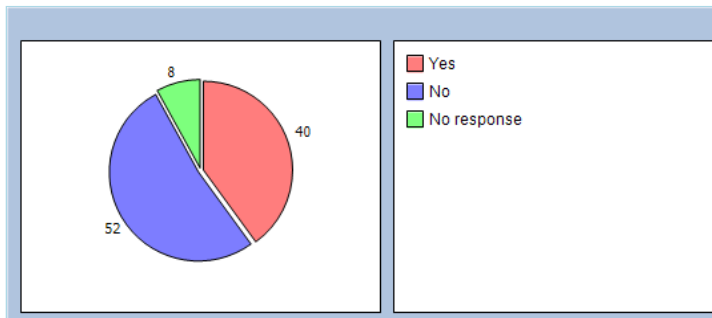
Q44. Have you used this service?

| | |
|-------------|-----|
| Yes | 34% |
| No | 60% |
| No response | 6% |



Q45. Would you use this service for acute and minor illnesses instead of coming to the Fairlands Practice?

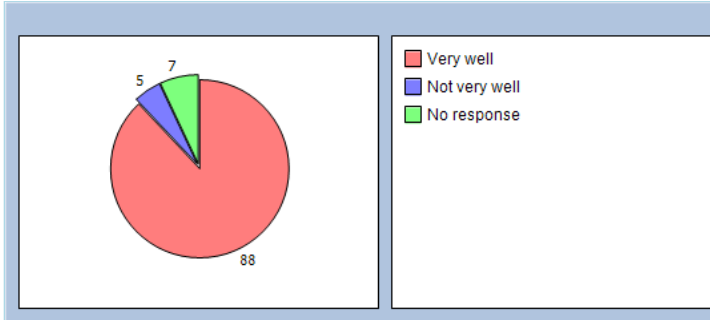
| | |
|-------------|-----|
| Yes | 40% |
| No | 52% |
| No response | 8% |



Thinking about the care you get from your doctors and nurses overall, how well does the practice help you to:

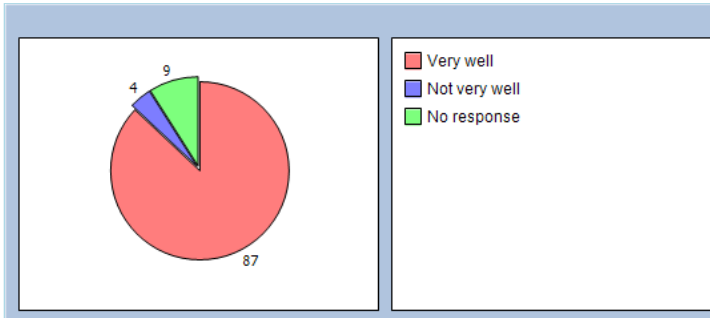
Q46. Understand your health problems?

| | |
|--|-----|
| Very well | 88% |
| Not very well | 5% |
| Not at all (please comment in the box below) | 0% |
| No response | 7% |



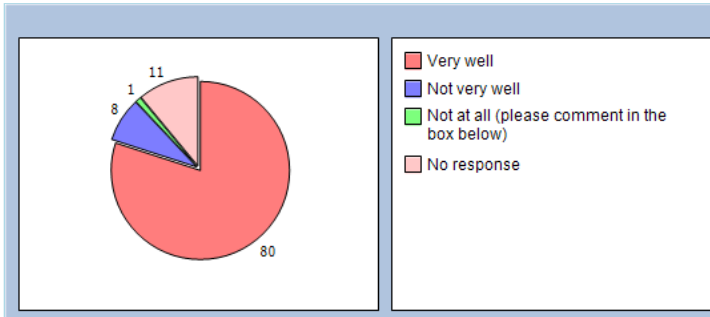
Q47. Cope with your health problems?

| | |
|--|------------|
| Very well | 87% |
| Not very well | 4% |
| Not at all (please comment in the box below) | 0% |
| No response | 9% |



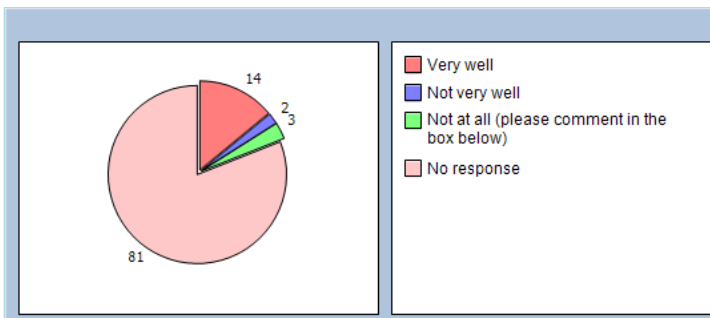
Q48. Keep yourself healthy?

| | |
|--|------------|
| Very well | 80% |
| Not very well | 8% |
| Not at all (please comment in the box below) | 1% |
| No response | 11% |



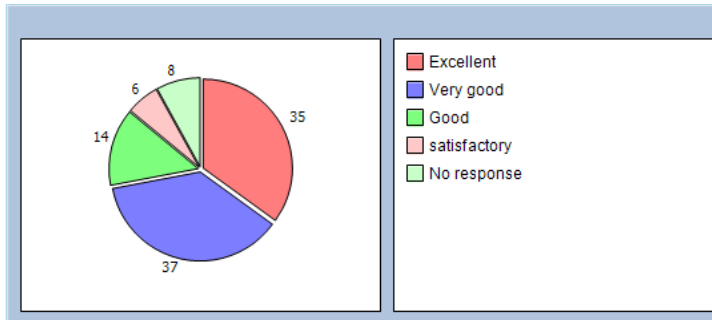
Q49. If you are disabled, has the practice helped with your disability, no matter what it is?

| | |
|--|------------|
| Very well | 14% |
| Not very well | 2% |
| Not at all (please comment in the box below) | 3% |
| No response | 81% |



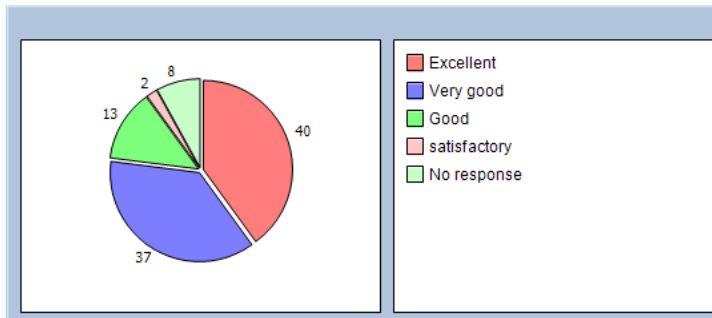
Q50. Overall, how would you describe your experience of your GP surgery?

| | |
|--------------|-----|
| Excellent | 35% |
| Very good | 37% |
| Good | 14% |
| satisfactory | 6% |
| Poor | 0% |
| Very poor | 0% |
| No response | 8% |



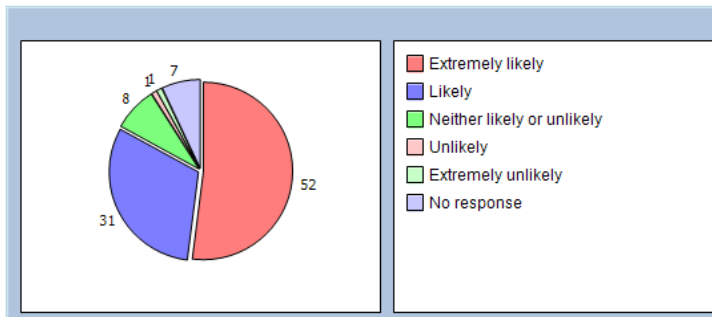
Q51. How would you rate the practice premises?

| | |
|--------------|-----|
| Excellent | 40% |
| Very good | 37% |
| Good | 13% |
| satisfactory | 2% |
| Poor | 0% |
| Very poor | 0% |
| No response | 8% |



Q52. How likely are you to recommend your GP surgery to friends and family if they need similar care or treatment?

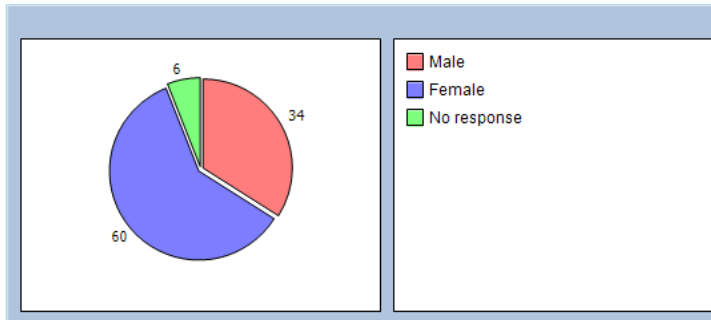
| | |
|----------------------------|-----|
| Extremely likely | 52% |
| Likely | 31% |
| Neither likely or unlikely | 8% |
| Unlikely | 1% |
| Extremely unlikely | 1% |
| No response | 7% |



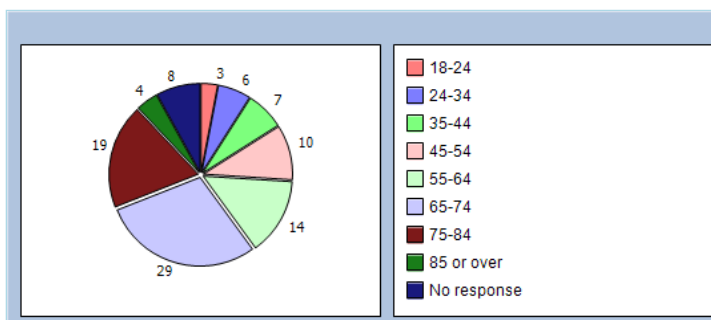
It will help us to understand your answers if you could tell us a little bit about yourself:

Q53. Are you?

| | |
|----------------------|-----|
| Male | 34% |
| Female | 60% |
| Other (please state) | 0% |
| No response | 6% |

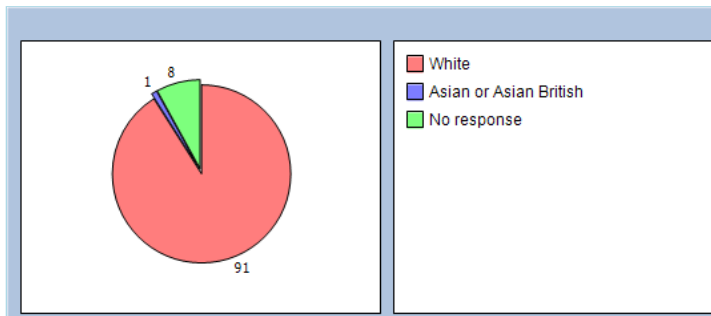


| | |
|-------------|-----|
| Under 18 | 0% |
| 18-24 | 3% |
| 24-34 | 6% |
| 35-44 | 7% |
| 45-54 | 10% |
| 55-64 | 14% |
| 65-74 | 29% |
| 75-84 | 19% |
| 85 or over | 4% |
| No response | 8% |



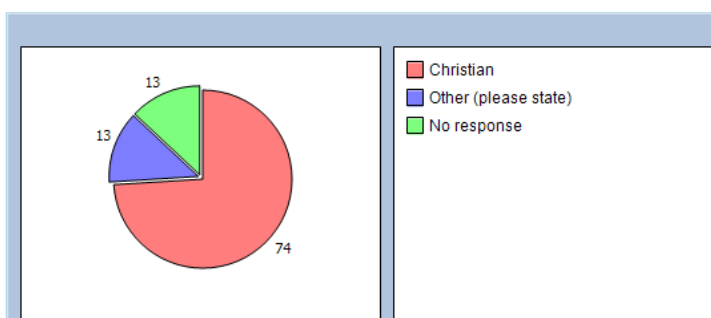
Q55. What is your ethnic group?

| | |
|-----------------------------------|-----|
| White | 91% |
| Black or Black British | 0% |
| Asian or Asian British | 1% |
| Mixed | 0% |
| Chinese | 0% |
| Other ethnic group (please state) | 0% |
| No response | 8% |



Q56. Which of the following best describes your religion?

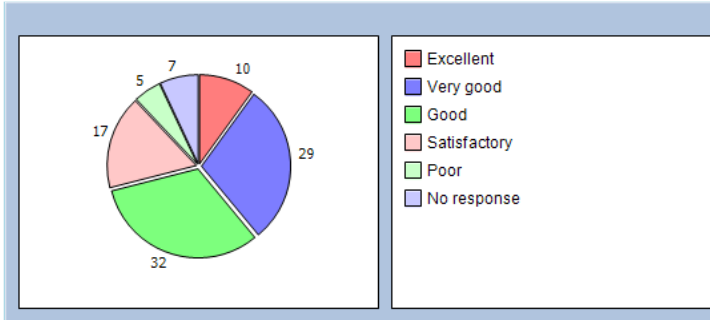
| | |
|----------------------|-----|
| Christian | 74% |
| Muslim | 0% |
| Hindu | 0% |
| Jewish | 0% |
| Sikh | 0% |
| Buddhist | 0% |
| Other (please state) | 13% |
| No response | 13% |





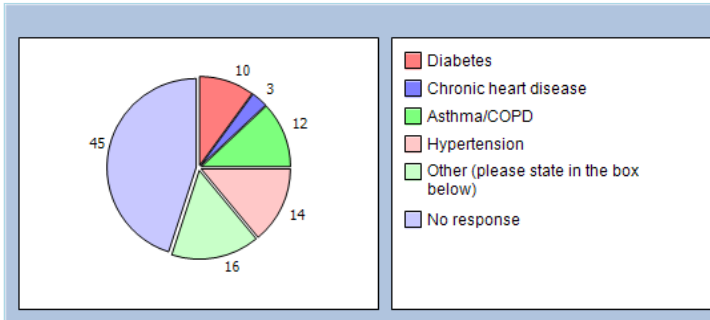
Q57. In general, would you say your health is?

| | |
|--------------|-----|
| Excellent | 10% |
| Very good | 29% |
| Good | 32% |
| Satisfactory | 17% |
| Poor | 5% |
| No response | 7% |



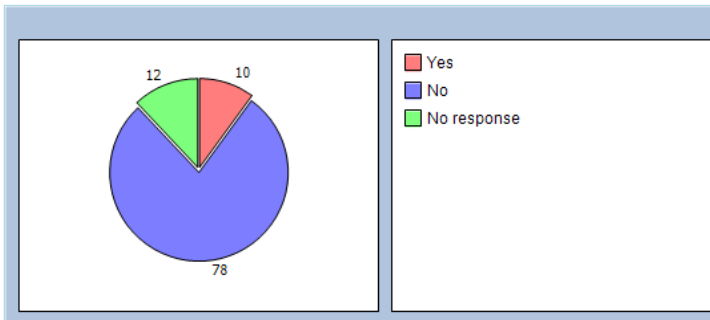
Q58. Do you have a long-standing health condition?

| | |
|---------------------------------------|-----|
| Diabetes | 10% |
| Chronic heart disease | 3% |
| Asthma/COPD | 12% |
| Hypertension | 14% |
| Other (please state in the box below) | 16% |
| No response | 45% |



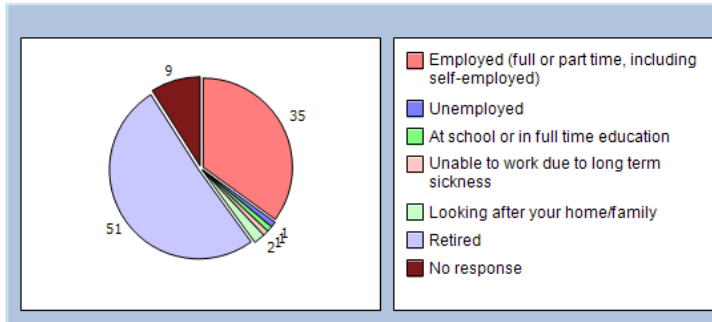
Q59. Are you the main carer for someone with a long-term health problem or disability in your household?

| | |
|-------------|-----|
| Yes | 10% |
| No | 78% |
| No response | 12% |



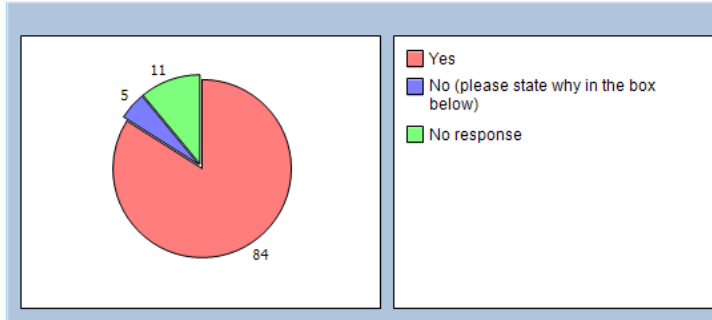
Q60. Which of the following best describes your employment status?

| | |
|---|-----|
| Employed (full or part time, including self-employed) | 35% |
| Unemployed | 1% |
| At school or in full time education | 1% |
| Unable to work due to long term sickness | 1% |
| Looking after your home/family | 2% |
| Retired | 51% |
| No response | 9% |



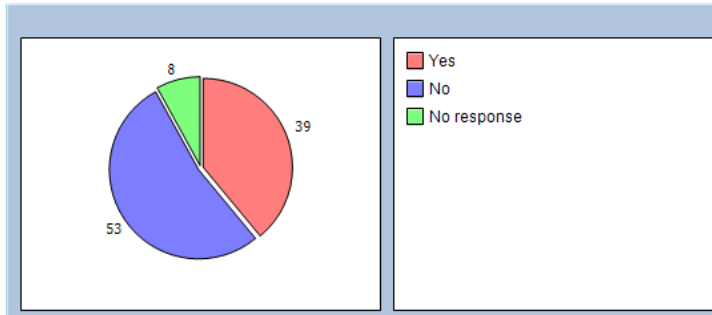
Q61. Should patients failing to turn up for a booked appointment without good reason be warned formally by the Practice?

| | |
|--|-----|
| Yes | 84% |
| No (please state why in the box below) | 5% |
| No response | 11% |



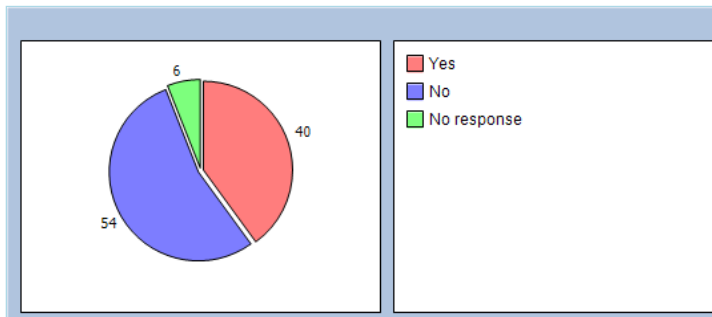
Q62. Do you know who to contact if you have a complaint about the practice?

| | |
|-------------|-----|
| Yes | 39% |
| No | 53% |
| No response | 8% |



Q63. Are you aware of the Fairlands Practice Patient Participation Group? (Fairlands Practice PPG)

| | |
|-------------|-----|
| Yes | 40% |
| No | 54% |
| No response | 6% |



Q64. Are you aware of what the above group does?

| | |
|-------------|-----|
| Yes | 25% |
| No | 66% |
| No response | 9% |