



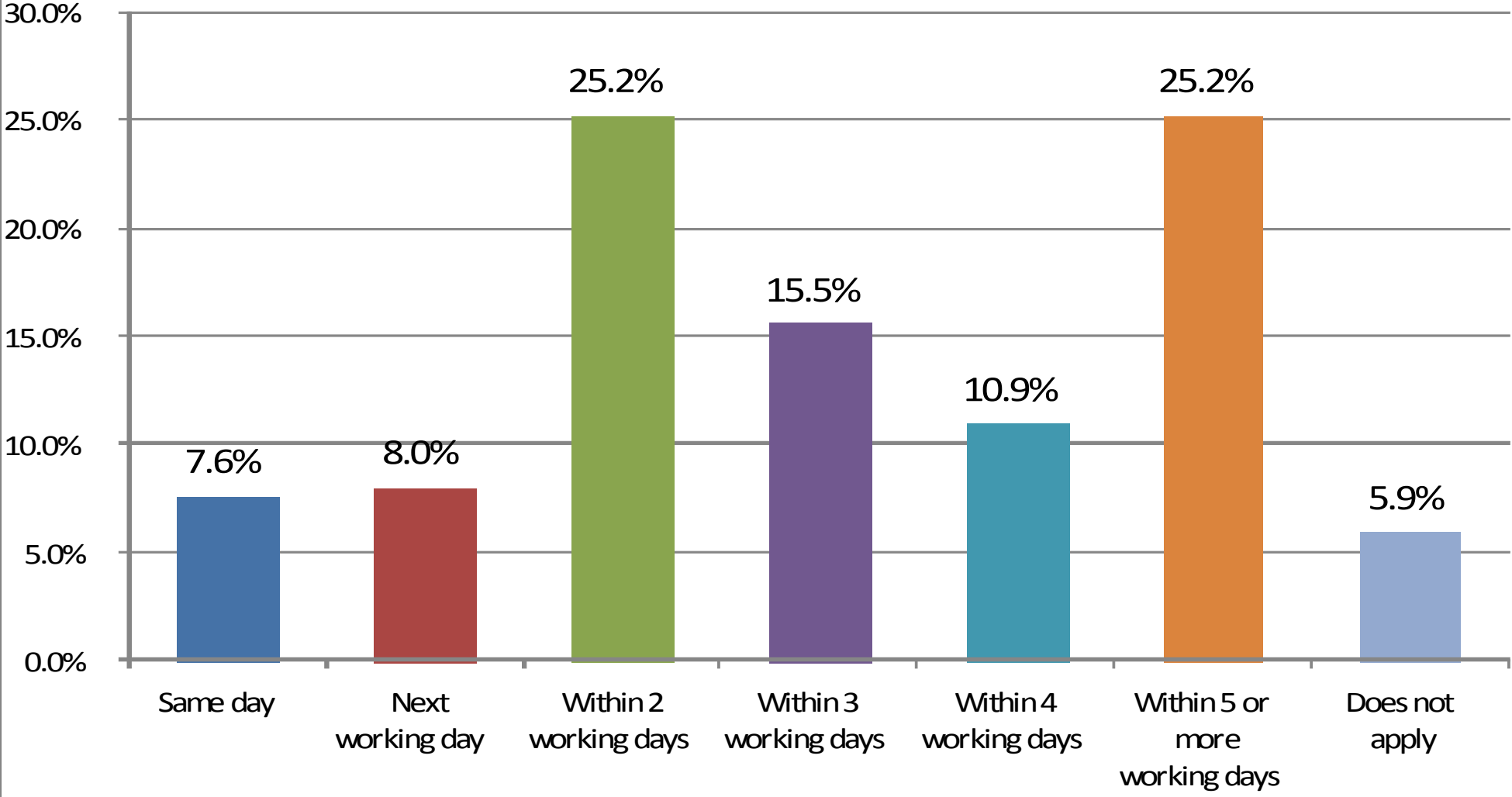
Cloughton Medical Centre

Patient Questionnaire, October 2012

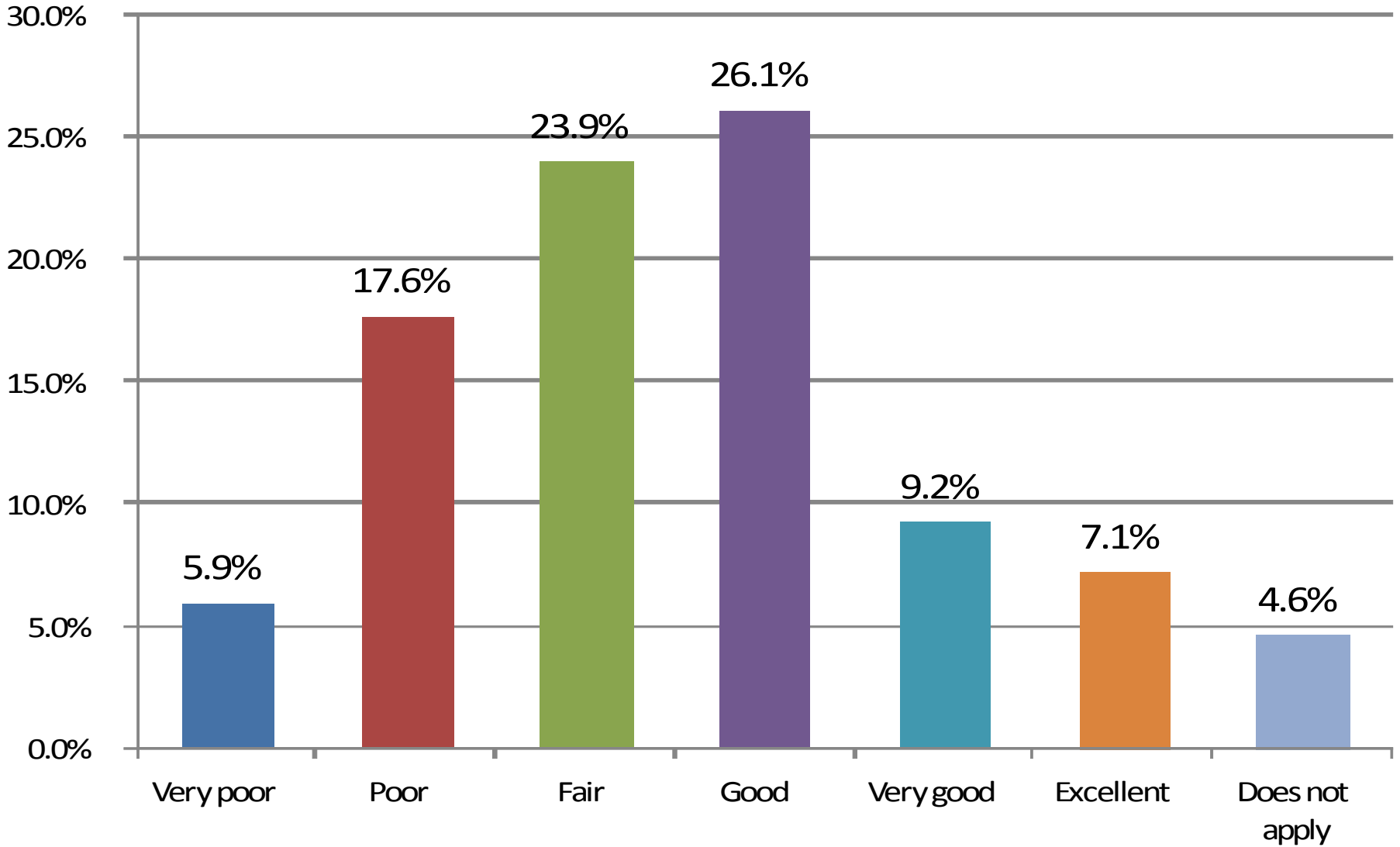


- Survey conducted during October 2012
 - 238 responses were received from our patients including a good proportion printed from our website
 - This equates to 2.50% of our patient list
 - At the end of last year, we received 234 responses
 - We should consider sending more surveys out next time to increase the completion rate

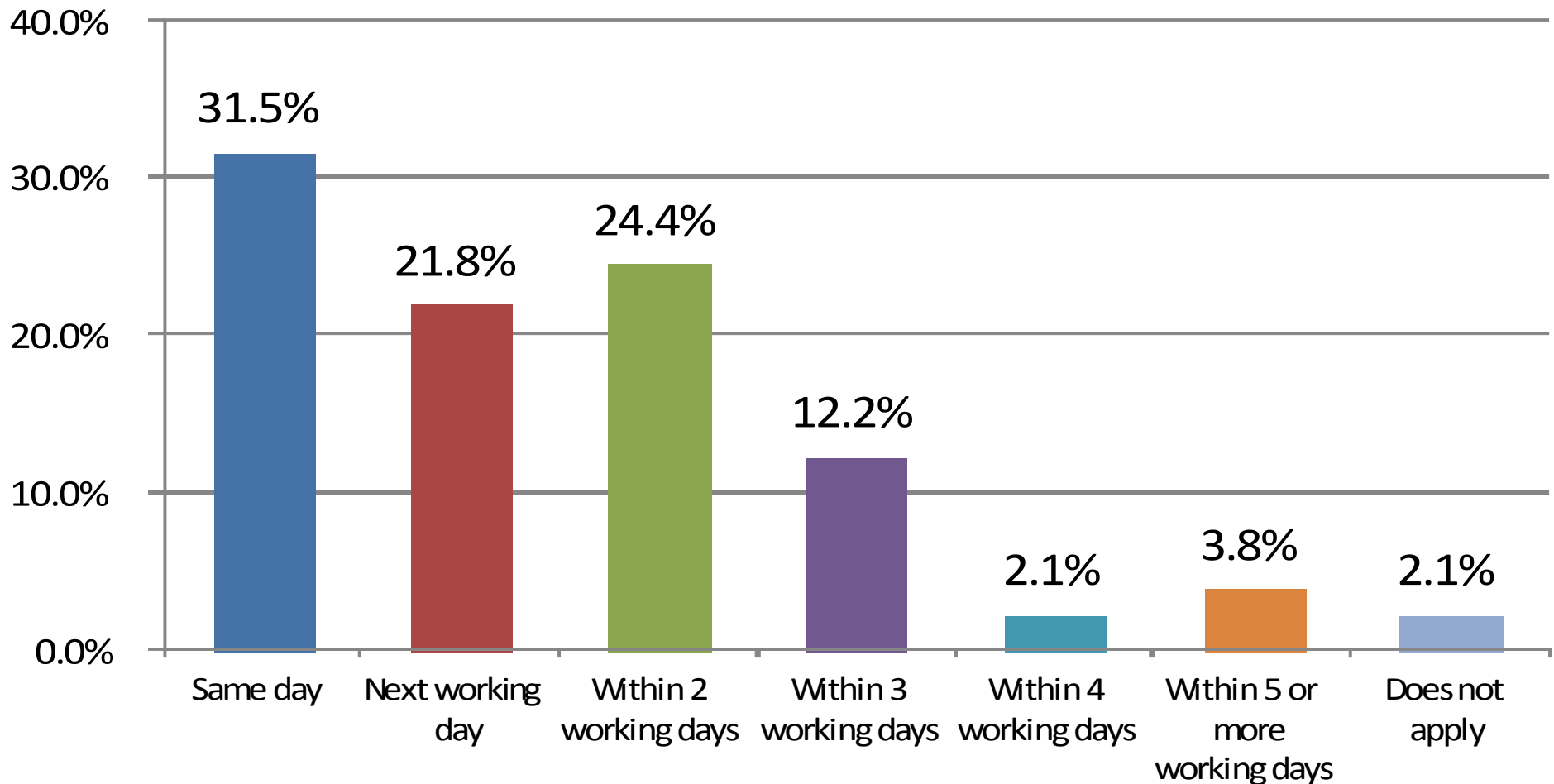
How quickly do you usually get to see a particular doctor?



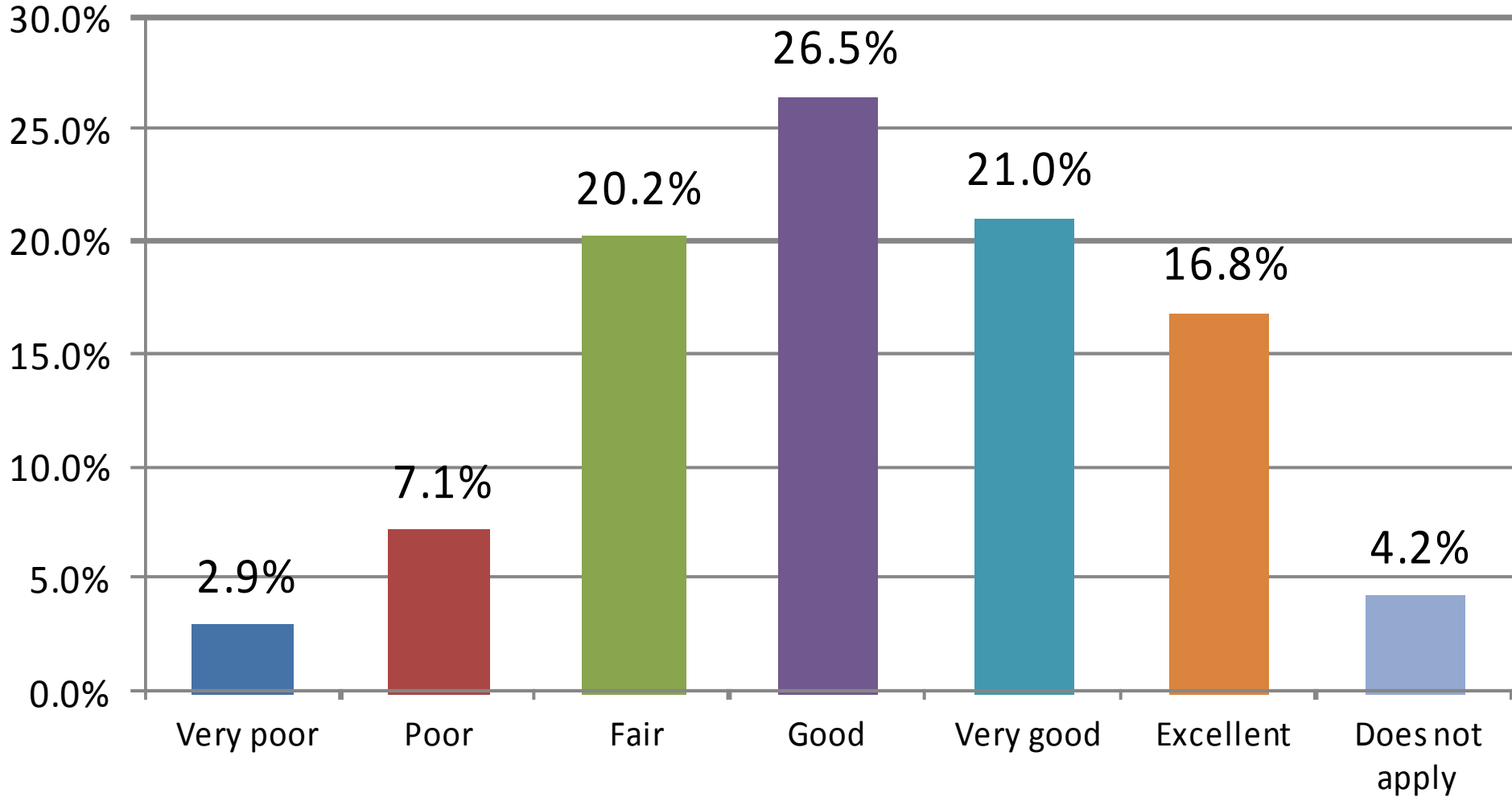
How do you rate this?



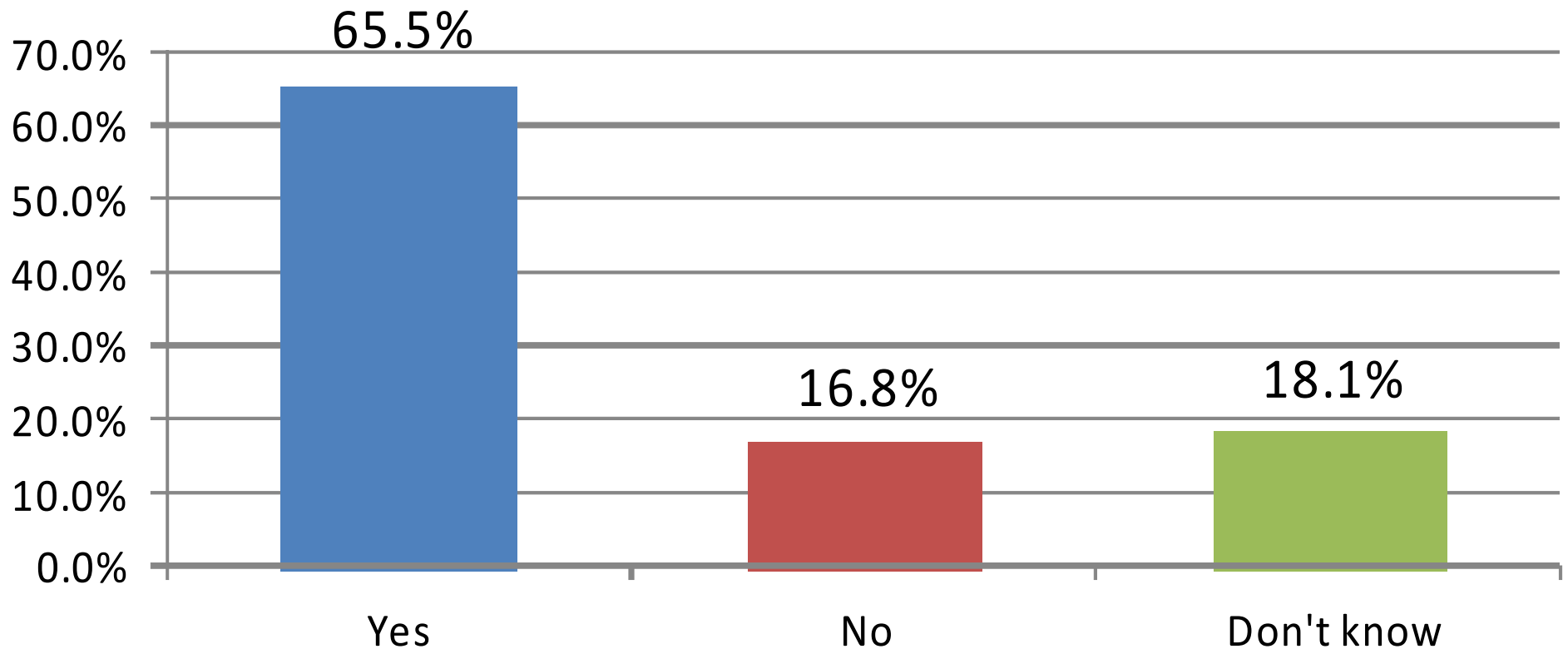
How quickly are you usually seen by any doctor?



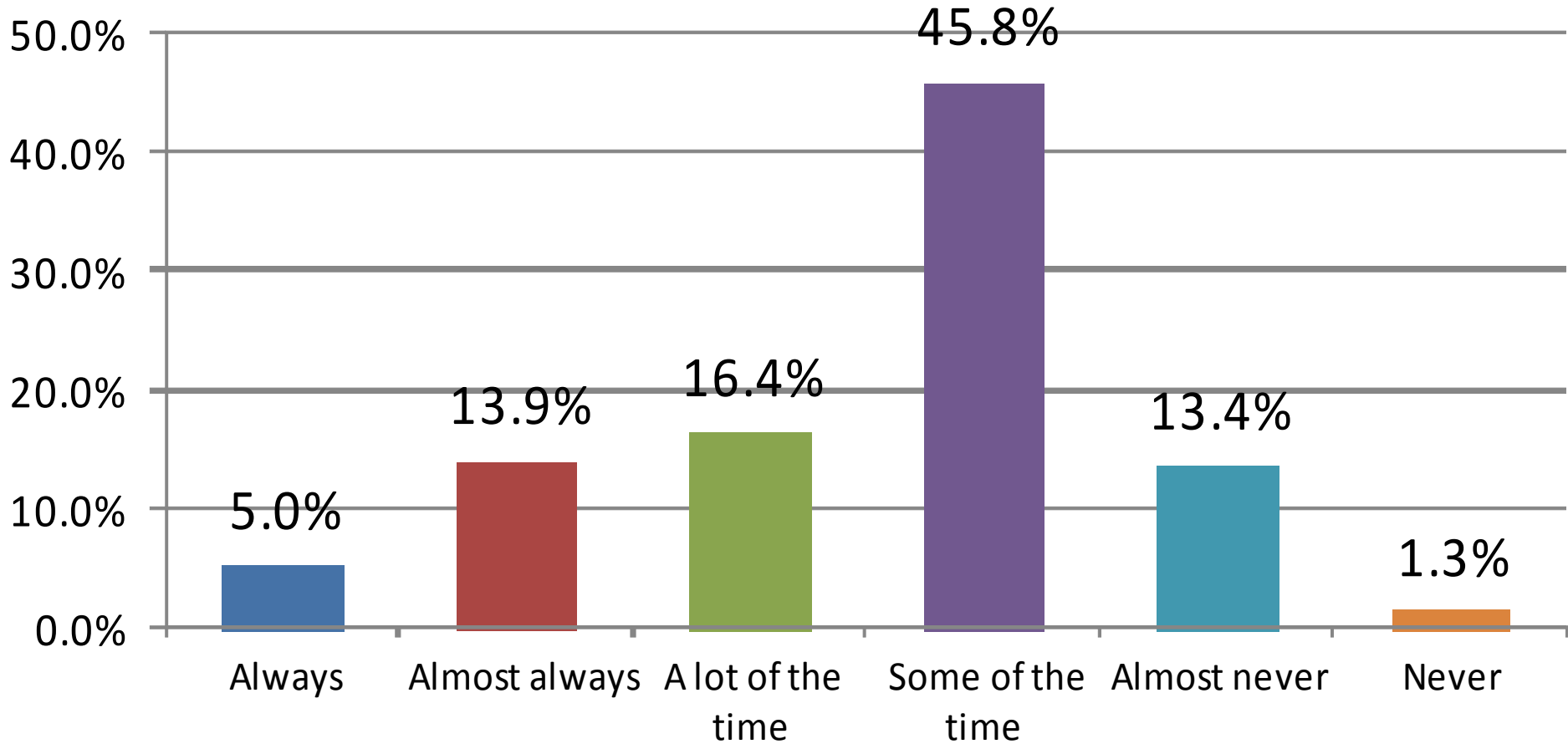
How do you rate this?



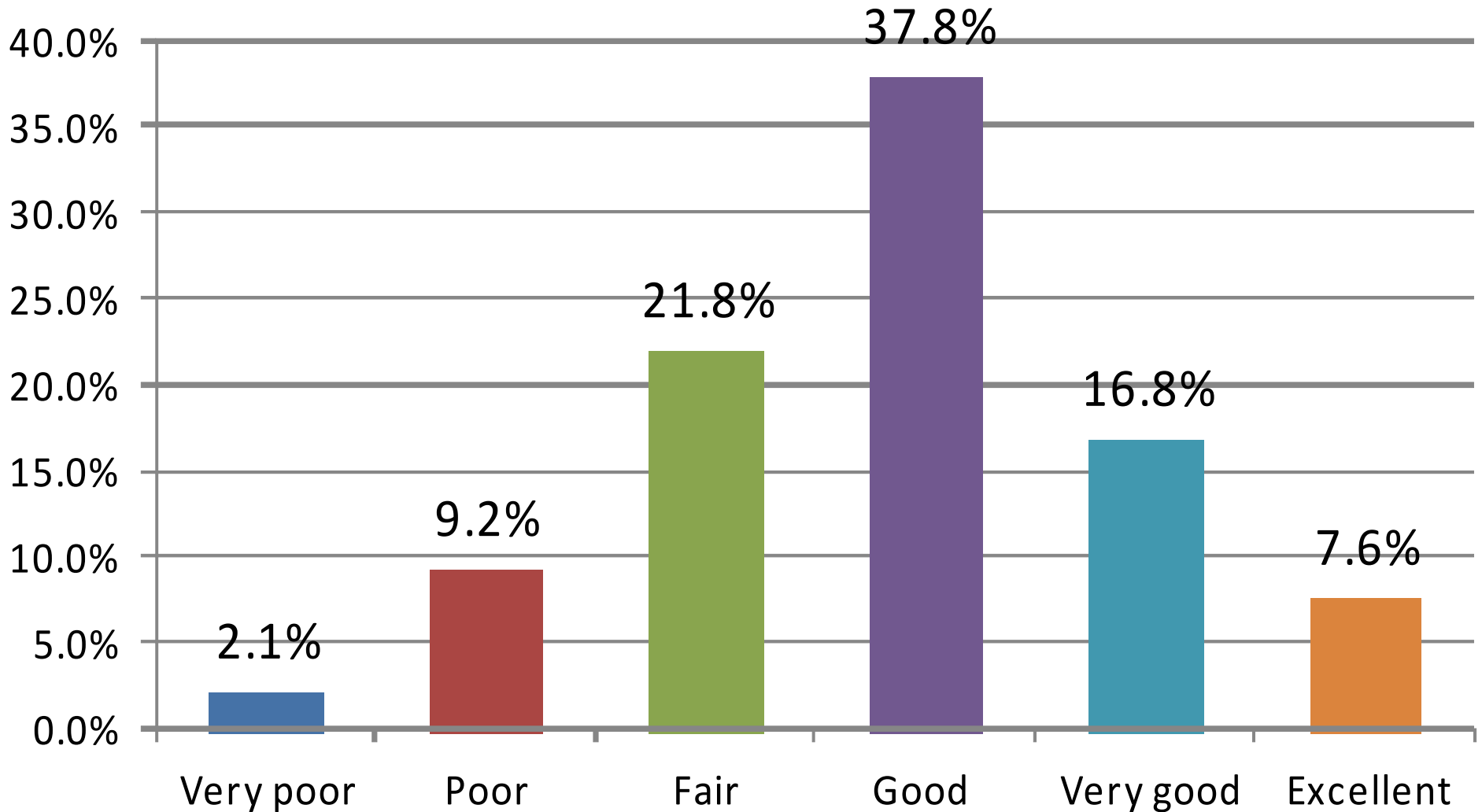
If you need to see a GP urgently, can you normally get a same day appointment?



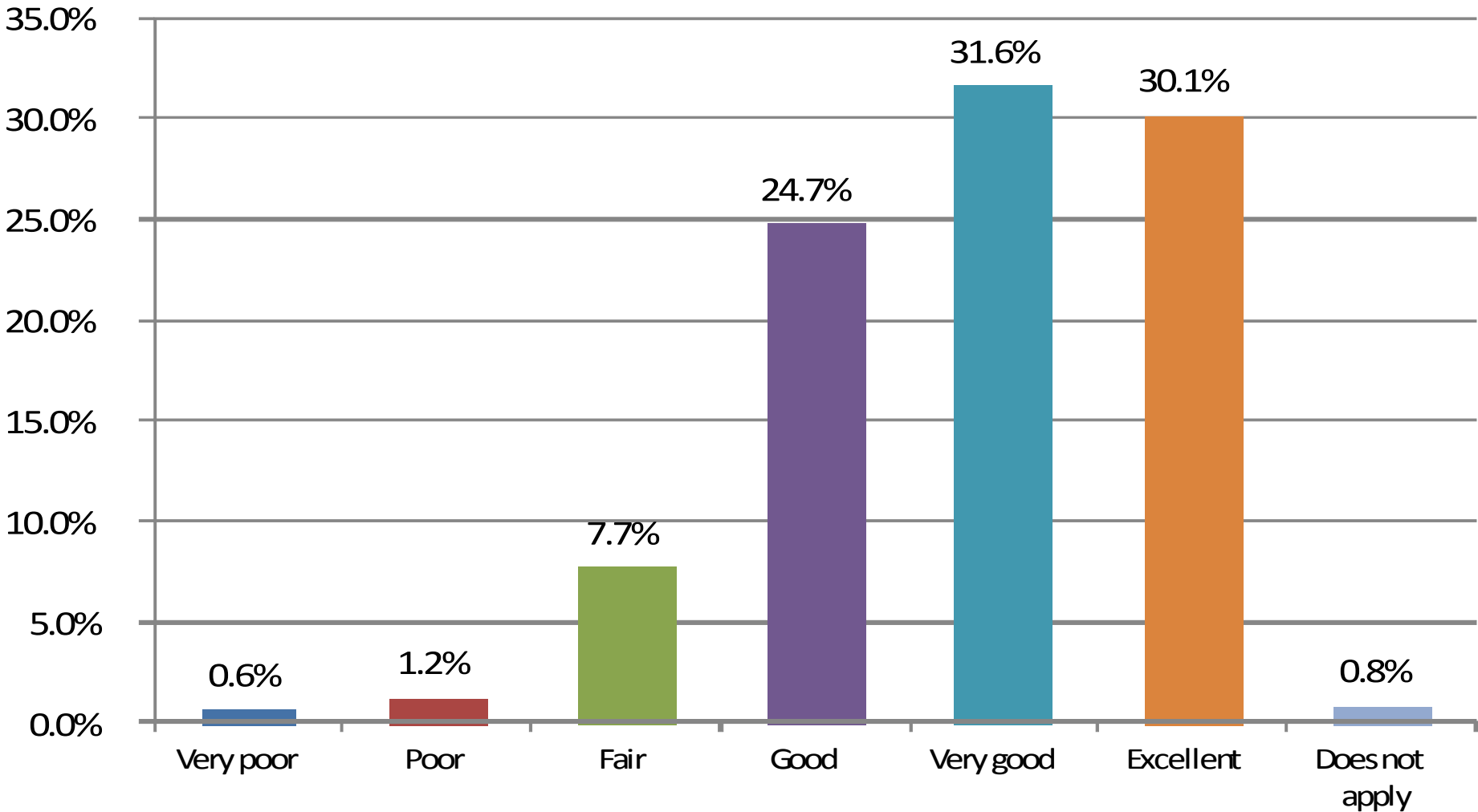
In general how often do you see your usual doctor?



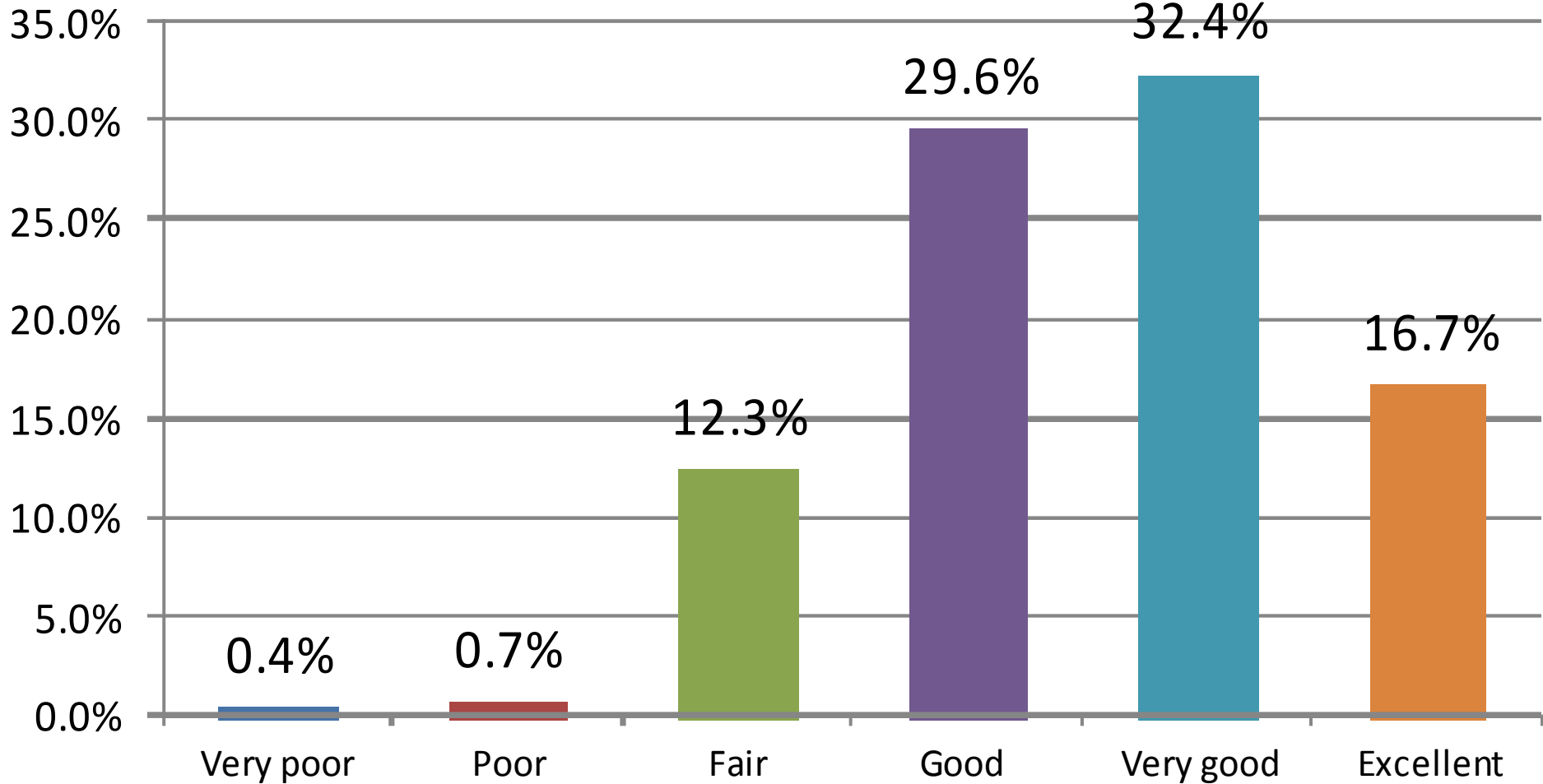
How do you rate this?



Patients' views on how they feel during a consultation with a doctor



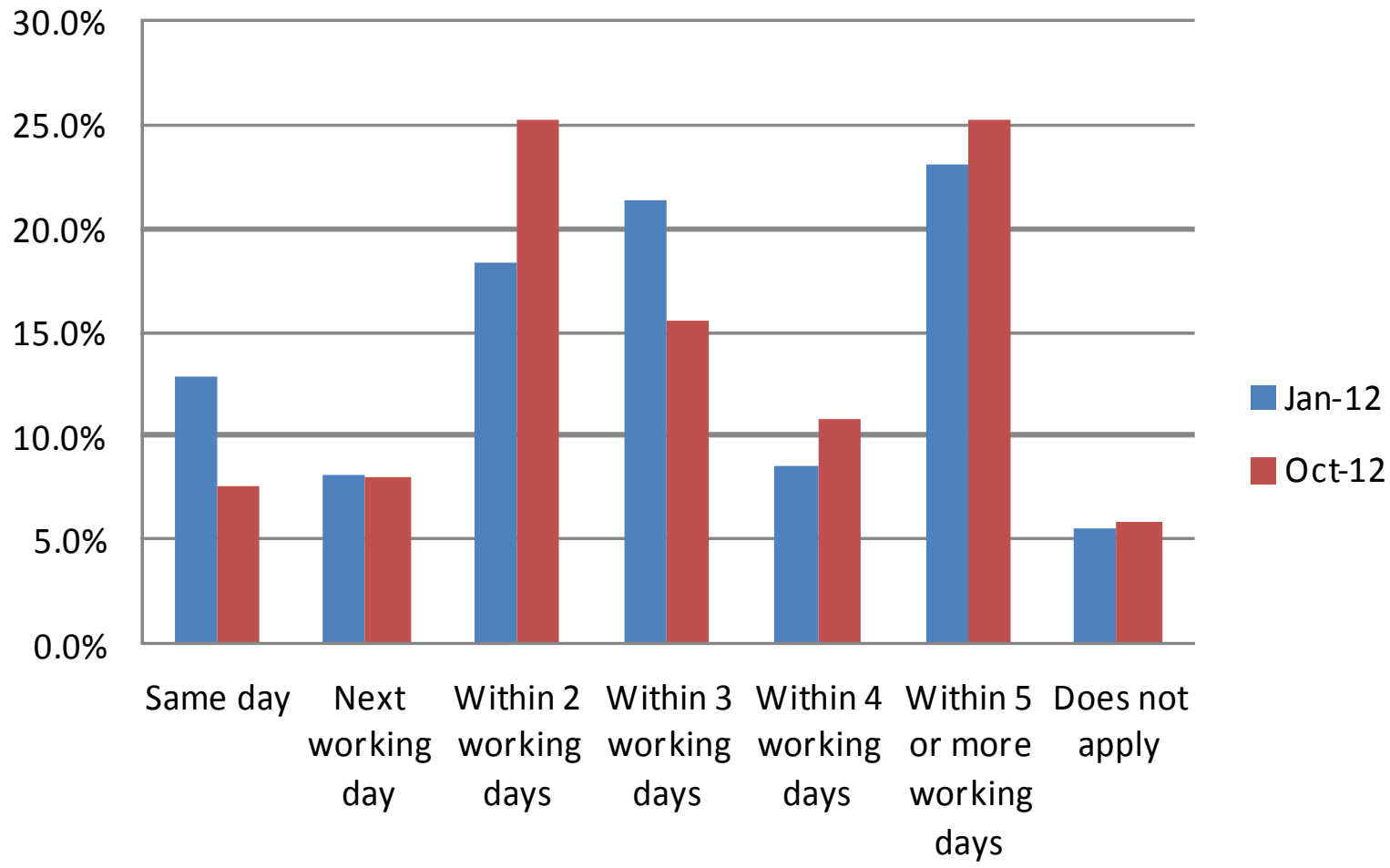
Patients' views on how they feel during a consultation with a nurse





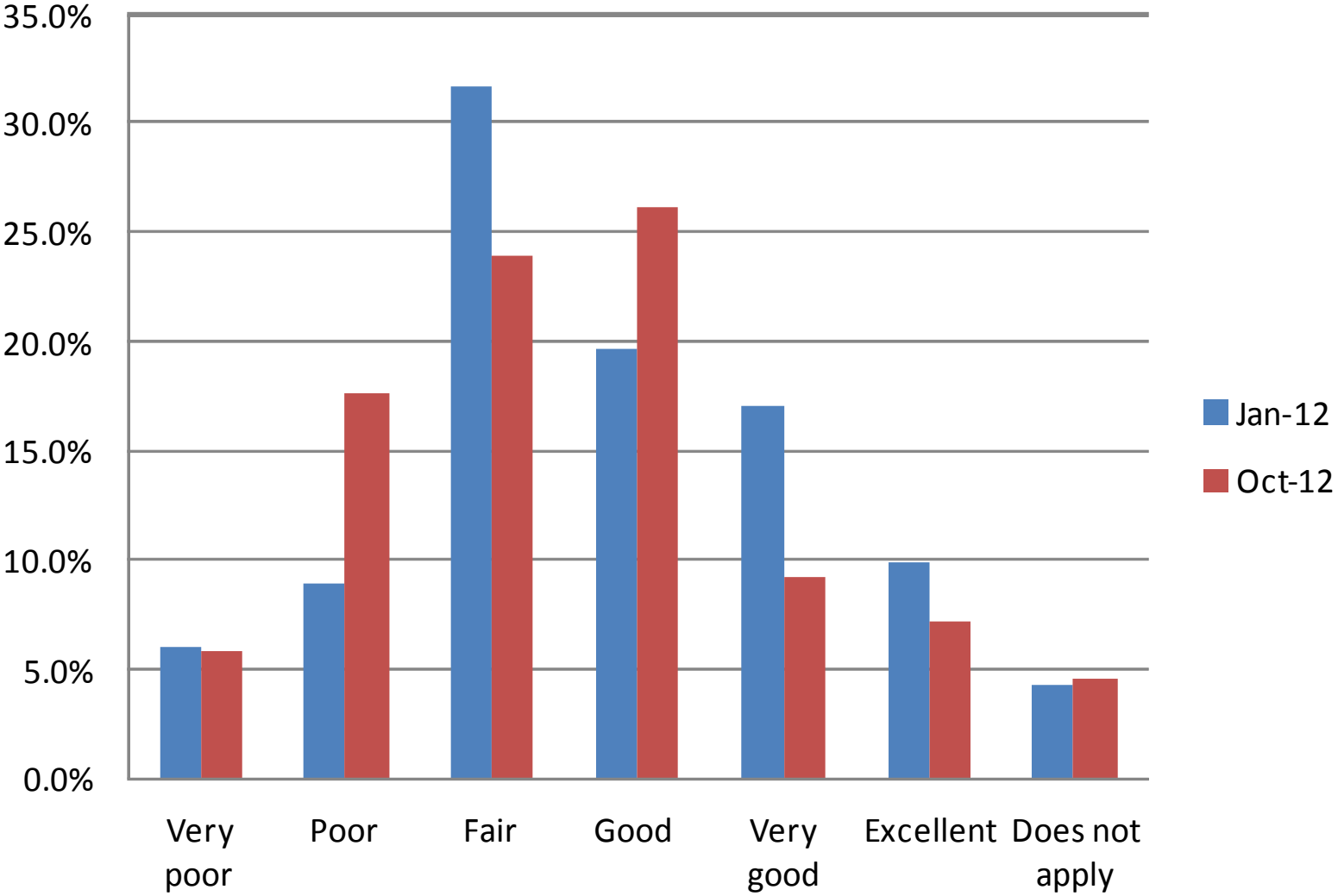
COMPARISONS OF RESULTS FROM JANUARY 2012 TO OCTOBER 2012

How quickly do you usually get to see a particular doctor?



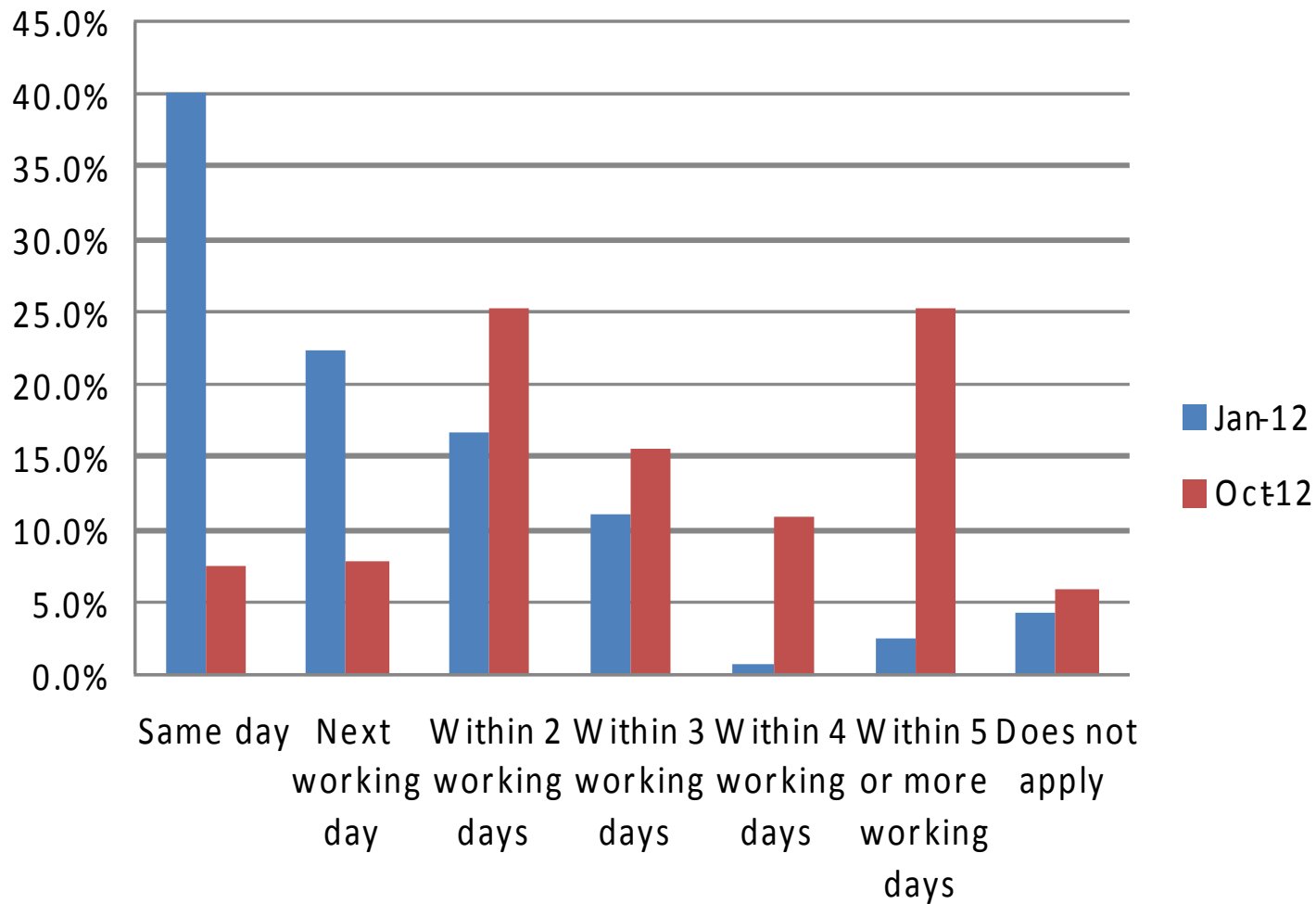
- Compared to last year, it appears to be easier for those responding to see a particular doctor within 2 or 5 working days
- Significant drop in the ability to see a particular doctor on the same day

How do you rate this?



•Compared to last year, patients seem to believe that the ability to see a particular doctor has improved, with a higher percentage answering “Good”, as opposed to “Fair” previously

How quickly are you usually seen by any doctor?



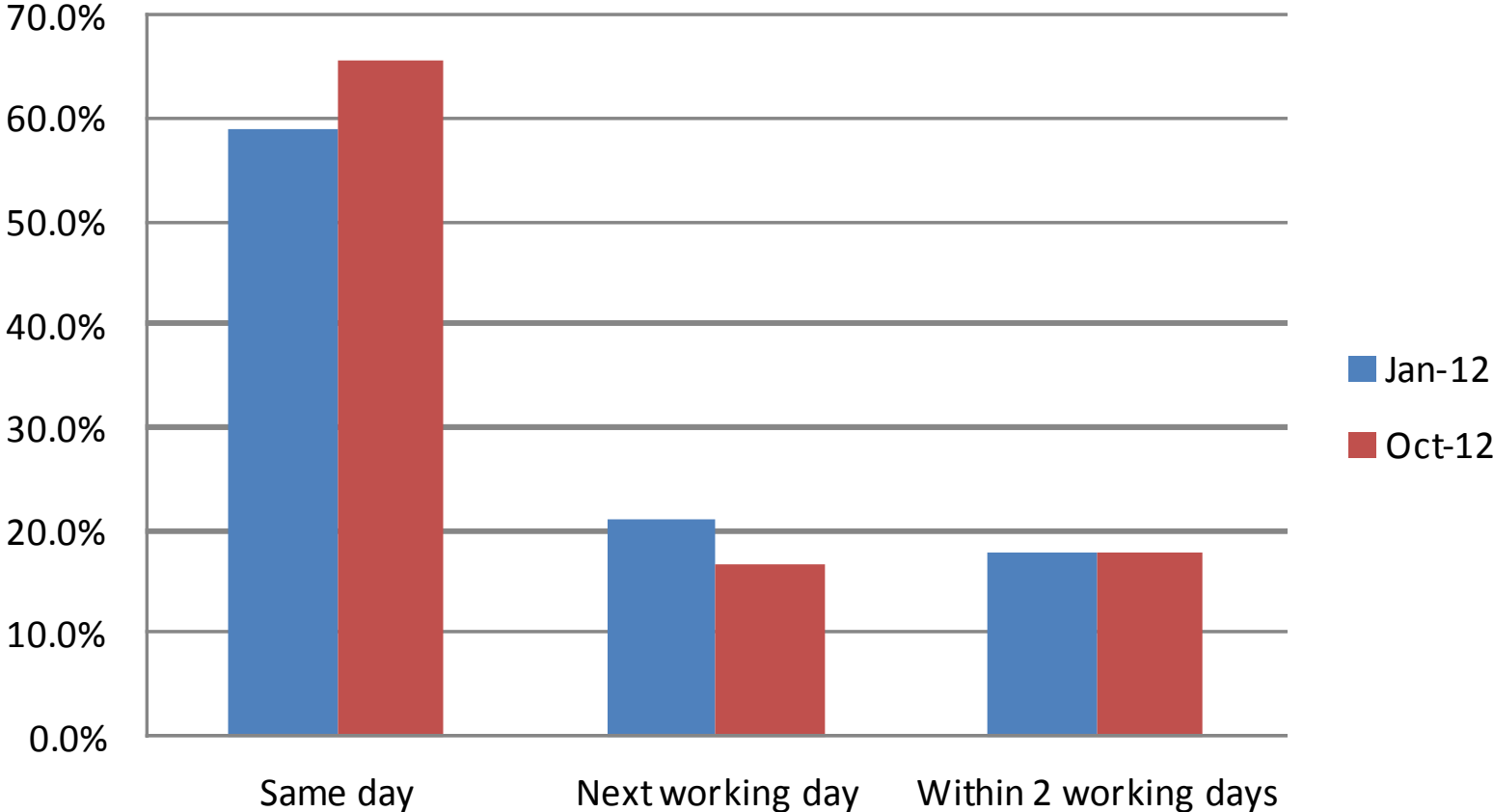
- Compared to last year, when patients surveyed thought that it was easy to see any doctor on the same day, this survey suggests that patients take longer to get to see a doctor than last year.
- There is a strong correlation between these results, and the rating results for this question (on the next slide).

How do you rate this?



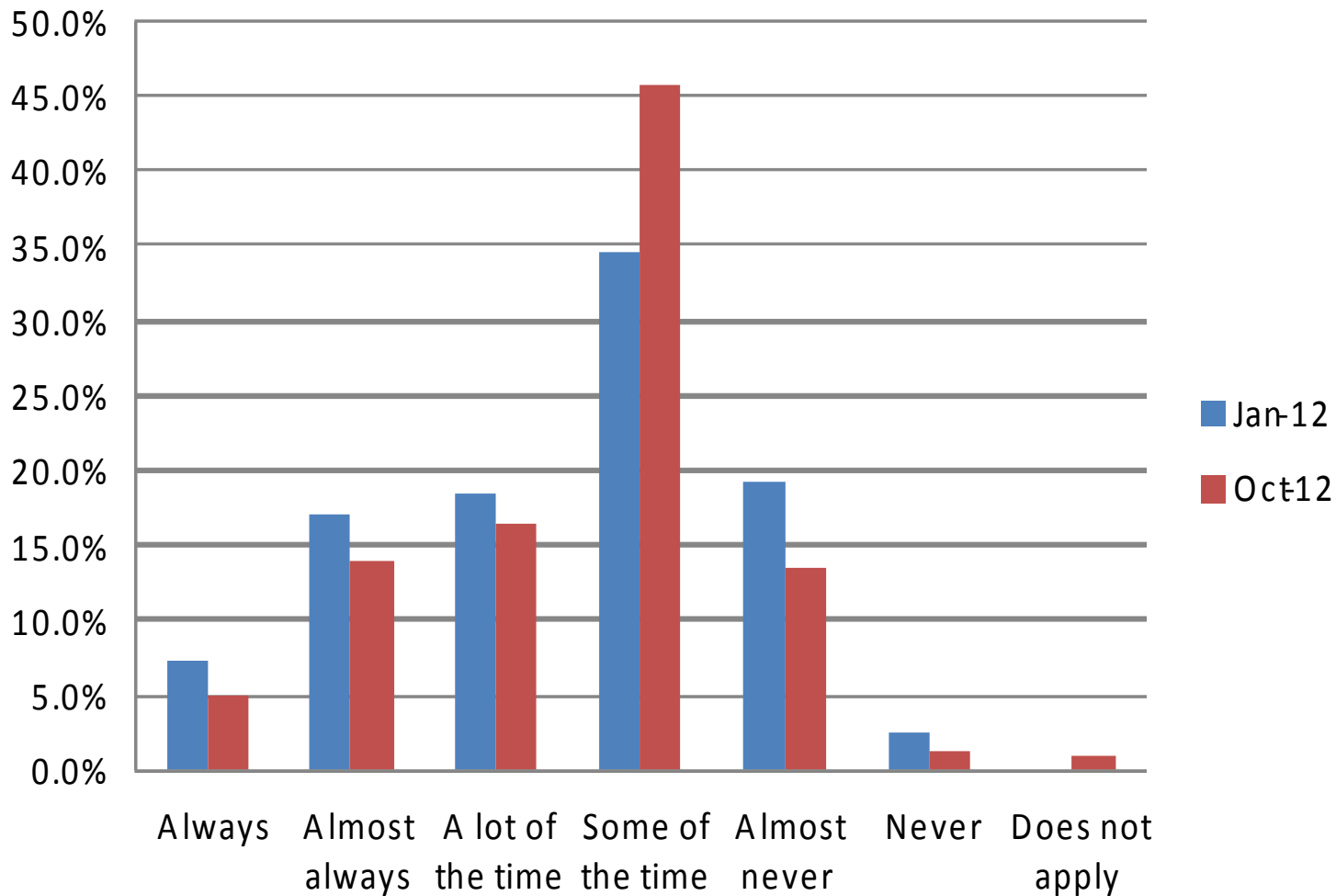
•Despite the wildly differing response on the ability to see a doctor on the same day, the patients' view on the acceptability of this is pretty similar to last year

If you need to see a doctor can you normally get an appointment on the same day?



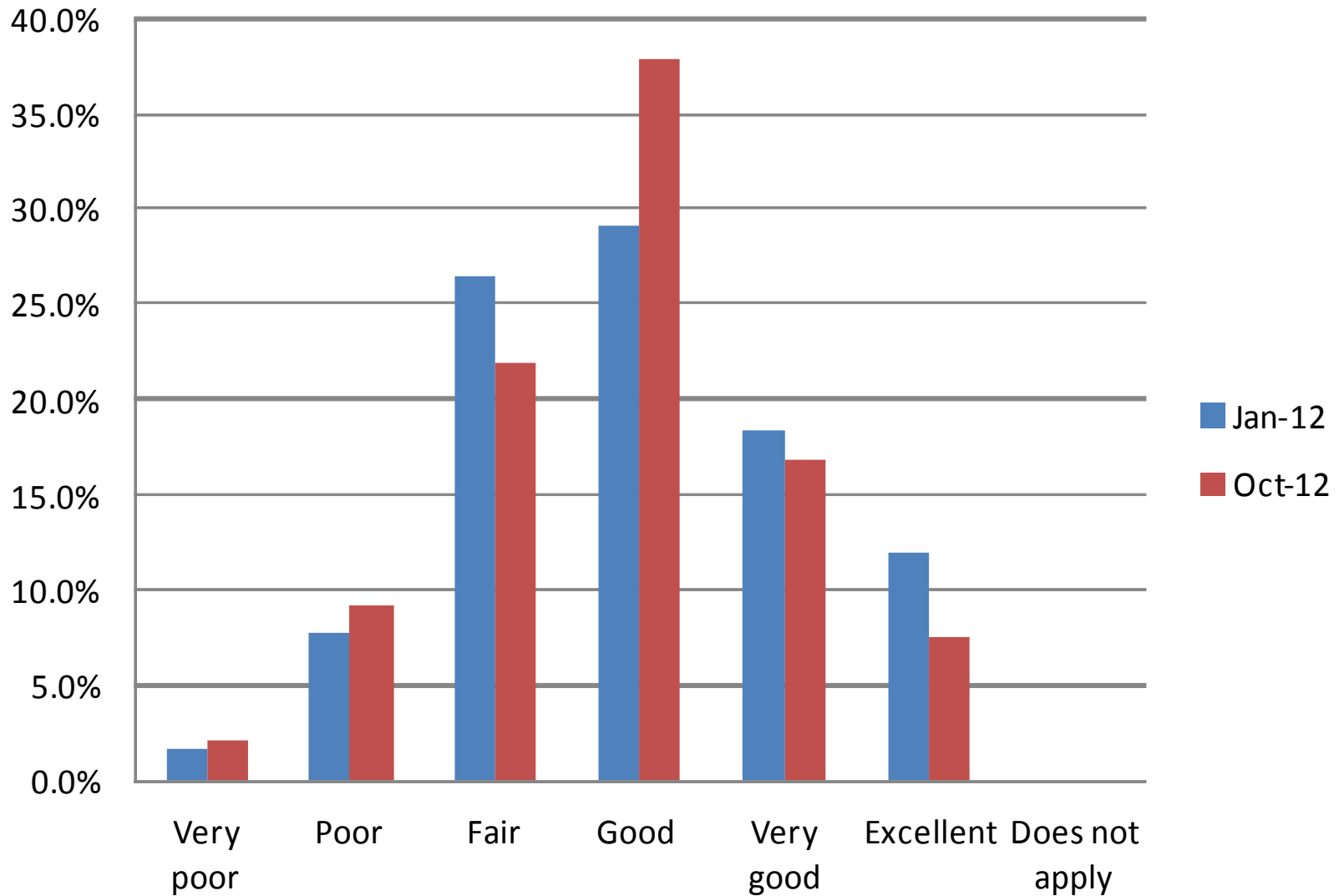
•Compared to last year, more patients believe it is easier to get an appointment with any doctor on the same day

In general how often do you see your usual doctor?



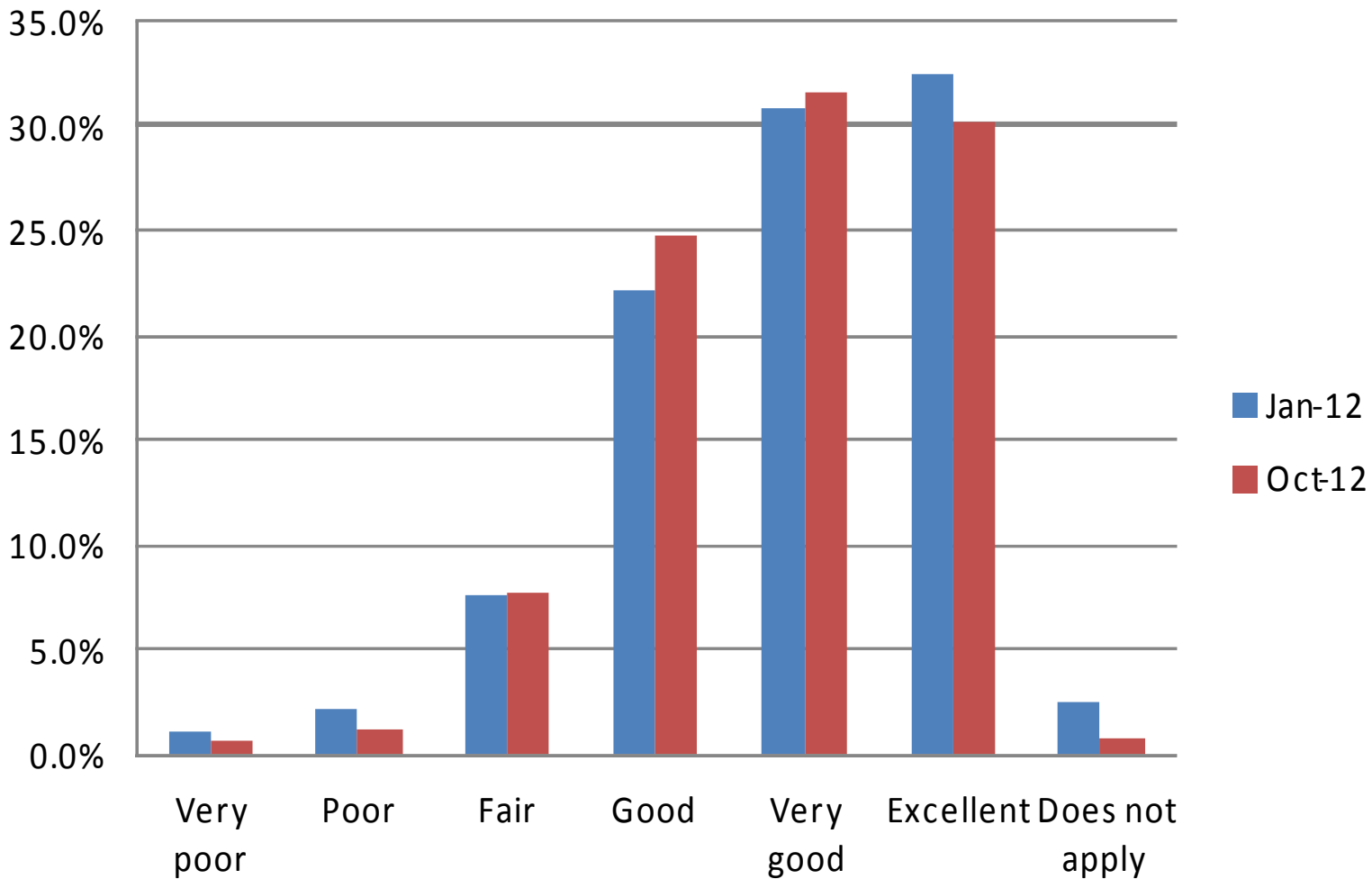
•Patients clearly like to see the same doctor time after time for continuity. Over 45% of those surveyed only achieve this “Some of the time”, and we should consider how best to address this issue, working with doctors and the Reception and Admin Teams

How do you rate this?



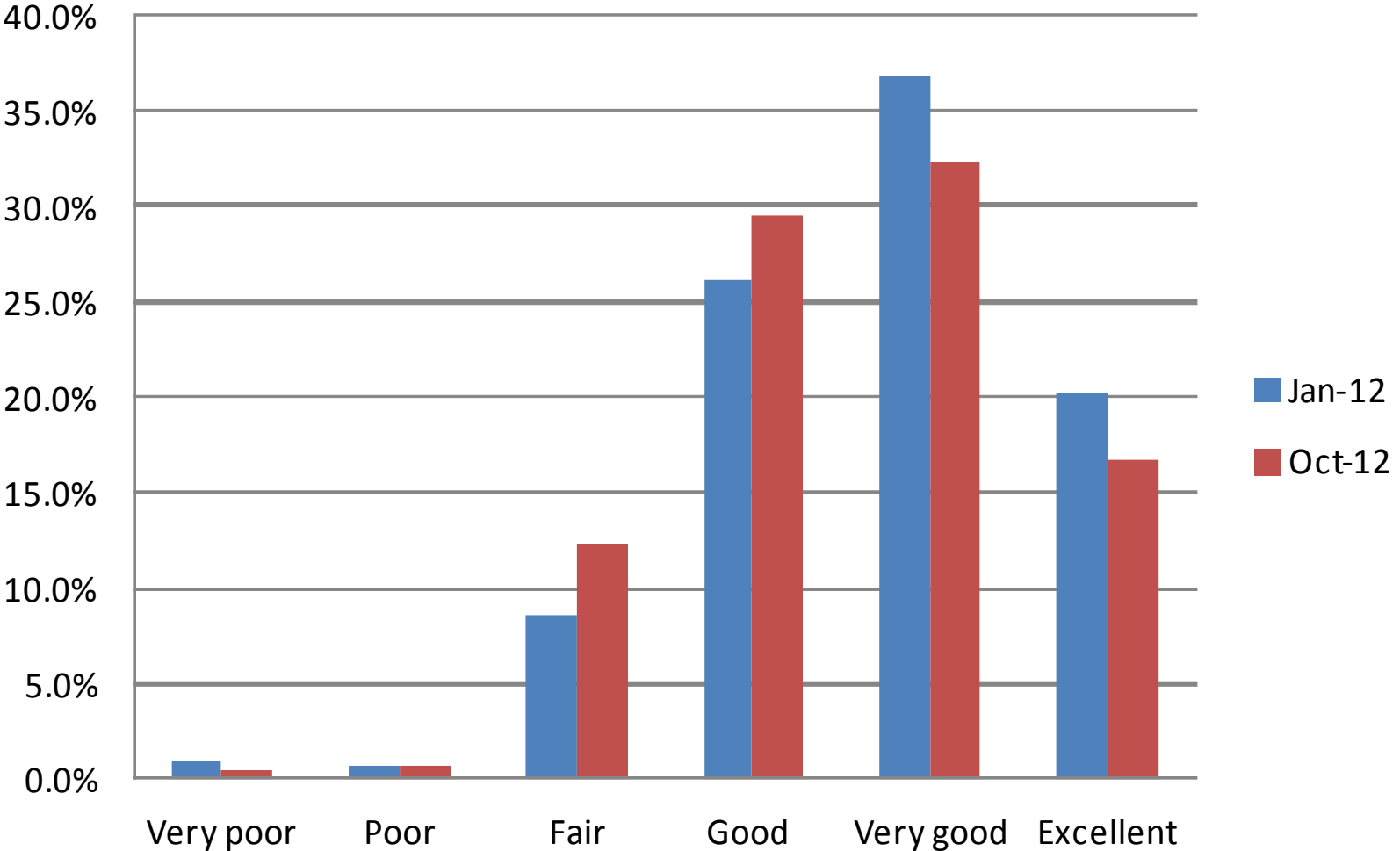
•There was a clear correlation, when compiling the results, between the “Fair” responses, and the ability to see the same doctor

Patients views on how they feel during consultation with a doctor



- The negatives always appear to be in relation to time spent with a patient during consultation, suggesting that those who do not rate highly feel they are rushed during their visit
- The results are very close to those surveyed earlier in the year

Patients views on how they feel during consultation with a nurse



•Another good positive showing, although interesting to note that it is more biased towards good than at the previous survey



- If you have any questions about the survey or the results, please contact Cloughton Medical Centre
- Full Practice results can be found at www.cloughtonmc.co.uk