

## THE PHOENIX SURGERY – PATIENT SURVEY 2016

### 1. AGE

	CL	SC	K	RAU	Total surveyed	% (this year)	% (last year)	Inc/dec on last year
<b>17-24</b>	15	2	0	7	<b>24</b>	6.37	14.72	Dec
<b>25-34</b>	30	5	3	3	<b>41</b>	10.88	9.64	Inc
<b>35-44</b>	33	7	10	1	<b>51</b>	13.53	12.69	Inc
<b>45-54</b>	57	2	14	0	<b>73</b>	19.36	15.23	Inc
<b>55-64</b>	56	5	16	0	<b>77</b>	20.42	12.18	Inc
<b>65-74</b>	47	4	17	0	<b>68</b>	18.04	18.27	Dec
<b>75+</b>	28	1	14	0	<b>43</b>	11.40	17.20	Dec
<b>TOTAL</b>	<b>266</b>	<b>26</b>	<b>74</b>	<b>11</b>	<b>377</b>	<b>100.00</b>	<b>100.00</b>	

### 2. GENDER

	CL	SC	K	RAU	Total surveyed	% (this year)	% (last year)	Inc/dec on last year
<b>Male</b>	97	10	34	5	<b>146</b>	38.93	31.16	Inc
<b>Female</b>	166	16	41	6	<b>229</b>	61.07	68.84	Dec
<b>TOTAL</b>	<b>263</b>	<b>26</b>	<b>75</b>	<b>11</b>	<b>375</b>	<b>100.00</b>	<b>100.00</b>	

### 3. HOW EASY WAS IT TO GET THROUGH ON THE TELEPHONE?

	CL	SC	K	RAU	Total surveyed	% (this year)	% (last year)	Inc/dec on last year
<b>Very easy</b>	108	13	39	3	<b>163</b>	42.78	53.43	Dec
<b>Fairly easily</b>	127	11	30	3	<b>171</b>	44.88	31.86	Inc
<b>Not very</b>	23	1	4	0	<b>28</b>	7.35	6.37	Inc
<b>Not at all</b>	9	0	5	5	<b>19</b>	4.99	8.33	Dec
<b>TOTAL</b>	<b>266</b>	<b>26</b>	<b>74</b>	<b>11</b>	<b>377</b>	<b>100.00</b>	<b>100.00</b>	

#### 4. HOW EASY WAS IT TO GET AN APPOINTMENT TO SUIT YOU?

	CL	SC	K	RAU	Total surveyed	% (this year)	% (last year)	Inc/dec on last year
Very easy	112	10	38	4	164	42.38	50.00	Dec
Fairly easily	131	14	33	5	183	47.29	40.65	Inc
Not very	28	1	4	0	33	8.53	7.94	Inc
Not at all	5	0	1	1	7	1.81	1.41	Dec
<b>TOTAL</b>	<b>276</b>	<b>25</b>	<b>76</b>	<b>10</b>	<b>387</b>	<b>100.00</b>	<b>100.00</b>	

#### 5. HOW HELPFUL WAS THE RECEPTIONIST?

	CL	SC	K	RAU	Total surveyed	% (this year)	% (last year)	Inc/dec on last year
Excellent	175	20	59	8	262	69.50	76.10	Dec
Good	80	6	18	2	106	28.12	18.45	Inc
Fair	8	0	0	0	8	2.12	5.40	Dec
Poor	0	0	0	1	1	0.27	0.05	Inc
<b>TOTAL</b>	<b>263</b>	<b>26</b>	<b>77</b>	<b>11</b>	<b>377</b>	<b>100.00</b>	<b>100.00</b>	

#### 6. ARE YOU AWARE OF SURGERY TIMES?

	CL	SC	K	RAU	Total surveyed	% (this year)	% (last year)	Inc/dec on last year
Yes	206	20	70	9	305	80.05	88.41	Dec
No	62	6	6	2	76	19.95	11.59	Inc
<b>TOTAL</b>	<b>268</b>	<b>2</b>	<b>76</b>	<b>11</b>	<b>381</b>	<b>100.00</b>	<b>100.00</b>	

#### 7. ARE YOU SATISFIED WITH THE AVAILABLE TIMES?

	CL	SC	K	RAU	Total surveyed	% (this year)	% (last year)	Inc/dec on last year
Yes	238	25	69	10	342	92.93	87.37	Inc
No	19	1	5	1	26	7.07	12.63	Dec
<b>TOTAL</b>	<b>257</b>	<b>26</b>	<b>74</b>	<b>11</b>	<b>368</b>	<b>100.00</b>	<b>100.00</b>	

**8. WOULD IT BE HELPFUL TO HAVE NURSE APPOINTMENTS EARLIER IN THE MORNING OR LATER IN THE AFTERNOON/EVENING?**

	CL	SC	K	RAU	Total surveyed	% (this year)	% (last year)	Inc/dec on last year
<b>Yes</b>	134	17	36	7	<b>194</b>	80.25	60.96	Inc
<b>No</b>	88	5	31	4	<b>128</b>	29.75	39.04	Dec
<b>TOTAL</b>	<b>222</b>	<b>22</b>	<b>67</b>	<b>11</b>	<b>322</b>	<b>100.00</b>	<b>100.00</b>	

**9. ARE YOU AWARE YOU CAN BOOK APPOINTMENTS SIX WEEKS IN ADVANCE?**

	CL	SC	K	RAU	Total surveyed	% (this year)	% (last year)	Inc/dec on last year
<b>Yes</b>	95	10	24	0	<b>129</b>	34.40	39.81	Dec
<b>No</b>	168	16	51	11	<b>246</b>	65.60	60.19	Inc
<b>TOTAL</b>	<b>263</b>	<b>26</b>	<b>75</b>	<b>11</b>	<b>375</b>	<b>100.00</b>	<b>100.00</b>	

**10.HAVE YOU HAD OCCASION TO SPEAK TO THE GP ON THE PHONE RATHER THAN FACE TO FACE?**

	CL	SC	K	RAU	Total surveyed	% (this year)	% (last year)	Inc/dec on last year
<b>Yes</b>	232	19	61	4	<b>316</b>	77.64	72.78	Inc
<b>No</b>	62	7	15	7	<b>91</b>	22.36	27.22	Dec
<b>TOTAL</b>	<b>294</b>	<b>26</b>	<b>76</b>	<b>11</b>	<b>407</b>	<b>100.00</b>	<b>100.00</b>	

**11.IF YES TO Q10, WAS THE GP ABLE TO DEAL WITH YOUR PROBLEM OVER THE PHONE?**

	CL	SC	K	RAU	Total surveyed	% (this year)	% (last year)	Inc/dec on last year
<b>Yes</b>	202	16	56	4	<b>305</b>	80.05	88.41	Dec
<b>No</b>	62	6	6	2	<b>76</b>	19.95	11.59	Inc
<b>TOTAL</b>	<b>268</b>	<b>2</b>	<b>76</b>	<b>11</b>	<b>381</b>	<b>100.00</b>	<b>100.00</b>	

**12.DO YOU VISIT THE SURGERY'S WEBSITE?**

	CL	SC	K	RAU	Total surveyed	% (this year)	% (last year)	Inc/dec on last year
<b>Yes</b>	97	10	32	1	<b>140</b>	37.84	37.24	Inc
<b>No</b>	141	15	41	10	<b>207</b>	55.95	52.55	Inc
<b>No internet</b>	19	0	4	0	<b>23</b>	6.21	10.21	Dec
<b>TOTAL</b>	<b>257</b>	<b>25</b>	<b>77</b>	<b>11</b>	<b>370</b>	<b>100.00</b>	<b>100.00</b>	

**13.ARE YOU AWARE THAT IF YOU REGISTER ON THE WEBSITE, YOU CAN BOOK APPOINTMENTS ONLINE?**

	CL	SC	K	RAU	Total surveyed	% (this year)	% (last year)	Inc/dec on last year
<b>Yes</b>	126	10	44	1	<b>181</b>	52.01	50.00	Inc
<b>No</b>	114	14	29	10	<b>167</b>	47.99	50.00	Inc
<b>TOTAL</b>	<b>240</b>	<b>24</b>	<b>73</b>	<b>11</b>	<b>348</b>	<b>100.00</b>	<b>100.00</b>	

**14.ARE YOU AWARE THAT IF YOU REGISTER ON THE WEBSITE, YOU CAN ORDER REPEAT PRESCRIPTIONS ONLINE?**

	CL	SC	K	RAU	Total surveyed	% (this year)	% (last year)	Inc/dec on last year
<b>Yes</b>	128	10	38	2	<b>178</b>	51.45	52.27	Dec
<b>No</b>	111	14	35	8	<b>168</b>	48.55	47.73	Inc
<b>TOTAL</b>	<b>239</b>	<b>24</b>	<b>73</b>	<b>10</b>	<b>346</b>	<b>100.00</b>	<b>100.00</b>	

**15.ARE YOU AWARE THAT IF YOU REGISTER ON THE WEBSITE, YOU CAN VIEW YOUR MEDICAL RECORDS ONLINE?**

	CL	SC	K	RAU	Total surveyed	% (this year)	% (last year)	Inc/dec on last year
<b>Yes</b>	58	4	25	1	<b>88</b>	26.11	-	-
<b>No</b>	172	20	47	10	<b>249</b>	47.99	-	-
<b>TOTAL</b>	<b>230</b>	<b>24</b>	<b>72</b>	<b>11</b>	<b>337</b>	<b>100.00</b>	-	

**16. HOW SATISFIED ARE YOU WITH THE GENERAL CARE YOU GET FROM THE GPS?**

	CL	SC	K	RAU	Total surveyed	% (this year)	% (last year)	Inc/dec on last year
<b>Excellent</b>	140	13	54	2	<b>209</b>	60.93	67.52	Dec
<b>Good</b>	89	9	20	6	<b>124</b>	36.15	31.44	Inc
<b>Fair</b>	7	0	0	2	<b>9</b>	2.62	0.52	Inc
<b>Poor</b>	1	0	0	0	<b>1</b>	0.29	0.52	Dec
<b>TOTAL</b>	<b>237</b>	<b>22</b>	<b>74</b>	<b>10</b>	<b>343</b>	<b>100.00</b>	<b>100.00</b>	

**17. HOW SATISFIED ARE YOU WITH THE GENERAL CARE YOU GET FROM THE NURSES?**

	CL	SC	K	RAU	Total surveyed	% (this year)	% (last year)	Inc/dec on last year
<b>Excellent</b>	149	12	53	6	<b>220</b>	69.30	67.52	Inc
<b>Good</b>	59	10	19	1	<b>89</b>	28.60	31.54	Dec
<b>Fair</b>	3	0	0	3	<b>6</b>	1.90	0.94	Inc
<b>Poor</b>	0	0	0	0	<b>0</b>	-	-	-
<b>TOTAL</b>	<b>211</b>	<b>22</b>	<b>72</b>	<b>10</b>	<b>315</b>	<b>100.00</b>	<b>100.00</b>	

**18. ARE YOU AWARE THAT YOU CAN GIVE FEEDBACK ON THE SURGERY VIA THE FRIENDS AND FAMILY TEST?**

	CL	SC	K	RAU	Total surveyed	% (this year)	% (last year)	Inc/dec on last year
<b>Yes</b>	75	7	23	1	<b>106</b>	29.53	52.79	Dec
<b>No</b>	177	17	49	10	<b>253</b>	70.47	47.21	Inc
<b>TOTAL</b>	<b>252</b>	<b>24</b>	<b>72</b>	<b>11</b>	<b>359</b>	<b>100.00</b>	<b>100.00</b>	