

## THE PHOENIX SURGERY - PATIENT SURVEY 2017

### 1 (a) AGE

	CL	SC	K	RAU	TOTAL	% 2018	% 2016
17 - 24	25	1	2	29	57	12	6
25 - 34	36	15	3	1	55	12	11
35 - 44	35	17	6	1	59	13	14
45 - 54	45	15	7		67	15	19
55 - 64	33	22	9		64	14	20
65 - 74	53	17	16		86	19	18
75+	31	28	11		70	15	11
<b>TOTAL</b>	<b>258</b>	<b>115</b>	<b>54</b>	<b>31</b>	<b>458</b>	<b>100</b>	<b>100</b>

### 1 (b) GENDER

	CL	SC	K	RAU	TOTAL	% 2018	% 2016
<b>Male</b>	79	47	28	8	162	35	39
<b>Female</b>	180	66	28	22	296	65	61
<b>TOTAL</b>	<b>259</b>	<b>113</b>	<b>56</b>	<b>30</b>	<b>458</b>	<b>100</b>	<b>100</b>

### 2 (a) HOW EASY WAS IT TO GET THROUGH ON THE TELEPHONE?

	CL	SC	K	RAU	TOTAL	% 2018	% 2016
<b>Very easy</b>	120	52	24	4	200	47	43
<b>Fairly easy</b>	113	44	28	14	199	47	45
<b>Not very</b>	17	5	2	1	25	6	7
<b>Not at all easy</b>	0	0	0	0	0	0	5
<b>TOTAL</b>	<b>250</b>	<b>101</b>	<b>54</b>	<b>19</b>	<b>424</b>	<b>100</b>	<b>100</b>

2 (b)

**HOW EASY WAS IT TO GET AN APPOINTMENT TO SUIT YOU?**

	CL	SC	K	RAU	TOTAL	% 2018	% 2016
Very easy	92	55	19	11	177	39	42
Fairly easy	141	44	36	16	237	53	47
Not very	23	8	1	2	34	8	9
Not at all easy	1	1	0	1	3	1	2
<b>TOTAL</b>	<b>257</b>	<b>108</b>	<b>56</b>	<b>30</b>	<b>451</b>	<b>100</b>	<b>100</b>

2 (c)

**HOW HELPFUL WAS THE RECEPTIONIST?**

	CL	SC	K	RAU	TOTAL	% 2018	% 2016
Excellent	176	75	38	13	302	68	70
Good	76	24	16	13	129	29	28
Fair	3	8	1	1	13	3	2
Poor	0	0	0	0	0	0	0
<b>TOTAL</b>	<b>255</b>	<b>107</b>	<b>55</b>	<b>27</b>	<b>444</b>	<b>100</b>	<b>100</b>

3

**ARE YOU AWARE OF THE SURGERY TIMES?**

	CL	SC	K	RAU	TOTAL	% 2018	% 2016
Yes	184	89	49	24	346	80	80
No	49	24	6	6	85	20	20
<b>TOTAL</b>	<b>233</b>	<b>113</b>	<b>55</b>	<b>30</b>	<b>431</b>	<b>100</b>	<b>100</b>

4

**ARE YOU SATISFIED WITH THE AVAILABLE TIMES?**

	CL	SC	K	RAU	TOTAL	% 2018	% 2016
Yes	191	79	49	25	344	90	93
No	22	8	6	3	39	10	7
<b>TOTAL</b>	<b>213</b>	<b>87</b>	<b>55</b>	<b>28</b>	<b>383</b>	<b>100</b>	<b>100</b>

5

**WOULD IT BE HELPFUL IF NURSE APPOINTMENTS WERE AVAILABLE IN THE MORNING OR LATER IN THE AFTERNOON/EVENING?**

	CL	SC	K	RAU	TOTAL	% 2018	% 2016
Yes	158	59	29	20	266	66	60
No	79	27	21	11	138	34	40
<b>TOTAL</b>	<b>237</b>	<b>86</b>	<b>50</b>	<b>31</b>	<b>404</b>	<b>100</b>	<b>100</b>

**6 ARE YOU AWARE THAT YOU CAN BOOK SIX WEEKS AHEAD?**

	CL	SC	K	RAU	TOTAL	% 2018	% 2016
<b>Yes</b>	95	45	20	3	163	37	34
<b>No</b>	152	68	34	27	281	63	66
<b>TOTAL</b>	<b>247</b>	<b>113</b>	<b>54</b>	<b>30</b>	<b>444</b>	<b>100</b>	<b>100</b>

**7 HAVE YOU HAD THE OCCASION TO SPEAK ON THE TELEPHONE TO YOUR GP, RATHER THAN A FACE TO FACE APPOINTMENT?**

	CL	SC	K	RAU	TOTAL	% 2018	% 2016
<b>Yes</b>	179	87	41	5	312	73	78
<b>No</b>	40	34	14	25	113	27	22
<b>TOTAL</b>	<b>219</b>	<b>121</b>	<b>55</b>	<b>30</b>	<b>425</b>	<b>100</b>	<b>100</b>

**8 IF YES TO QUESTION 7, WAS THE GP ABLE TO DEAL WITH YOUR PROBLEM OVER THE PHONE?**

	CL	SC	K	RAU	TOTAL	% 2018	% 2016
<b>Yes</b>	163	79	31	4	277	87	80
<b>No</b>	26	10	2	2	40	13	20
<b>TOTAL</b>	<b>189</b>	<b>89</b>	<b>33</b>	<b>6</b>	<b>317</b>	<b>100</b>	<b>100</b>

**9 DID YOU VISIT THE SURGERY WEBSITE?**

	CL	SC	K	RAU	TOTAL	% 2018	% 2016
<b>Yes</b>	106	40	14	9	169	40	38
<b>No</b>	124	50	37	21	232	55	56
<b>No Internet</b>	10	9	3	0	22	5	6
<b>TOTAL</b>	<b>240</b>	<b>99</b>	<b>54</b>	<b>30</b>	<b>423</b>	<b>100</b>	<b>100</b>

**10 (a) ARE YOU AWARE THAT IF YOU REGISTER ON THE WEBSITE, YOU BOOK APPOINTMENTS ONLINE?**

	CL	SC	K	RAU	TOTAL	% 2018	% 2016
<b>Yes</b>	142	53	19	13	227	54	52
<b>No</b>	103	43	31	17	194	46	48
<b>TOTAL</b>	<b>245</b>	<b>96</b>	<b>50</b>	<b>30</b>	<b>421</b>	<b>100</b>	<b>100</b>

**10 (b) ARE YOU AWARE THAT IF YOU REGISTER ON THE WEBSITE, YOU CAN ORDER REPEAT PRESCRIPTIONS?**

	CL	SC	K	RAU	TOTAL	% 2018	% 2016
<b>Yes</b>	153	57	21	11	242	57	51
<b>No</b>	102	37	26	19	184	43	49
<b>TOTAL</b>	<b>255</b>	<b>94</b>	<b>47</b>	<b>30</b>	<b>426</b>	<b>100</b>	<b>100</b>

**10 (c) ARE YOU AWARE THAT IF YOU REGISTER ON THE WEBSITE, YOU CAN VIEW YOUR MEDICAL RECORDS ONLINE?**

	CL	SC	K	RAU	TOTAL	% 2018	% 2016
<b>Yes</b>	93	30	12	9	144	35	26
<b>No</b>	148	66	38	21	273	65	74
<b>TOTAL</b>	<b>241</b>	<b>96</b>	<b>50</b>	<b>30</b>	<b>417</b>	<b>100</b>	<b>100</b>

**11 (a) HOW SATISFIED ARE YOU WITH THE GENERAL CARE YOU GET FROM THE GPS?**

	CL	SC	K	RAU	TOTAL	% 2018	% 2016
<b>Excellent</b>	149	74	38	16	277	66	61
<b>Good</b>	75	25	12	12	124	30	36
<b>Fair</b>	7	3	4	1	15	4	3
<b>Poor</b>	2	0	0	0	2	0	0
<b>TOTAL</b>	<b>233</b>	<b>102</b>	<b>54</b>	<b>29</b>	<b>418</b>	<b>100</b>	<b>100</b>

**11 (b) HOW SATISFIED ARE YOU WITH THE GENERAL CARE YOU GET FROM THE PRACTICE NURSES?**

	CL	SC	K	RAU	TOTAL	% 2018	% 2016
<b>Excellent</b>	155	61	38	22	276	69	69
<b>Good</b>	71	29	14	7	121	30	29
<b>Fair</b>	1	0	2	1	4	1	2
<b>Poor</b>	1	0	0	0	1	0	0
<b>TOTAL</b>	<b>228</b>	<b>90</b>	<b>54</b>	<b>30</b>	<b>402</b>	<b>100</b>	<b>100</b>

**12 (a) ARE YOU AWARE THAT THE PRACTICE OFFERS SOCIAL PRESCRIBING ?  
(A new question for 2018)**

	CL	SC	K	RAU	TOTAL	% 2018	% 2016
Yes	58	31	7	9	105	26	N/A
No	162	71	46	21	300	74	N/A
<b>TOTAL</b>	<b>220</b>	<b>102</b>	<b>53</b>	<b>30</b>	<b>405</b>	<b>100</b>	

**12 (b) HAVE YOU BEEN INVOLVED WITH THE SOCIAL PRESCRIBING SERVICE?**

	CL	SC	K	RAU	TOTAL	% 2018	% 2016
Yes	11	7	5	2	25	6	N/A
No	206	95	48	28	377	94	N/A
<b>TOTAL</b>	<b>217</b>	<b>102</b>	<b>53</b>	<b>30</b>	<b>402</b>	<b>100</b>	

**13 (a) THE PRACTICE HAS RECENTLY JOINED WITH ROMNEY HOUSE SURGERY,  
IN TETBURY. ARE YOU AWARE THAT THIS HAS TAKEN PLACE?  
(A new question for 2018)**

	CL	SC	K	RAU	TOTAL	% 2018	% 2016
Yes	71	39	14	2	126	31	N/A
No	172	45	39	28	284	69	N/A
<b>TOTAL</b>	<b>243</b>	<b>84</b>	<b>53</b>	<b>30</b>	<b>410</b>	<b>100</b>	

**13 (b) AS A RESULT OF THIS CHANGE DO YOU FEEL THAT THE SERVICE  
YOU RECEIVE HAS BEEN:-**

	CL	SC	K	RAU	TOTAL	% 2018	% 2016
Negatively affected	9	10	1	0	20	6	N/A
Not Affected at all	198	90	33	21	342	94	N/A
<b>TOTAL</b>	<b>207</b>	<b>100</b>	<b>34</b>	<b>21</b>	<b>362</b>	<b>100</b>	

**14 ARE YOU AWARE THAT YOU CAN PROVIDE FEEDBACK VIA THE FRIENDS  
AND FAMILY TEST? (FORMS AND BOX AT RECEPTION)**

	CL	SC	K	RAU	TOTAL	% 2018	% 2016
Yes	83	34	12	11	140	35	30
No	132	66	38	19	255	65	70
<b>TOTAL</b>	<b>215</b>	<b>100</b>	<b>50</b>	<b>30</b>	<b>395</b>	<b>100</b>	<b>100</b>