

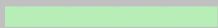



















Dr Rabie & Partners Patient Survey 2014/15 - REPORT





(*) In the past 12 months, how many times have you seen a doctor at your Surgery?		Response Percent	Response Total
None		7.45%	19
Once or Twice		32.94%	84
Three or Four Times		27.45%	70
Five or Six Times		20%	51
Seven or More		12.16%	31
Total # of respondents 255.			
Statistics based on 255 respondents; 0 filtered; 0 skipped.			







(*) How do you normally book your appointments at your Surgery?		Response Percent	Response Total
In Person		26.28%	67
By Telephone		67.84%	173
Over the Internet		4.71%	12
Does not apply		0.39%	1
Other (Please Specify):		0.78%	2
Total # of respondents 255.			
Statistics based on 255 respondents; 0 filtered; 0 skipped.			








(*) Are you aware that there is an Internet Booking System for Doctor's Appointments and Repeat Prescriptions? If "no" please ask at Reception for details.		Response Percent	Response Total
Yes		62.75%	160
No		37.26%	95
Total # of respondents 255.			
Statistics based on 255 respondents; 0 filtered; 0 skipped.			







(*) If you need to see a Doctor urgently, can you normally get seen on the day?		Response Percent	Response Total
Yes		69.8%	178
No		14.9%	38
Never Needed To		9.8%	25
Don't Know		5.49%	14
Total # of respondents 255.			
Statistics based on 255 respondents; 0 filtered; 0 skipped.			








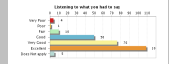

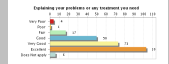
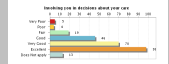
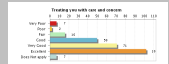

(*) Is there a particular doctor you prefer to see at the surgery?		Response Percent	Response Total
Yes		54.12%	138
No		45.88%	117
Total # of respondents 255.			
Statistics based on 255 respondents; 0 filtered; 0 skipped.			

(*) How often do you see the doctor you prefer?		Response Percent	Response Total
Always or most of the time		28.63%	73
Some of the time		42.35%	108
Never or almost never		11.37%	29
Not tried this at the surgery		17.65%	45
Total # of respondents 255.			
Statistics based on 255 respondents; 0 filtered; 0 skipped.			

(*) How easy it for you to get an appointment with a Practice Nurse at the Surgery?		Response Percent	Response Total
Haven't tried		21.18%	54
Very		24.71%	63
Fairly		39.61%	101
Not very		6.67%	17
Not at all		0.78%	2
Don't know		7.06%	18
Total # of respondents 255.			
Statistics based on 255 respondents; 0 filtered; 0 skipped.			

(*) Thinking of times you have telephoned the surgery, how do you rate the ability to speak to a doctor on the phone when you have a question or need advice?		Response Percent	Response Total
Excellent		6.67%	17
Very good		6.28%	16
Good		9.41%	24
Fair		9.02%	23
Poor		7.06%	18
Very Poor		5.88%	15
Don't know/never tried		55.69%	142
Total # of respondents 255.			
Statistics based on 255 respondents; 0 filtered; 0 skipped.			

(*) How satisfied are you with the opening hours at the surgery?		Response Percent	Response Total
Very		41.96%	107
Fairly		34.12%	87
Neither satisfied nor dissatisfied		10.59%	27
Quite dissatisfied		5.49%	14
Very dissatisfied		1.57%	4
Don't know the opening hours		6.28%	16
Total # of respondents 255 .			
Statistics based on 255 respondents; 0 filtered; 0 skipped.			


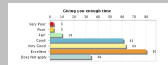

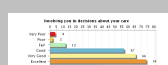
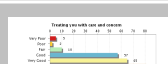

(*) Last time you saw a doctor at the surgery, how good did you find the doctor at each of the following?									
	A 	B 	C 	D 	E 	F 	G 		Response Total
Listening to what you had to say	1.57 % (4)	0.39 % (1)	3.92 % (10)	19.61 % (50)	29.8 % (76)	42.75 % (109)	1.96 % (5)		255
Giving you enough time	1.57 % (4)	1.96 % (5)	8.24 % (21)	18.82 % (48)	28.24 % (72)	39.22 % (100)	1.96 % (5)		255
Explaining your problems or any treatment you need	1.58 % (4)	0.39 % (1)	6.69 % (17)	19.69 % (50)	28.74 % (73)	40.55 % (103)	2.36 % (6)		254
Involving you in decisions about your care	1.96 % (5)	1.57 % (4)	7.45 % (19)	18.04 % (46)	27.45 % (70)	38.43 % (98)	5.1 % (13)		255
Treating you with care and concern	2.75 % (7)	0.78 % (2)	6.28 % (16)	19.61 % (50)	27.84 % (71)	40 % (102)	2.75 % (7)		255
Did you have confidence and trust in the doctor you saw or spoke to	2.36 % (6)	1.58 % (4)	4.33 % (11)	18.9 % (48)	27.95 % (71)	42.91 % (109)	1.97 % (5)		254
Total # of respondents 255 .									
Statistics based on 255 respondents; 0 filtered; 0 skipped.									

Legend for Rank Grid table:(*) Last time you saw a doctor at the surgery, how good did you find the doctor at each of the following?

Columns:

- A  Very Poor
- B  Poor
- C  Fair
- D  Good
- E  Very Good
- F  Excellent
- G  Does Not apply

(*) Last time you saw a nurse at the surgery, how good did you find the nurse at each of the following?






	A	B	C	D	E	F	G		Response Total
Listening to what you had to say	1.57 % (4)	0.78 % (2)	4.31 % (11)	21.96 % (56)	26.67 % (68)	31.37 % (80)	13.33 % (34)		255
Giving you enough time	1.18 % (3)	1.18 % (3)	3.94 % (10)	24.02 % (61)	24.8 % (63)	31.5 % (80)	13.39 % (34)		254
Explaining your problems or any treatment you need	1.58 % (4)	0 % (0)	5.91 % (15)	22.44 % (57)	25.2 % (64)	31.1 % (79)	13.78 % (35)		254
Involving you in decisions about your care	1.57 % (4)	0.78 % (2)	4.71 % (12)	22.35 % (57)	25.88 % (66)	29.02 % (74)	15.69 % (40)		255
Treating you with care and concern	1.96 % (5)	0.78 % (2)	3.92 % (10)	22.35 % (57)	25.49 % (65)	31.77 % (81)	13.73 % (35)		255
Did you have confidence and trust in the nurse you saw or spoke to	1.97 % (5)	0.39 % (1)	5.51 % (14)	21.65 % (55)	24.8 % (63)	31.89 % (81)	13.78 % (35)		254

Total # of respondents 255.
 Statistics based on 255 respondents; 0 filtered; 0 skipped.







Legend for Rank Grid table:(*) Last time you saw a nurse at the surgery, how good did you find the nurse at each of the following?




Columns:



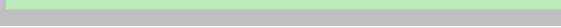
- A ■ Very Poor
- B ■ Poor
- C ■ Fair
- D ■ Good
- E ■ Very Good
- F ■ Excellent
- G ■ Does Not apply




(*) In general how satisfied are you with the care you get at the surgery?		Response Percent	Response Total
Very		58.82%	150
Fairly		33.33%	85
Neither satisfied nor dissatisfied		3.92%	10
Quite dissatisfied		3.53%	9
Very dissatisfied		0.39%	1



Total # of respondents 255.
 Statistics based on 255 respondents; 0 filtered; 0 skipped.



(*) When you last had an appointment at the surgery did you use the self check-in screen?		Response Percent	Response Total
Yes		40.78%	104
No		54.12%	138
Do not wish to use it		2.35%	6
Do not know how to use it		0.78%	2
Did not know about the self check-in screen		1.57%	4
Other (Please Specify):		0.39%	1
Total # of respondents 255.			
Statistics based on 255 respondents; 0 filtered; 0 skipped.			







(*) Do you feel there is enough patient information in the Reception Area?		Response Percent	Response Total
Yes		68.24%	174
No		10.98%	28
Don't Know		20.78%	53
Total # of respondents 255.			
Statistics based on 255 respondents; 0 filtered; 0 skipped.			

Have you ever visited the Surgery Website?		Response Percent	Response Total
Frequently		4.71%	12
Occasionally		23.53%	60
Never		71.77%	183
Total # of respondents 255.			
Statistics based on 255 respondents; 0 filtered; 0 skipped.			



You have indicated that you have visited the Surgery website. Did you find it a useful source of information?		Response Percent	Response Total
Yes		76.39%	55
No		13.89%	10
Don't Know		9.72%	7
Total # of respondents 255.			
Statistics based on 72 respondents; 0 filtered; 183 skipped.			










(*) Are you aware that we have an Internet (Virtual) Patient Participation Group?		Response Percent	Response Total
Yes		14.12%	36
No		85.88%	219
Total # of respondents 255.			
Statistics based on 255 respondents; 0 filtered; 0 skipped.			





(*) Would you like to join a Patient Participation Group at the Surgery. If yes please ask for details at Reception.		Response Percent	Response Total
Yes		7.06%	18
No		92.94%	237
Total # of respondents 255.			
Statistics based on 255 respondents; 0 filtered; 0 skipped.			

(*) In the last 12 months have you used any of the health services listed below instead of using similar services which might be available at the surgery?		Response Percent	Response Total
None of these		65.1%	166
Going to A&E at a hospital (instead of us)		12.16%	31
NHS Walk In Centre		25.88%	66
Private Doctor (no through the NHS)		2.75%	7
Family Planning Clinic		2.35%	6
Other (Please Specify):		1.18%	3
Total # of respondents 255.			
Statistics based on 255 respondents; 0 filtered; 0 skipped.			



Demographic Monitoring The following questions relate to your personal information. The Equality Act came into force in October 2010 and states that public bodies like the NHS need to ask members of the public who use or may use their services and/or their staff questions about these characteristics to check that we are reaching all sections of our community fairly. We would be grateful if you could complete the information below to assist us with this. All submissions will remain anonymous, treated as confidential and any information you submit will be retained in accordance with Information Governance guidelines. If you do not wish to respond to these questions you are under no obligation to do so and may click NEXT to proceed.

Are you male or female?		Response Percent	Response Total
Male		34.98%	85
Female		65.02%	158
Total # of respondents 255.			
Statistics based on 243 respondents; 0 filtered; 12 skipped.			







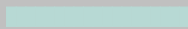

How old are you?		Response Percent	Response Total
Under 18		2.05%	5
18-24		8.2%	20
25-34		13.12%	32
35-44		13.93%	34
45-54		18.03%	44
55-64		17.21%	42
65-74		15.57%	38
75-84		10.66%	26
85 and over		1.23%	3
Total # of respondents 255.			
Statistics based on 244 respondents; 0 filtered; 11 skipped.			

Which ethnic group do you belong to?		Response Percent	Response Total
White		98.35%	238
Black or Black British		0.41%	1
Asian or Asian British		0.41%	1
Mixed		0.83%	2
Chinese		0%	0
Other Ethnic Group		0%	0

Total # of respondents **255**.
Statistics based on **242** respondents; **0** filtered; **13** skipped.

Do you have any longstanding illness, disability or infirmity? By longstanding we mean anything that has troubled you over a period of time or that is likely to affect you over a period of time.		Response Percent	Response Total
Yes		45%	108
No		55%	132

Total # of respondents **255**.
Statistics based on **240** respondents; **0** filtered; **15** skipped.

Which of these best describes what you are doing at present? If more than one of these applies to you, please tick the main one ONLY		Response Percent	Response Total
Full-time paid work (30 hours or more per week)		39.75%	95
Part time paid work (under 30 hours per week)		16.74%	40
Full time education (school, college, university)		3.77%	9
Unemployed		3.35%	8
Permanently sick or disabled		2.93%	7
Looking after the home		6.28%	15
Fully retired from work		24.69%	59
Doing something else		2.93%	7

Total # of respondents **255**.
Statistics based on **239** respondents; **0** filtered; **16** skipped.

We are interested in any comments you may have about the service provided at Dr Rabie & Partners. Please write them here.

What, if anything, do we do particularly well?		Response Total
		61

Total # of respondents **255**.
Statistics based on **61** respondents; **0** filtered; **194** skipped.

Do you think there is anything that could be improved?	Response Total
	84
<p style="text-align: right;">Total # of respondents 255. Statistics based on 84 respondents; 0 filtered; 171 skipped.</p>	

Do you have any other comments?	Response Total
	42
<p style="text-align: right;">Total # of respondents 255. Statistics based on 42 respondents; 0 filtered; 213 skipped.</p>	