

The Oaks Medical Centre

Practice Survey Responses 2013 Survey= 153

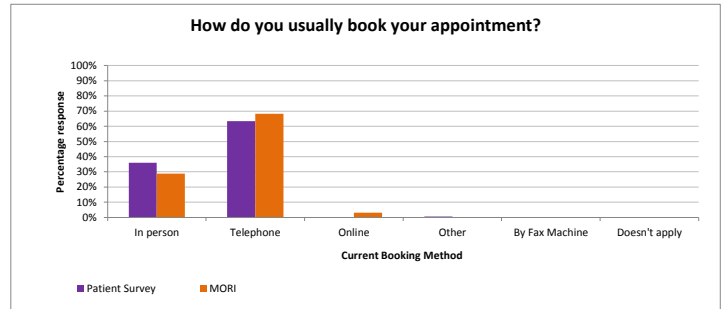
Mori Survey Responses = 127

MORI - Contains aggregated data collected from Jan-Mar 2013 and Jul-Sept 2013

Q2 How do you usually book your appointment?

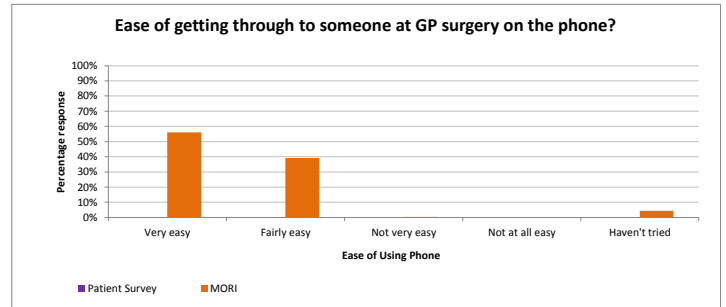
	Patient Survey	MORI
In person	36%	29%
Telephone	63%	68%
Online	0%	3%
Other	1%	0%
By Fax Machine	0%	0%
Doesn't apply	0%	0%

Question from MORI in the above results " How do you normally book your appointments to see a GP or nurse at your GP Surgery (multiple responses allowed)"



Q2 (a) Ease of getting through to someone at GP surgery on the phone.

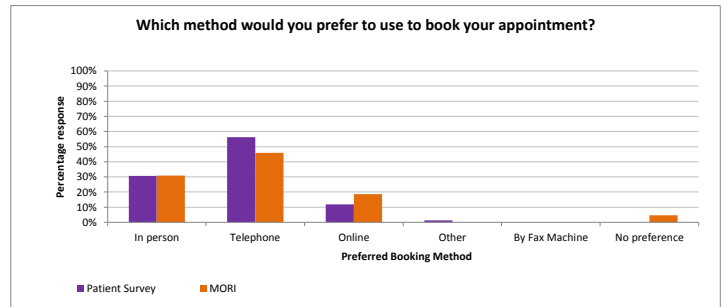
	Patient Survey	MORI
Very easy	0%	56%
Fairly easy	0%	39%
Not very easy	0%	0%
Not at all easy	0%	0%
Haven't tried	0%	4%



Q3 Which method would you prefer to use to book your appointment?

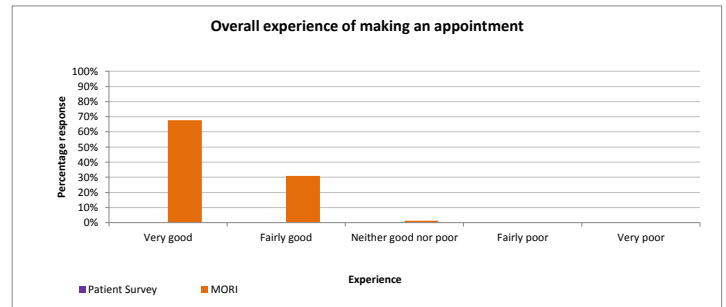
	Patient Survey	MORI
In person	31%	31%
Telephone	56%	46%
Online	12%	19%
Other	1%	0%
By Fax Machine	0%	0%
No preference	0%	5%

Question from MORI in the above results " Which method would you prefer to book your appointments to see a GP or nurse at your GP Surgery (multiple responses allowed)"



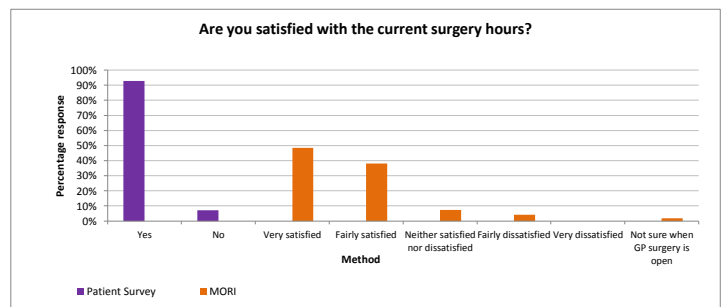
Q3 (a) Overall experience of making an appointment

	Patient Survey	MORI
Very good	0%	68%
Fairly good	0%	31%
Neither good nor poor	0%	1%
Fairly poor	0%	0%
Very poor	0%	0%



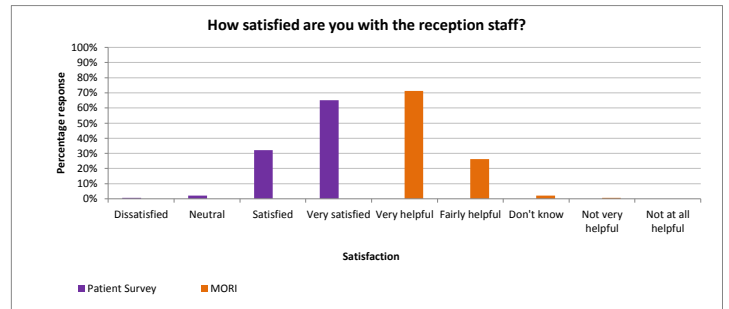
Q4 Are you satisfied with the current surgery hours?

	Patient Survey	MORI
Yes	93%	0%
No	7%	0%
Very satisfied	0%	49%
Fairly satisfied	0%	38%
Neither satisfied nor dissatisfied	0%	7%
Fairly dissatisfied	0%	4%
Very dissatisfied	0%	0%
Not sure when GP surgery is open	0%	2%



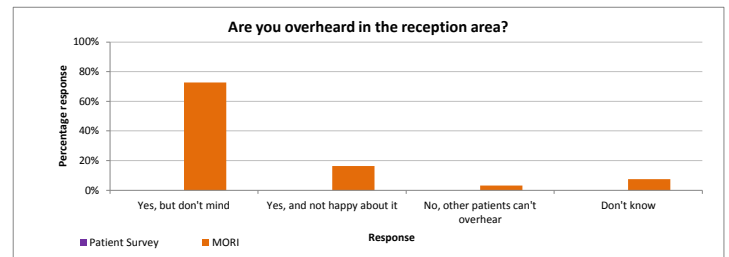
Q6 How satisfied are you with the reception staff?

	Patient Survey	MORI
Dissatisfied	1%	
Neutral	2%	
Satisfied	32%	
Very satisfied	65%	
Very helpful		71%
Fairly helpful		26%
Don't know		2%
Not very helpful		1%
Not at all helpful		0%



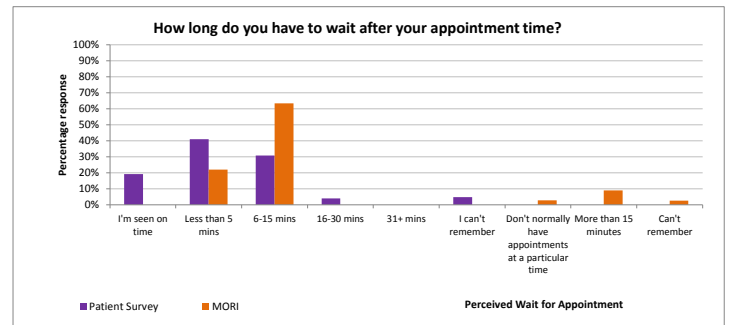
Q6 (a) Overheard in reception area

	Patient Survey	MORI
Yes, but don't mind		73%
Yes, and not happy about it		16%
No, other patients can't overhear		3%
Don't know		8%



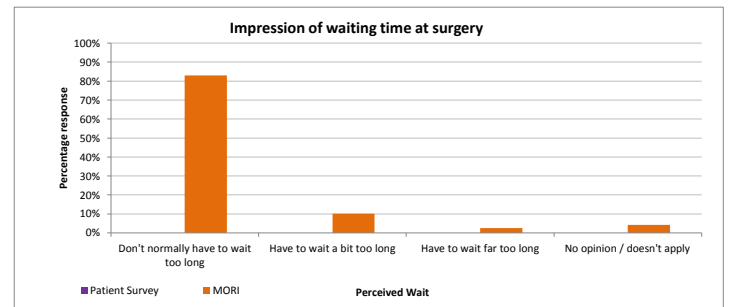
Q7 How long do you have to wait after your appointment time?

	Patient Survey	MORI
I'm seen on time	19%	
Less than 5 mins	41%	22%
6-15 mins	31%	63%
16-30 mins	4%	
31+ mins	0%	
I can't remember	5%	
Don't normally have appointments at a particular time		3%
More than 15 minutes		9%
Can't remember		3%



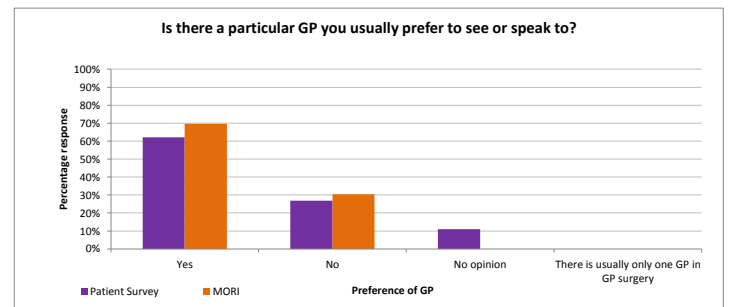
Q7 (a) Impression of waiting time at surgery

	Patient Survey	MORI
Don't normally have to wait too long		83%
Have to wait a bit too long		10%
Have to wait far too long		3%
No opinion / doesn't apply		4%



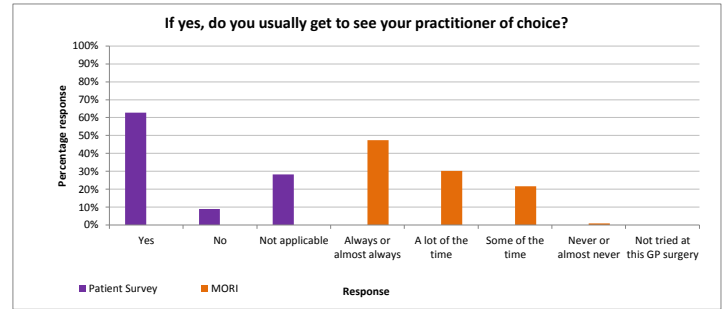
Q8 Is there a particular GP you usually prefer to see or speak to?

	Patient Survey	MORI
Yes	62%	70%
No	27%	30%
No opinion	11%	
There is usually only one GP in GP surgery		0%



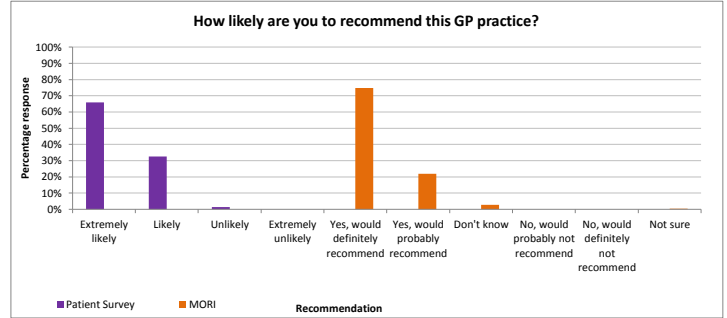
Q10 If yes, do you usually get to see your practitioner of choice?

	Patient Survey	MORI
Yes	63%	
No	9%	
Not applicable	28%	
Always or almost always		47%
A lot of the time		30%
Some of the time		22%
Never or almost never		1%
Not tried at this GP surgery		0%



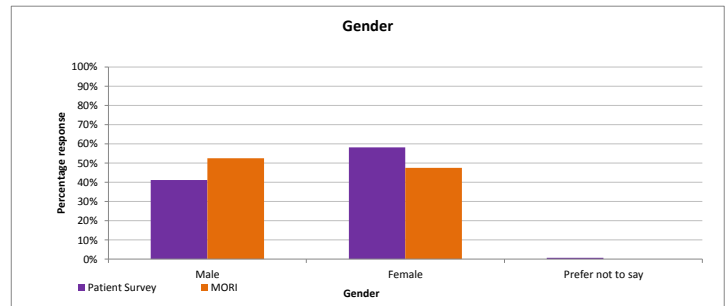
Q11 How likely are you to recommend this GP practice?

	Patient Survey	MORI
Extremely likely	66%	
Likely	33%	
Unlikely	1%	
Extremely unlikely	0%	
Yes, would definitely recommend		75%
Yes, would probably recommend		22%
Don't know		3%
No, would probably not recommend		0%
No, would definitely not recommend		0%
Not sure		0%



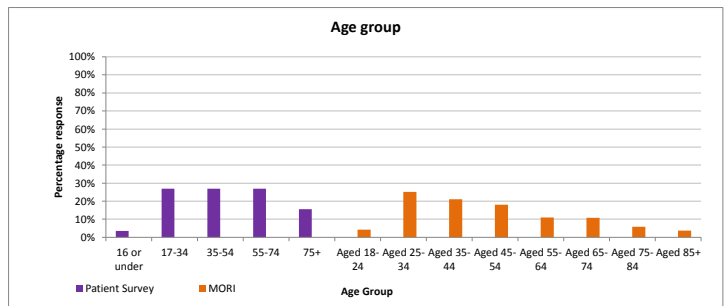
Q16 Gender

	Patient Survey	MORI
Male	41%	53%
Female	58%	47%
Prefer not to say	1%	



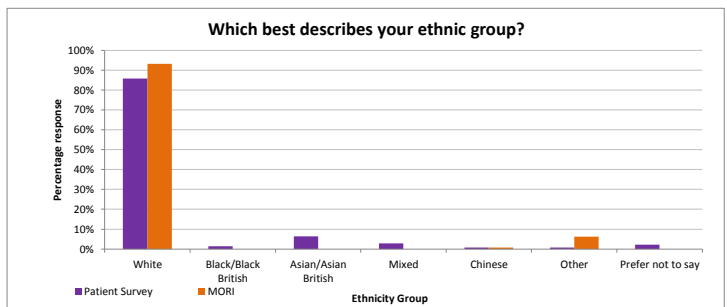
Q17 Age group

	Patient Survey	MORI
16 or under	4%	
17-34	27%	
35-54	27%	
55-74	27%	
75+	16%	
Aged 18-24		4%
Aged 25-34		25%
Aged 35-44		21%
Aged 45-54		18%
Aged 55-64		11%
Aged 65-74		11%
Aged 75-84		6%
Aged 85+		4%



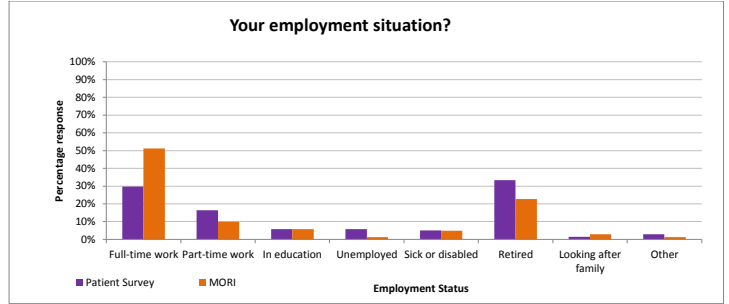
Q18 Which best describes your ethnic group?

	Patient Survey	MORI
White	86%	93%
Black/Black British	1%	0%
Asian/Asian British	6%	0%
Mixed	3%	0%
Chinese	1%	1%
Other	1%	6%
Prefer not to say	2%	0%



Q19 Your employment situation?

	Patient Survey	MORI
Full-time work	30%	51%
Part-time work	16%	10%
In education	6%	6%
Unemployed	6%	1%
Sick or disabled	5%	5%
Retired	33%	23%
Looking after family	1%	3%
Other	3%	1%



Text answers (Patient Survey)

Q5 What times would you prefer the surgery to be open?

	No. of Responses
No Response	135
Weekends	4
Longer opening hours	8
Evenings and weekends	2
Thursday opening	2
Other	1
Total	152

Q9 Is there a particular GP you usually prefer to see or speak to? (If yes which GP?)

	No. of Responses	% of positive responses (67)
No Response	88	
Dr Jacklin	31	46%
Dr Mansford	18	27%
Dr Laurance	9	13%
Dr Swain	5	7%
Dr Harris	3	4%
Female GP	1	1%

Q12 If your GP is closed, how would you obtain medical advice? (multiple responses)

	No. of Responses	% of positive responses
NHS 111	47	20%
Pharmacy	42	18%
Self care	42	18%
Walk-in Centre	38	16%
Out-of-hours GP	28	12%
Internet	19	8%
A&E	15	6%
999	6	3%
Total	237	

Q13 What is the best thing about your GP practice?

	No. of Responses	% of positive responses
No Response	41	
Doctors & Staff	23	23%
Friendly and helpful staff	22	22%
Quick appointments	19	19%
Good Service	17	17%
Local	16	16%
Other	4	4%
Nothing	0	0%
Total	142	

Q14 Please list any improvements you would like to see at your GP practice

	No. of Responses	% of positive responses
No Response	88	
Happy with service	24	45%
More communication	6	11%
Receptionists & reception area	6	11%
More services inc online booking	5	9%
More appointments	3	6%
Less waiting time	3	6%
Longer opening times	2	4%
Music too loud	2	4%
Other	2	4%
Total	141	

Q15 Are there any other health services you would like to be provided locally?

	No. of Responses
No response / happy with existing services	131
Increased community services*	4
Increased practice services**	2
Other	2
WIC	1
X-ray service	1
Total	141

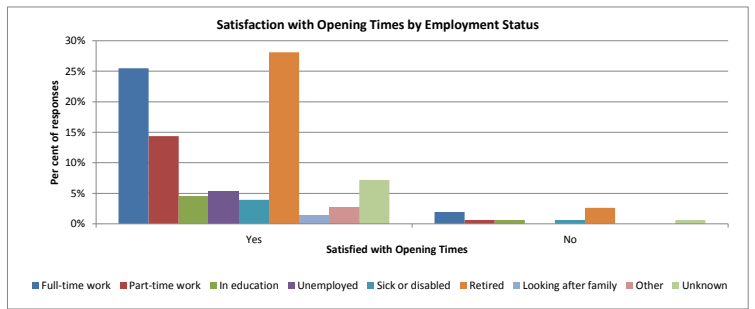
* Blood tests, Physiotherapy, Chiropraxy, Minor operations

** Weight loss clinic, Diabetes care, Eye tests,

Comparison of responses by Employment Status

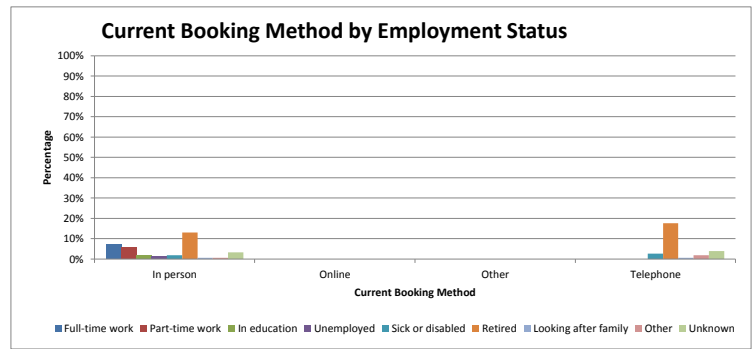
Satisfaction with Opening Times

Q4	Employment Status	No. of responses	Percentage
Yes	Full-time work	39	25%
	Part-time work	22	14%
	In education	7	5%
	Unemployed	8	5%
	Sick or disabled	6	4%
	Retired	43	28%
	Looking after family	2	1%
	Other	4	3%
	(blank)	11	7%
	No	Full-time work	3
Part-time work		1	1%
In education		1	1%
Sick or disabled		1	1%
Retired		4	3%
(blank)		1	1%
Grand Total		153	100%



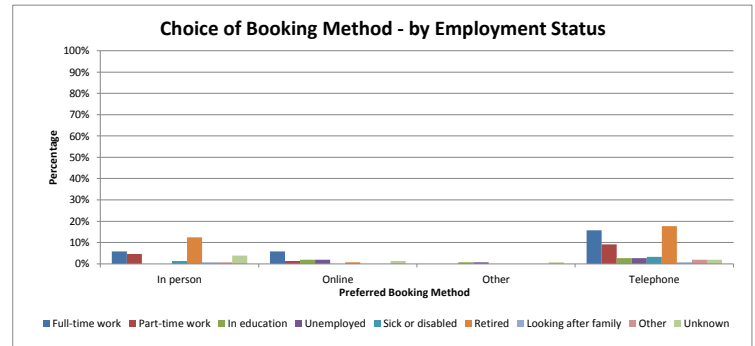
Current Booking Method

Q2	Employment Status	No. of responses	Percentage
In person	Full-time work	11	7%
	Part-time work	9	6%
	In education	3	2%
	Unemployed	2	1%
	Sick or disabled	3	2%
	Retired	20	13%
	Looking after family	1	1%
	Other	1	1%
	(blank)	5	3%
	Other	(blank)	1
Telephone	Full-time work	31	20%
	Part-time work	14	9%
	In education	5	3%
	Unemployed	6	4%
	Sick or disabled	4	3%
	Retired	27	18%
	Looking after family	1	1%
	Other	3	2%
	(blank)	6	4%
	Grand Total		153



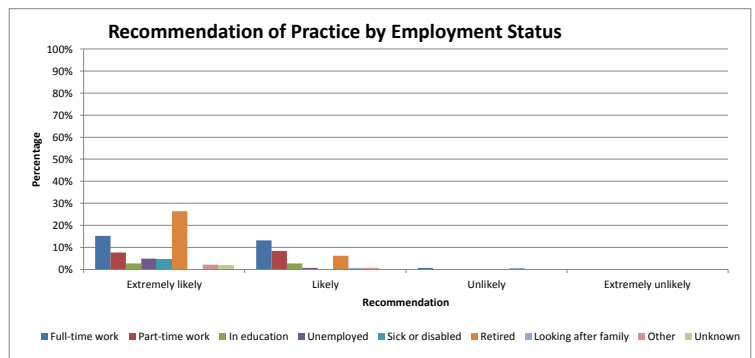
Choice of Booking Method

Q3	Employment Status	No. of responses	Percentage	
In person	Full-time work	9	6%	
	Part-time work	7	5%	
	Unemployed	2	1%	
	Sick or disabled	2	1%	
	Retired	19	12%	
	Looking after family	1	1%	
	Other	1	1%	
	(blank)	6	4%	
	Online	Full-time work	9	6%
		Part-time work	2	1%
In education		3	2%	
Unemployed		1	1%	
Retired		1	1%	
(blank)		2	1%	
Other	In education	1	1%	
	(blank)	1	1%	
Telephone	Full-time work	24	16%	
	Part-time work	14	9%	
	In education	4	3%	
	Unemployed	5	3%	
	Sick or disabled	5	3%	
	Retired	27	18%	
	Looking after family	1	1%	
	Other	3	2%	
	(blank)	3	2%	
	Grand Total		153	100%



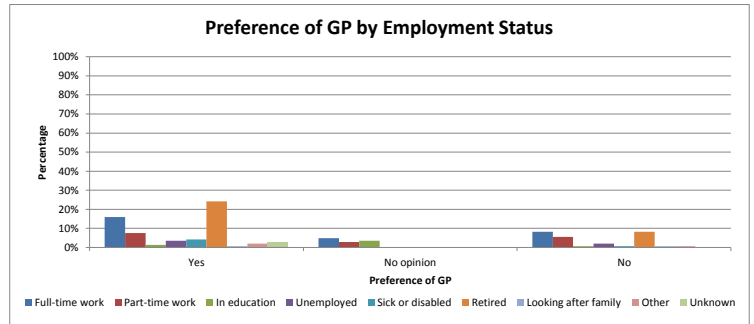
Recommendation of Practice

Q11	Employment Status	No. of responses	Percentage
Extremely likely	Full-time work	22	15%
	Part-time work	11	8%
	In education	4	3%
	Unemployed	7	5%
	Sick or disabled	7	5%
	Retired	38	26%
	Other	3	2%
	(blank)	3	2%
	Likely	Full-time work	19
Part-time work		12	8%
In education		4	3%
Unemployed		1	1%
Retired		9	6%
Looking after family		1	1%
Other		1	1%
(blank)		1	1%
Unlikely	Full-time work	1	1%
	Looking after family	1	1%
Grand Total		144	100%



Preference of GP

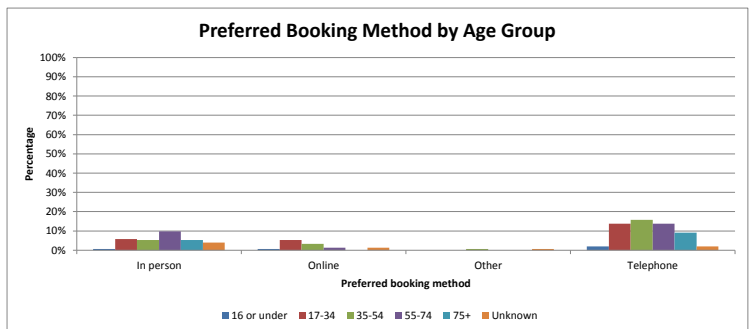
Q8	Employment Status	No. of responses	Percentage	
Yes	Full-time work	23	16%	
	Part-time work	11	8%	
	In education	2	1%	
	Unemployed	5	3%	
	Sick or disabled	6	4%	
	Retired	35	24%	
	Looking after family	1	1%	
	Other	3	2%	
	(blank)	4	3%	
No opinion	Full-time work	7	5%	
	Part-time work	4	3%	
	In education	5	3%	
No	Full-time work	12	8%	
	Part-time work	8	6%	
	In education	1	1%	
	Unemployed	3	2%	
	Sick or disabled	1	1%	
	Retired	12	8%	
	Looking after family	1	1%	
	Other	1	1%	
	(blank)	1	1%	
	Grand Total		145	100%



Comparison of responses by Age Group

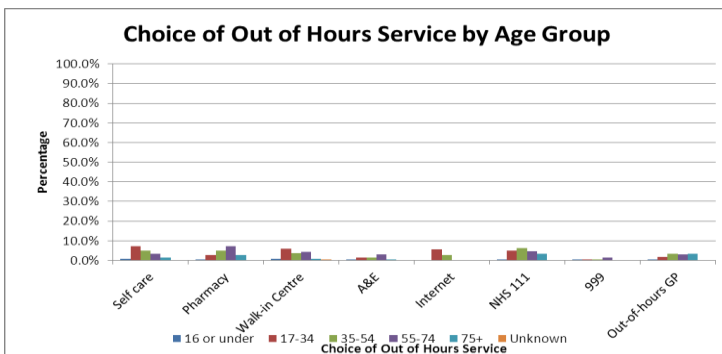
Preferred Booking Method

Q3	Age Group	No. of responses	Percentage
In person	16 or under	1	1%
	17-34	9	6%
	35-54	8	5%
	55-74	15	10%
	75+	8	5%
	(blank)	6	4%
Online	16 or under	1	1%
	17-34	8	5%
	35-54	5	3%
	55-74	2	1%
	(blank)	2	1%
	(blank)	2	1%
Other	35-54	1	1%
	(blank)	1	1%
Telephone	16 or under	3	2%
	17-34	21	14%
	35-54	24	16%
	55-74	21	14%
	75+	14	9%
	(blank)	3	2%
	Grand Total		153



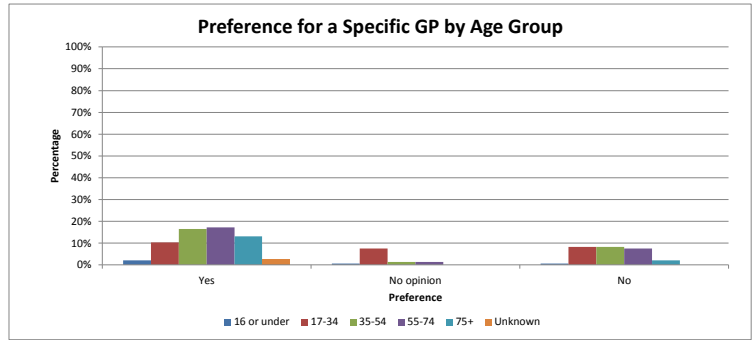
Choice of Out of Hours advice by Age Group

	16 or under	17-34	35-54	55-74	75+	Unknown	Total	16 or under	17-34	35-54	55-74	75+	Unknown
Self care	2	17	12	8	3	0	42	0.8%	7.2%	5.1%	3.4%	1.3%	0.0%
Pharmacy	1	6	12	17	6	0	42	0.4%	2.5%	5.1%	7.2%	2.5%	0.0%
Walk-in Centre	2	14	9	10	2	1	38	0.8%	5.9%	3.8%	4.2%	0.8%	0.4%
A&E	1	3	3	7	1	0	15	0.4%	1.3%	1.3%	3.0%	0.4%	0.0%
Internet	0	13	6	0	0	0	19	0.0%	5.5%	2.5%	0.0%	0.0%	0.0%
NHS 111	1	12	15	11	8	0	47	0.4%	5.1%	6.3%	4.6%	3.4%	0.0%
999	1	1	1	3	0	0	6	0.4%	0.4%	0.4%	1.3%	0.0%	0.0%
Out-of-hours GP	1	4	8	7	8	0	28	0.4%	1.7%	3.4%	3.0%	3.4%	0.0%



Preference for a specific GP

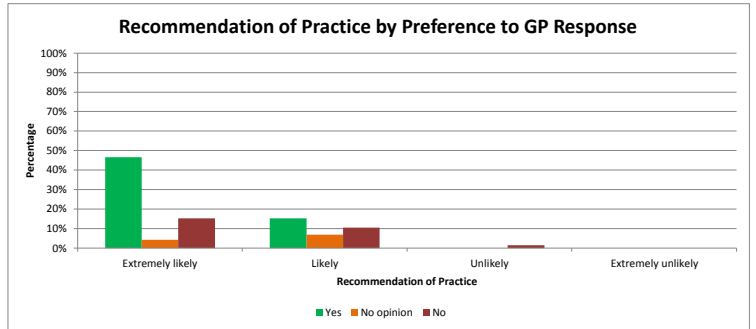
Q8	Age Group	No. of responses	Percentage
Yes	16 or under	3	2%
	17-34	15	10%
	35-54	24	17%
	55-74	25	17%
	75+ (blank)	19 4	13% 3%
No opinion	16 or under	1	1%
	17-34	11	8%
	35-54	2	1%
	55-74	2	1%
No	16 or under	1	1%
	17-34	12	8%
	35-54	12	8%
	55-74	11	8%
	75+	3	2%
Grand Total		145	100%



Recommendation of Practice by Preference for Specific GP Response

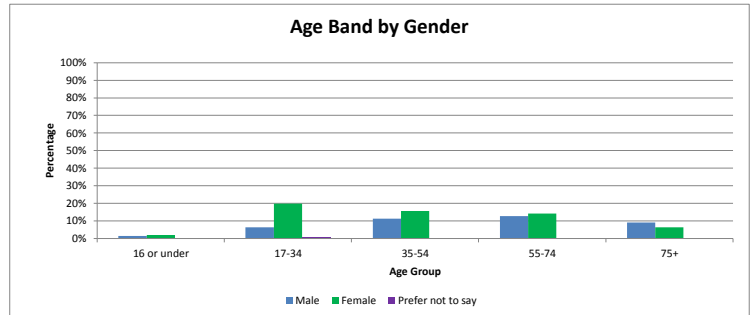
Preference for a specific GP - Response			
Recommendation of Practice	Yes	No opinion	No
Extremely likely	67	6	22
Likely	22	10	15
Unlikely	0	0	2
Extremely unlikely	0	0	0
Total	89	16	39

Preference for a specific GP - Response			
Recommendation of Practice	Yes	No opinion	No
Extremely likely	47%	4%	15%
Likely	15%	7%	10%
Unlikely	0%	0%	1%
Extremely unlikely	0%	0%	0%



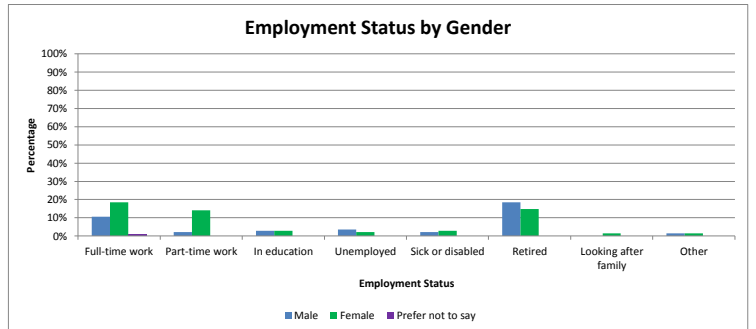
Comparison of responses by Gender

Age Band			
Q17	Gender	No. of responses	Percentage
16 or under	Female	3	2%
	Male	2	1%
17-34	Female	28	20%
	Male	9	6%
	Prefer not to say	1	1%
35-54	Female	22	16%
	Male	16	11%
55-74	Female	20	14%
	Male	18	13%
75+	Female	9	6%
	Male	13	9%
Grand Total		141	100%



Employment Status

Q19			
	Gender	No. of responses	Percentage
Full-time work	Female	26	18%
	Male	15	11%
	Prefer not to say	1	1%
Part-time work	Female	20	14%
	Male	3	2%
In education	Female	4	3%
	Male	4	3%
Unemployed	Female	3	2%
	Male	5	4%
Sick or disabled	Female	4	3%
	Male	3	2%
Retired	Female	21	15%
	Male	26	18%
Looking after family	Female	2	1%
Other	Female	2	1%
	Male	2	1%
Grand Total		141	100%



Satisfaction with Opening Times

No. of Responses			
		No. of Responses	Percentage
Very satisfied	Female	50	34%
	Male	41	28%
	(blank)	4	3%
Satisfied	Female	29	20%
	Male	16	11%
	Prefer not to say	1	1%
	(blank)	1	1%
Dissatisfied	Male	1	1%
Neutral	Female	3	2%
Grand Total		146	100%

