

Boulevard Medical Centre Questionnaire

Introduction:

The aim of this survey is to find out the patient's experiences about the doctor, nurse and reception staff. Questionnaires were left at the reception, some were handed in to the patients who attended the surgery in December 2011, January 2012 and March 2012. Each questionnaire had an equal opportunities form and patients were given the choice to fill them in. Only 37% questionnaires were returned and the response rate was better than the Mori poll survey done by the Government. The returned questionnaires were put in the collection box

Overall the feedback was positive however 8% patients did not find it easy to speak to the doctor or the nurse.

30% patients did not know that you can have a telephone consultation with the doctor or the nurse

5% patients had mentioned that they could not see GP urgently

5% patients had mentioned that they did not like the overall appearance of the surgery

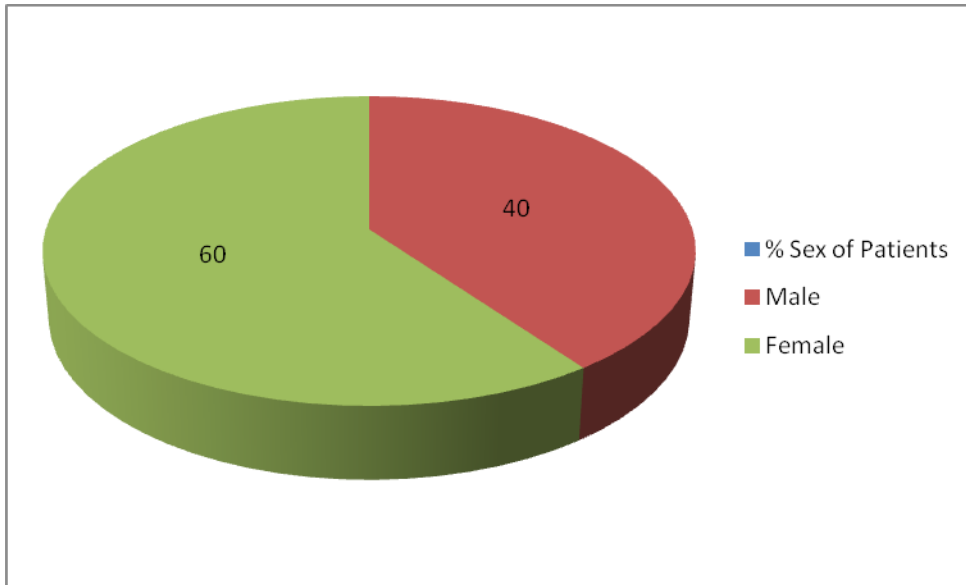
Equal Opportunities questionnaire results are as follows;

Sex

40% patients were male

60% patients were female

% Sex of Patients	Male	Female
	40	60



Ethnicity

57% patients described themselves as white British

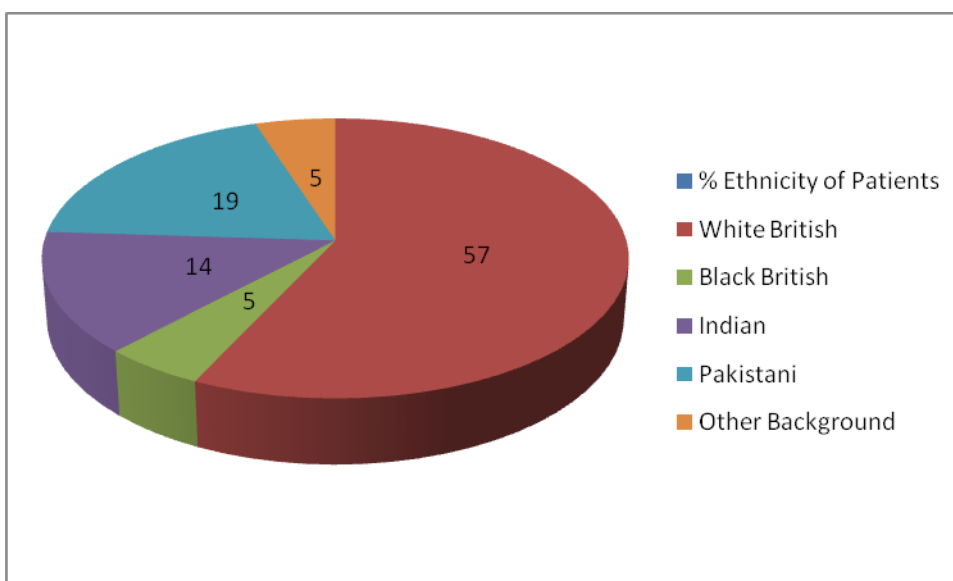
5% patients described themselves as any other background

14 % patients described themselves as Indian

19% patients described themselves as Pakistani

5% patients described themselves as Black British

% Ethnicity of Patients	White British	Black British	Indian	Pakistani	Other Background
	57	5	14	19	5

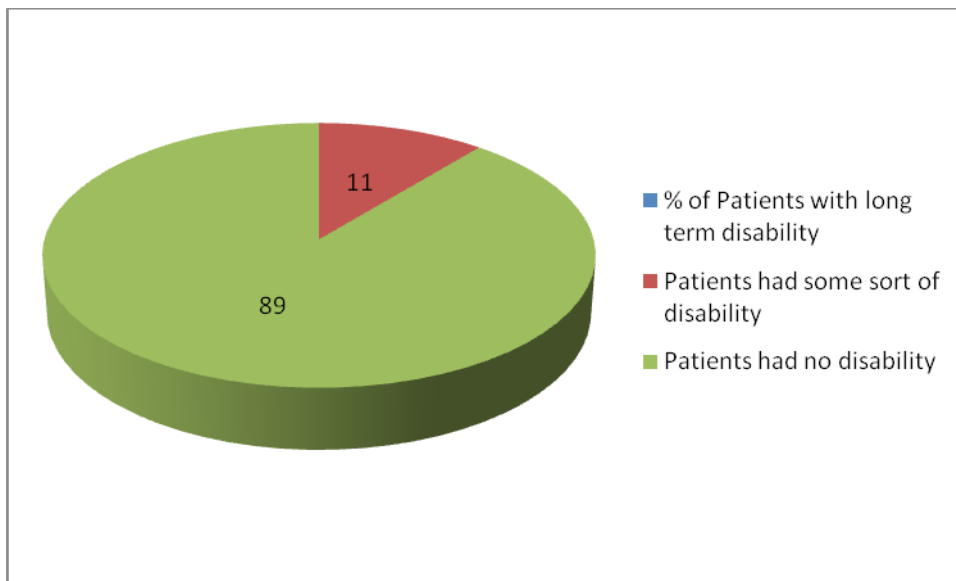


Long term disability

11% patients had some sort of disability

89% Patients had no disability

% of Patients with long term disability	Patients had some sort of disability	Patients had no disability
	11	89



Sexuality

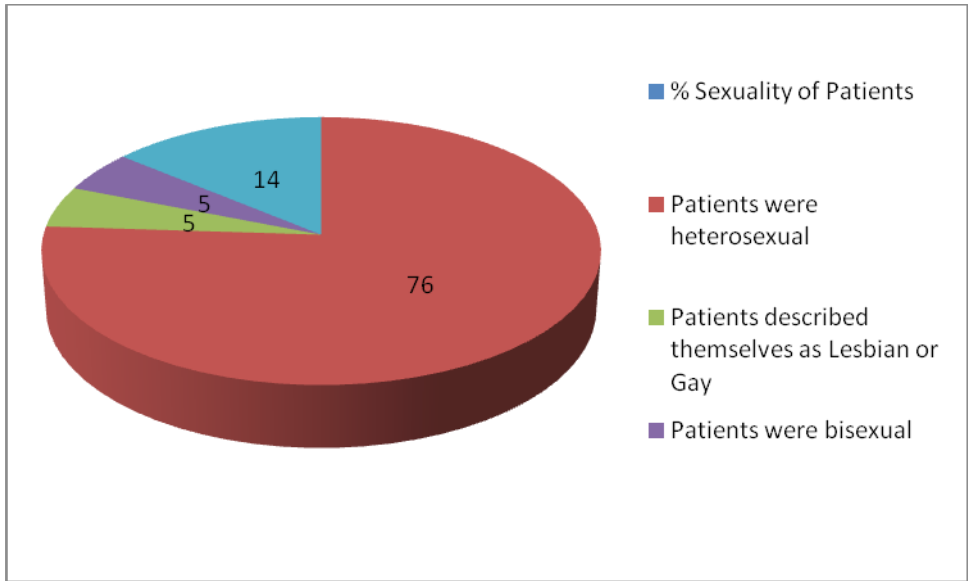
5% patients described themselves as Lesbian or Gay

5% patients were bisexual

14% patients preferred not to say

76% patients were heterosexual

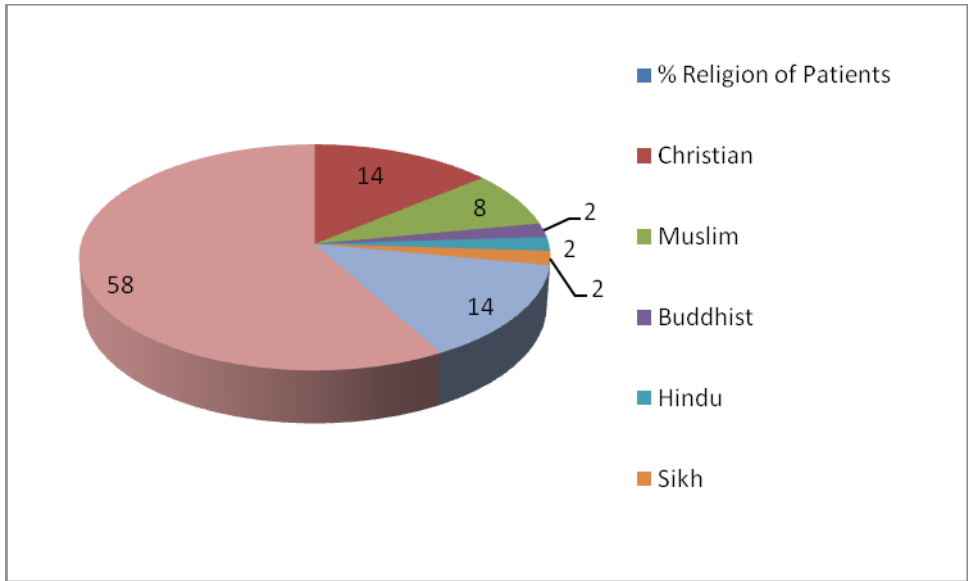
% Sexuality of Patients	Patients were heterosexual	Patients described themselves as Lesbian or Gay	Patients were bisexual	Patients preferred not to say
	76	5	5	14



Religion

- 2% patient was Buddhist
- 14% patients were Christian
- 8% Muslims
- 2% Hindu
- 2% Sikh
- 14% Patients had no religion
- 58% patients did not fill in this section

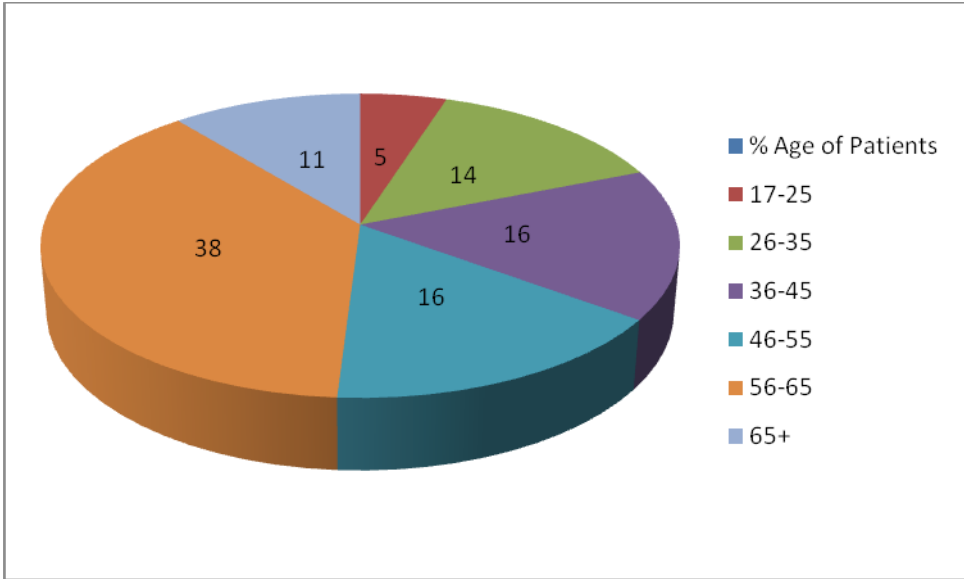
% Religion of Patients	Christian	Muslim	Buddhist	Hindu	Sikh	No Religion	Patients who did not fill in this section
	14	8	2	2	2	14	58



Age

17-25 5%
 26.35 14 %
 36-45 16%
 46.55 16%
 56-65 38 %
 65+ 11%

% Age of Patients	17-25	26-35	36-45	46-55	56-65	65+
	5	14	16	16	38	11



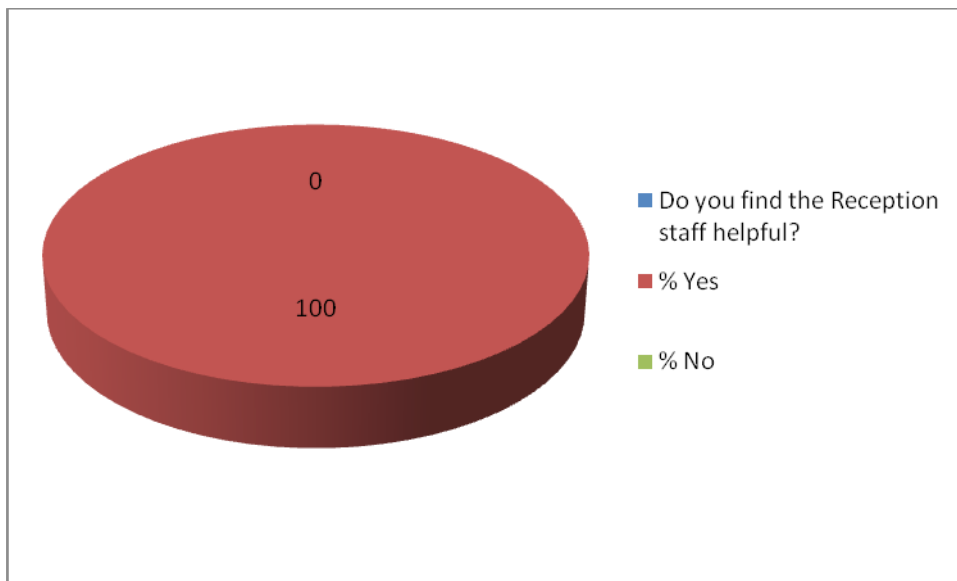
Questionnaire

1. Do you find the Reception staff helpful?

YES / NO

100% patients said yes

Do you find the Reception staff helpful?	% Yes	% No
	100	0

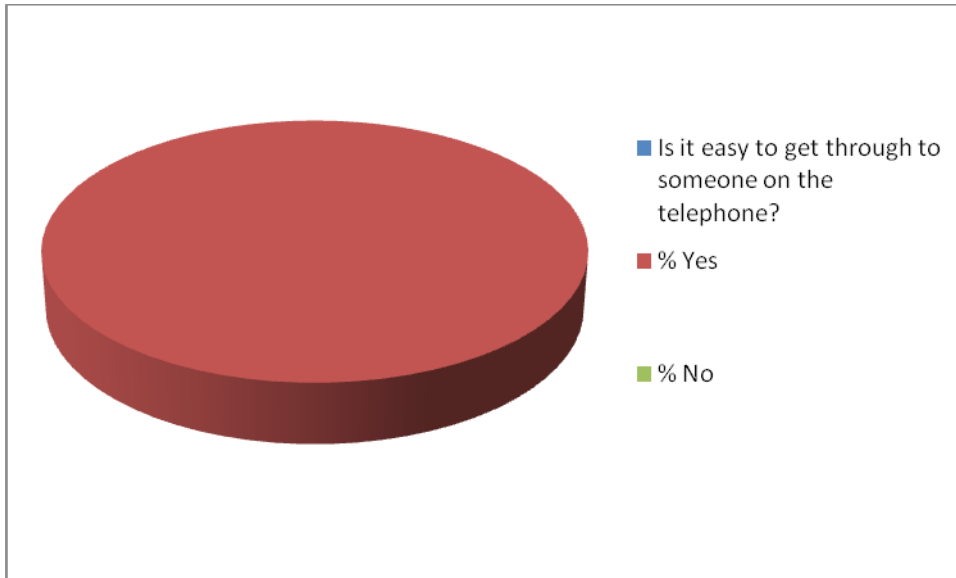


2. Is it easy to get through to someone on the telephone?

YES / NO

100% patients said yes

Is it easy to get through to someone on the telephone?	% Yes	% No
	100	0

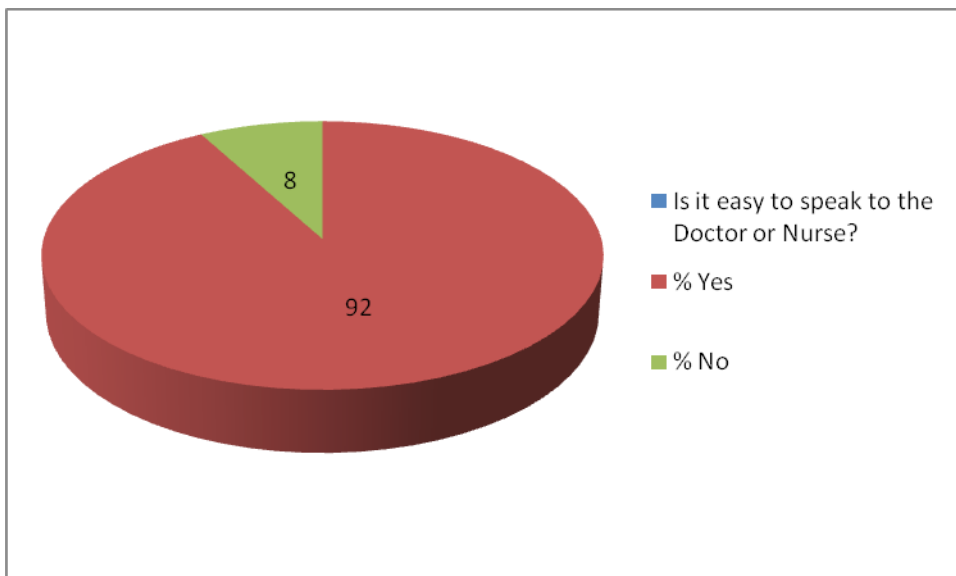


3. Is it easy to speak to the Doctor or Nurse?

YES / NO

92% Patients said yes and 8% patients said NO

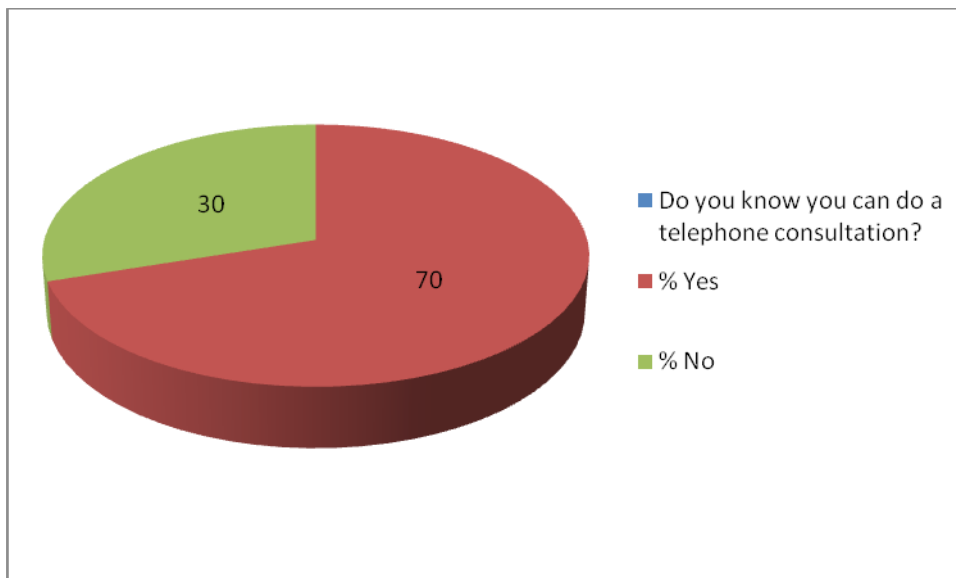
Is it easy to speak to the Doctor or Nurse?	% Yes	% No
	92	8



4. Do you know you can do a telephone consultation? YES / NO

70% patients said yes and 30% patients did not know that you can have a telephone consultation

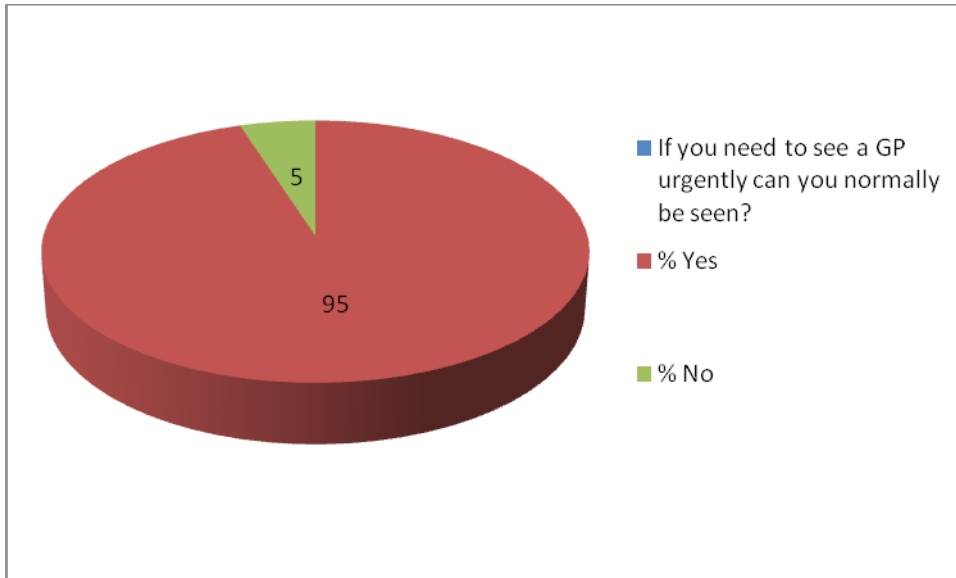
Do you know you can do a telephone consultation?	% Yes	% No
	70	30



5. If you need to see a GP urgently can you normally be seen? YES / NO

95% patients said yes 5% patients said NO

If you need to see a GP urgently can you normally be seen?	% Yes	% No
	95	5

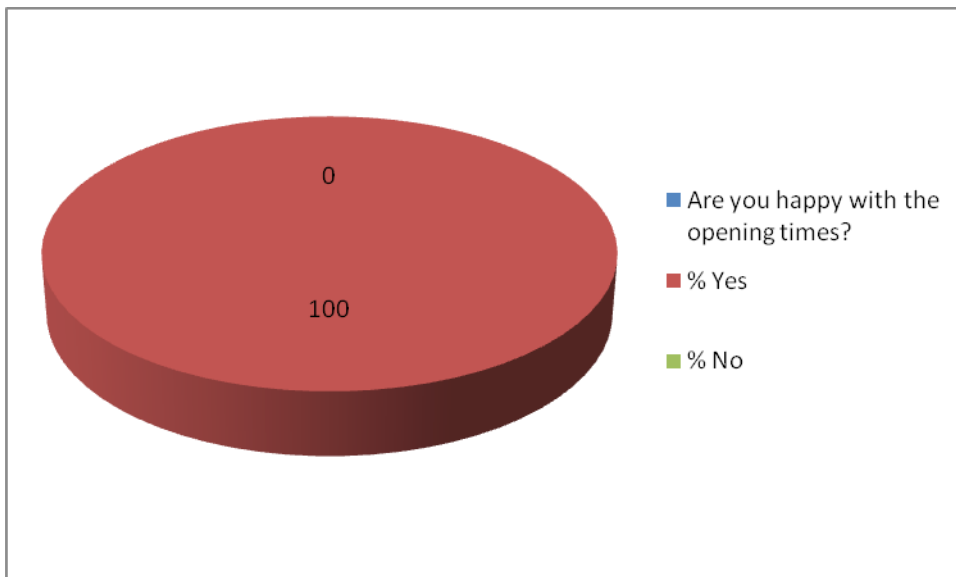


6. Are you happy with the opening times?

YES / NO

100% patients said yes

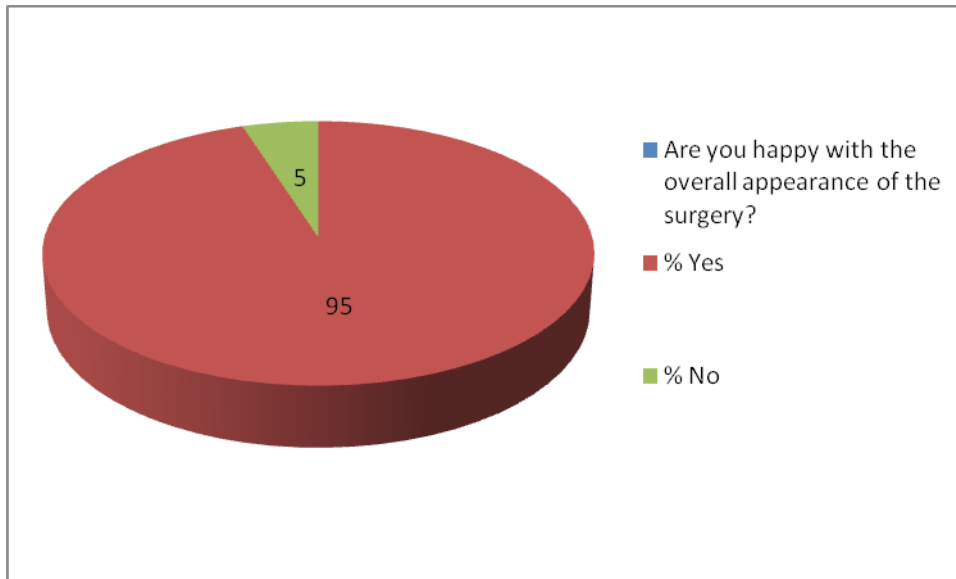
Are you happy with the opening times?	% Yes	% No
	100	0



7. Are you happy with the overall appearance of the surgery? YES / NO

95% patients said yes 5% patients said no

Are you happy with the overall appearance of the surgery?	% Yes	% No
	95	5

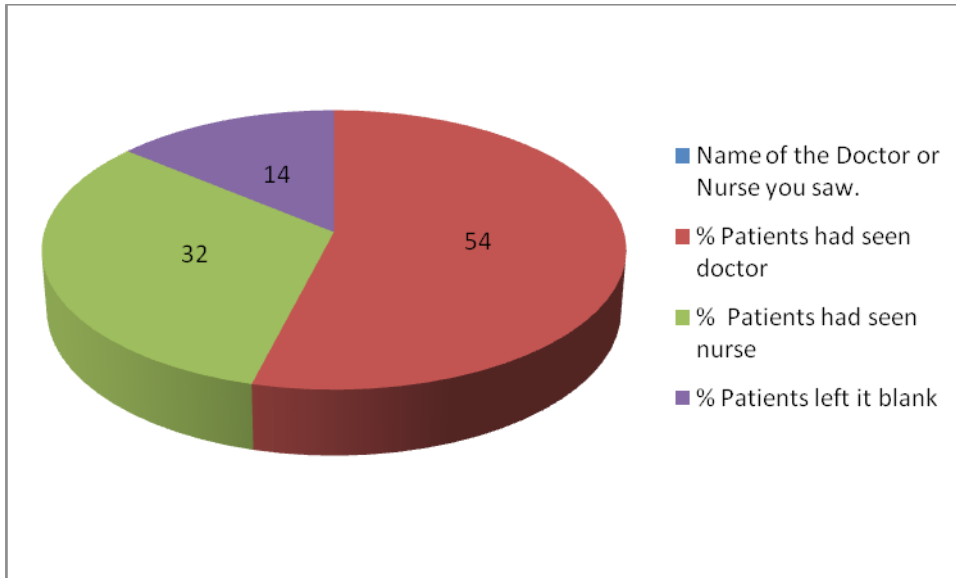


8. Name of the Doctor or Nurse you saw.

YES / NO

**54% patients had seen doctor 32% patients had seen nurse
14% patients left it blank**

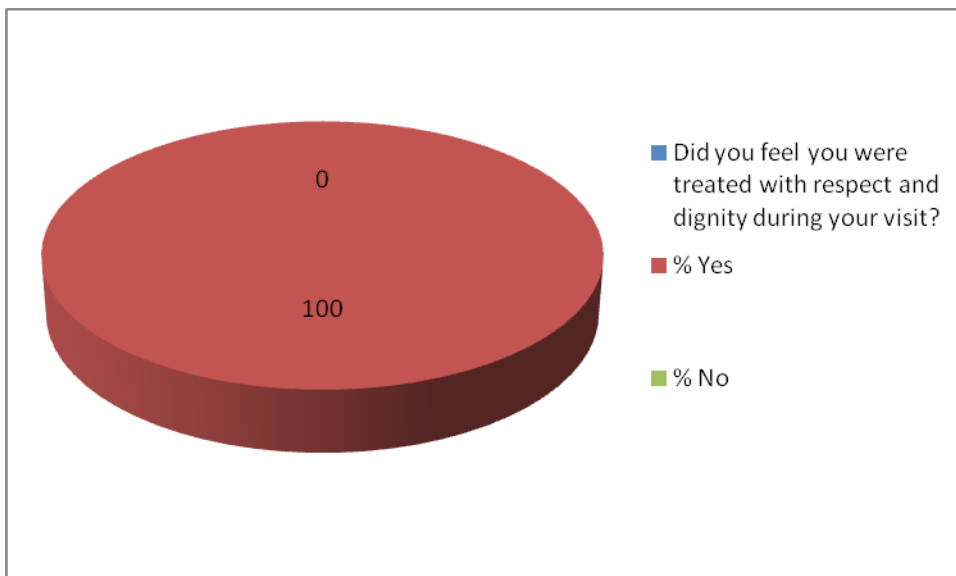
Name of the Doctor or Nurse you saw.	% Patients had seen doctor	% Patients had seen nurse	% Patients left it blank
	54	32	14



9. Did you feel you were treated with respect and dignity during your visit? YES / NO

100% patients said yes

Did you feel you were treated with respect and dignity during your visit?	% Yes	% No
	100	0

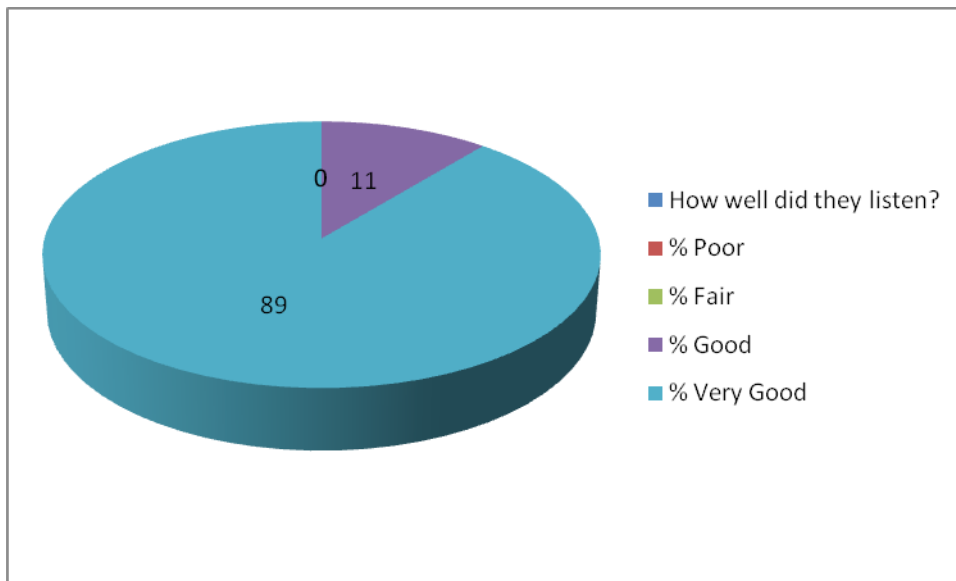


10. Thinking about your consultation with the Doctor / Nurse today:

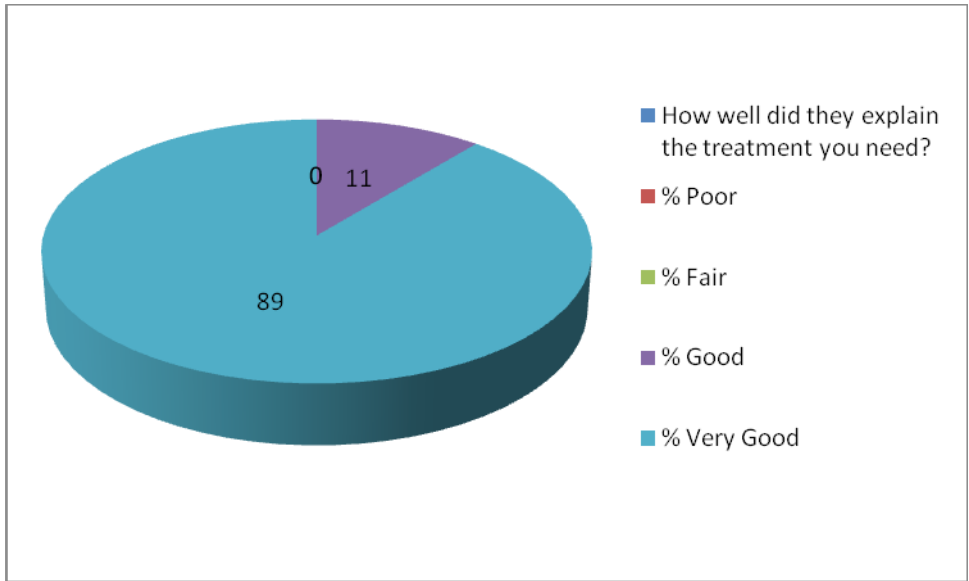
- a. How well did they listen?
- b. How well did they explain the treatment you need?
- c. The amount of time they spent?
- d. Are you satisfied with you consultation?

Poor	Fair	Good	Very Good
		11%	89%
		11%	89%
	2%	11%	87%
		8%	92%

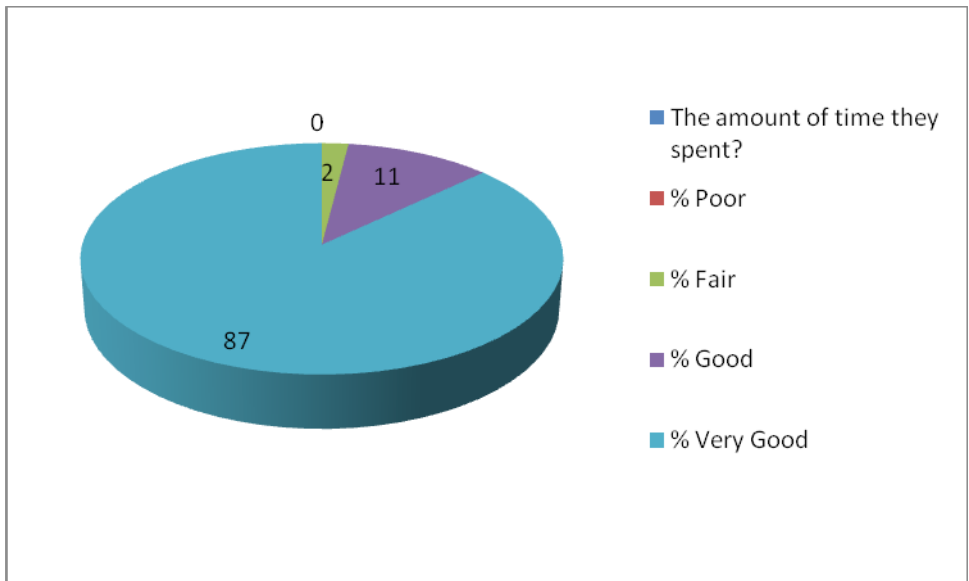
How well did they listen?	% Poor	% Fair	% Good	% Very Good
	0	0	11	89



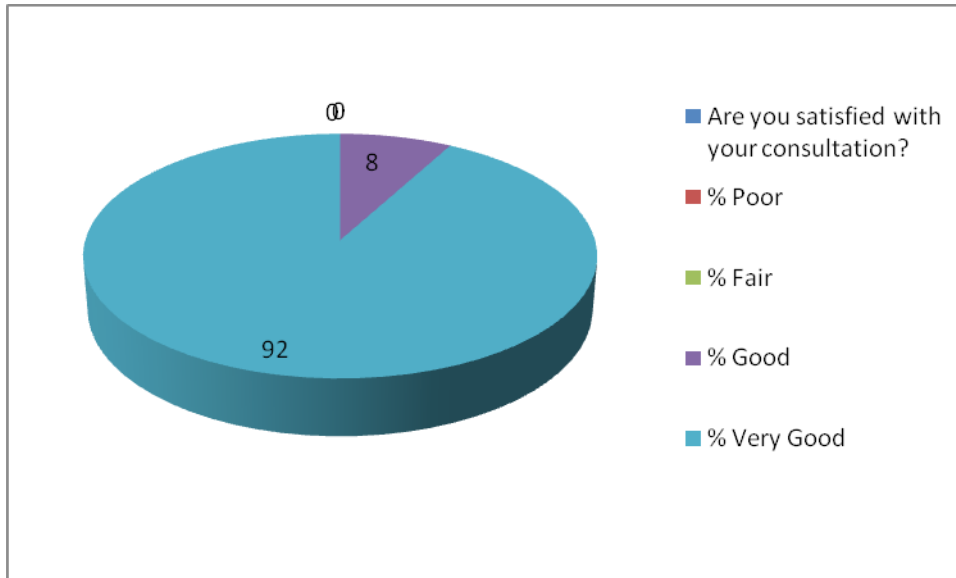
How well did they explain the treatment you need?	% Poor	% Fair	% Good	% Very Good
	0	0	11	89



The amount of time they spent?	% Poor	% Fair	% Good	% Very Good
	0	2	11	87



Are you satisfied with your consultation?	% Poor	% Fair	% Good	% Very Good
	0	0	8	92



11. Do you have any comments or suggestions?

1. The clinic runs very well and I am more than happy with the staff and services
2. Dr Kachroo and his team are absolutely fantastic and I always managed to get correct treatment
3. I have been coming here for many years and have always found the staff helpful and professional
4. Very happy with the practice
5. Overall excellent service
6. Very friendly and helpful Thanks