

## Boulevard Medical Centre Questionnaire 2013

### **Introduction:**

The aim of this survey is to find out the patient's experiences about the doctor, nurse and reception staff. Questions were taken from GPAQ questionnaire, Questions from the last year's questionnaire were used as patients had put that practice needs to improve on and some questions were added after the meeting and discussion with PPRG.

100 questionnaires were left at the reception, some were handed in to the patients who attended the surgery in January 2013 February 2013 and March 2013. Each questionnaire had an equal opportunities form and patients were given the choice to fill them in, there was a question for the patients to join the PPRG group so that they can make the difference in the running of the surgery. Only 49% 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 2% patients did not find it easy to speak to the doctor or the nurse.

18 % patients did not know that you can have a telephone consultation with the doctor or the nurse which was slightly better than 30% last year. We had put notices in the surgery that patient can have consultation with the doctor and the nurse and every time patient rang for advice they were told that they can book a telephone consultation with the doctor and the nurse and some patients have started doing that.

0%patients had mentioned that they could not see GP urgently and last year it was 5% better this year.

100 % patients were happy with the opening times but did not give any suggestions about the times they will be happy for the practice to open.

4% patients did not like the overall appearance of the surgery. However we have tried to improve on this to be compliant with CQC and last year practice scored 5% slightly better this year

100% patients said that they were able to understand what course of action would be taken as a result of their consultation with the doctor or nurse

100% patients said that they felt at ease to ask the question about their health

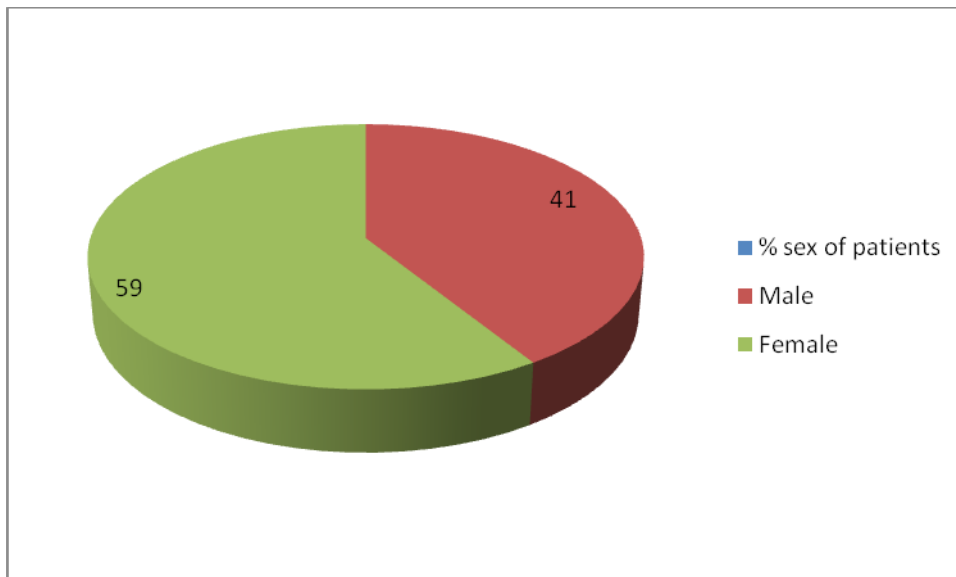
100% patients were satisfied with the explanation of their change of medication

### **Equal Opportunities questionnaire results are as follows;**

#### **Sex**

41% patients were male  
59% patients were female

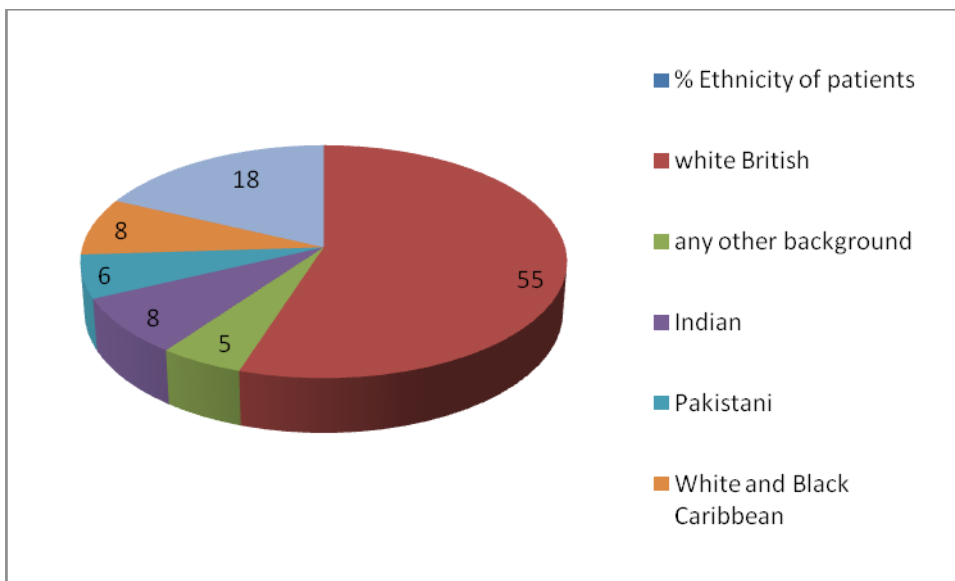
<b>% sex of patients</b>	<b>Male</b>	<b>Female</b>
	<b>41</b>	<b>59</b>



## Ethnicity

55% patients described themselves as white British  
 5% patients described themselves as any other background  
 8 % patients described themselves as Indian  
 6% patients described themselves as Pakistani  
 8%White and Black Caribbean  
 18% did not fill in this section

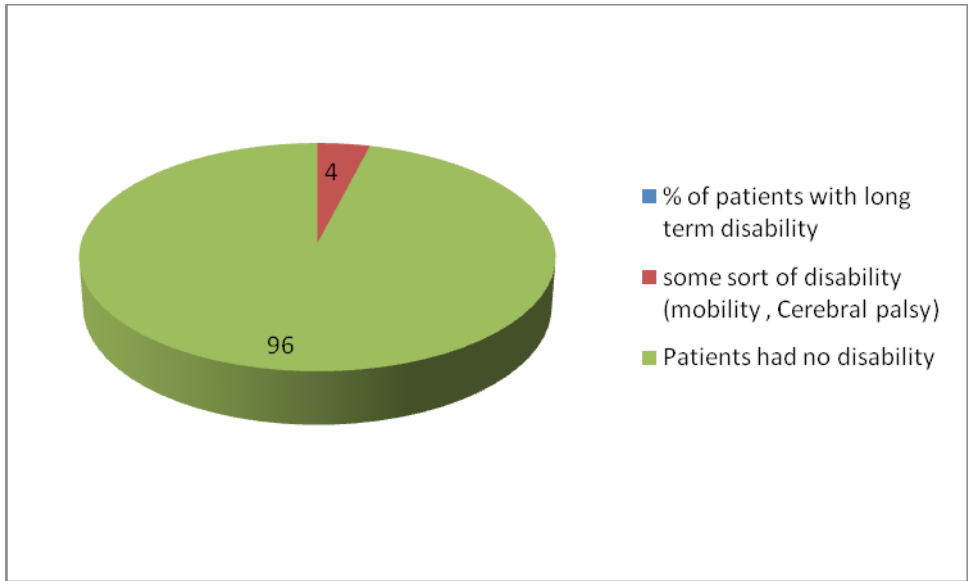
% Ethnicity of patients	
white British	55
any other background	5
Indian	8
Pakistani	6
White and Black Caribbean	8
did not fill in this section	18



## Long term disability

4 % patients had some sort of disability (mobility , Cerebral palsy)  
 96 % Patients had no disability

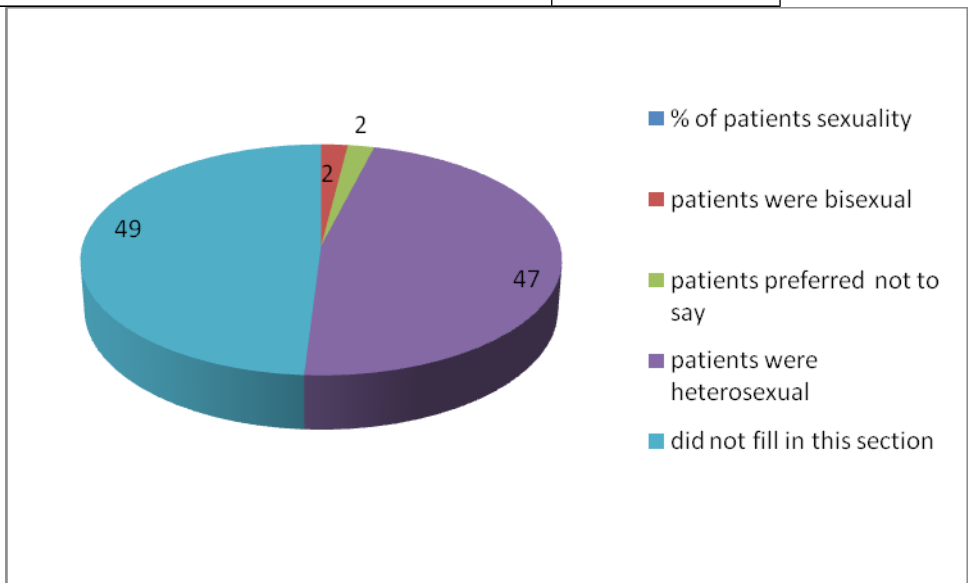
% of patients with long term disability	
some sort of disability (mobility , Cerebral palsy)	4
Patients had no disability	96



## Sexuality

2% patients were bisexual  
 2% patients preferred not to say  
 47% patients were heterosexual  
 49% did not fill in this section

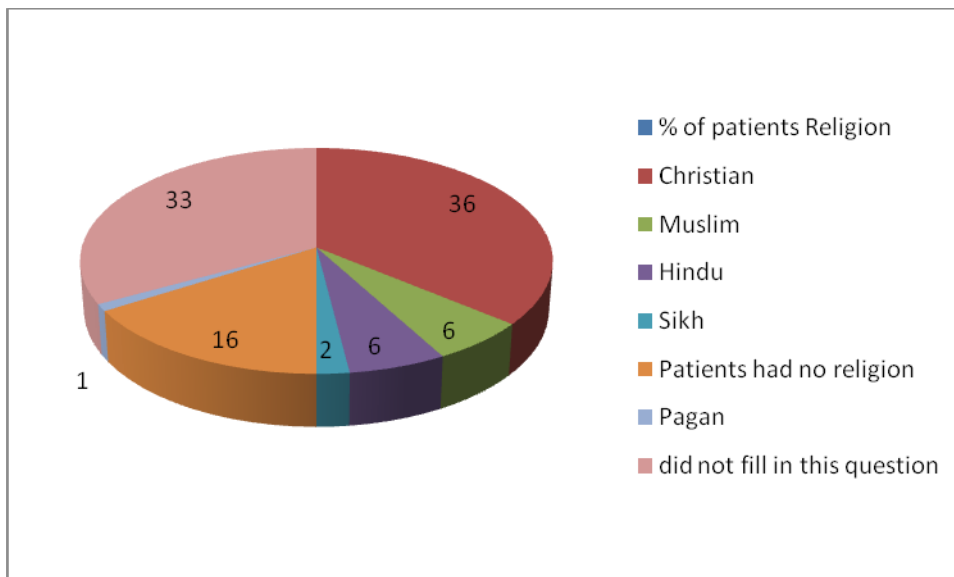
% of patients sexuality	
patients were bisexual	2
patients preferred not to say	2
patients were heterosexual	47
did not fill in this section	49



## Religion

36% patients were Christian  
6% Muslims  
6% Hindu  
2% Sikh  
16% Patients had no religion  
1% Pagan  
33% did not fill in this question

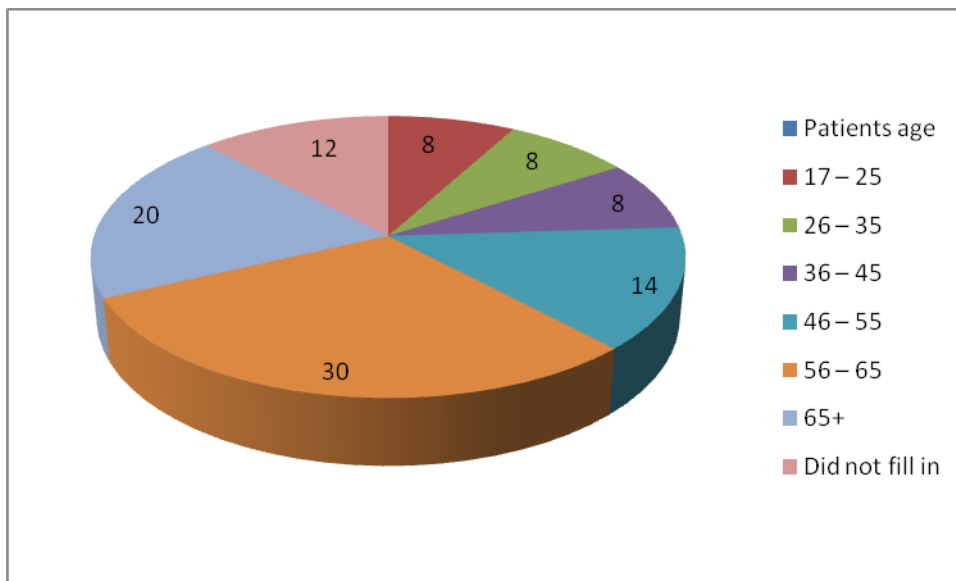
% of patients Religion	
Christian	36
Muslim	6
Hindu	6
Sikh	2
Patients had no religion	16
Pagan	1
did not fill in this question	33



## Age

17-25	8%
26-35	8%
36-45	8%
46-55	14%
56-65	30 %
65+	20%
Did not fill	12%

Patients age	
17 – 25	8
26 – 35	8
36 – 45	8
46 – 55	14
56 – 65	30
65+	20
Did not fill in	12



## Questionnaire

1. Do you find the Reception staff helpful? YES / NO

**100% patients said yes**

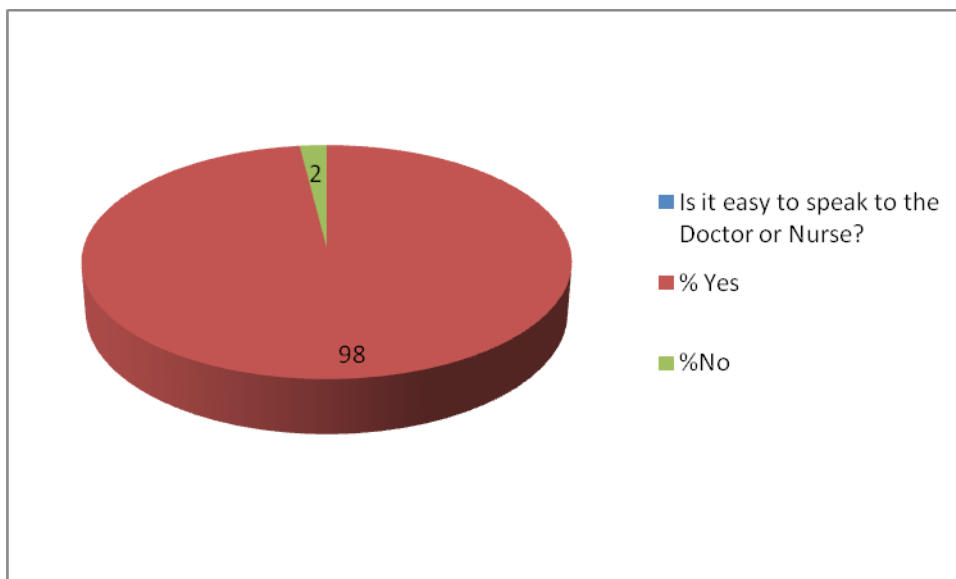
2. Is it easy to get through to someone on the telephone? YES / NO

**100% patients said yes**

3. Is it easy to speak to the Doctor or Nurse? YES / NO

**98% Patients said yes and 2% patients said NO**

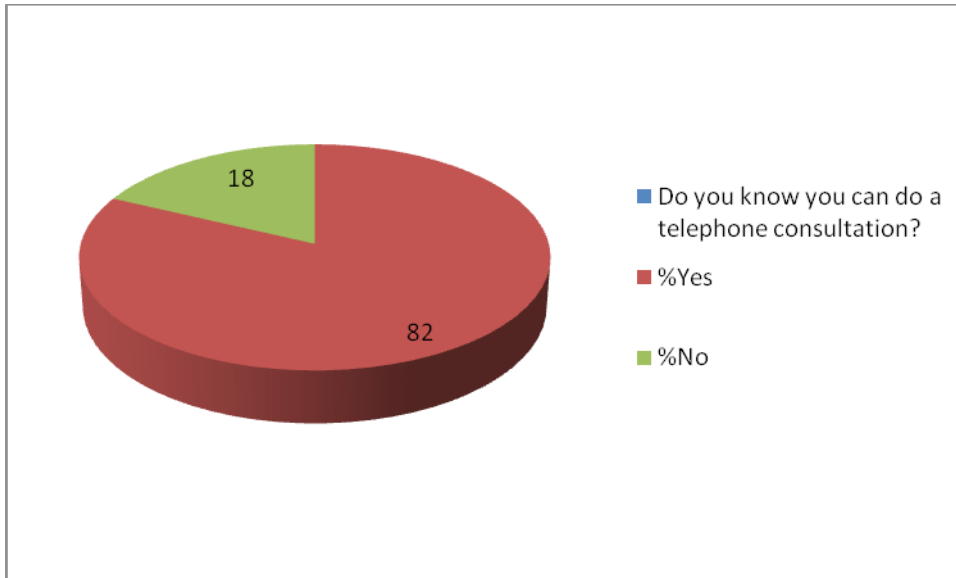
Is it easy to speak to the Doctor or Nurse?	% Yes	%No
	98	2



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

**82 % patients said yes and 18% patients did not know that you can have a telephone consultation**

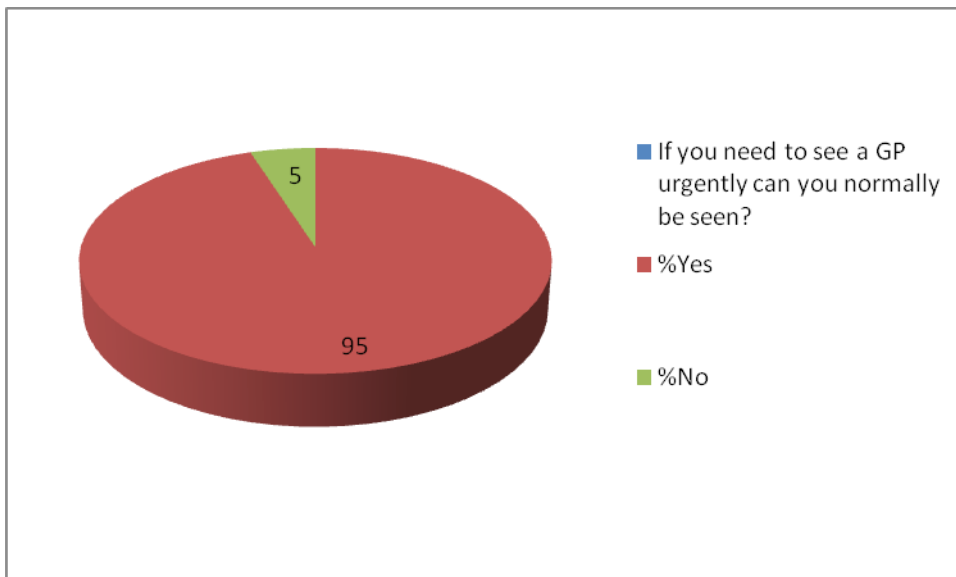
Do you know you can do a telephone consultation?	%Yes	%No
	82	18



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

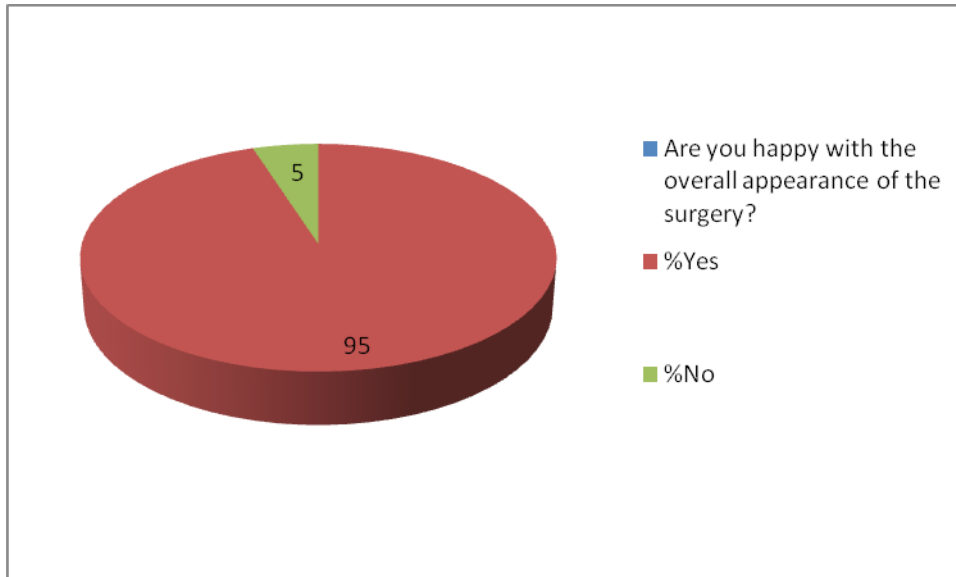
**100% patients said yes**



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

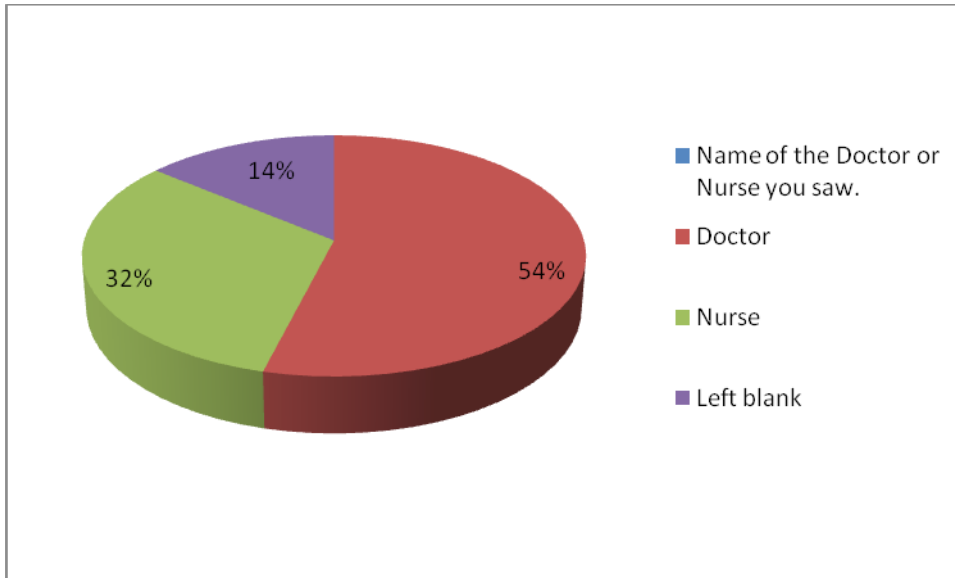


8. Name of the Doctor or Nurse you saw.

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.	
Doctor	54%
Nurse	32%
Left blank	14%



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

**100% patients said yes**

10. Do you feel that you were able to understand what course of action would be taken as a result of your consultation with the doctor or nurse

**100% patients said yes**

11. Did you feel at ease to ask the question about their health

**100% patients said yes**

12. Where you explained about the reason for the change of your medication

**100% patients said yes**

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
a. How well did they listen?			12%	88%
b. How well did they explain the treatment you need?			12%	88%
c. The amount of time they spent?		6%	16%	78%
d. Are you satisfied with you consultation?			20%	80%

Do you have any comments or suggestions?

1. Always glad to see you very helpful. Carol receptionist is lovely
2. Excellent can have appointment on the same day . Staff are polite and helpful
3. Very helpful do all they can to help you
4. Nurse does not work on Fridays could benefit from another nurse
5. Should be two doctors at peak times and nurse is good but not enough