

Blackwell Medical Centre
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Patient Questionnaire Winter 2014

Please tick the box that applies on each question.

1.

Gender	Male	Female	Prefer not to say
	73	127	

Age	16 – 24	25 – 34	35 – 44	45 – 54	55 – 64	65 – 74	75+
	21	30	42	32	25	37	13

2. When did you last see a Doctor at the GP Surgery?

In the past 3 months	140
Between 3 and 6 months ago	41
More than 6 months ago	19

3. How clean is the GP Surgery?

Very clean	161
Fairly clean	38
Not very clean	1
Not clean at all	
Prefer not to say	

4. How long after your appointment time do you normally wait to be seen?

I am normally seen on time	40
Less than 5 minutes	31
5 to 10 minutes	86
15 to 30 minutes	37
More than 50 minutes	3
Prefer not to say	3

5. How satisfied are you with the opening hours at the surgery?

Very	102
Fairly	75
Neither satisfied or dissatisfied	12
Quite dissatisfied	9
Very dissatisfied	1
Don't know the opening hours	1

6. As far as you know the surgery is open...

	Yes	No	Sometimes	Don't know
Before 8am	33	115	5	47
At Lunchtime	67	54	5	74
After 6.30pm	11	99	7	83
On Saturdays	5	111	2	82
On Sundays	0	122	1	77

7. The last time you saw a Dr at the surgery how good was the Dr at each of the following?

	Very good	Good	Neither good nor poor	Poor	Very poor	Doesn't apply
Giving you enough time	108	78	12	0	0	2
Asking about your symptoms	103	79	11	1	0	6
Listening	103	75	12	2	0	8
Explaining tests and treatments	86	74	19	1	1	19
Involving you in decisions about your care	90	68	20	1	1	20
Treating you with care and concern	101	80	12	1	2	4
Taking your problems seriously	98	80	13	2	1	6

8. In general, how satisfied are you with the care you get at the Surgery?

Very	140
Fairly	51
Neither satisfied or dissatisfied	7
Quite dissatisfied	1
Very dissatisfied	1

9. Do you have any long-standing health problem, disability or infirmity? Please include anything that has troubled you over a period of time or that is likely to affect you over a period of time?

Yes	108
No	81
Prefer not to say	11

10.

Did you know that you can book a telephone consultation with a GP of choice whenever they are working in the practice?	Yes	No
	85	115

Have you ever had a telephone consultation?	Yes	No
	47	153

Was the consultation for	New urgent problem	New routine problem	Follow up	Other	Not applicable
	22	12	11	9	146

Did the GP phone you when you expected?	Yes	No	N/A
	53	26	121

Was the GP able to deal with the problem?	Yes	No	N/A
	56	16	128

Following the telephone consultation did you require a follow up?	Yes	No	N/A
	22	50	128

Would you use a telephone consultation in future?	Yes	No
	116	84

Would you consider making an appointment for a telephone consultation in the future?	Yes	No
	113	87

What situation would you use a telephone consultation for?	New urgent problem	New routine problem	Follow up	Other
	64	23	31	82