

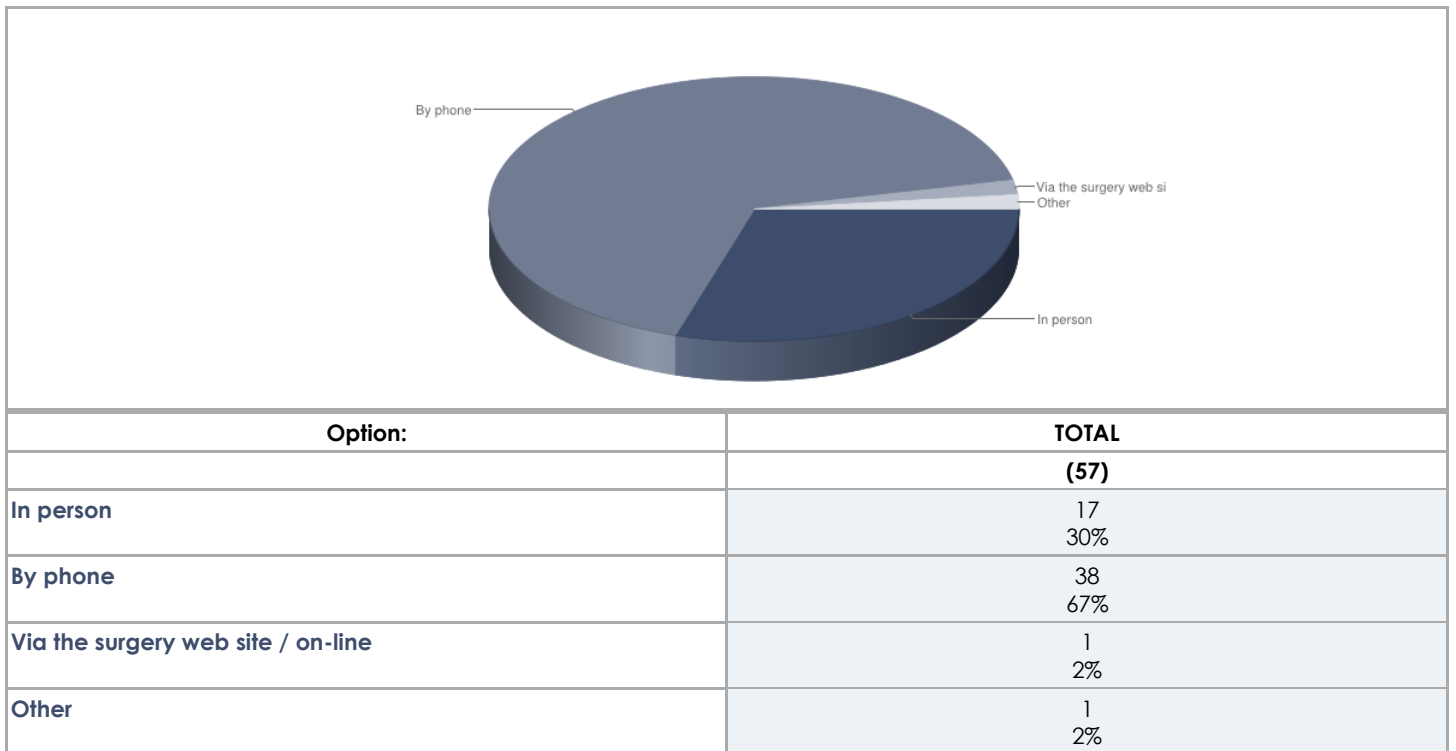
# Five Oaks Family Practice Patient Questionnaire 2014

## We Asked:

"Please would you complete this short questionnaire to enable us to get your opinions on the access and services to the surgery and our communications with our patients. Thank you"

### 1. How did you book your most recent appointment to see a doctor, nurse or healthcare assistant at the surgery?

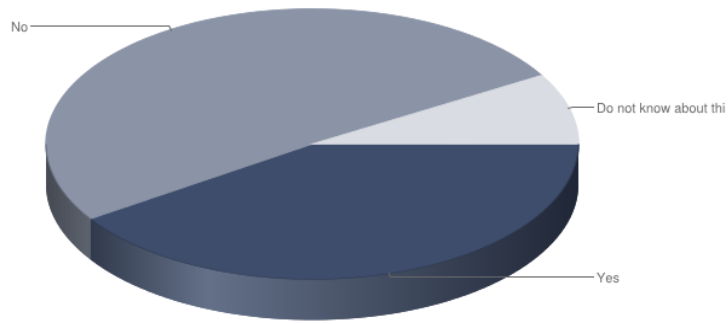
*Single answer question or grid (answers per option add up to roughly 100%)*



Base: 57 out of 59 people answered this question

### 2. Do you use the prescription collection service (you nominate a chemist who collects your prescription for you so you only have to call into the chemist)?

*Single answer question or grid (answers per option add up to roughly 100%)*

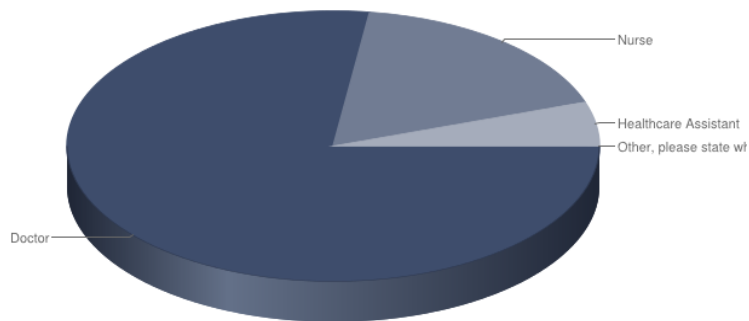


Option:	TOTAL
	<b>(59)</b>
Yes	24 41%
No	30 51%
Do not know about this service	5 8%

Base: 59 out of 59 people answered this question

### 3. Who did you see when you came for your last appointment?

Single answer question or grid (answers per option add up to roughly 100%)



Option:	TOTAL
	<b>(57)</b>
Doctor	44 77%
Nurse	10 18%
Healthcare Assistant	3 5%
Other, please state who you saw	0

Base: 57 out of 59 people answered this question

#### If other please state below

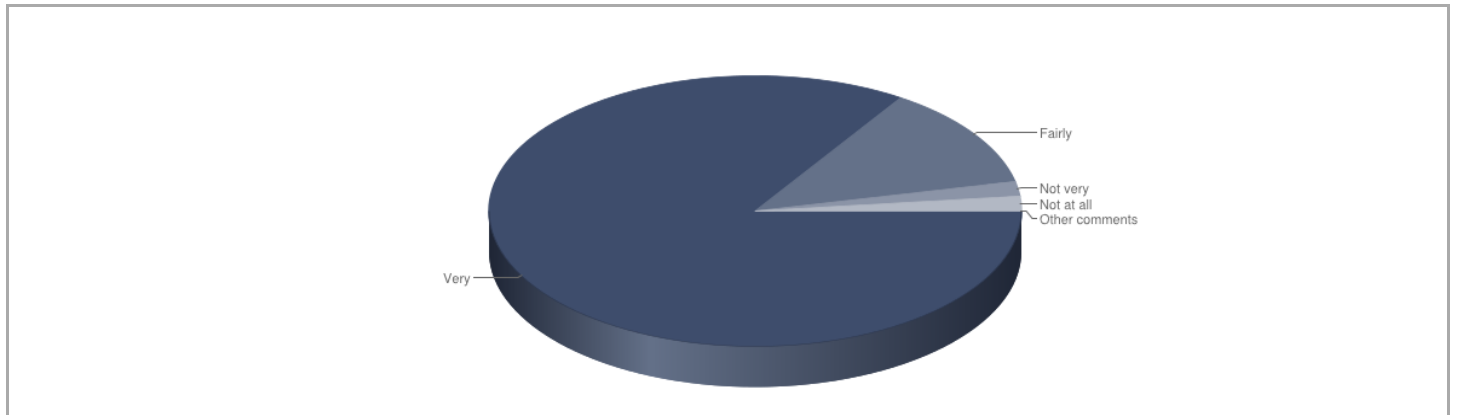
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Option:	TOTAL
	(0)
Comments:	

Base: 0 out of 59 people answered this question

#### 4. How friendly / helpful do you find the receptionists at the surgery?

Single answer question or grid (answers per option add up to roughly 100%)



Option:	TOTAL
	(59)
Very	48 81%
Fairly	7 12%
Not very	1 2%
Not at all	1 2%
Other comments	0

Base: 59 out of 59 people answered this question

#### If other please state below

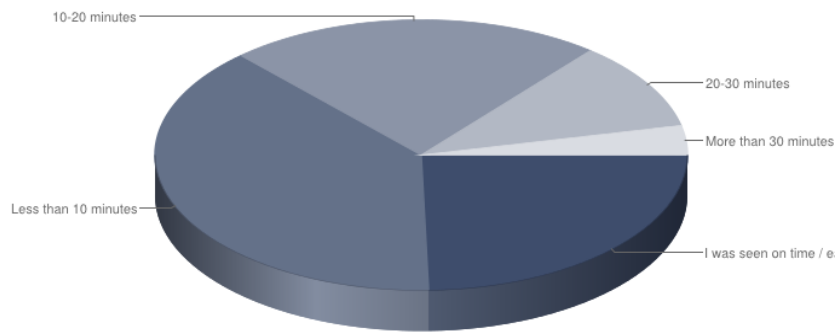
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Option:	TOTAL
	(1)
Comments:	The receptionist especially Margaret and Lisa are very helpful and friendly

Base: 1 out of 59 people answered this question

#### 5. How long did you have to wait to be seen by the doctor/nurse/Assistant Practitioner?

Single answer question or grid (answers per option add up to roughly 100%)



Option:	TOTAL
	(59)
I was seen on time / early	14 24%
Less than 10 minutes	22 37%
10-20 minutes	13 22%
20-30 minutes	6 10%
More than 30 minutes	2 3%

Base: 59 out of 59 people answered this question

### How long, please state here

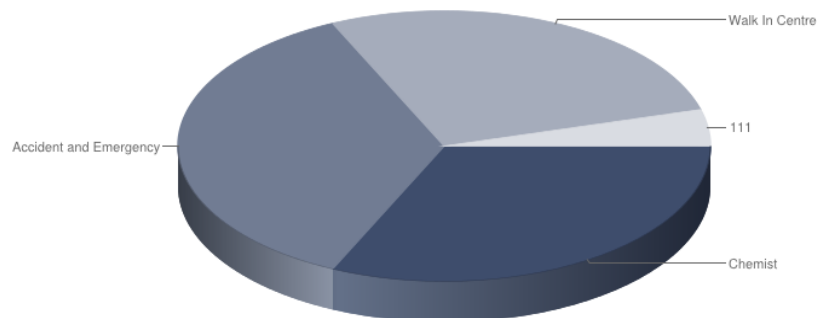
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Option:	TOTAL
	(0)
Comments:	

Base: 0 out of 59 people answered this question

### 6. In that past year, have you used any of the following for advice?

Multiple answer question or grid (answers per row option may add up to more than 100%)



Option:	TOTAL
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	<b>(51)</b>
<b>Chemist</b>	22 43%
<b>Accident and Emergency</b>	25 49%
<b>Walk In Centre</b>	19 37%
<b>111</b>	3 6%

Base: 51 out of 59 people answered this question

**Please can you tell us why you used these**

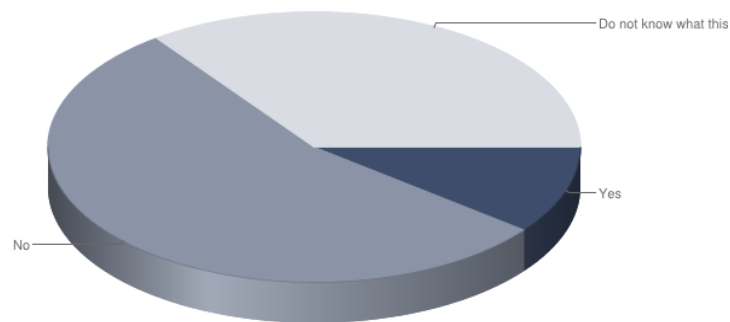
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Option:	TOTAL
	<b>(3)</b>
<b>Comments:</b>	<p>prescription and thrush treatment</p> <p>Temp and excema</p> <p>Accident on bus</p>

Base: 3 out of 59 people answered this question

**7. Do you know about the Patient Participation Group at the surgery and how to get involved?**

*Single answer question or grid (answers per option add up to roughly 100%)*

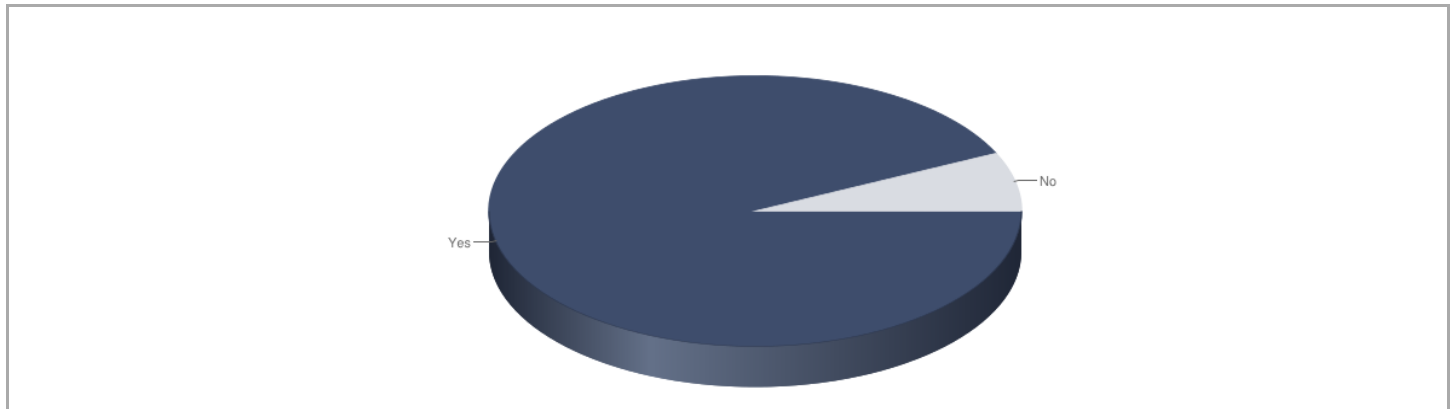


Option:	TOTAL
	<b>(57)</b>
<b>Yes</b>	6 11%
<b>No</b>	31 54%
<b>Do not know what this Group is about</b>	20 35%

Base: 57 out of 59 people answered this question

**8. Would you recommend this surgery to your friends and family?**

Single answer question or grid (answers per option add up to roughly 100%)



Option:	TOTAL
	(57)
Yes	53 93%
No	4 7%

Base: 57 out of 59 people answered this question

**Please let us know any suggestions you may have to help us improve the service we provide**

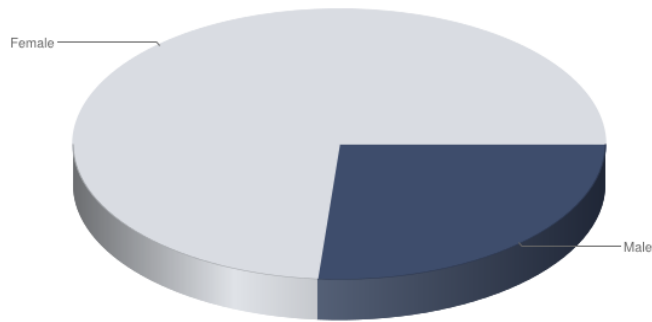
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Option:	TOTAL
	(5)
Comments:	<p>I wish that the doctor would be right, and will actually look at my previous records.</p> <p>Phoning to expensive considering you can wait 10 to 15 minutes to get answer</p> <p>Please change phone number to a local number</p> <p>The waiting time needs to be reduced I always wait too long past my appointment time</p> <p>Unable to find emergency appointments</p>

Base: 5 out of 59 people answered this question

**Are you?**

Single answer question or grid (answers per option add up to roughly 100%)

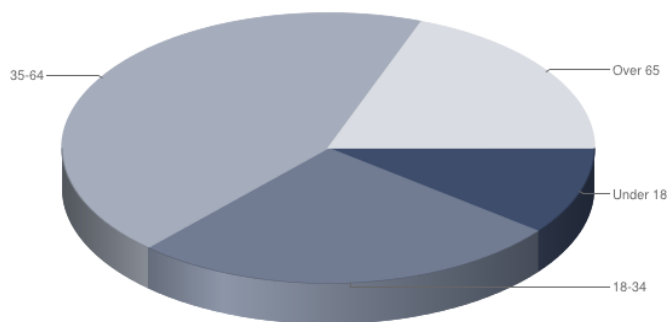


Option:	TOTAL
	<b>(59)</b>
Male	15 25%
Female	42 71%

Base: 59 out of 59 people answered this question

### Which age group are you in?

Single answer question or grid (answers per option add up to roughly 100%)

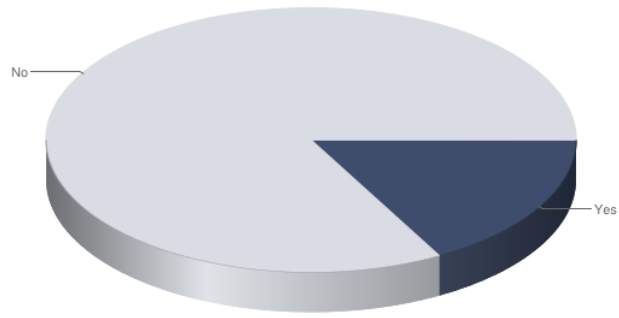


Option:	TOTAL
	<b>(57)</b>
Under 18	6 11%
18-34	15 26%
35-64	25 44%
Over 65	11 19%

Base: 57 out of 59 people answered this question

### Do you have carer responsibilities for anyone in your household with a health problem or disability?

Single answer question or grid (answers per option add up to roughly 100%)



Option:	TOTAL
	<b>(59)</b>
<b>Yes</b>	10 17%
<b>No</b>	49 83%

Base: 59 out of 59 people answered this question