



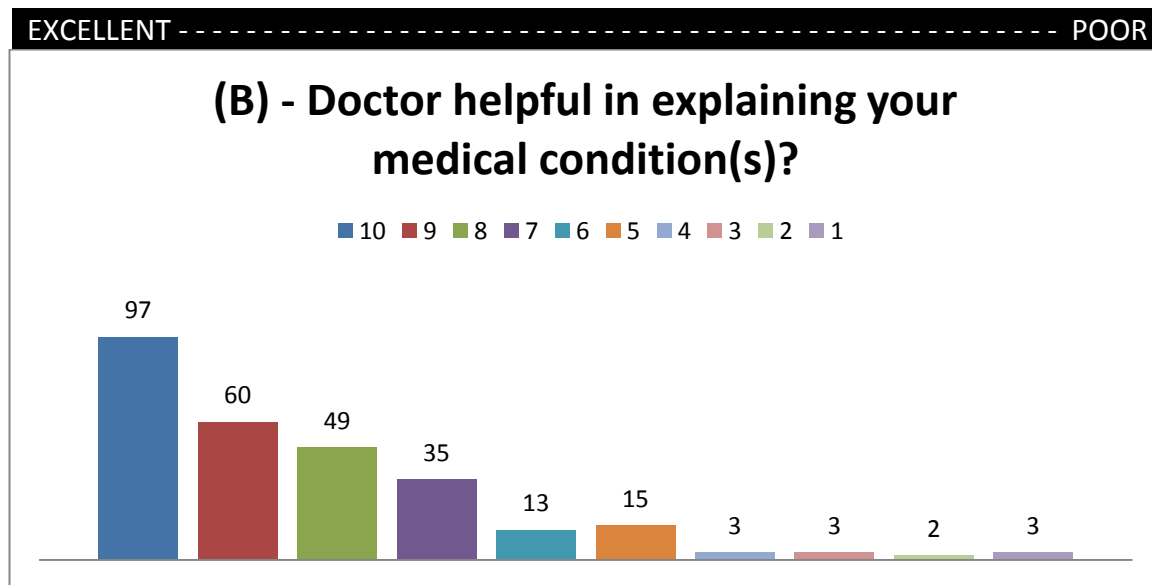
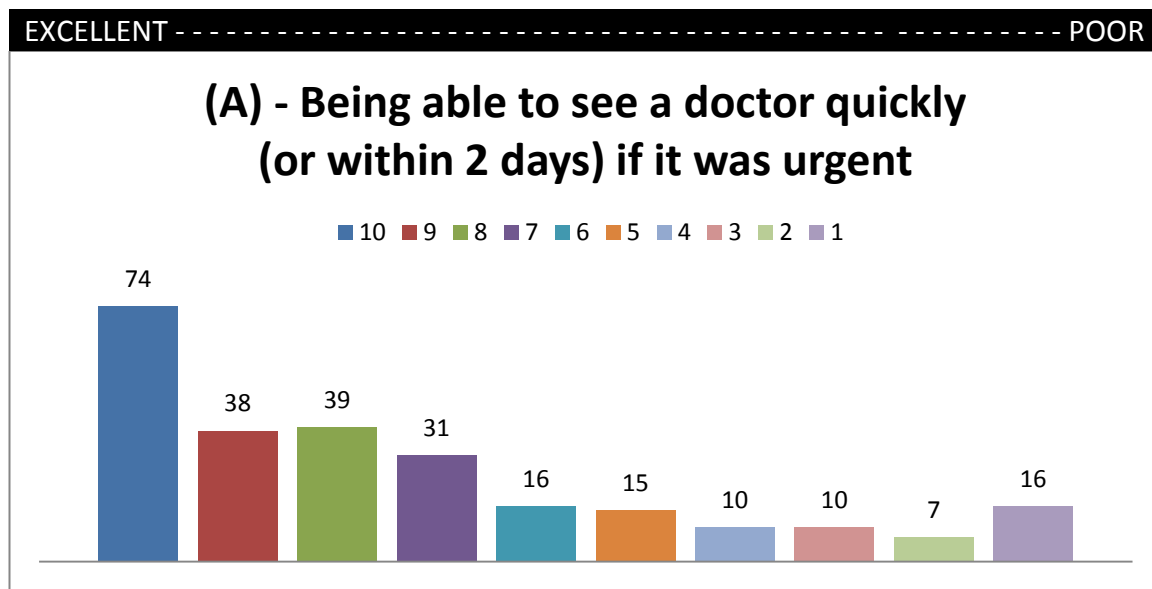
2014 – Patient Survey Results

Online + Paper Survey Results Combined

The figures below are from our 2014 Patient Survey which started on 18/02/2014 and ended on 03/03/2014. The Amersham Vale Practice set up a Patient Survey which was available via our practice website. 4324 text messages were sent to patients informing them of the survey. We had a total of 162 completed online surveys. 150 Paper surveys were given out to patients at reception and 50 copies were left on the reception desk for patients to complete. Out of the total 200 surveys printed, 125 were completed. The statistics were collated by practice staff and online via SurveyGizmo and then the Amersham Vale Practice incorporated all the statistics into the graphs you see below

Please see **Appendix 1** (at the bottom of this document) to view all comments made by patients.

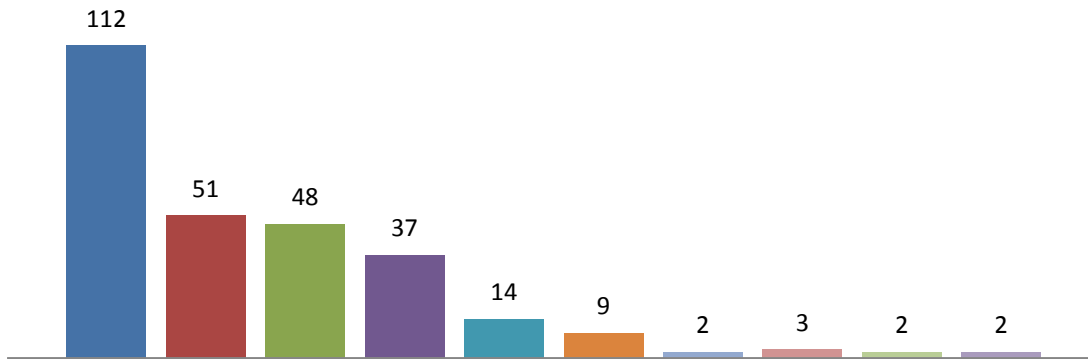
Q1 - Using a 10 point scale where **10 IS EXCELLENT** AND **1 IS VERY POOR**. How would you rate the following questions from your experience of being a patient at the Amersham Vale Practice? If you can't answer a statement, please leave it blank.



EXCELLENT ----- POOR

(C) - Doctor answering your questions

■ 10 ■ 9 ■ 8 ■ 7 ■ 6 ■ 5 ■ 4 ■ 3 ■ 2 ■ 1

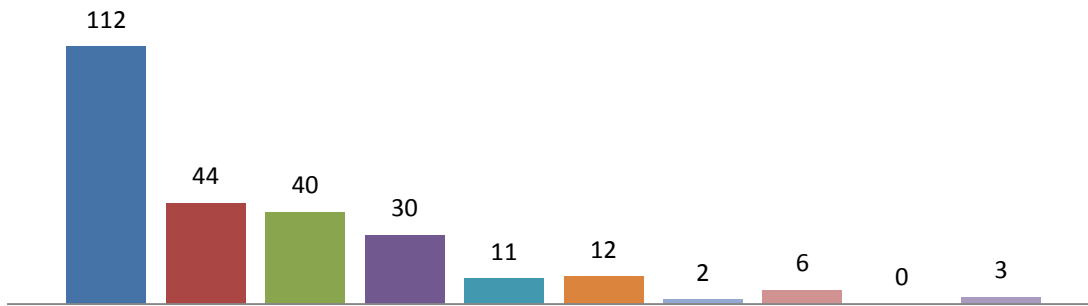


EXCELLENT -----

----- POOR

(D) - Doctor explaining how to take your medicine(s)

■ 10 ■ 9 ■ 8 ■ 7 ■ 6 ■ 5 ■ 4 ■ 3 ■ 2 ■ 1

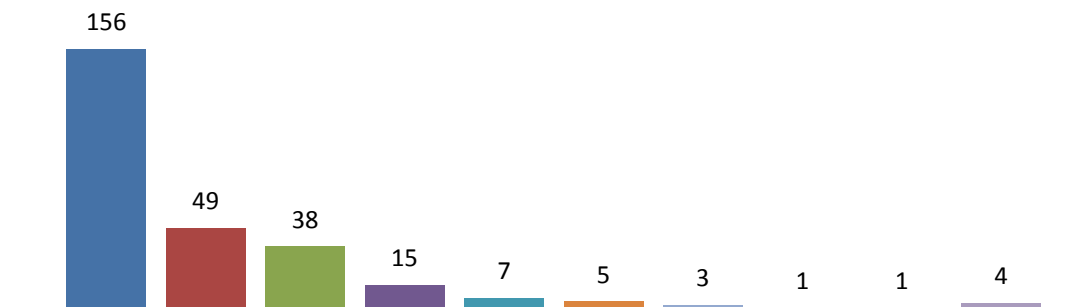


EXCELLENT -----

----- POOR

(E) - Doctor treating you with respect

■ 10 ■ 9 ■ 8 ■ 7 ■ 6 ■ 5 ■ 4 ■ 3 ■ 2 ■ 1

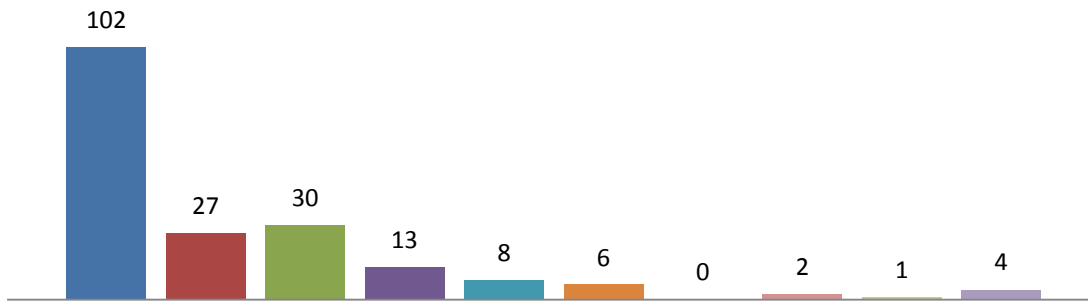


EXCELLENT -----

----- POOR

(F) - The competence of the nurse who treated you, if you saw one

■ 10 ■ 9 ■ 8 ■ 7 ■ 6 ■ 5 ■ 4 ■ 3 ■ 2 ■ 1

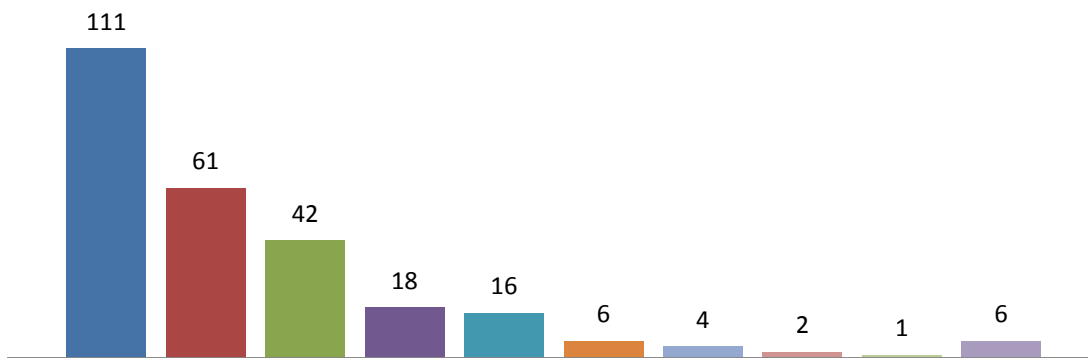


EXCELLENT -----

----- POOR

(G) - The treatment or advice you received

■ 10 ■ 9 ■ 8 ■ 7 ■ 6 ■ 5 ■ 4 ■ 3 ■ 2 ■ 1

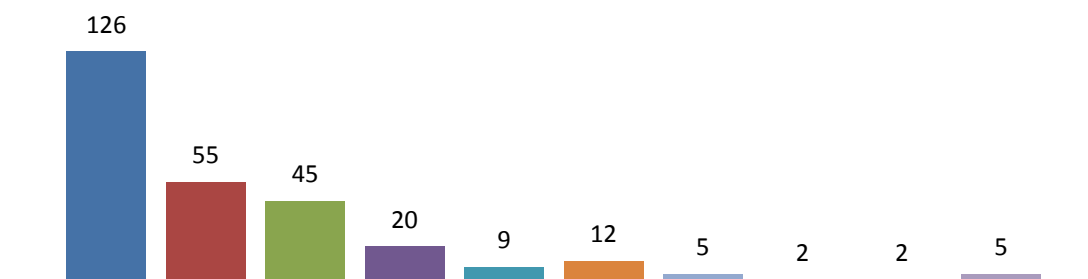


EXCELLENT -----

----- POOR

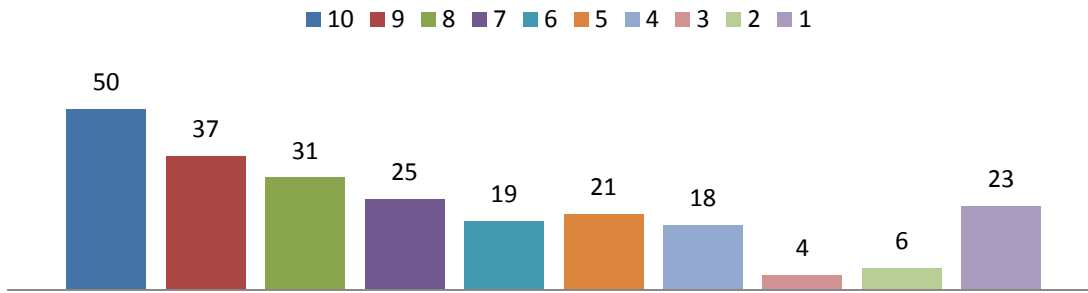
(H) - The helpfulness of the receptionist who dealt with you

■ 10 ■ 9 ■ 8 ■ 7 ■ 6 ■ 5 ■ 4 ■ 3 ■ 2 ■ 1



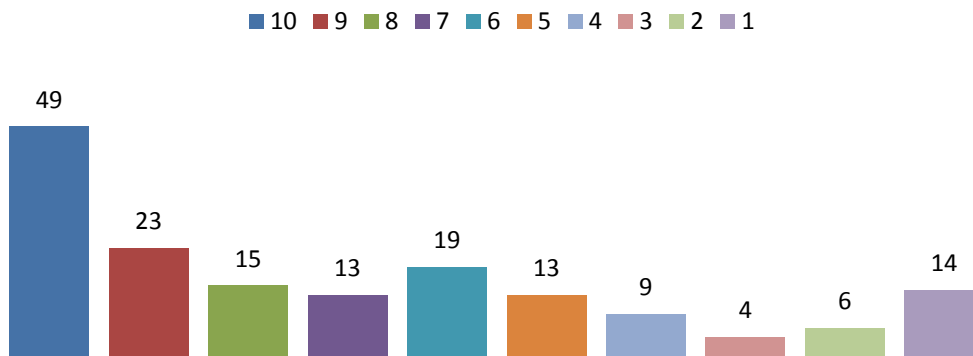
EXCELLENT ----- POOR

(I) - Experience of using our new Telephone System which was implemented in December 2013



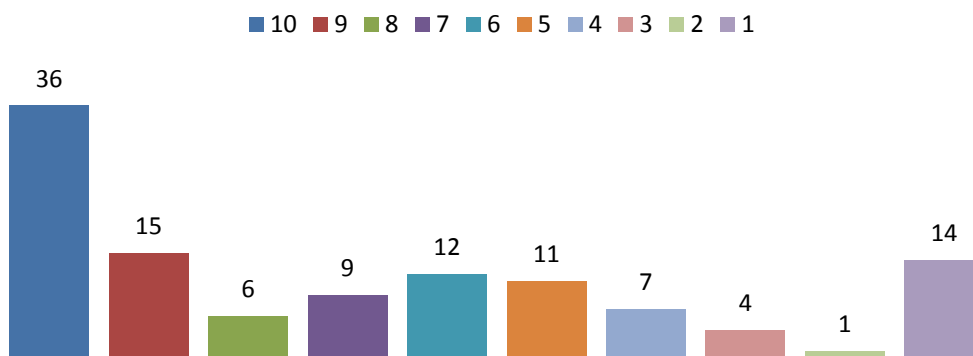
EXCELLENT ----- POOR

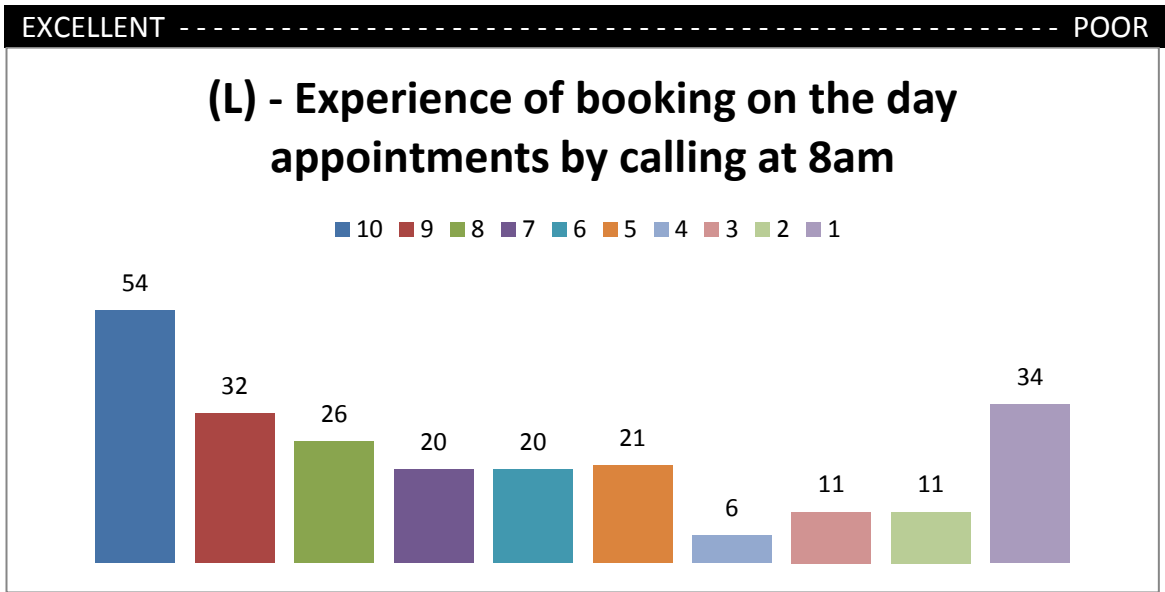
(J) - Making an appointment using our Online Services



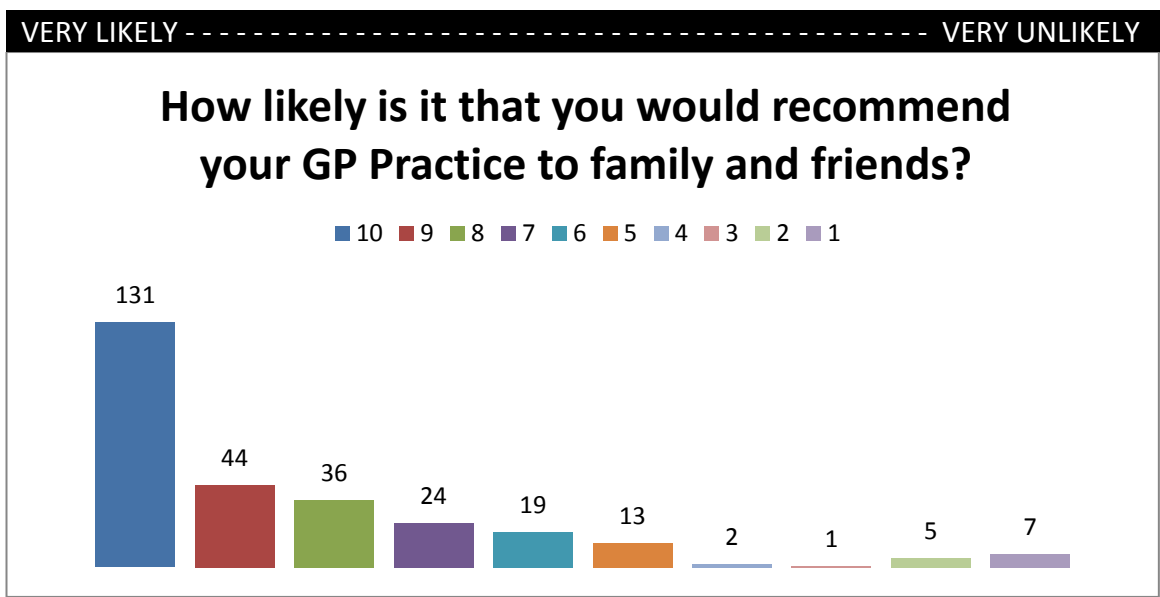
EXCELLENT ----- POOR

(K) - Ordering a prescription using our Online Services





Q2 - Using a 10 point scale where 10 IS VERY LIKELY AND 1 IS VERY UNLIKELY. Please answer the question below.



Q3 – For urgent-on-the-day matters, please write the number from 1 to 5 in the boxes below to choose which would be your preferred choice. If you do not wish to make a choice for a particular option, please write ‘NA’.

Option	Rank
A – Telephone Consultation with GP	2
B – Telephone Consultation with Practice Nurse	4
C – Online Consultation with GP	3
D – Online Consultation with Practice Nurse	5
E – Booked Appointment with any available GP	1

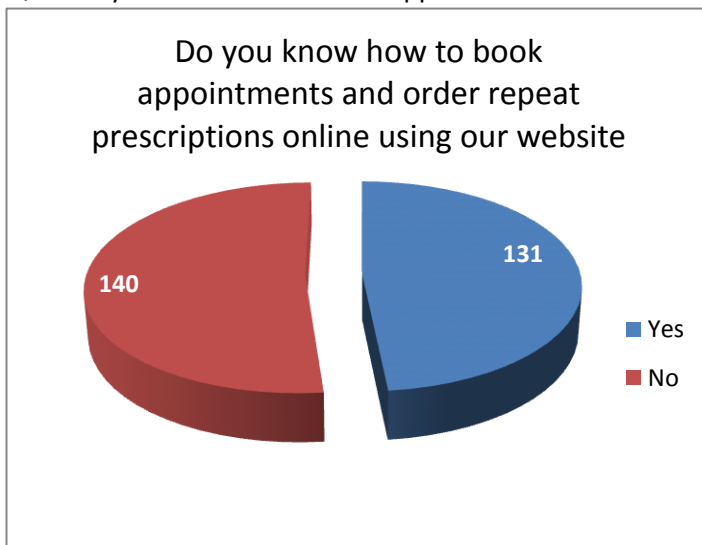
Q4 – Do you know how to book a Telephone Consultation with a GP?



Yes
108 = 39%

No
170 = 61%

Q5 – Do you know how to book appointments and order repeat prescriptions online using our website?

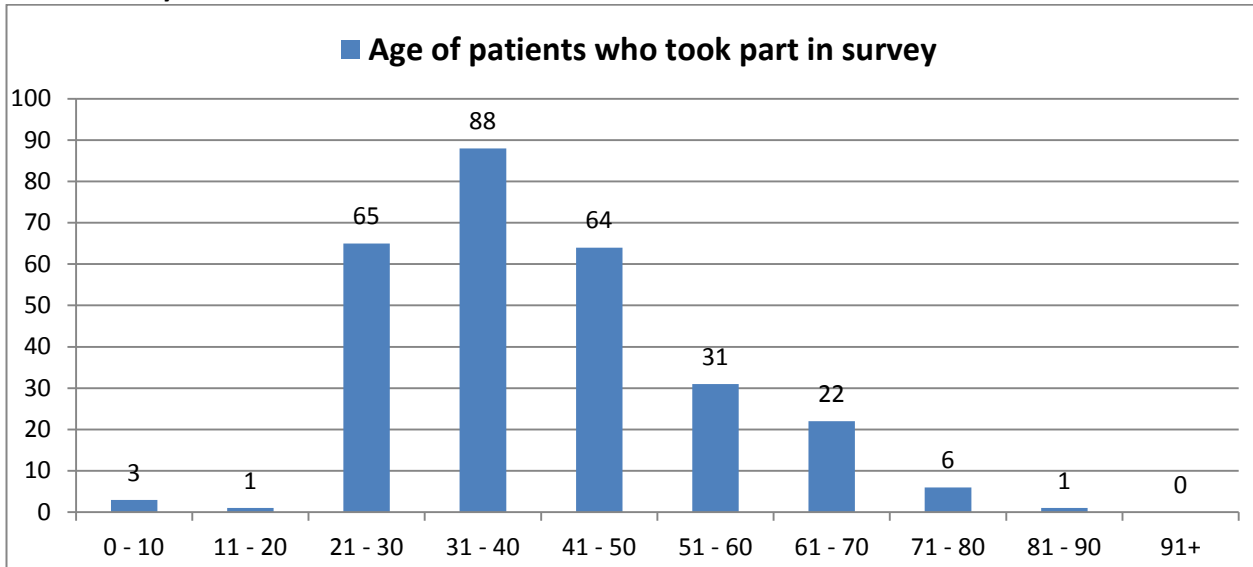


Yes
131 = 48%

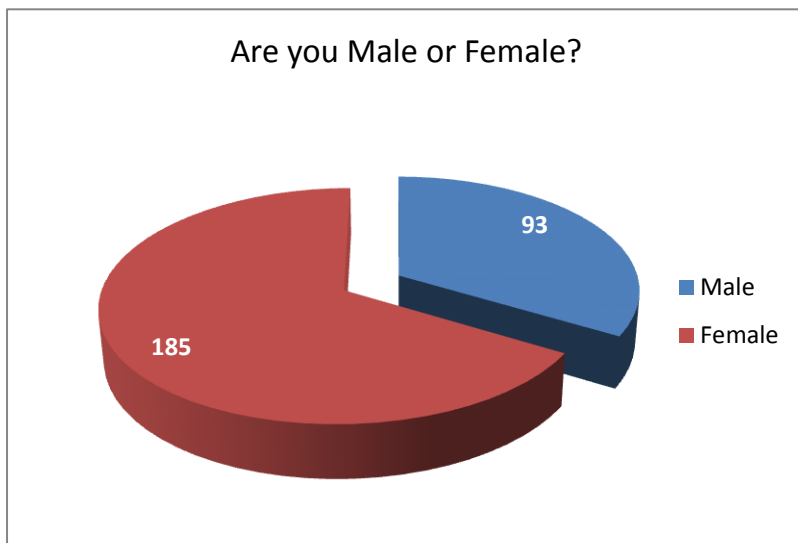
No
140 = 52%

Q6 – The following questions provide us only with general information about the range of people who have responded to this survey. It will not be used to identify you, and will remain confidential.

How old are you?



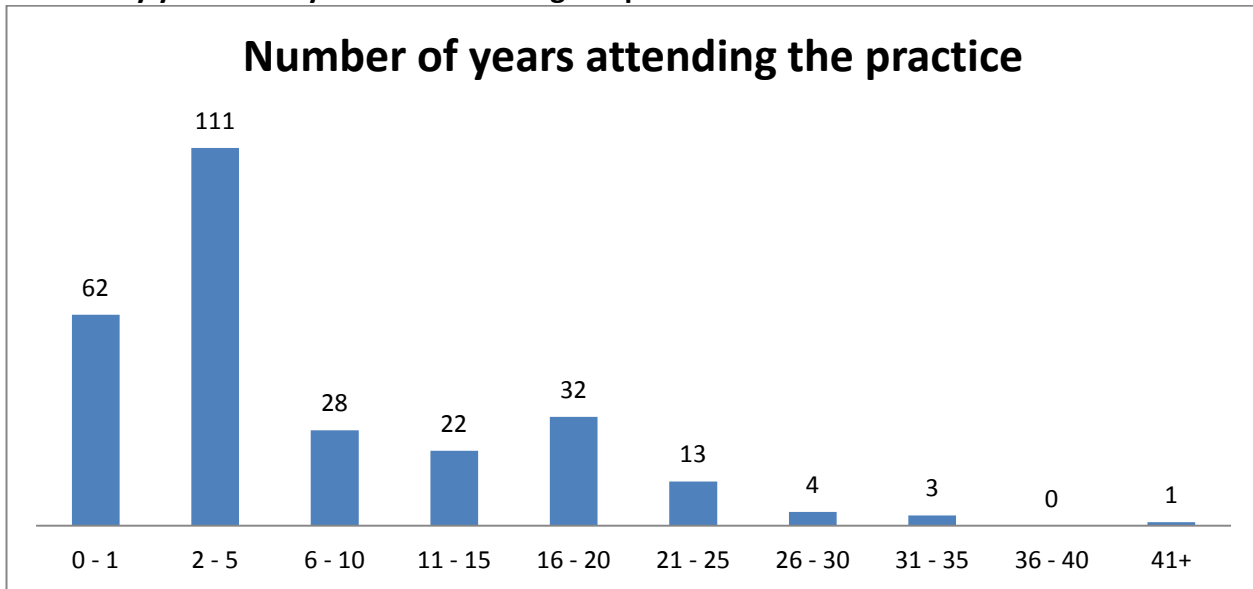
Are you Male or Female?



Male
93 = 33%

Female
185 = 67%

How many years have you been attending the practice?



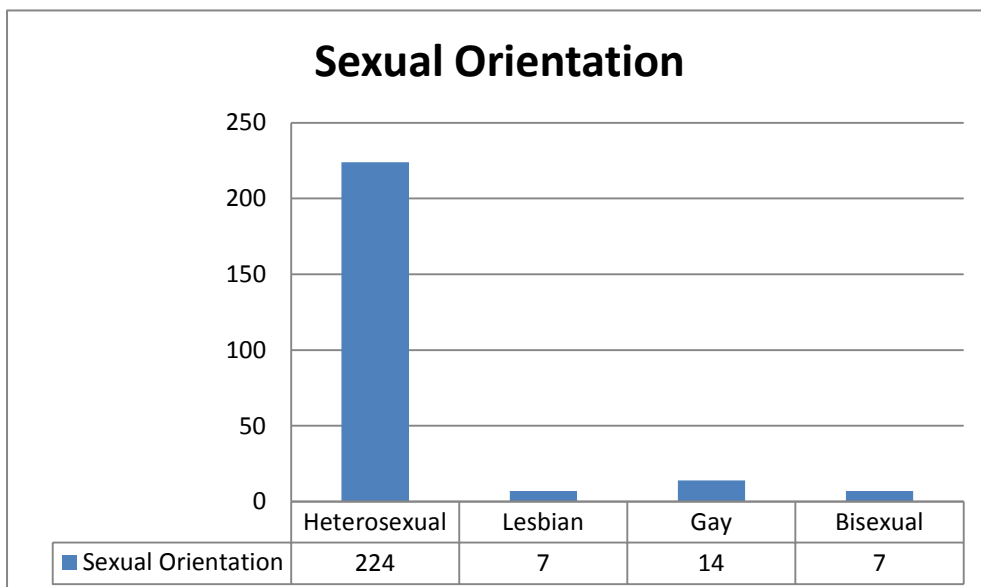
Are you registered Disabled?



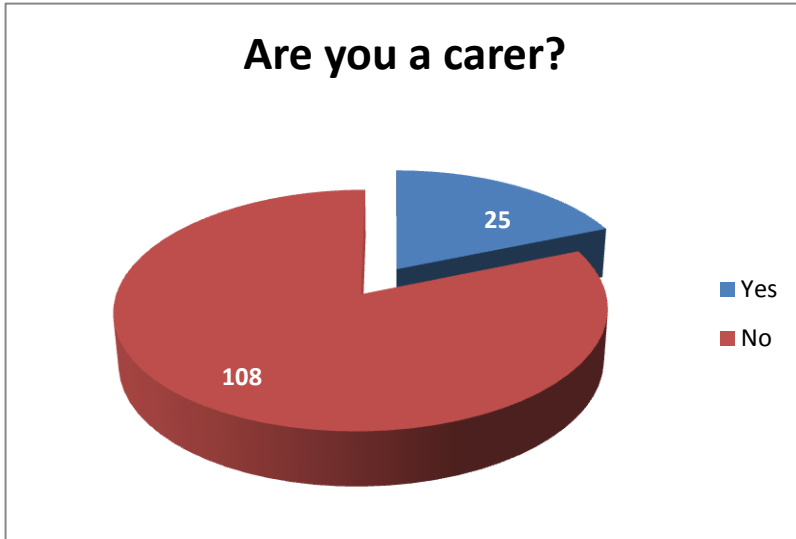
Yes
22 = 8%

No
252 = 92%

Sexual Orientation



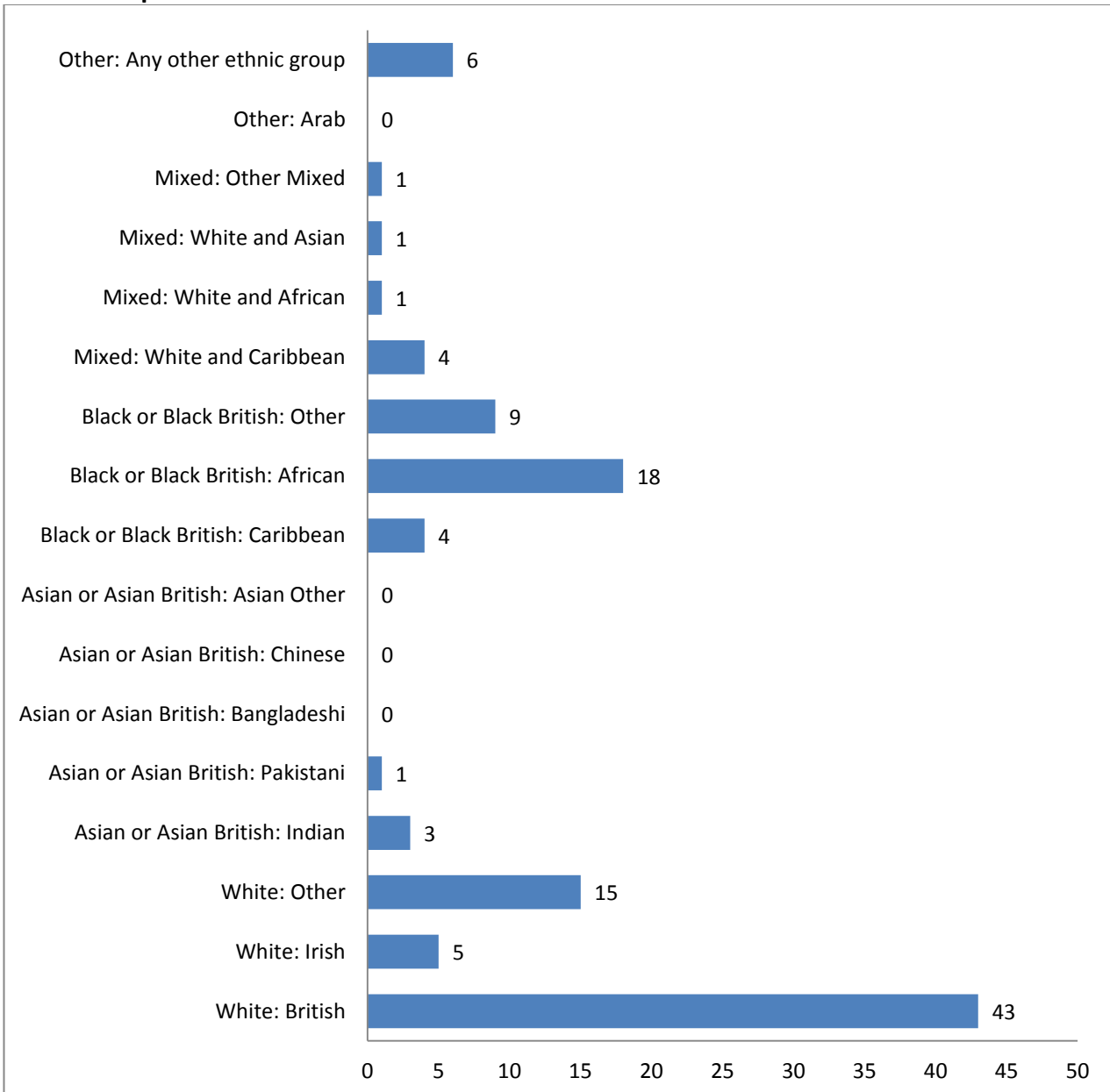
Are you a carer?



Yes
25 = 9%

No
108 = 91%

Ethnic Group



Appendix 1

Here are some of the comments made by patients at the Amersham Vale Practice

- I am very thankful from you.
- Had an excellent experience with the Practice Nurse re: trial medications. Extremely thorough and sent out additional information in the post.
- Some doctors in your practice are very kind and excellent doctors, but there are few doctors who I'd never make appointments with. This is the reason why I put 5 in question B&C.
- Generally pretty decent GP Surgery. Not a fan of the new phone system, but only because it takes a little while longer to get through.
- It is very difficult to get an appointment during the week and especially if you are working. This morning I had to ring 12 times before I was put in the queuing telephone system which is unacceptable.
- The practice is very professional and helpful. Sometimes waiting with small kids for an overrun appointment can be wearing more things to distract kids would be appreciated in waiting area.
- It is important to be offered an appointment with my GP when needed. Sometimes I find it inconvenient when I am referred to Walk In Centres. GPs in the Walk In Centre do not know my medical history and sometimes cannot give me the necessary treatment that I need.
- Keep doing what you are doing because it is working.
- Not been made aware of the new telephone system. Apparently you started in Dec 2013. However I did not notice any difference making an appointment.
- Wish more appointments were available to book in advance to plan ahead better. Thank you for your work.
- It would be better to have regular Doctor's for late appointments. Sometimes one likes familiar faces. I work and can only book appointments after 4:30pm, and would prefer my regular doctor.
- I cannot have easy appointment same day anymore.
- Online repeat prescriptions: would be good to know more about- I'm here every week to get repeats for glucose testing strips (type 1 diabetes) or maybe more than 1 bottle could be added to my repeat.
- Blood tests are difficult to organise on a short basis if you are working and cannot go to the walk in centre. More options would be welcome.