

The Abbey Medical Centre

Practice Survey Responses 2013 Survey= 170

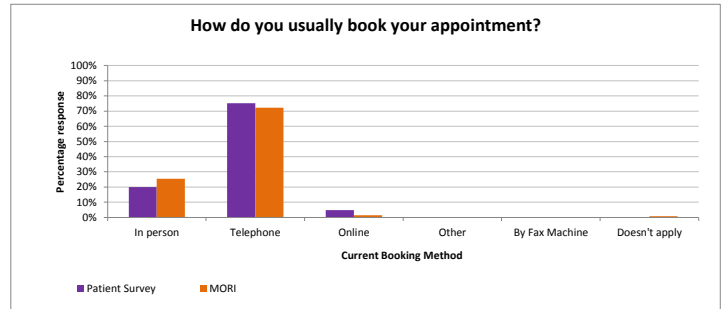
Mori Survey Responses = 84

MORI - Contains aggregated data collected from Jan-Mar 2013 and Jul-Sept 2013

Q2 How do you usually book your appointment?

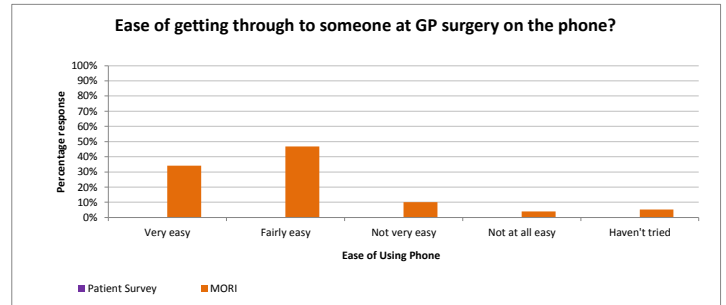
	Patient Survey	MORI
In person	20%	25%
Telephone	75%	72%
Online	5%	1%
Other	0%	1%
By Fax Machine	0%	0%
Doesn't apply	0%	1%

Question from MORI in the above results " How do you normally book your appointments to see a GP or nurse at your GP Surgery (multiple responses allowed)"



Q2 (a) Ease of getting through to someone at GP surgery on the phone.

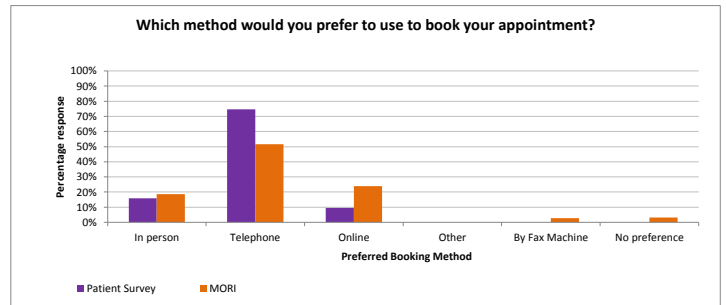
	Patient Survey	MORI
Very easy	0%	34%
Fairly easy	0%	47%
Not very easy	0%	10%
Not at all easy	0%	4%
Haven't tried	0%	5%



Q3 Which method would you prefer to use to book your appointment?

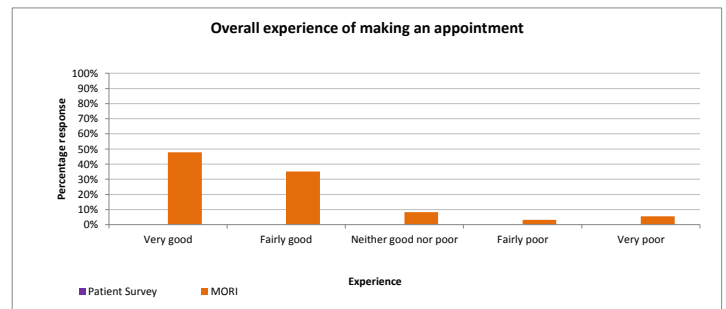
	Patient Survey	MORI
In person	16%	19%
Telephone	75%	52%
Online	9%	24%
Other	0%	0%
By Fax Machine	0%	3%
No preference	0%	3%

Question from MORI in the above results " Which method would you prefer to book your appointments to see a GP or nurse at your GP Surgery (multiple responses allowed)"



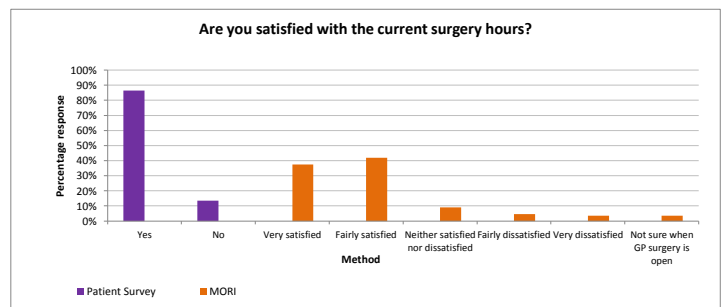
Q3 (a) Overall experience of making an appointment

	Patient Survey	MORI
Very good	0%	48%
Fairly good	0%	35%
Neither good nor poor	0%	8%
Fairly poor	0%	3%
Very poor	0%	5%



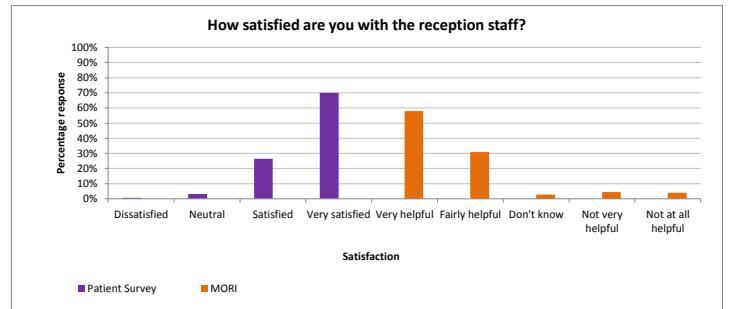
Q4 Are you satisfied with the current surgery hours?

	Patient Survey	MORI
Yes	86%	0%
No	14%	0%
Very satisfied	0%	38%
Fairly satisfied	0%	42%
Neither satisfied nor dissatisfied	0%	9%
Fairly dissatisfied	0%	5%
Very dissatisfied	0%	4%
Not sure when GP surgery is open	0%	3%



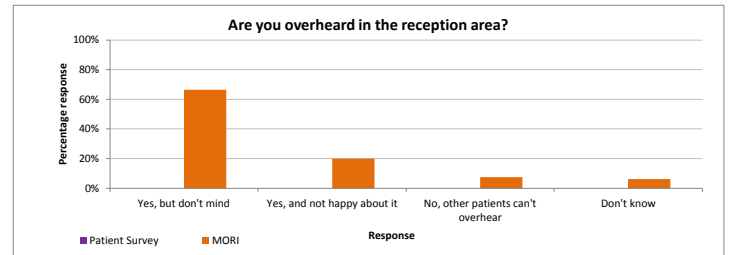
Q6 How satisfied are you with the reception staff?

	Patient Survey	MORI
Dissatisfied	1%	
Neutral	3%	
Satisfied	26%	
Very satisfied	70%	
Very helpful		58%
Fairly helpful		31%
Don't know		3%
Not very helpful		4%
Not at all helpful		4%



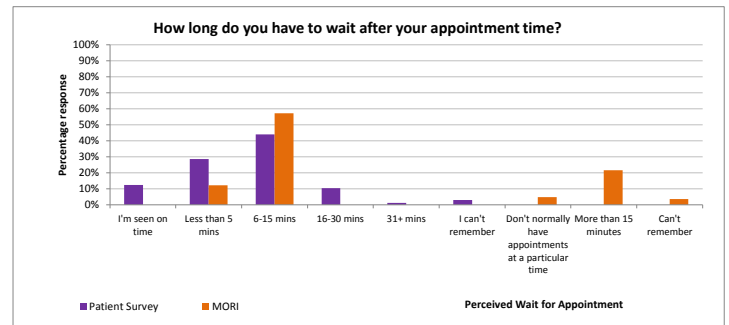
Q6 (a) Overheard in reception area

	Patient Survey	MORI
Yes, but don't mind		66%
Yes, and not happy about it		20%
No, other patients can't overhear		7%
Don't know		6%



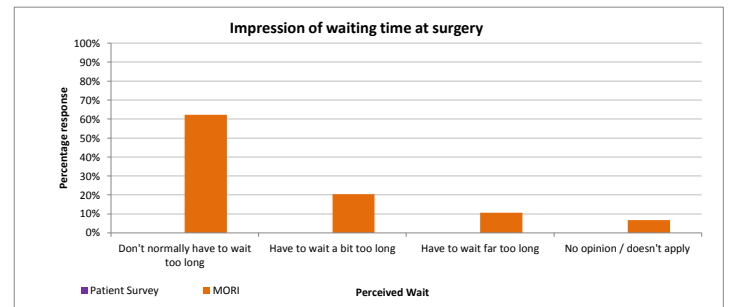
Q7 How long do you have to wait after your appointment time?

	Patient Survey	MORI
I'm seen on time	12%	
Less than 5 mins	29%	12%
6-15 mins	44%	57%
16-30 mins	11%	
31+ mins	1%	
I can't remember	3%	
Don't normally have appointments at a particular time		5%
More than 15 minutes		22%
Can't remember		4%



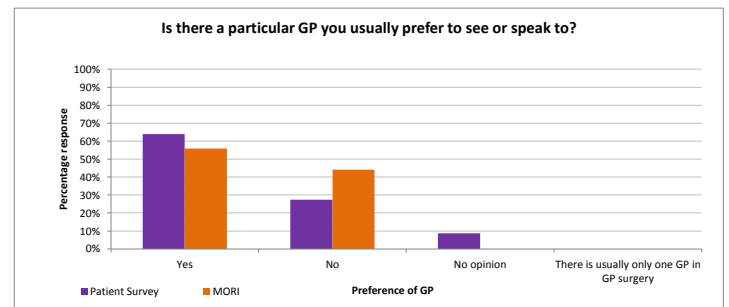
Q7 (a) Impression of waiting time at surgery

	Patient Survey	MORI
Don't normally have to wait too long		62%
Have to wait a bit too long		20%
Have to wait far too long		11%
No opinion / doesn't apply		7%



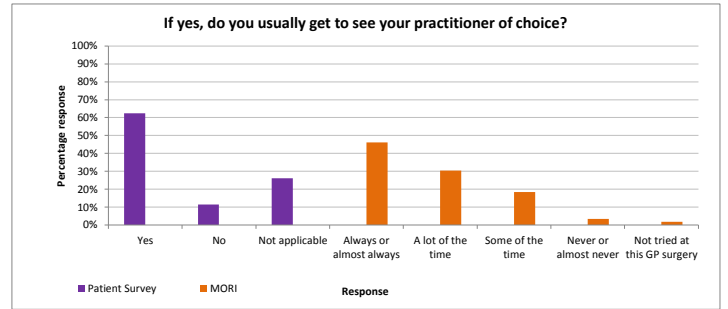
Q8 Is there a particular GP you usually prefer to see or speak to?

	Patient Survey	MORI
Yes	64%	56%
No	27%	44%
No opinion	9%	
There is usually only one GP in GP surgery		0%



Q10 If yes, do you usually get to see your practitioner of choice?

	Patient Survey	MORI
Yes	62%	
No	11%	
Not applicable	26%	
Always or almost always		46%
A lot of the time		30%
Some of the time		18%
Never or almost never		3%
Not tried at this GP surgery		2%



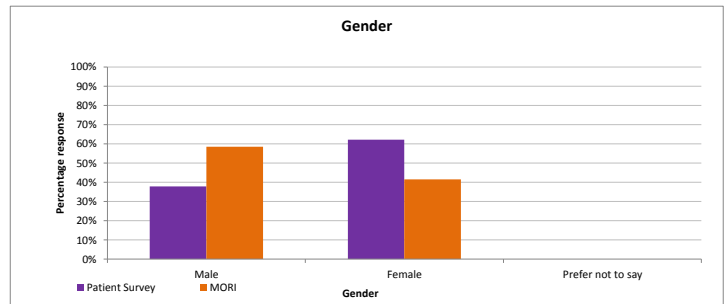
Q11 How likely are you to recommend this GP practice?

	Patient Survey	MORI
Extremely likely	58%	
Likely	38%	
Unlikely	3%	
Extremely unlikely	1%	
Yes, would definitely recommend		50%
Yes, would probably recommend		31%
Don't know		1%
No, would probably not recommend		4%
No, would definitely not recommend		4%
Not sure		10%



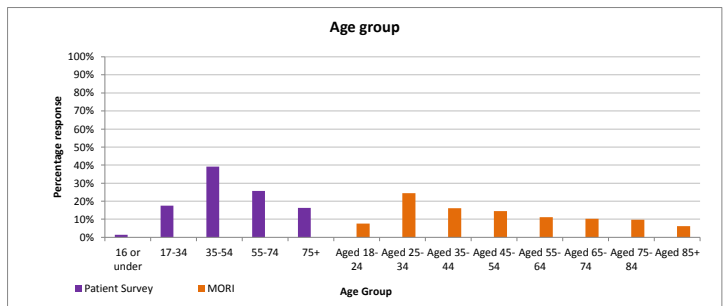
Q16 Gender

	Patient Survey	MORI
Male	38%	58%
Female	62%	42%
Prefer not to say	0%	



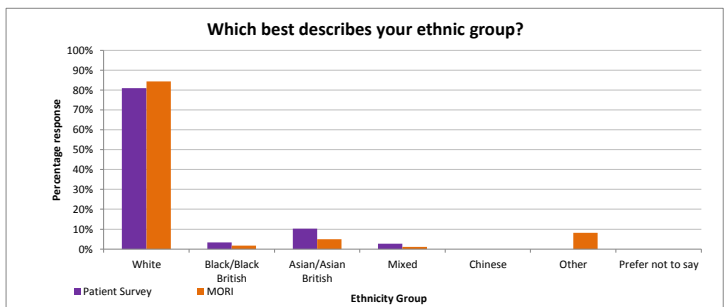
Q17 Age group

	Patient Survey	MORI
16 or under	1%	
17-34	18%	
35-54	39%	
55-74	26%	
75+	16%	
Aged 18-24		8%
Aged 25-34		24%
Aged 35-44		16%
Aged 45-54		15%
Aged 55-64		11%
Aged 65-74		10%
Aged 75-84		10%
Aged 85+		6%



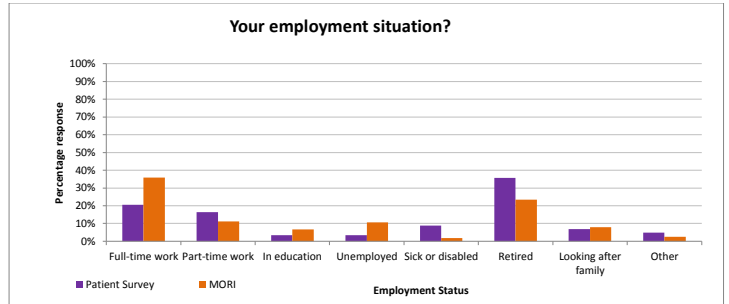
Q18 Which best describes your ethnic group?

	Patient Survey	MORI
White	81%	84%
Black/Black British	3%	2%
Asian/Asian British	10%	5%
Mixed	3%	1%
Chinese	0%	0%
Other	0%	8%
Prefer not to say	0%	0%



Q19 Your employment situation?

	Patient Survey	MORI
Full-time work	21%	36%
Part-time work	16%	11%
In education	3%	7%
Unemployed	3%	11%
Sick or disabled	9%	2%
Retired	36%	23%
Looking after family	7%	8%
Other	5%	3%



Text answers (Patient Survey)

Q5 What times would you prefer the surgery to be open?

	No. of Responses
No Response	142
Longer opening hours	13
Weekends	7
Evenings and weekends	5
Thursday opening	1
Other	1
Total	169

Q9 Is there a particular GP you usually prefer to see or speak to? (If yes which GP?)

	No. of Responses	% of positive responses (80)
No Response	93	
Dr Browne	44	55%
DR Jaram	18	23%
Dr Rogers	16	23%
Dr Cavanagh	2	3%

Q12 If your GP is closed, how would you obtain medical advice? (multiple responses)

	No. of Responses	% of positive responses
Pharmacy	53	21%
Self care	47	19%
NHS 111	44	18%
Walk-in Centre	39	16%
Out-of-hours GP	21	8%
A&E	21	8%
Internet	14	6%
999	9	4%
Total	248	

Q13 What is the best thing about your GP practice?

	No. of Responses	% of positive responses
No Response	41	
Doctors & Staff	21	23%
Friendly and helpful staff	43	22%
Quick appointments	5	19%
Good Service	29	17%
Local	10	16%
Other	3	4%
Nothing	1	0%
Total	153	

Q14 Please list any improvements you would like to see at your GP practice

	No. of Responses	% of positive responses
No Response	96	
Happy with service	19	45%
Longer opening times	13	4%
Less waiting time	9	6%
Receptionists & reception area	7	11%
Other	5	4%
More services inc online booking	3	9%
Total	152	

Q15 Are there any other health services you would like to be provided locally?

	No. of Responses
No response / happy with existing services	135
Increased practice services**	7
Increased community services*	3
Other	2
WIC	1
Total	148

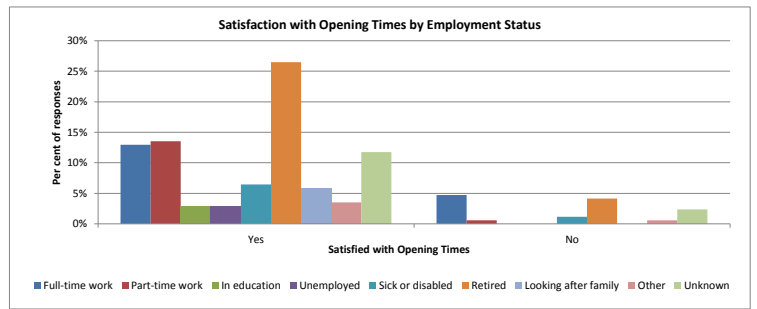
* Blood tests, Physiotherapy, Chiroprody, Minor operations

** Weight loss clinic, Diabetes care, Eye tests,

Comparison of responses by Employment Status

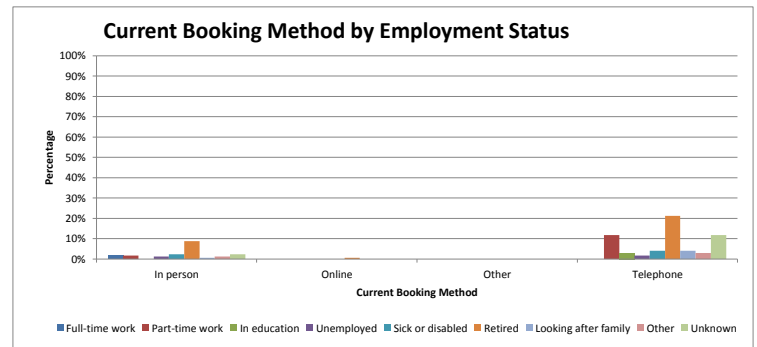
Satisfaction with Opening Times

Q4	Employment Status	No. of responses	Percentage
Yes	Full-time work	22	13%
	Part-time work	23	14%
	In education	5	3%
	Unemployed	5	3%
	Sick or disabled	11	6%
	Retired	45	26%
	Looking after family	10	6%
	Other	6	4%
	(blank)	20	12%
	No	Full-time work	8
Part-time work		1	1%
Sick or disabled		2	1%
Retired		7	4%
Other		1	1%
(blank)		4	2%
Grand Total			170



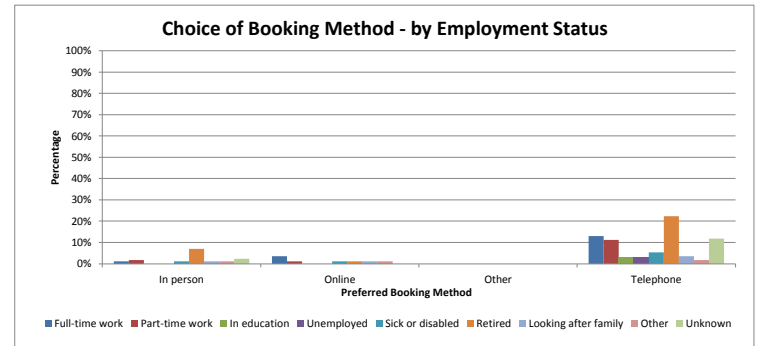
Current Booking Method

Q2	Employment Status	No. of responses	Percentage	
In person	Full-time work	3	2%	
	Part-time work	3	2%	
	Unemployed	2	1%	
	Sick or disabled	4	2%	
	Retired	15	9%	
	Looking after family	1	1%	
	Other	2	1%	
	(blank)	4	2%	
	Online	Full-time work	2	1%
		Part-time work	1	1%
Sick or disabled		2	1%	
Retired		1	1%	
Looking after family		2	1%	
Telephone	Full-time work	25	15%	
	Part-time work	20	12%	
	In education	5	3%	
	Unemployed	3	2%	
	Sick or disabled	7	4%	
	Retired	36	21%	
	Looking after family	7	4%	
	Other	5	3%	
	(blank)	20	12%	
	Grand Total		170	100%



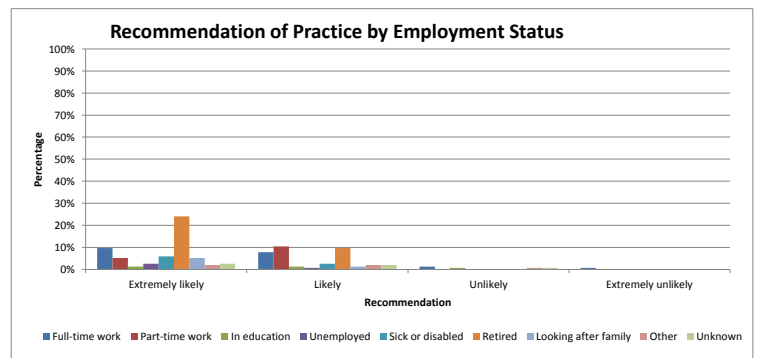
Choice of Booking Method

Q3	Employment Status	No. of responses	Percentage
In person	Full-time work	2	1%
	Part-time work	3	2%
	Sick or disabled	2	1%
	Retired	12	7%
	Looking after family	2	1%
	Other	2	1%
	(blank)	4	2%
	Online	Full-time work	6
Part-time work		2	1%
Sick or disabled		2	1%
Retired		2	1%
Looking after family		2	1%
Other		2	1%
Telephone	Full-time work	22	13%
	Part-time work	19	11%
	In education	5	3%
	Unemployed	5	3%
	Sick or disabled	9	5%
	Retired	38	22%
	Looking after family	6	4%
	Other	3	2%
	(blank)	20	12%
	Grand Total		170



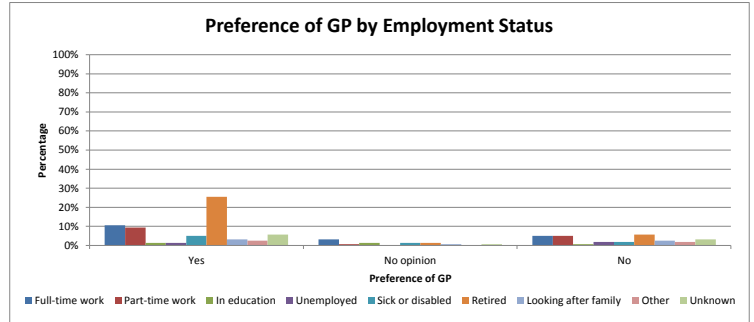
Recommendation of Practice

Q11	Employment Status	No. of responses	Percentage
Extremely likely	Full-time work	15	10%
	Part-time work	8	5%
	In education	2	1%
	Unemployed	4	3%
	Sick or disabled	9	6%
	Retired	37	24%
	Looking after family	8	5%
	Other	3	2%
	(blank)	4	3%
	Likely	Full-time work	12
Part-time work		16	10%
In education		2	1%
Unemployed		1	1%
Sick or disabled		4	3%
Retired		15	10%
Looking after family		2	1%
Other		3	2%
(blank)		3	2%
Unlikely		Full-time work	2
	In education	1	1%
	Other	1	1%
	(blank)	1	1%
Extremely unlikely	Full-time work	1	1%
Grand Total		154	100%



Preference of GP

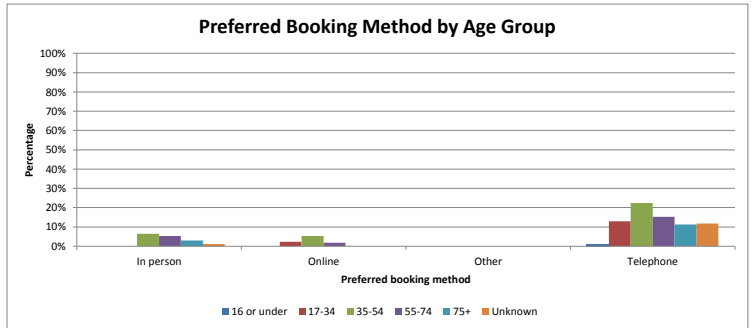
Q8	Employment Status	No. of responses	Percentage	
Yes	Full-time work	17	11%	
	Part-time work	15	9%	
	In education	2	1%	
	Unemployed	2	1%	
	Sick or disabled	8	5%	
	Retired	41	25%	
	Looking after family	5	3%	
	Other	4	2%	
	(blank)	9	6%	
No opinion	Full-time work	5	3%	
	Part-time work	1	1%	
	In education	2	1%	
	Sick or disabled	2	1%	
	Retired	2	1%	
	Looking after family	1	1%	
	(blank)	1	1%	
	No	Full-time work	8	5%
		Part-time work	8	5%
In education		1	1%	
Unemployed		3	2%	
Sick or disabled		3	2%	
Retired		9	6%	
Looking after family		4	2%	
Other		3	2%	
(blank)		5	3%	
Grand Total		161	100%	



Comparison of responses by Age Group

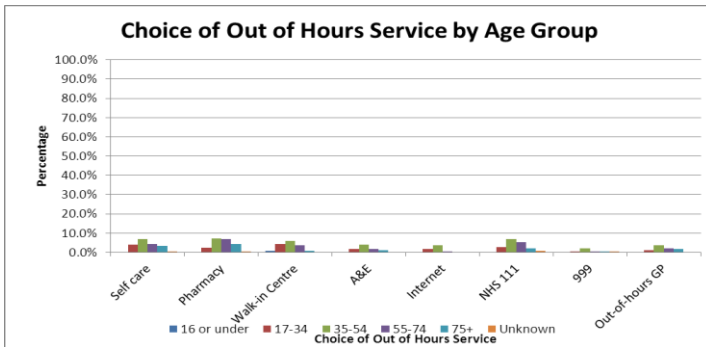
Preferred Booking Method

Q3	Age Group	No. of responses	Percentage
In person	35-54	11	6%
	55-74	9	5%
	75+	5	3%
	(blank)	2	1%
Online	17-34	4	2%
	35-54	9	5%
	55-74	3	2%
Telephone	16 or under	2	1%
	17-34	22	13%
	35-54	38	22%
	55-74	26	15%
	75+	19	11%
(blank)	20	12%	
Grand Total		170	100%



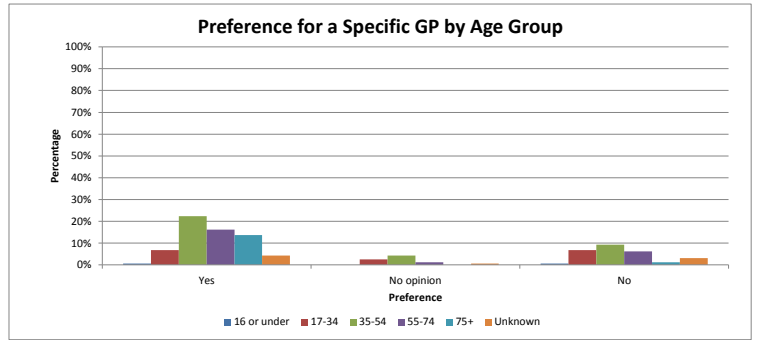
Choice of Out of Hours advice by Age Group

	16 or under	17-34	35-54	55-74	75+	Unknown	Total	16 or under	17-34	35-54	55-74	75+	Unknown
Self care	0	10	17	11	8	1	47	0.0%	4.0%	6.9%	4.4%	3.2%	0.4%
Pharmacy	0	6	18	17	11	1	53	0.0%	2.4%	7.3%	6.9%	4.4%	0.4%
Walk-in Centre	2	11	15	9	2	0	39	0.8%	4.4%	6.0%	3.6%	0.8%	0.0%
A&E	0	4	10	4	3	0	21	0.0%	1.6%	4.0%	1.6%	1.2%	0.0%
Internet	0	4	9	1	0	0	14	0.0%	1.6%	3.6%	0.4%	0.0%	0.0%
NHS 111	0	7	17	13	5	2	44	0.0%	2.8%	6.9%	5.2%	2.0%	0.8%
999	0	1	5	1	1	1	9	0.0%	0.4%	2.0%	0.4%	0.4%	0.4%
Out-of-hours GP	0	3	9	5	4	0	21	0.0%	1.2%	3.6%	2.0%	1.6%	0.0%



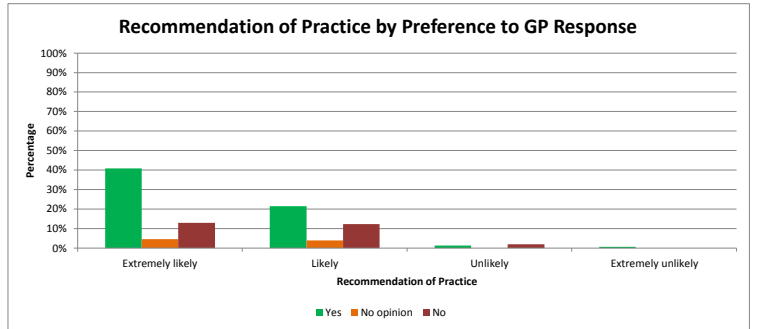
Preference for a specific GP

Q8	Age Group	No. of responses	Percentage
Yes	16 or under	1	1%
	17-34	11	7%
	35-54	36	22%
	55-74	26	16%
	75+	22	14%
	(blank)	7	4%
No opinion	17-34	4	2%
	35-54	7	4%
	55-74	2	1%
	(blank)	1	1%
No	16 or under	1	1%
	17-34	11	7%
	35-54	15	9%
	55-74	10	6%
	75+	2	1%
	(blank)	5	3%
Grand Total		161	100%



Recommendation of Practice by Preference for Specific GP Response

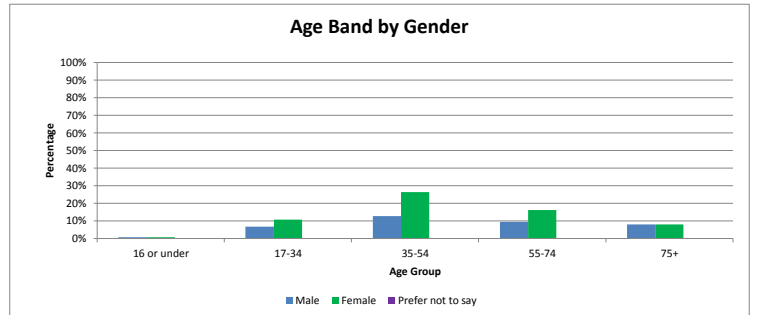
Preference for a specific GP - Response			
Recommendation of Practice	Yes	No opinion	No
Extremely likely	63	7	20
Likely	33	6	19
Unlikely	2	0	3
Extremely unlikely	1	0	0
Total	99	13	42



Preference for a specific GP - Response			
Recommendation of Practice	Yes	No opinion	No
Extremely likely	41%	5%	13%
Likely	21%	4%	12%
Unlikely	1%	0%	2%
Extremely unlikely	1%	0%	0%

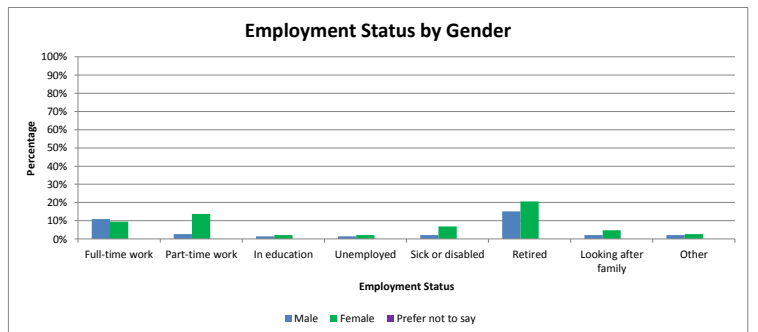
Comparison of responses by Gender

Age Band			
Q17	Gender	No. of responses	Percentage
16 or under	Female	1	1%
	Male	1	1%
17-34	Female	16	11%
	Male	10	7%
35-54	Female	39	26%
	Male	19	13%
55-74	Female	24	16%
	Male	14	9%
75+	Female	12	8%
	Male	12	8%
Grand Total		148	100%



Employment Status

Q19			
	Gender	No. of responses	Percentage
Full-time work	Female	14	10%
	Male	16	11%
Part-time work	Female	20	14%
	Male	4	3%
In education	Female	3	2%
	Male	2	1%
Unemployed	Female	3	2%
	Male	2	1%
Sick or disabled	Female	10	7%
	Male	3	2%
Retired	Female	30	21%
	Male	22	15%
Looking after family	Female	7	5%
	Male	3	2%
Other	Female	4	3%
	Male	3	2%
Grand Total		146	100%



Satisfaction with Opening Times

No. of Responses			
	Gender	No. of Responses	Percentage
Very satisfied	Female	63	39%
	Male	42	26%
	(blank)	9	6%
Satisfied	Female	26	16%
	Male	11	7%
	(blank)	6	4%
Dissatisfied	Female	1	1%
Neutral	Female	2	1%
	Male	3	2%
Grand Total		163	100%

