

Lyndhurst Surgery

Patient Participation Survey Feb 2013

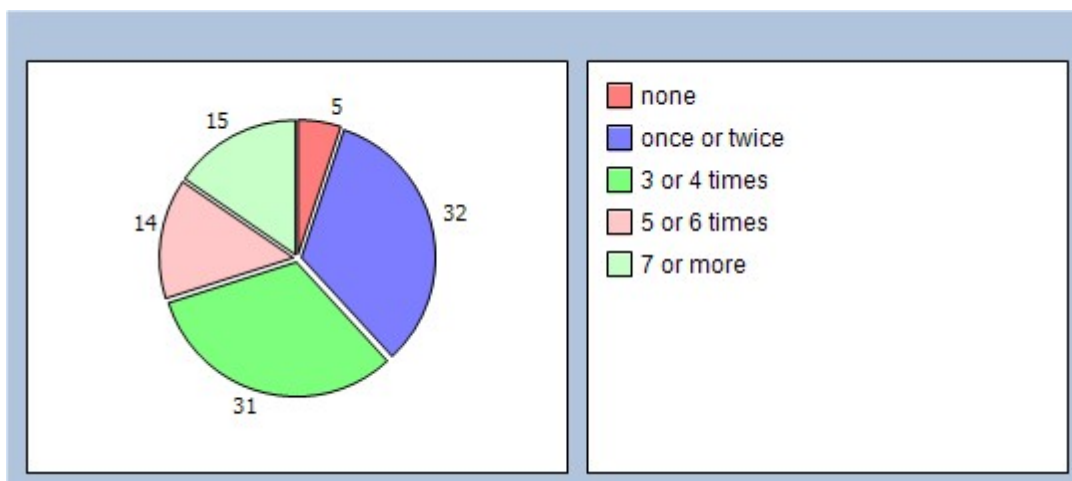
Number of Responses: **151**

We have designed the following survey surrounding the patient experience at Lyndhurst Surgery. The survey results will be published on the practice notice board and website, and an action plan written to address any areas necessary from the feedback. We greatly appreciate your input, which will be anonymous. Please place the form back in the box provided at reception or return by email to us at hamp-pct.lyndhurstsurgery@nhs.net. Thank you.

1. In the past 12 months, how many times have you seen a nurse or doctor in the practice?

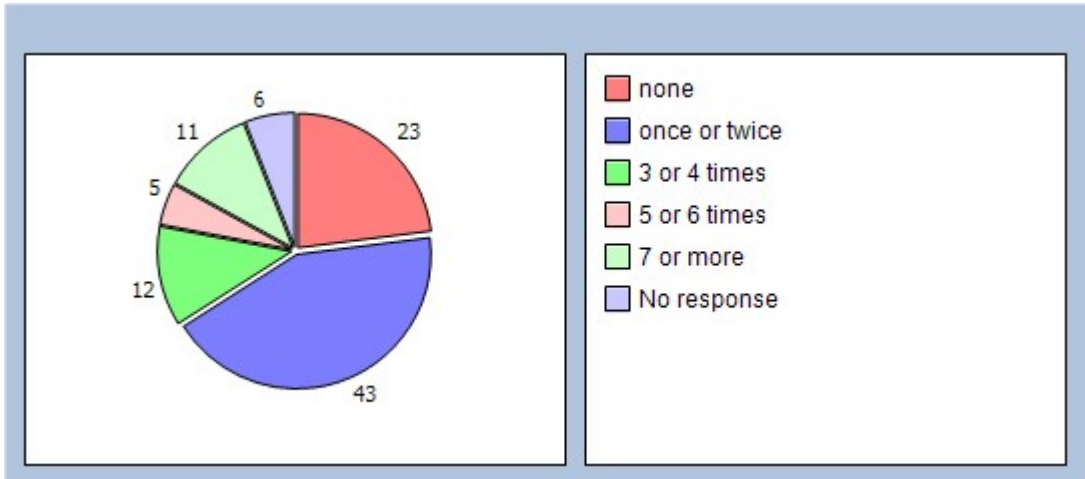
GP

none **5%**
once or twice **32%**
3 or 4 times **31%**
5 or 6 times **14%**
7 or more **15%**



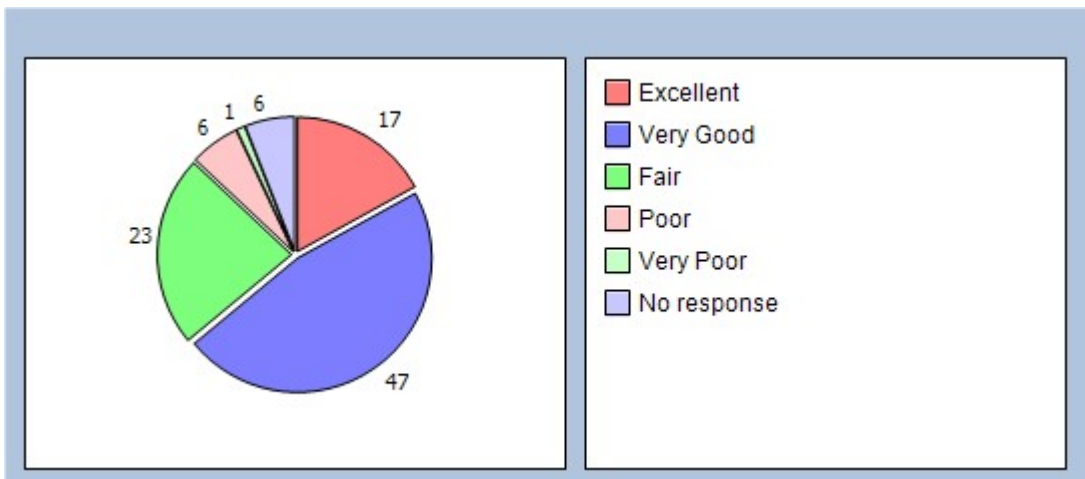
Nurse

none **23%**
once or twice **43%**
3 or 4 times **12%**
5 or 6 times **5%**
7 or more **11%**
No response **6%**



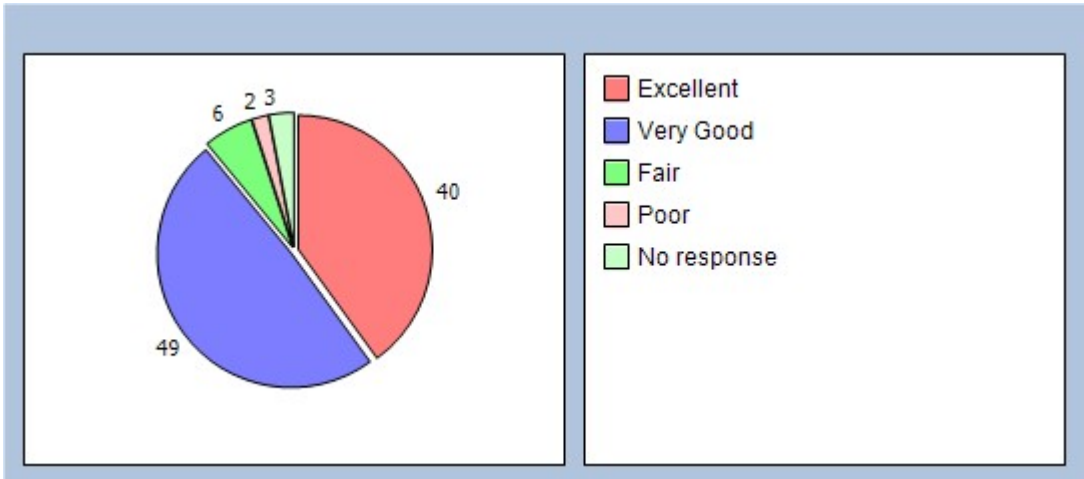
2. How do you rate the ability to get through to the practice on the telephone?

Excellent **17%**
 Very Good **47%**
 Fair **23%**
 Poor **6%**
 Very Poor **1%**
 n/a **0%**
 No response **6%**



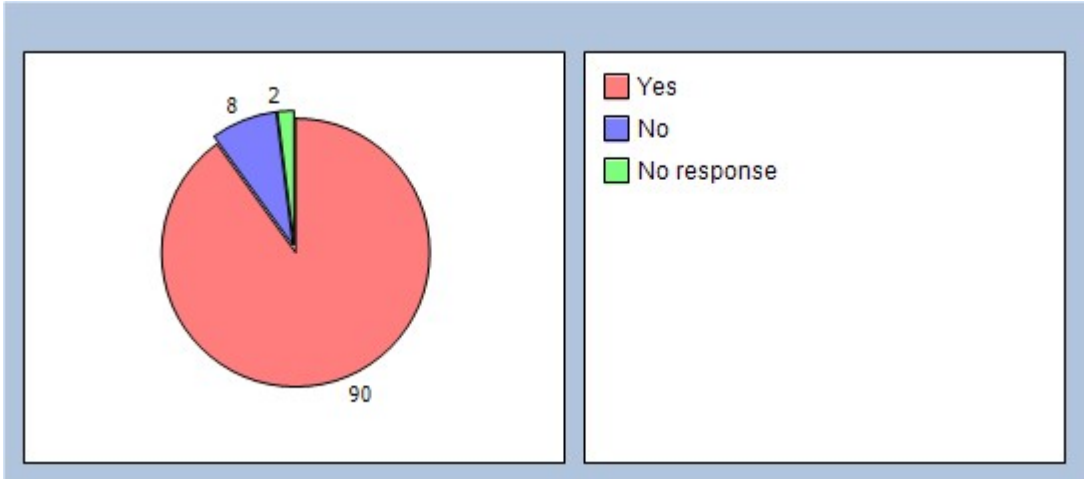
3. How do you rate the service provided by the receptionists at the practice?

Excellent **40%**
 Very Good **49%**
 Fair **6%**
 Poor **2%**
 Very poor **0%**
 na **0%**
 No response **3%**



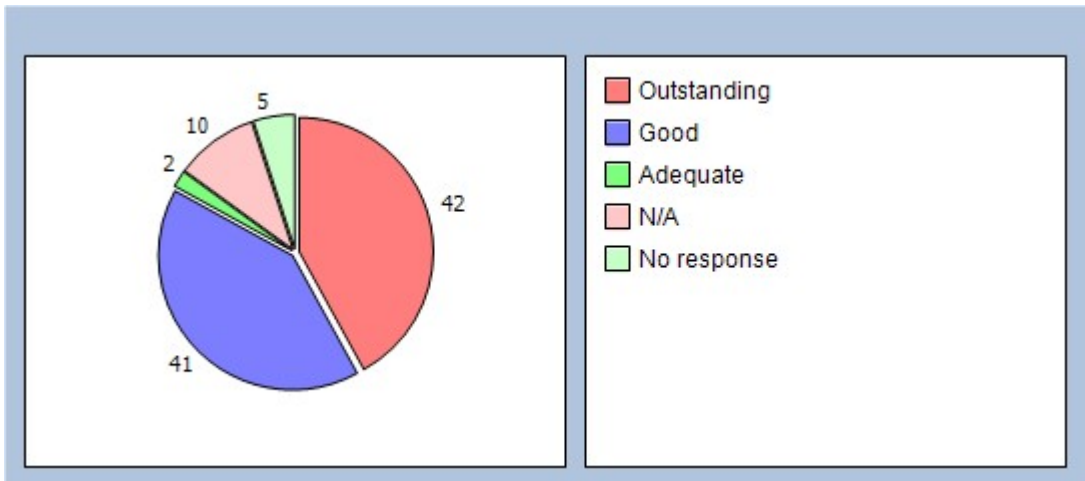
4. Do you use our automated patient check-in at the surgery?

Yes **90%**
 No **8%**
 No response **2%**



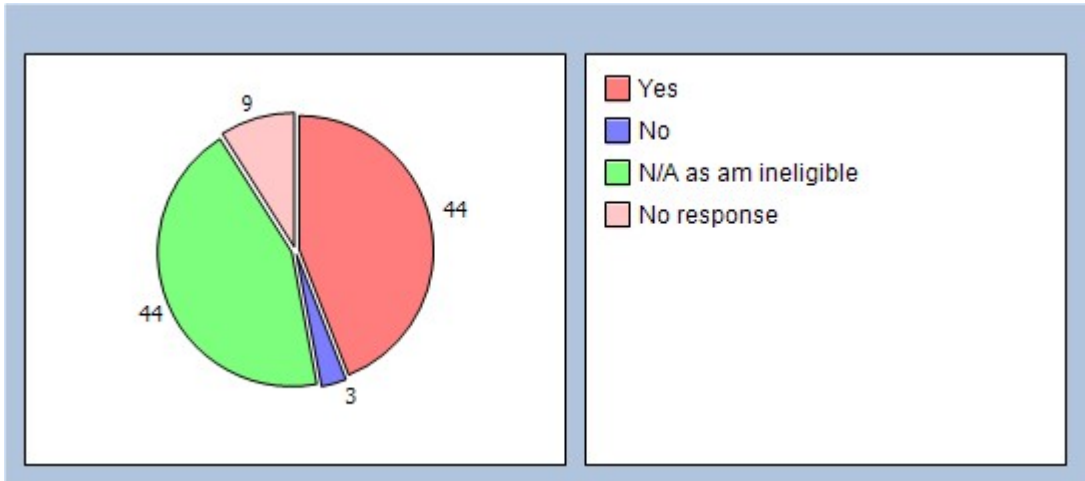
5. When you last saw the nurse, how would you rate the service you received?

Outstanding **42%**
 Good **41%**
 Adequate **2%**
 Needs improvement **0%**
 Poor **0%**
 N/A **10%**
 No response **5%**



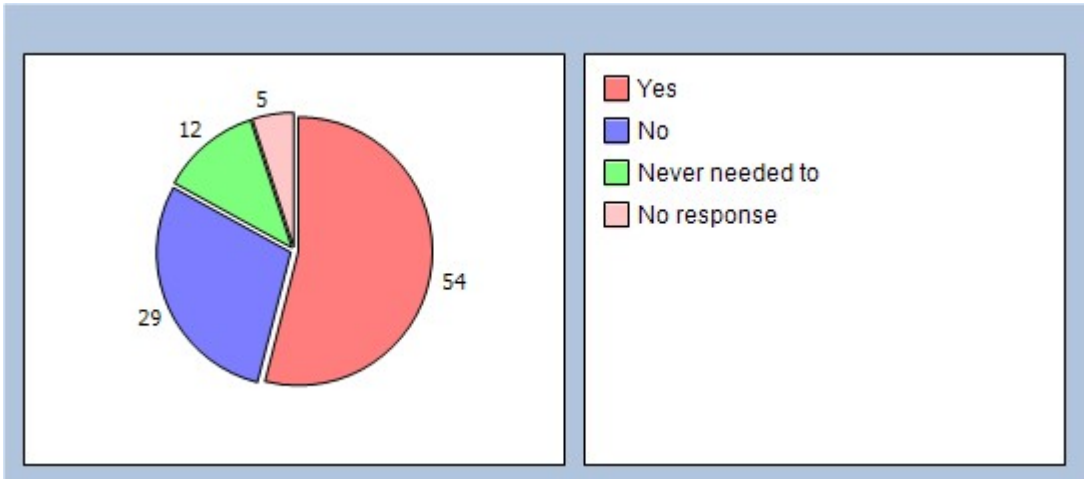
6. For those patients who are over 65 or suffer with a chronic illness, were you aware of the details and arrangements for our Winter 2012/13 Flu vaccination campaign?

Yes **44%**
 No **3%**
 N/A as am ineligible **44%**
 No response **9%**



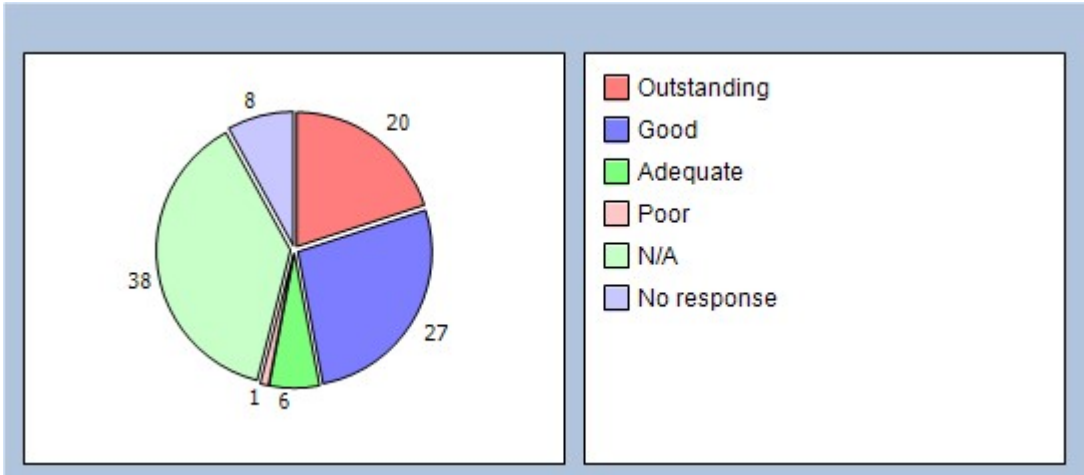
7. Have you had to use the services of the Triage Nurse?

Yes **54%**
 No **29%**
 Never needed to **12%**
 No response **5%**



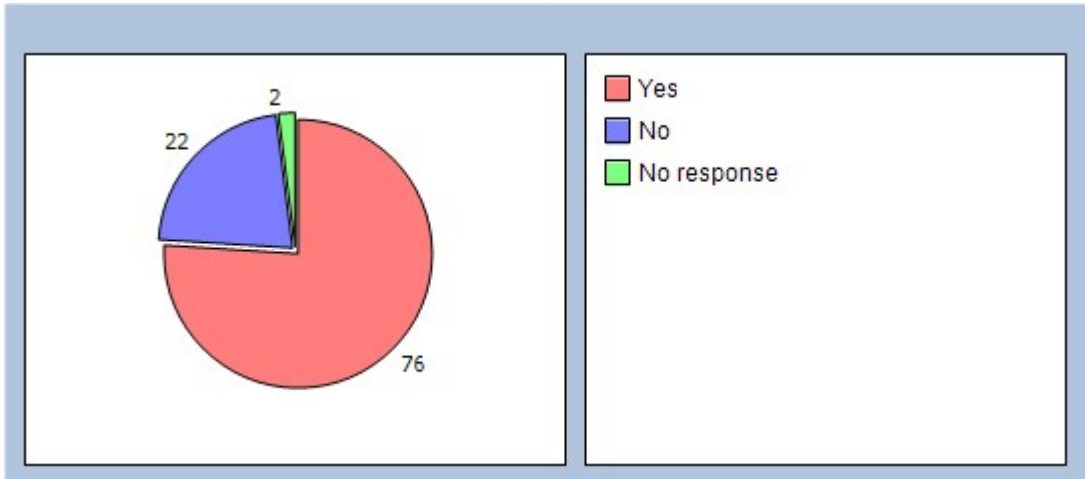
8. How did you rate the service provided by our Triage Nurse?

Outstanding **20%**
 Good **27%**
 Adequate **6%**
 Poor **1%**
 N/A **38%**
 No response **8%**



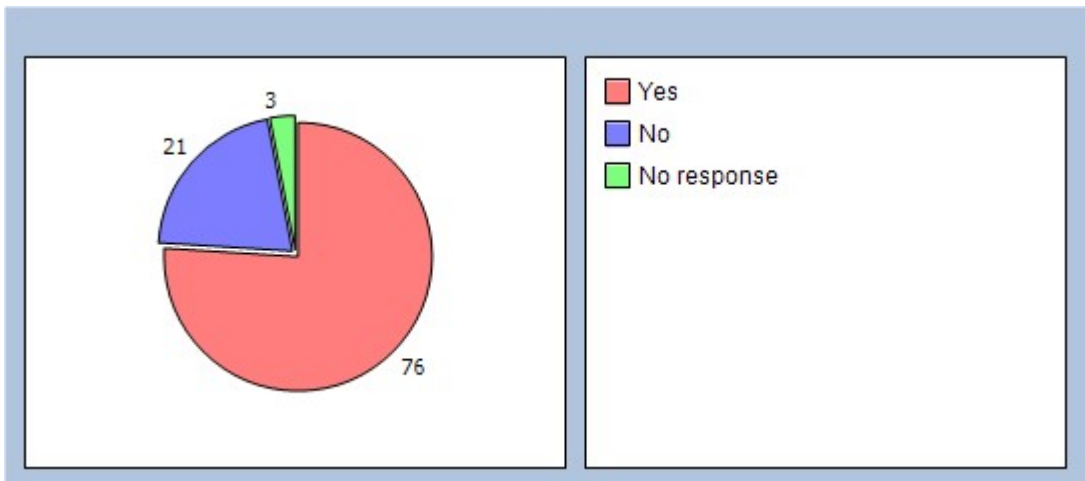
9. Routine appointments are made available up to 6 weeks in advance. Are you happy with this system?

Yes **76%**
 No **22%**
 No response **2%**



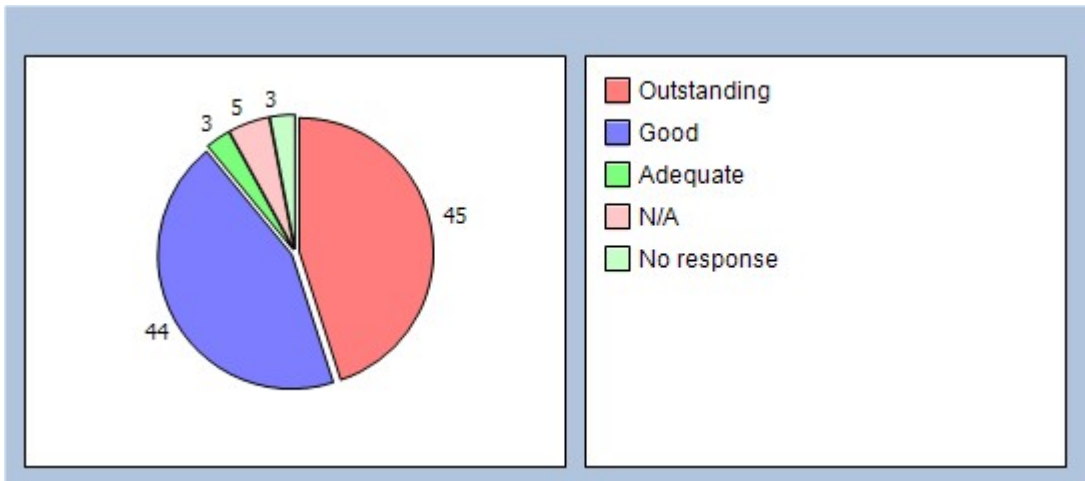
10. If on-line appointments were made available on the website would you make your appointments this way?

Yes **76%**
 No **21%**
 No response **3%**



11. Please rate the clarity of the doctor's explanation of your condition and treatment options:

Outstanding **45%**
 Good **44%**
 Adequate **3%**
 Poor **0%**
 N/A **5%**
 No response **3%**



12. We are interested in any other comments you may have. Please write them here.

As these forms are anonymous we will not be able to respond to you personally, but details will be published in the results analysis on the surgery website.

Please return the completed forms to hamp-pct.lyndhurstsurgery@nhs.net or by hand or post to the surgery by Wednesday 6th March 2013 to ensure inclusion on the patient survey result analysis.

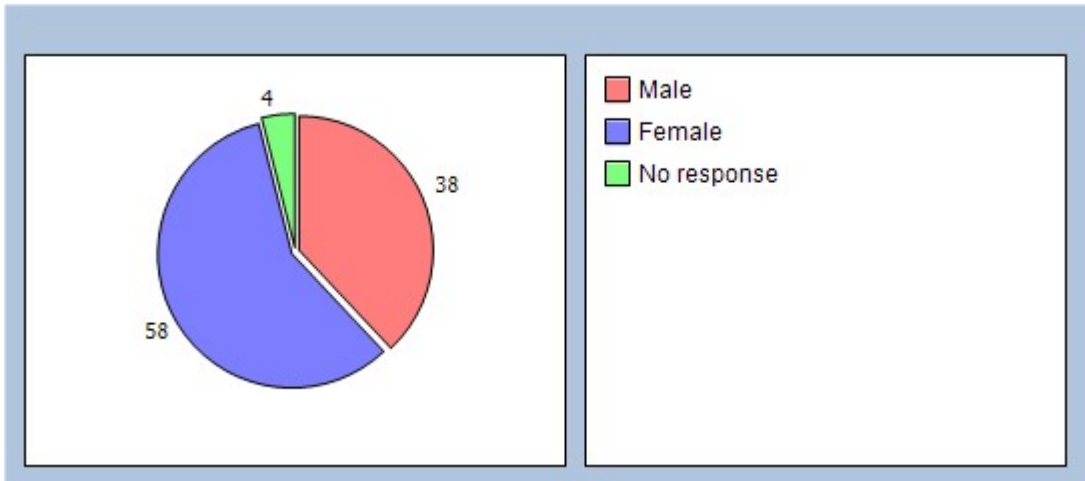
You are invited to discuss the survey results and agree an action plan at Lyndhurst Surgery on Friday 15th March 2013 at 12.45pm.

Finally, we would be grateful if you would provide us with the following information:

Male **38%**

Female **58%**

No response **4%**



Age group:

Under 18 **2%**

18-34 **10%**

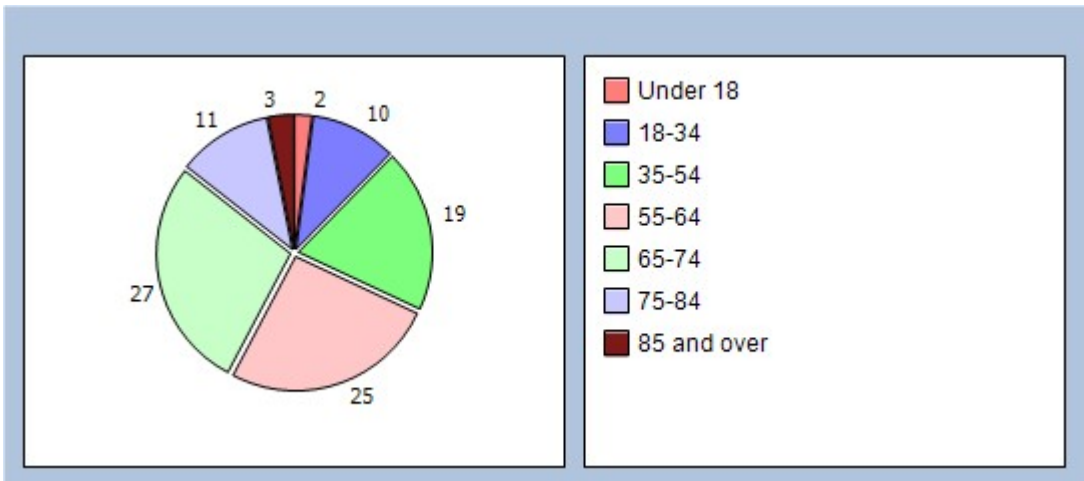
35-54 **19%**

55-64 **25%**

65-74 **27%**

75-84 **11%**

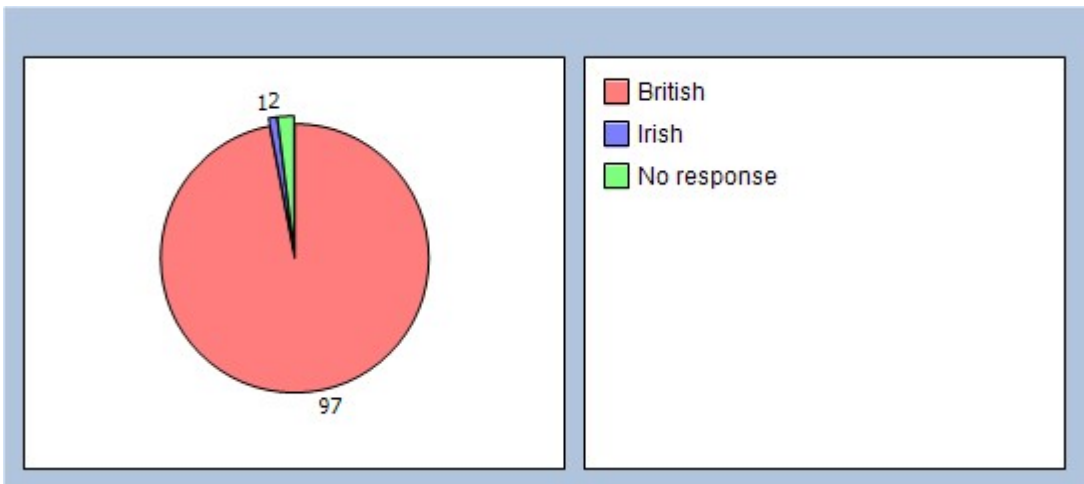
85 and over **3%**



Ethnicity:

White

British **97%**
 Irish **1%**
 No response **2%**



Mixed

White and Black Caribbean **0%**
 White and Black African **0%**
 White and Black Asian **0%**
 No response **100%**

Asian or Asian British

Indian **0%**
 Pakistani **0%**
 Bangladeshi **0%**
 No response **100%**

Black or Black British

African **0%**
 Caribbean **0%**
 No response **100%**

Chinese or other ethnic Group

Chinese **0%**
 Any other **0%**

No response **100%**

Thank you.

Lyndhurst Surgery