

# Lyndhurst Surgery

## Patient Participation Survey Feb 2012

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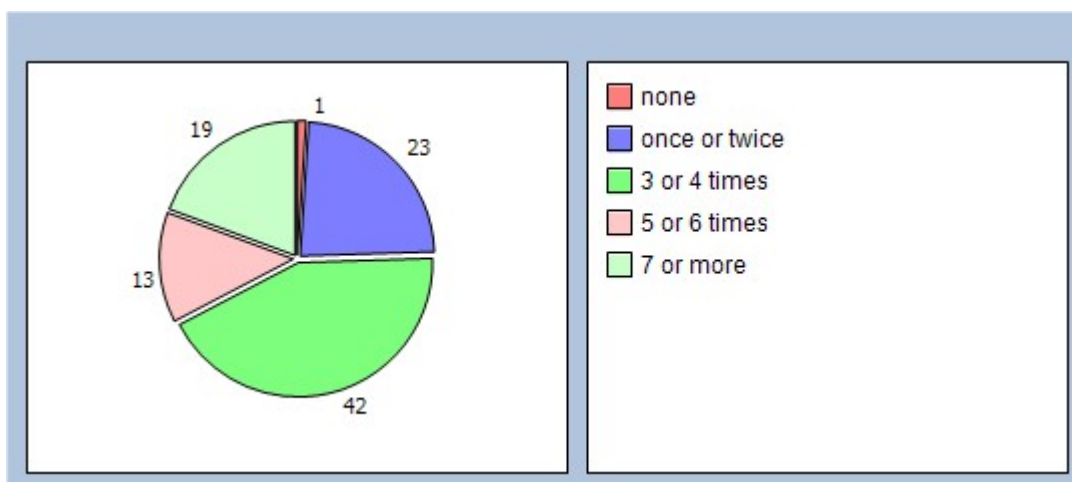
Number of Responses: **52**

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](mailto: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?**

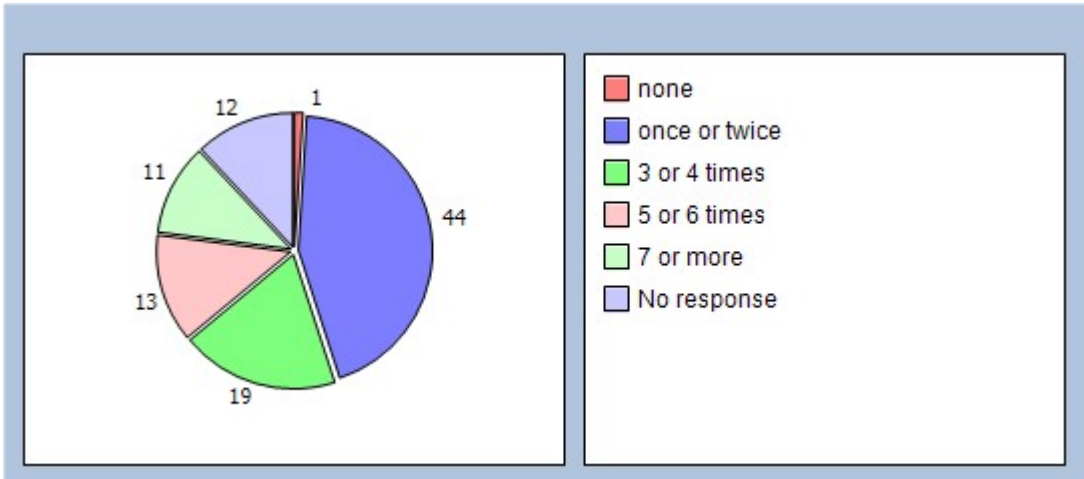
### GP

none **1%**  
once or twice **23%**  
3 or 4 times **42%**  
5 or 6 times **13%**  
7 or more **19%**



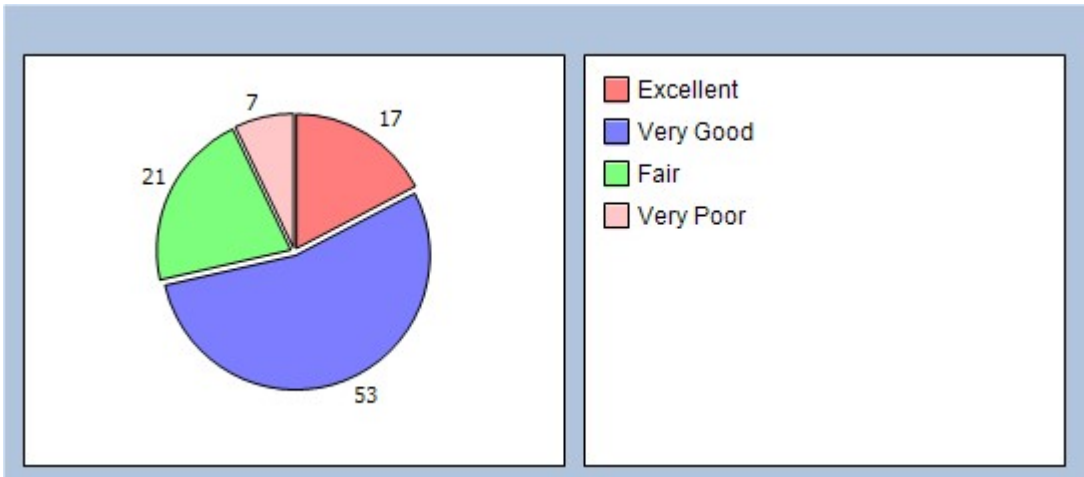
### Nurse

none **1%**  
once or twice **44%**  
3 or 4 times **19%**  
5 or 6 times **13%**  
7 or more **11%**  
No response **12%**



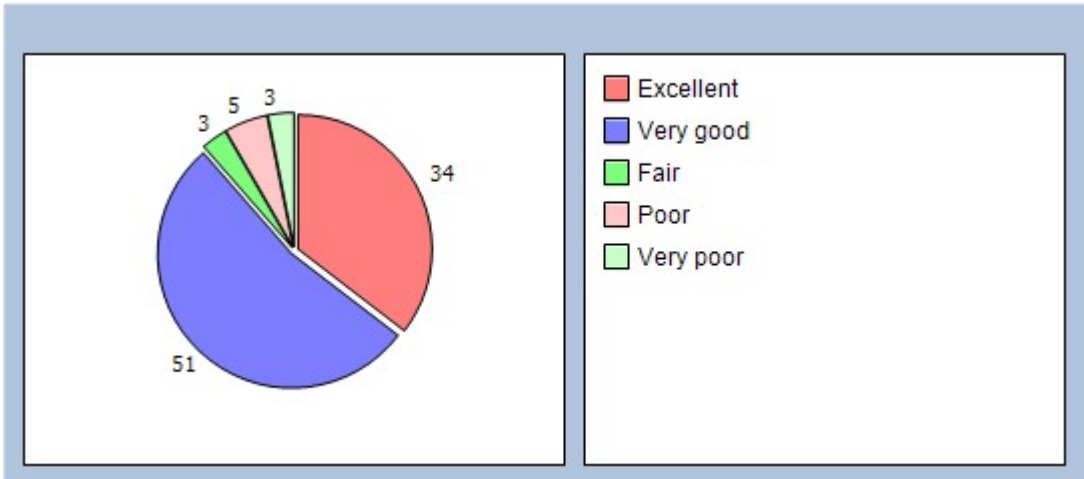
**2. How do you rate the ability to get through to the practice on the telephone?**

Excellent **17%**  
 Very Good **53%**  
 Fair **21%**  
 Poor **0%**  
 Very Poor **7%**  
 n/a **0%**



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

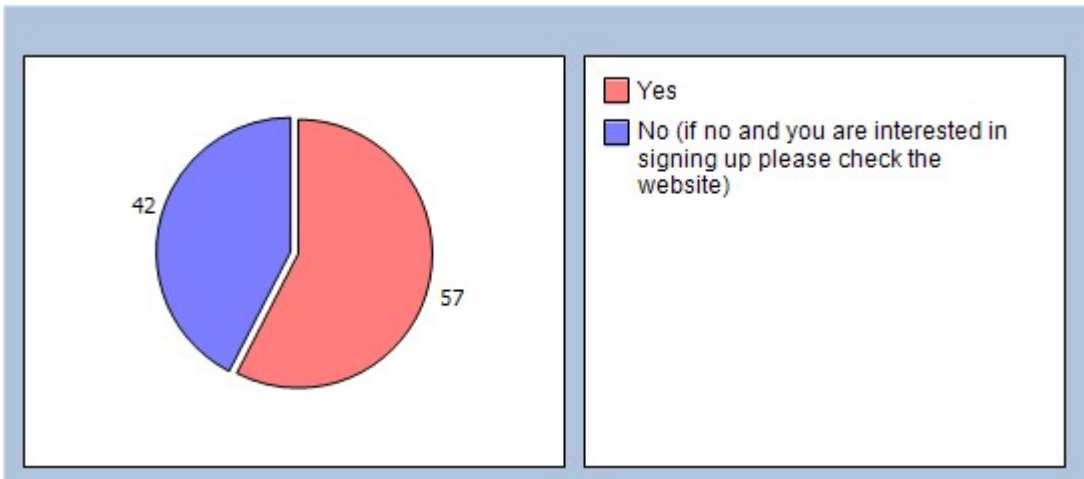
Excellent **34%**  
 Very good **51%**  
 Fair **3%**  
 Poor **5%**  
 Very poor **3%**  
 na **0%**



**4. Are you aware of our online prescription requesting?**

Yes **57%**

No (if no and you are interested in signing up please check the website) **42%**



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

Outstanding **42%**

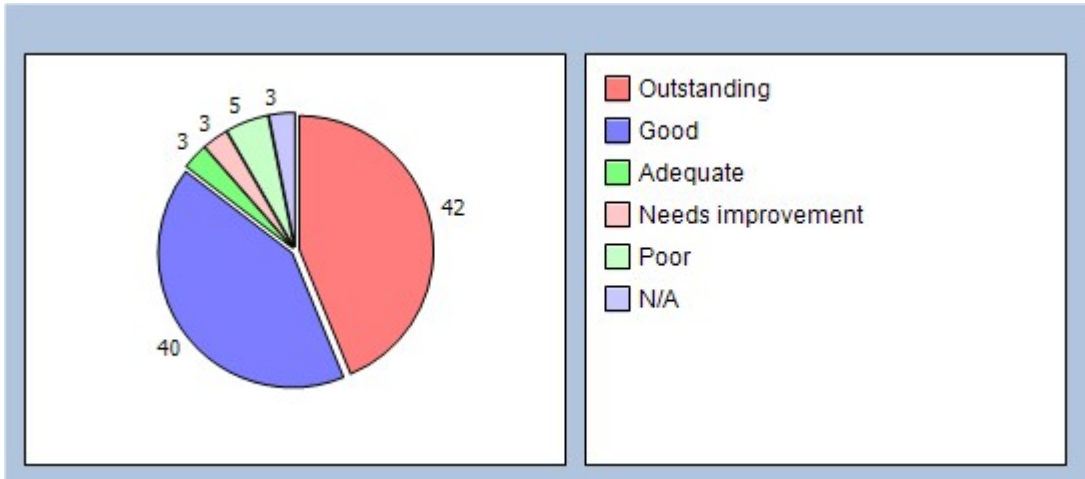
Good **40%**

Adequate **3%**

Needs improvement **3%**

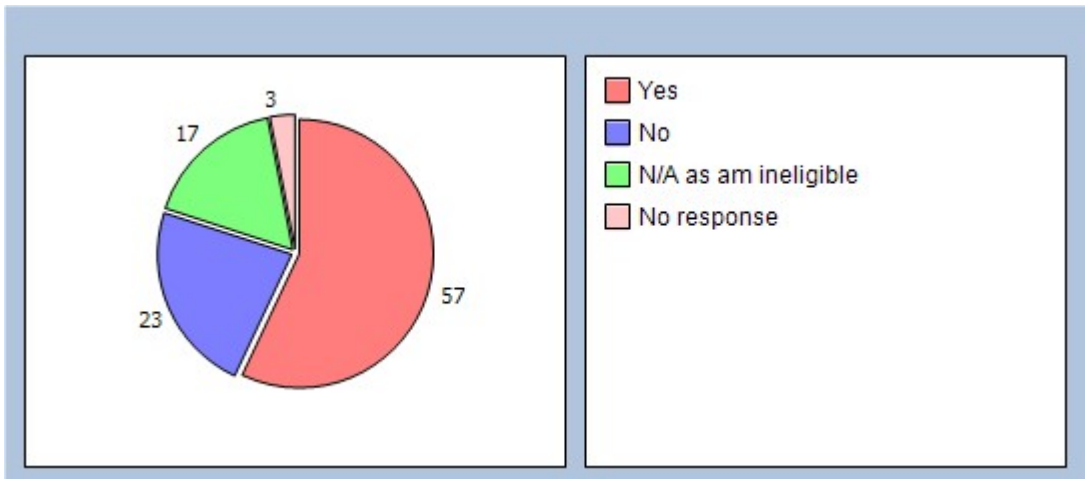
Poor **5%**

N/A **3%**



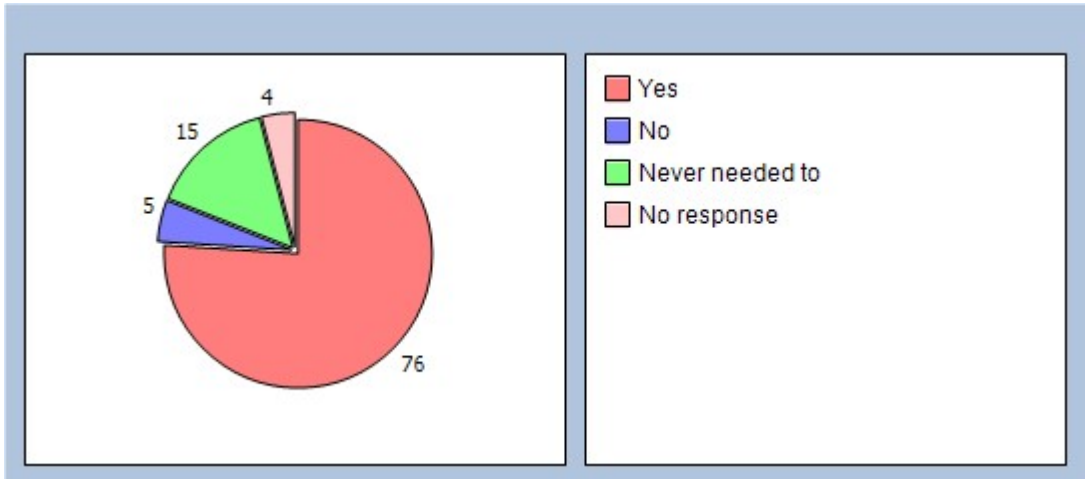
**6. Were you aware of the details and arrangements for our Flu vaccination campaign this year?**

Yes **57%**  
 No **23%**  
 N/A as am ineligible **17%**  
 No response **3%**



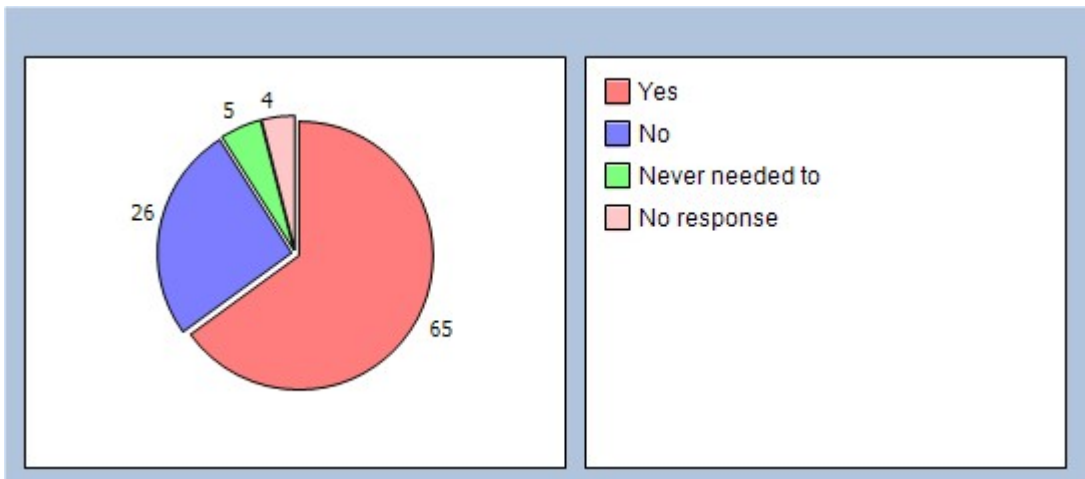
**7. When you want to see a doctor urgently, can you normally get seen on the same day or within the next 2 days that the surgery is open?**

Yes **76%**  
 No **5%**  
 Never needed to **15%**  
 No response **4%**



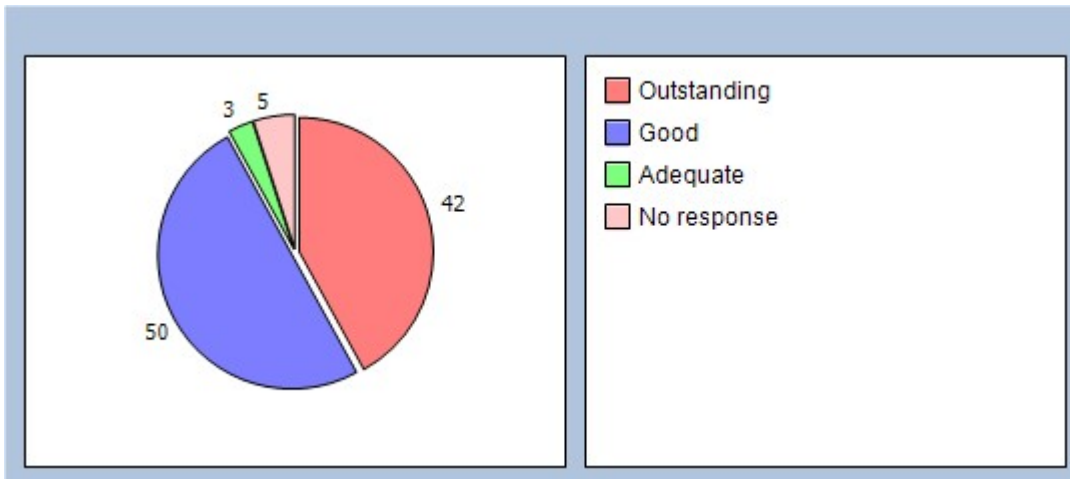
**8. Are you happy with the availability of routine appointments?**

Yes **65%**  
 No **26%**  
 Never needed to **5%**  
 No response **4%**



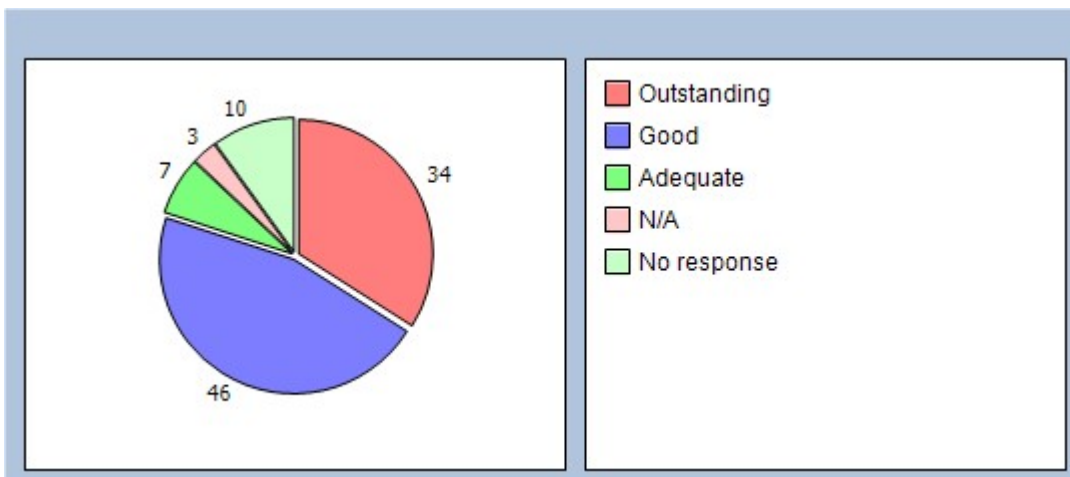
**9. Please rate the clarity of the doctor's explanation of your condition and treatment options:**

Outstanding **42%**  
 Good **50%**  
 Adequate **3%**  
 Poor **0%**  
 N/A **0%**  
 No response **5%**



**10. How well did the doctor include you in healthcare decisions?**

Outstanding **34%**  
 Good **46%**  
 Adequate **7%**  
 Poor **0%**  
 N/A **3%**  
 No response **10%**



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

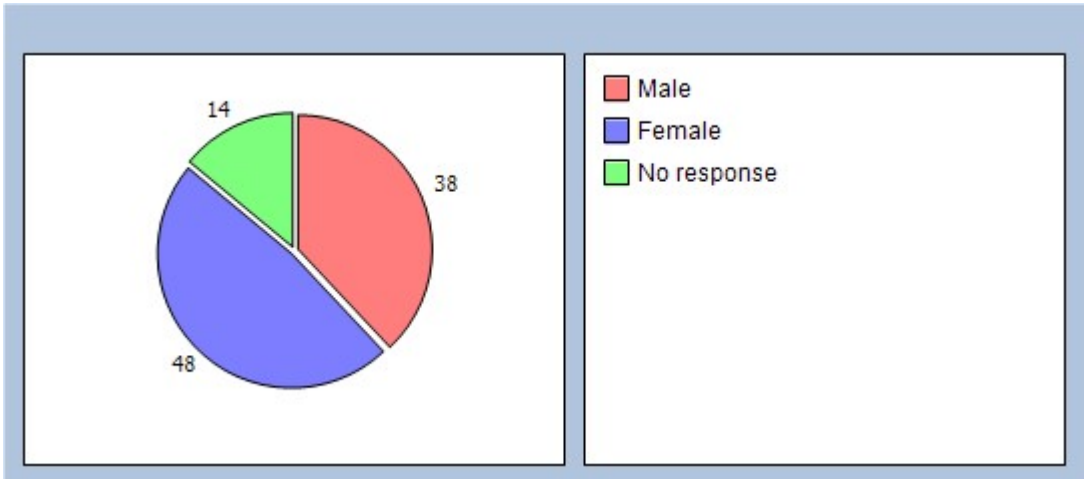
As these forms are anonymous we will not be able to respond to you personally, but details will be published in the results analysis on the surgery website..

Please return the completed forms to [hamp-pct.lyndhurstsurgery@nhs.net](mailto:hamp-pct.lyndhurstsurgery@nhs.net) or by hand or post to the surgery by Monday the 27<sup>th</sup> February 2012 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 Tuesday 6<sup>th</sup> March 2012 at 12.45pm.

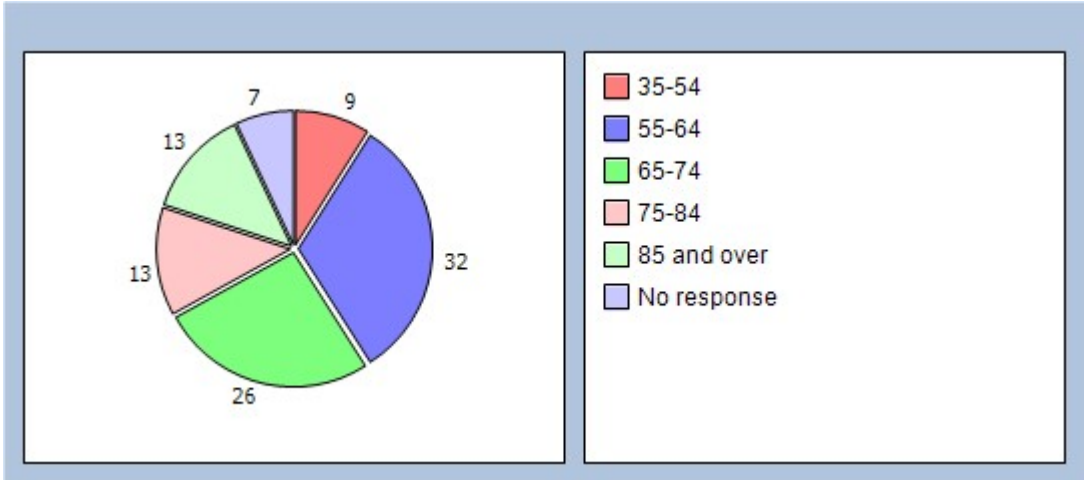
Finally, we would be grateful if you would provide us with the following information:

Male **38%**  
 Female **48%**  
 No response **14%**



**Age group:**

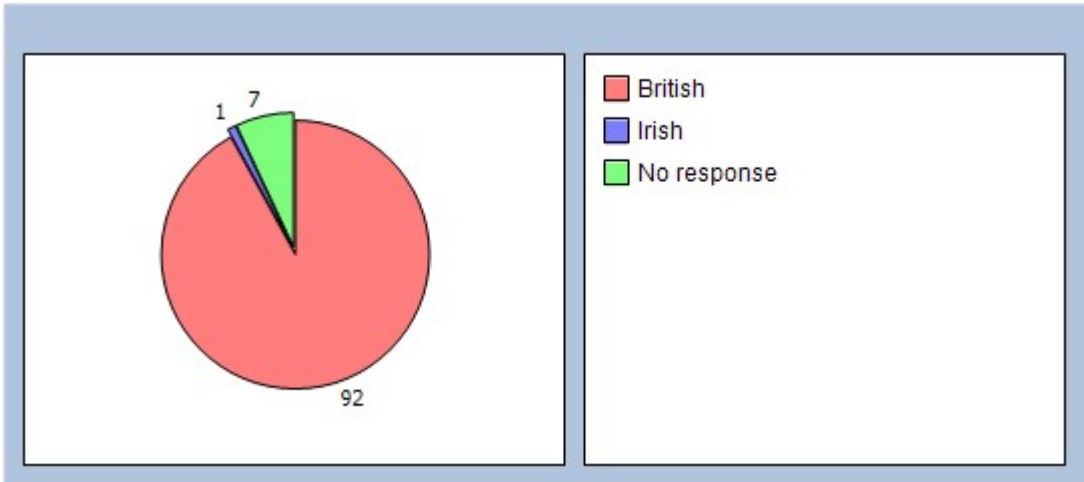
- Under 18 **0%**
- 18-34 **0%**
- 35-54 **9%**
- 55-64 **32%**
- 65-74 **26%**
- 75-84 **13%**
- 85 and over **13%**
- No response **7%**



**Ethnicity:**

**White**

- British **92%**
- Irish **1%**
- No response **7%**



**Mixed**

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

**Asian or Asian British**

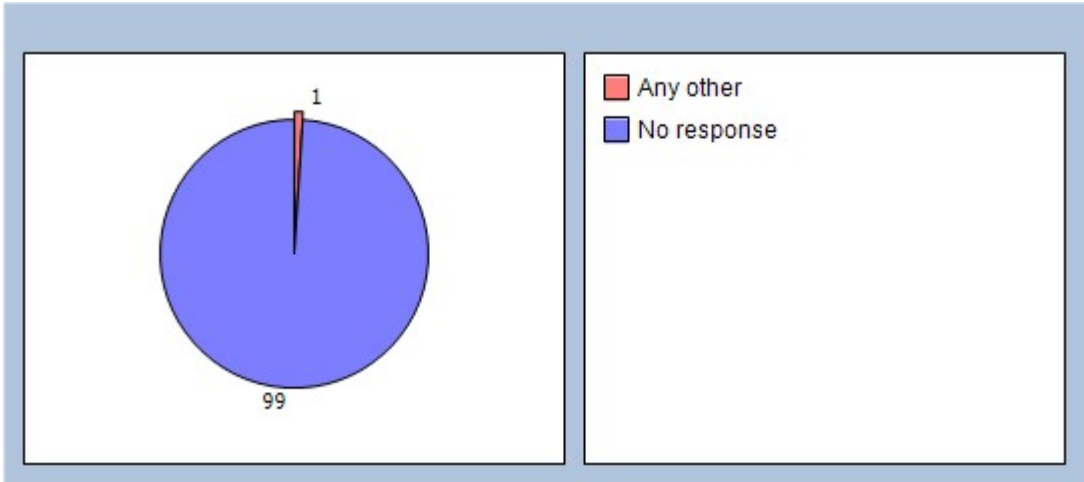
Indian **0%**  
 Pakistani **0%**  
 Bangladeshi **0%**  
 No response **100%**

**Black or Black British**

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

**Chinese or other ethnic Group**

Chinese **0%**  
 Any other **1%**  
 No response **99%**



Thank you.

Lyndhurst Surgery