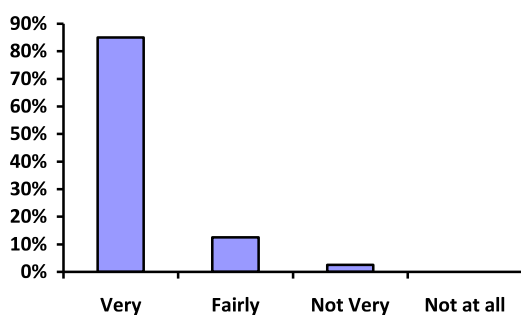


**Glebe House Surgery
Bedale
North Yorkshire**

2012 Patient Survey Results

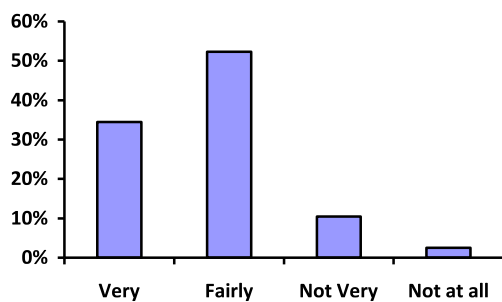
Q1 How helpful do you find the receptionists at your GP practice?

Very	Fairly	Not Very	Not at all
85%	12.5%	2.5%	0%



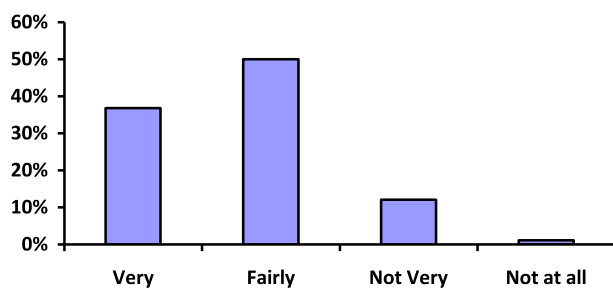
Q2 How easy is it to get through to someone at your GP practice on the phone?

Very	Fairly	Not Very	Not at all
34.5%	52.3%	10.5%	2.5%



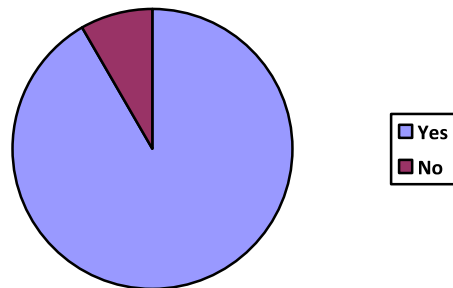
Q3 How easy is it to speak to a doctor or nurse on the phone at your GP practice?

Very	Fairly	Not Very	Not at all
36.8%	50%	12.1%	1.1%



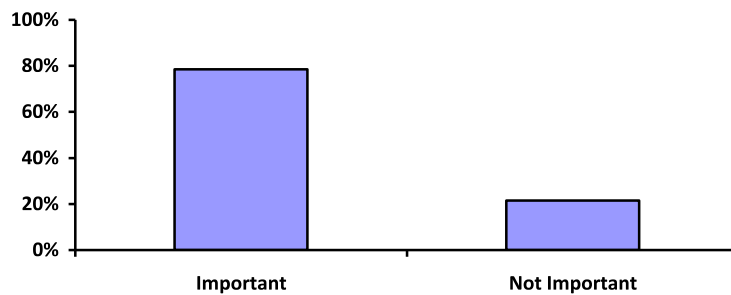
Q4 If you need to see a GP urgently, can you normally get seen on the same day?

Yes	No
91.8%	8.2%



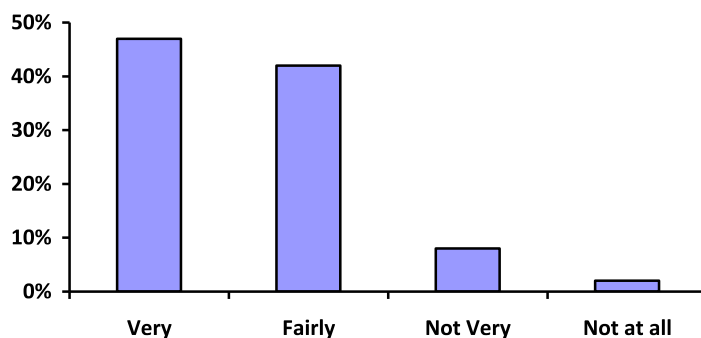
Q5 How important is it to you to be able to book appointments ahead of time in your practice?

Important	Not Important
78.5%	21.5%



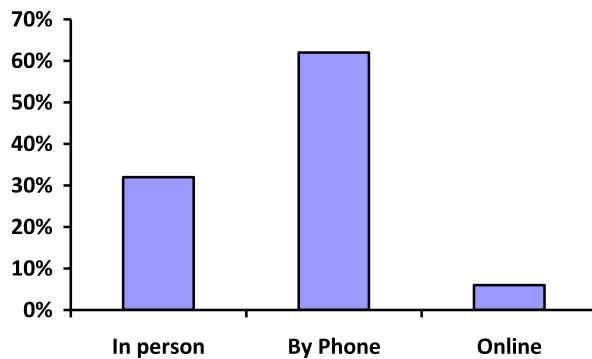
Q6 How easy is it to book ahead in your practice?

Very	Fairly	Not Very	Not at all
47%	42%	8%	2%



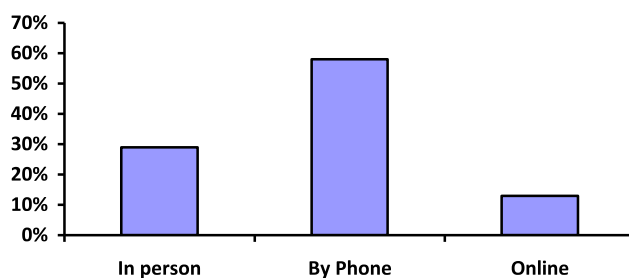
Q7 How do you normally book your appointments at your practice?

In person	By Phone	Online
32%	62%	6%



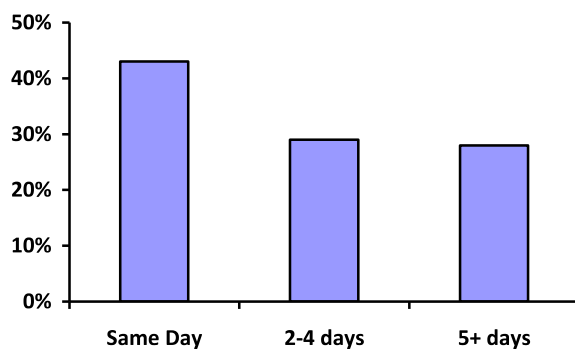
Q8 Which of the following methods would you prefer to use to book appointments at your practice?

In person	By Phone	Online
29%	58%	13%



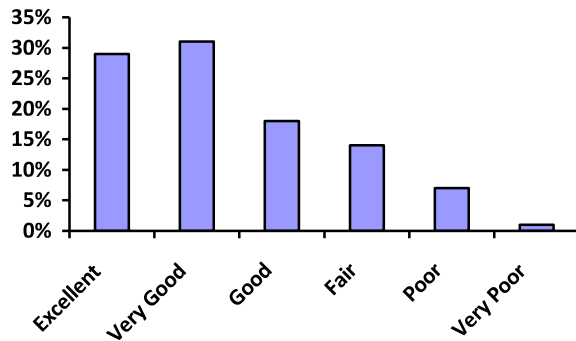
Q9 Thinking of times when you want to see a particular doctor: How quickly do you usually get seen?

Same Day	2-4	5+
43%	29%	28%



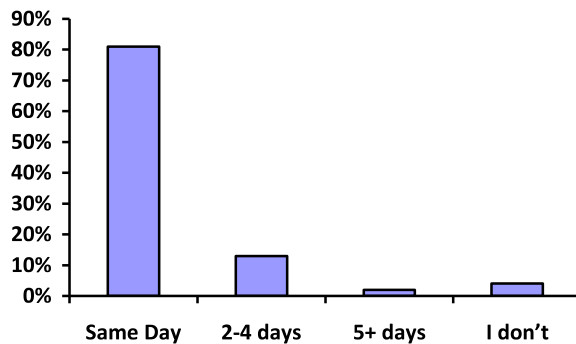
Q10 How do you rate this?

Excellent	Very Good	Good	Fair	Poor	Very Poor
29%	31%	18%	14%	7%	1%



Q11 Thinking of times when you are willing to see any doctor: How quickly do you usually get seen?

Same Day	2-4 days	5+ days	I don't
81%	13%	2%	4%



Q12 How do you rate this?

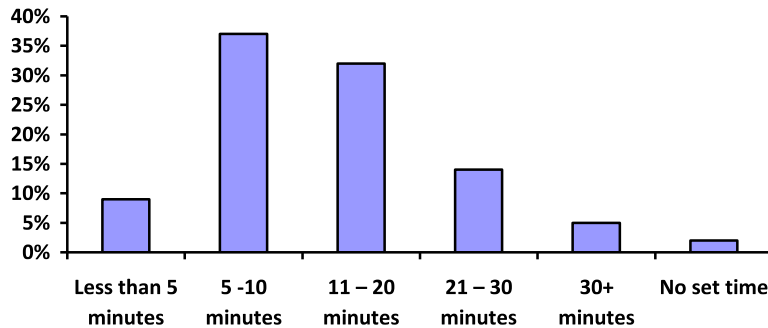
Excellent	Very Good	Good	Fair	Poor	Very Poor
47%	38%	9%	4%	2%	0%



Q13 Thinking of your most recent consultation with a doctor or nurse: How long did you wait for your consultation to start?

Less than	5 -10	11 – 20	21 – 30	30+	No set
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5 minutes	minutes	minutes	minutes	minutes	time
9%	37%	32%	14%	5%	2%



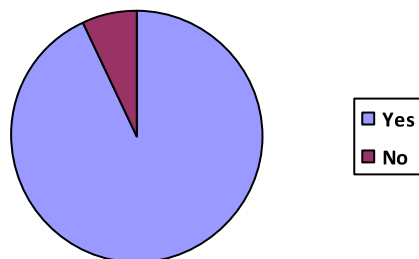
Q14 How do you rate this?

Excellent	Very Good	Good	Fair	Poor	Very Poor
19%	31%	22%	22%	4%	1%



Q15 Is your GP practice currently open at times that are convenient to you?

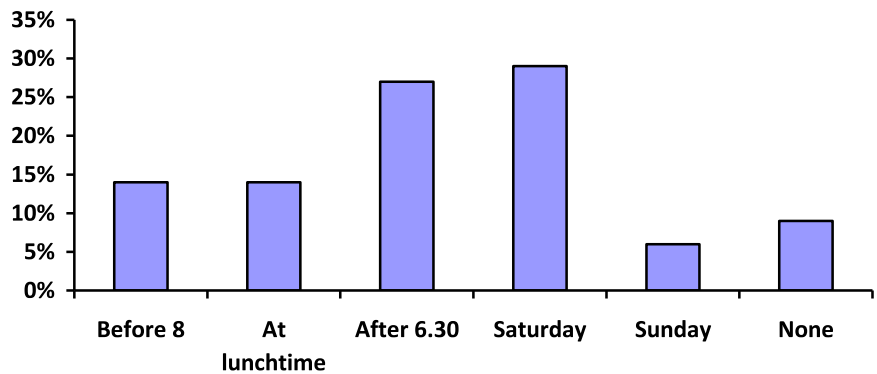
Yes	No
93%	7%



Q16 Which of the following additional opening hours would make it easier for you to see or speak to someone?

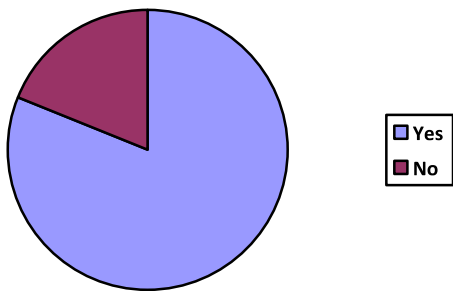
Before 8	At lunchtime	After 6.30	Saturday	Sunday	None
14%	14%	27%	29%	6%	9%

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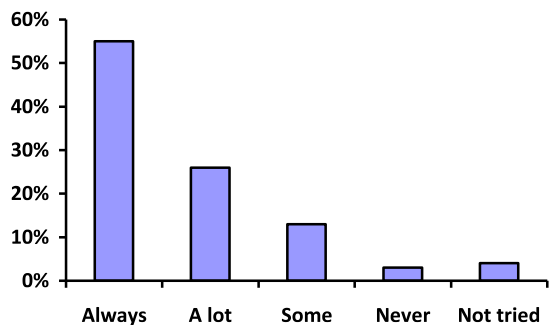
Q17 Is there a particular GP you usually prefer to see or speak to?

Yes	No
81%	19%



Q18 How often do you see or speak to the GP you prefer?

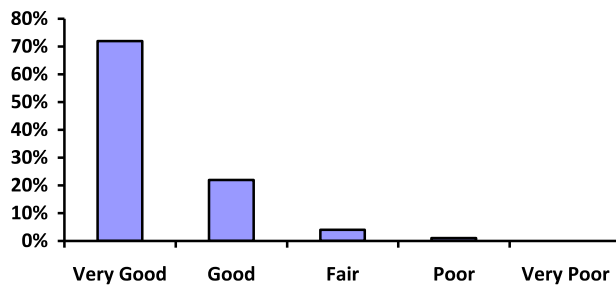
Always	A lot	Some	Never	Not tried
55%	26%	13%	3%	4%



How good was the last GP you saw at the following:

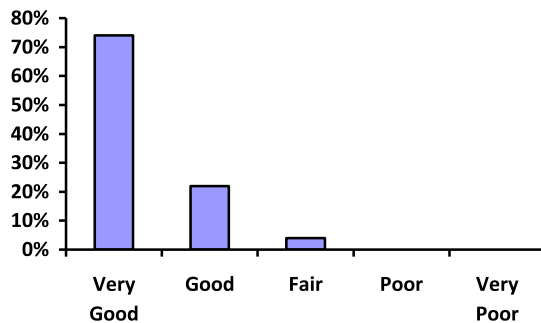
Q19 Giving you enough time

Very Good	Good	Fair	Poor	Very Poor
72%	22%	4%	1%	0%



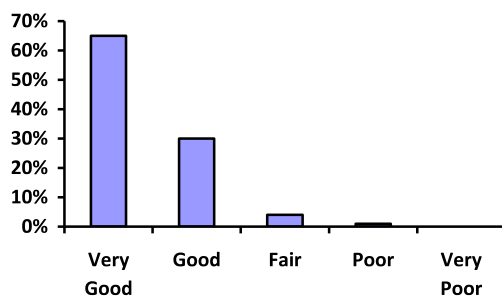
Q20 Listening to you

Very Good	Good	Fair	Poor	Very Poor
74%	22%	4%	0%	0%



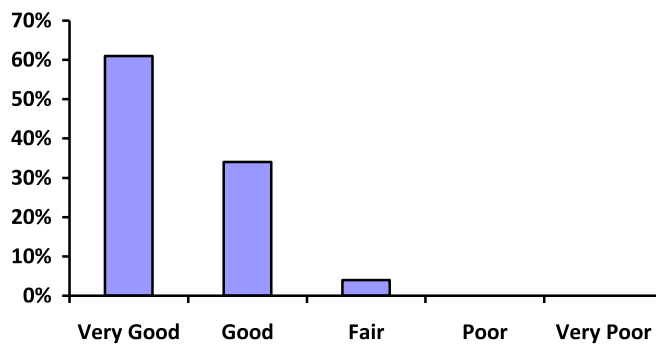
Q21 Explaining tests and treatments

Very Good	Good	Fair	Poor	Very Poor
65%	30%	4%	1%	0%



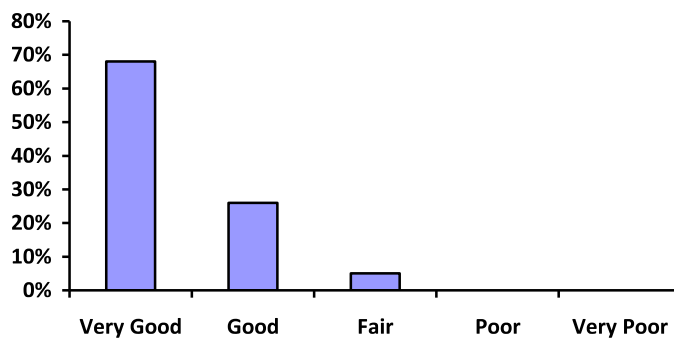
Q22 Involving you in decisions about your care

Very Good	Good	Fair	Poor	Very Poor
61%	34%	4%	0%	0%



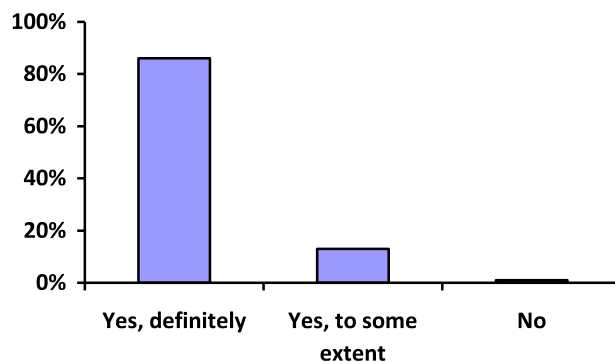
Q23 Treating you with care and concern

Very Good	Good	Fair	Poor	Very Poor
68%	26%	5%	0%	0%



Q24 Did you have confidence and trust in the GP you saw or spoke to?

Yes, definitely	Yes, to some extent	No
86%	13%	1%



How good was the last nurse you saw at the following:

Q25 Giving you enough time

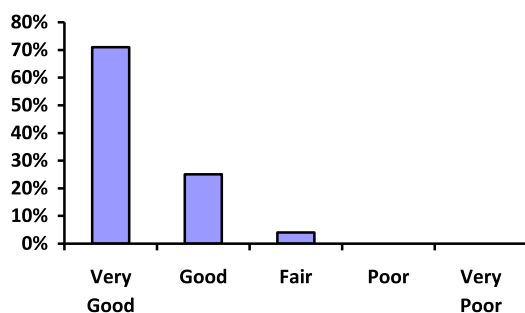
Very Good	Good	Fair	Poor	Very Poor

71%	27%	2%	0%	0%
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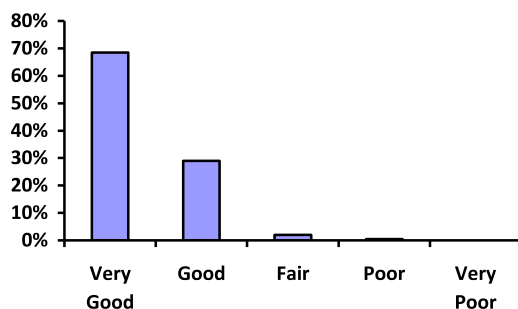
Q26 Listening to you

Very Good	Good	Fair	Poor	Very Poor
71%	25%	4%	0%	0%



Q27 Explaining tests and treatments

Very Good	Good	Fair	Poor	Very Poor
68.5%	29%	2%	0.5%	0%



Q28 Involving you in decisions about your care

Very Good	Good	Fair	Poor	Very Poor
67%	29%	3%	1%	0%



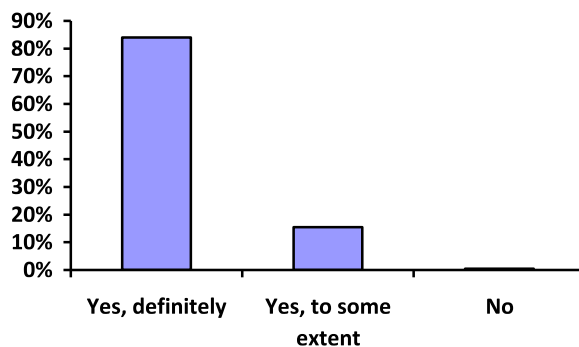
Q29 Treating you with care and concern

Very Good	Good	Fair	Poor	Very Poor
70%	28%	2%	0%	0%



Q30 Did you have confidence and trust in the nurse you saw or spoke to?

Yes, definitely	Yes, to some extent	No
84%	15.5%	0.5%

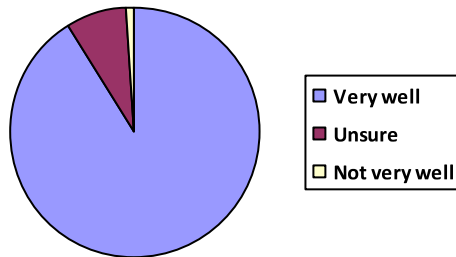


Thinking about the care you get from your doctors and nurses overall, how well does the practice help you to:

Q31 Understand your health problems?

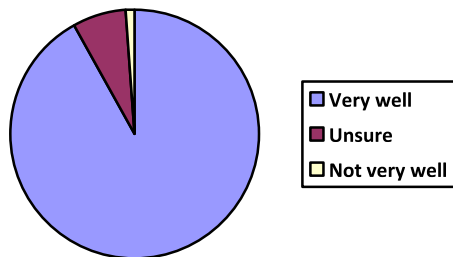
Very well	Unsure	Not very well

91%	8%	1%
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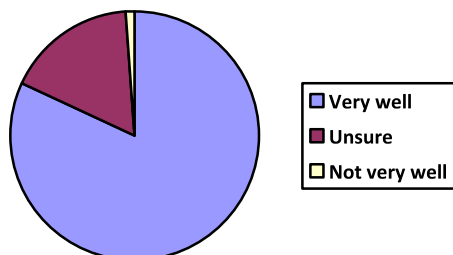
Q32 Cope with your health problems

Very well	Unsure	Not very well
92%	7%	1%



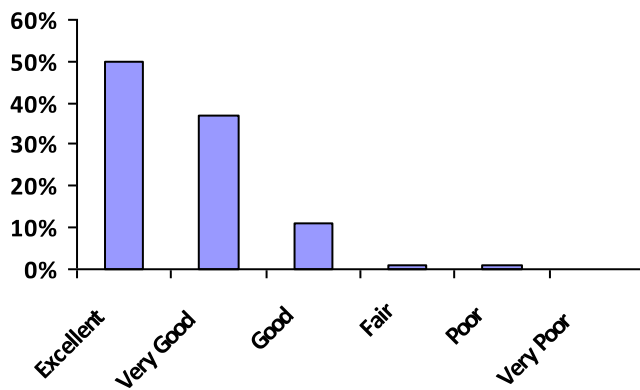
Q33 Keep yourself healthy

Very well	Unsure	Not very well
82%	17%	1%



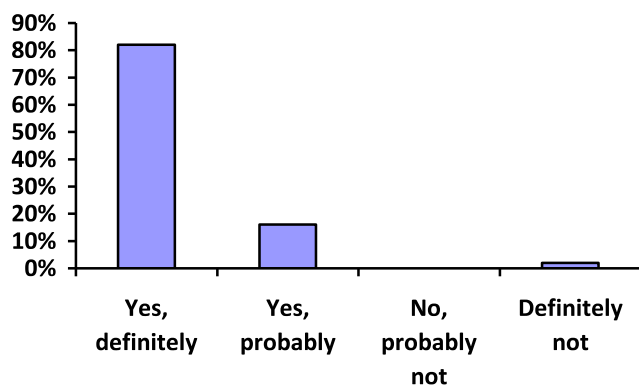
Q34 Overall, how would you describe your experience of your GP surgery?

Excellent	Very Good	Good	Fair	Poor	Very Poor
50%	37%	11%	1%	1%	0%



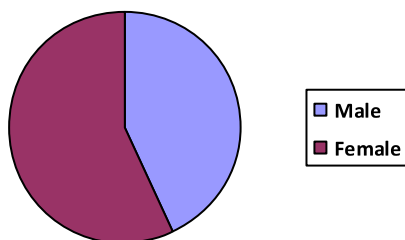
Q35 Would you recommend your GP surgery to someone who has just moved to your local area?

Yes, definitely	Yes, probably	No, probably not	Definitely not
82%	16%	0%	2%



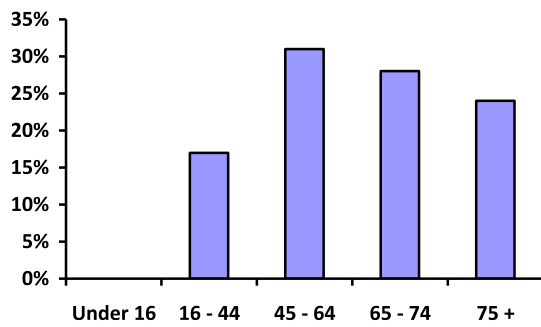
Q36 Are you ?

Male	Female
43%	57%



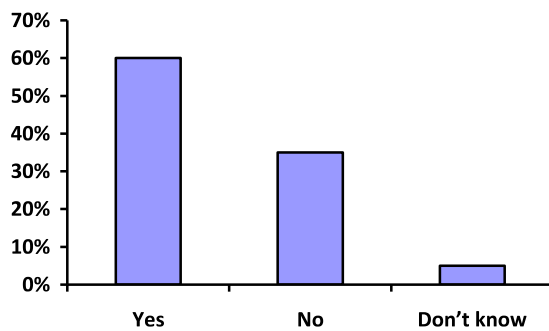
Q37 How old are you?

Under 16	16 - 44	45 - 64	65 - 74	75 +
0%	17%	31%	28%	24%



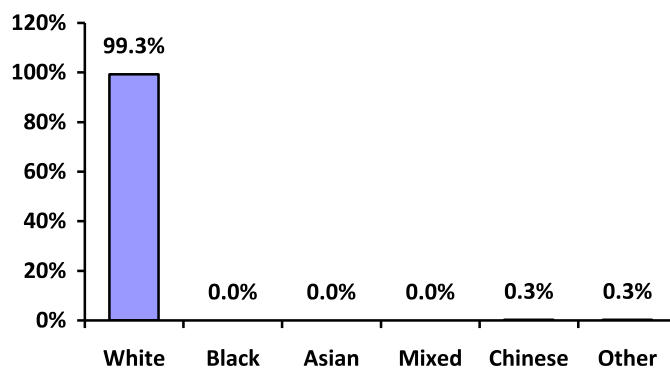
Q38 Do you have a long-standing health condition?

Yes	No	Don't know
60%	35%	5%



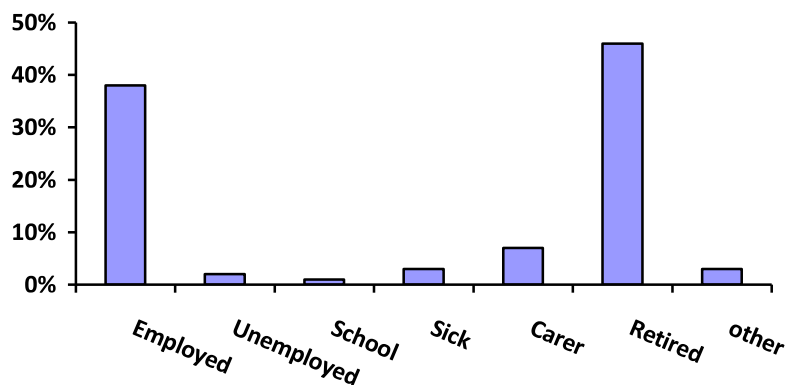
Q39 What is your ethnic group?

White	Black	Asian	Mixed	Chinese	Other
99.3%	0	0	0	0.3%	0.3%



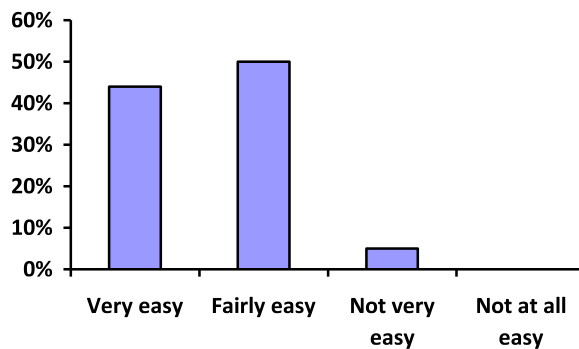
Q40 Which of the following best describes you?

Employed	Unemployed	School	Sick	Carer	Retired	other
38%	2%	1%	3%	7%	46%	3%



Q41 How do you rate the pedestrian access to the premises?

Very easy	Fairly easy	Not very easy	Not at all easy
44%	50%	5%	0%



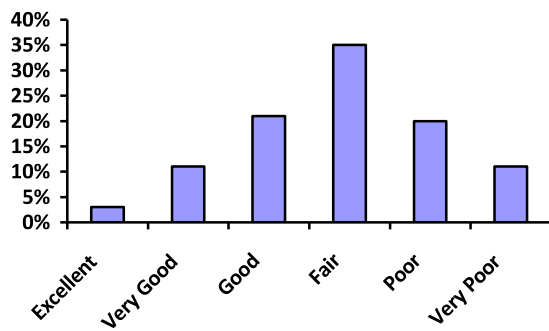
Q42 How do you rate the disabled car parking at the surgery?

Excellent	Very Good	Good	Fair	Poor	Very Poor
7%	23%	21%	29%	13%	7%



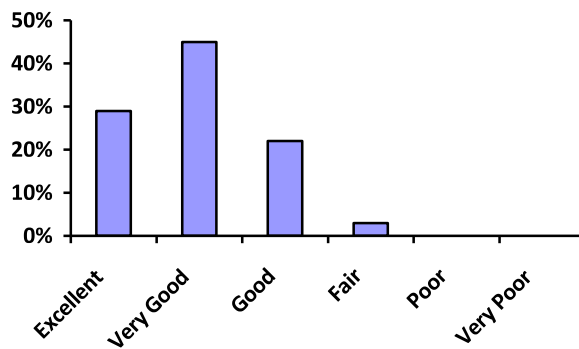
Q43 How do you rate the ordinary car parking at the surgery?

Excellent	Very Good	Good	Fair	Poor	Very Poor
3%	11%	21%	35%	20%	11%



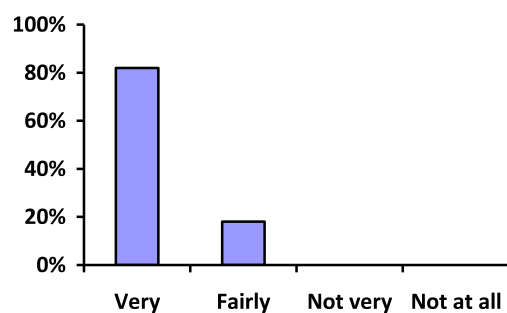
Q44 How do you rate the access to the building?

Excellent	Very Good	Good	Fair	Poor	Very Poor
29%	45%	22%	3%	0%	0%



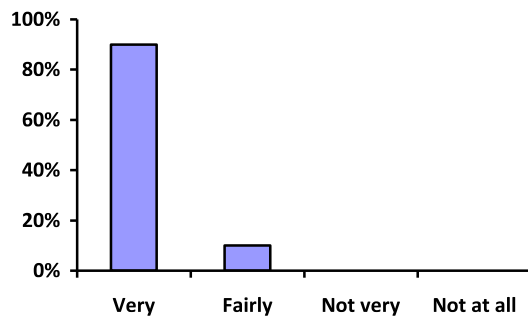
Q45 How would you rate the cleanliness of the reception and waiting areas at the surgery?

Very	Fairly	Not very	Not at all
82%	18%	0%	0%



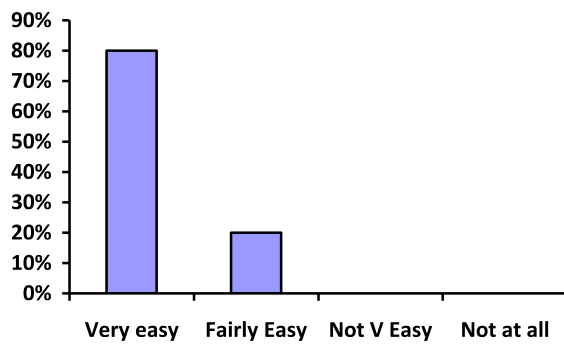
Q46 How would you rate the cleanliness of the treatment rooms and doctors' rooms?

Very	Fairly	Not very	Not at all
90%	10%	0%	0%



Q47 How do you rate ordering repeat prescriptions?

Very easy	Fairly Easy	Not V Easy	Not at all
80%	20%	0%	0%



Q48 How do you rate the practice website?

Excellent	Very Good	Good	Fair	Poor	Very Poor	Haven't looked
41%	29%	19%	10%	0%	0%	198 out of 256

