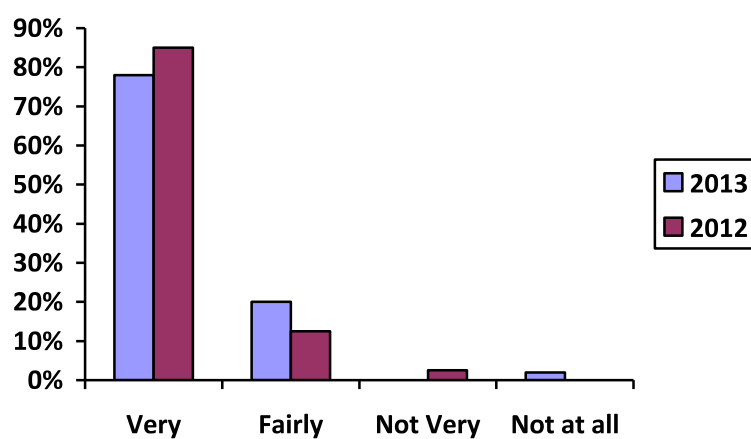


**2013 Patient Survey results
With 2012 data for comparison
Glebe House Surgery
19 Firby Road
Bedale**

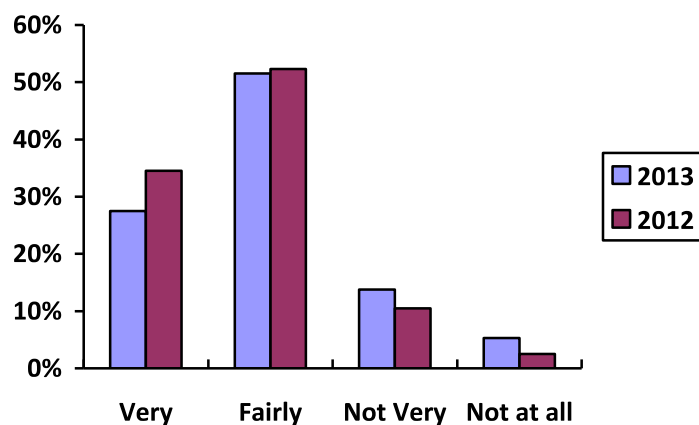
Q1 How helpful do you find the receptionists at your GP practice?

	Very	Fairly	Not Very	Not at all
2013	78%	20%	0%	2%
2012	85%	12.5%	2.5%	0%



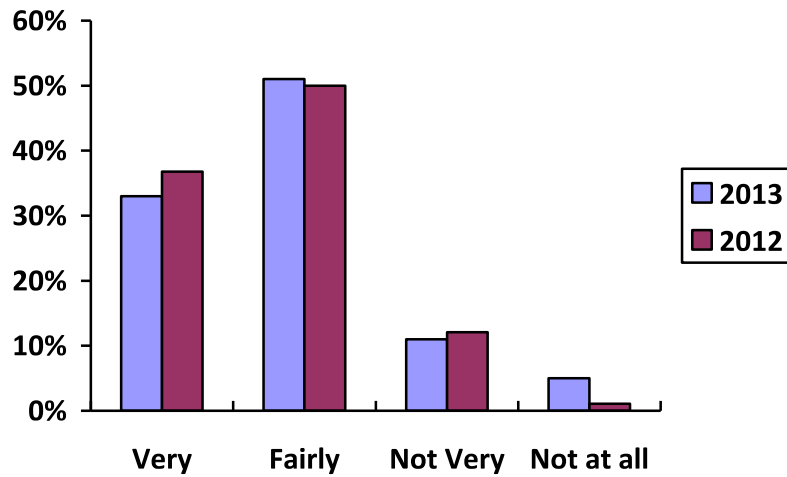
Q2 How easy is it to get through to someone at your GP practice on the phone?

	Very	Fairly	Not Very	Not at all
2013	27.5%	51.5%	13.8%	5.3%
2012	34.5%	52.3%	10.5%	2.5%



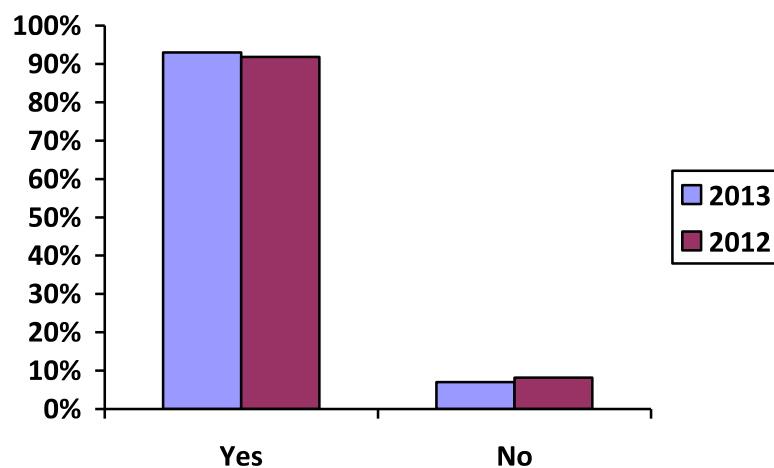
Q3 How easy is it to speak to a doctor or nurse on the phone at your GP practice?

	Very	Fairly	Not Very	Not at all
2013	33%	51%	11%	5%
2012	36.8%	50%	12.1%	1.1%



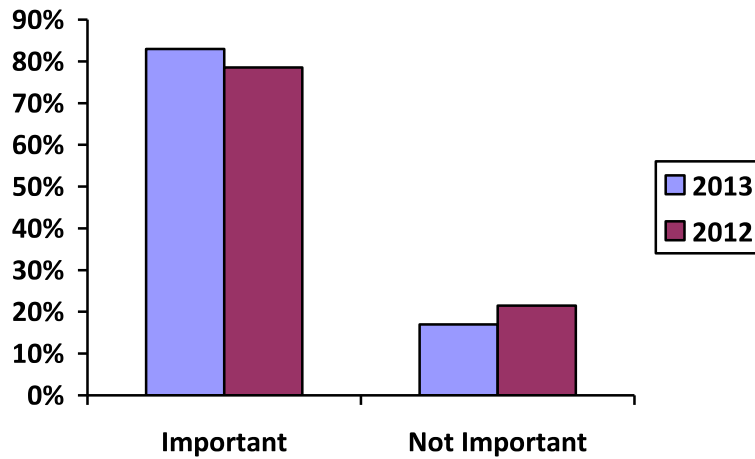
Q4 If you need to see a GP urgently, can you normally get seen on the same day?

	Yes	No
2013	93%	7%
2012	91.8%	8.2%



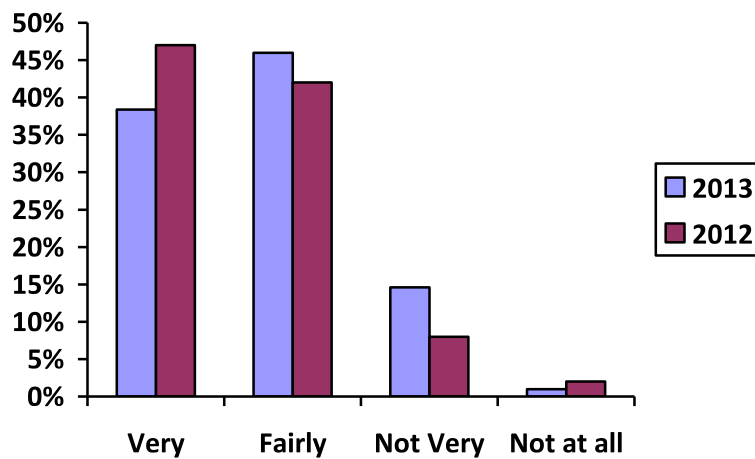
Q5 How important is it to you to be able to book appointments ahead of time in your practice?

	Important	Not Important
2013	83%	17%
2012	78.5%	21.5%



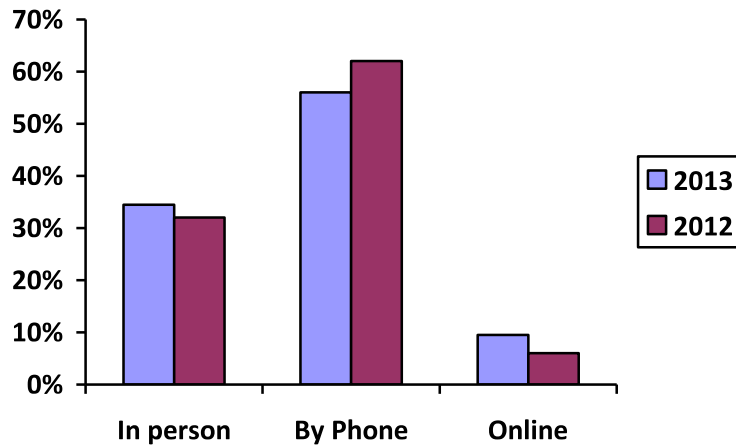
Q6 How easy is it to book ahead in your practice?

	Very	Fairly	Not Very	Not at all
2013	38.4%	46%	14.6%	1%
2012	47%	42%	8%	2%



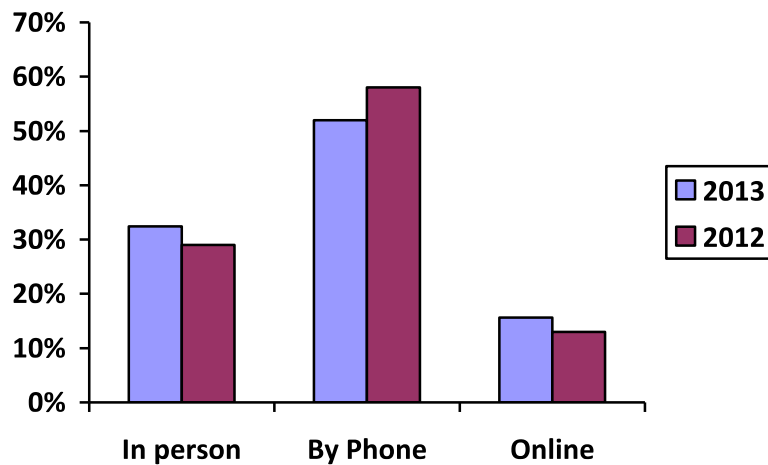
Q7 How do you normally book your appointments at your practice?

	In person	By Phone	Online
2013	34.5%	56%	9.5%
2012	32%	62%	6%



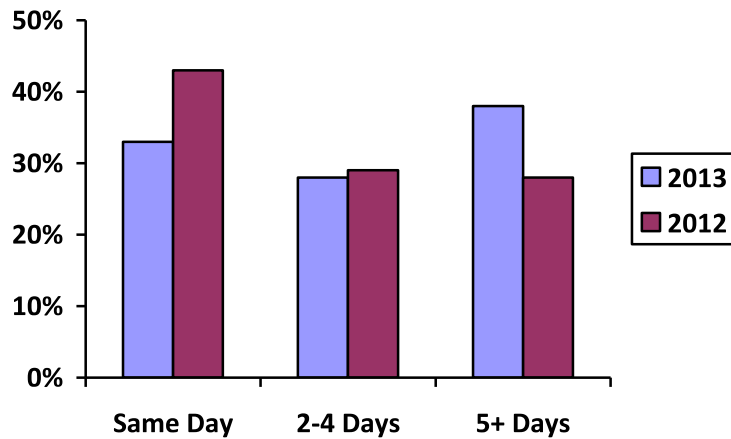
Q8 Which of the following methods would you prefer to use to book appointments at your practice?

	In person	By Phone	Online
2013	32.4%	52%	15.6%
2012	29%	58%	13%



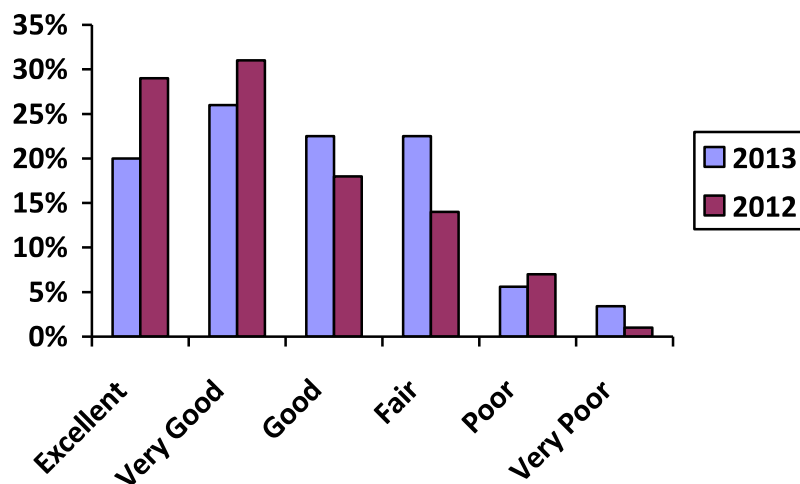
Q9 Thinking of times when you want to see a particular doctor: How quickly do you usually get seen?

	Same Day	2-4 Days	5+ Days
2013	33%	28%	38%
2012	43%	29%	28%



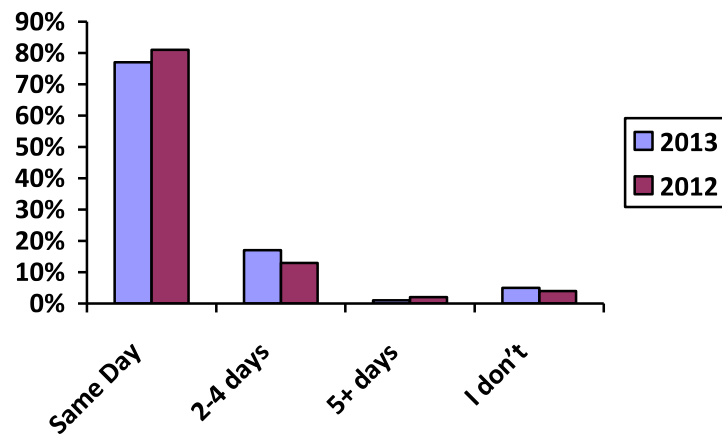
Q10 How do you rate this?

	Excellent	Very Good	Good	Fair	Poor	Very Poor
2013	20%	26%	22.5%	22.5%	5.6%	3.4%
2012	29%	31%	18%	14%	7%	1%



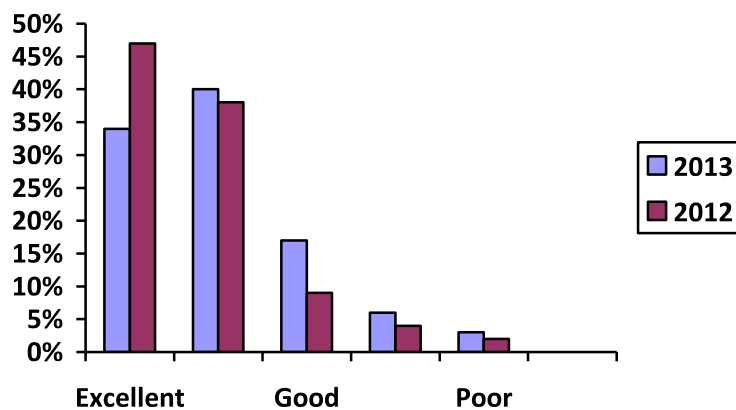
Q11 Thinking of times when you are willing to see any doctor: How quickly do you usually get seen?

	Same Day	2-4 days	5+ days	I don't
2013	77%	17%	1%	5%
2012	81%	13%	2%	4%



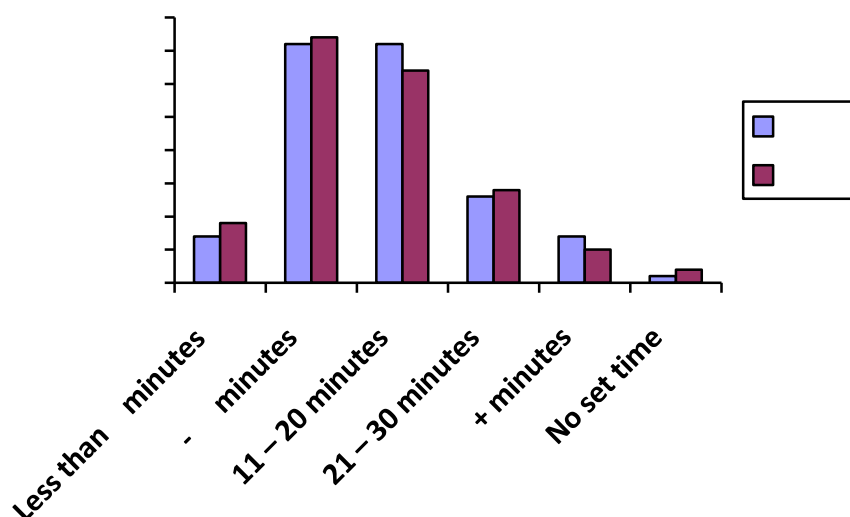
Q12 How do you rate this?

	Excellent	Very Good	Good	Fair	Poor	Very Poor
2013	34%	40%	17%	6%	3%	0%
2012	47%	38%	9%	4%	2%	0%



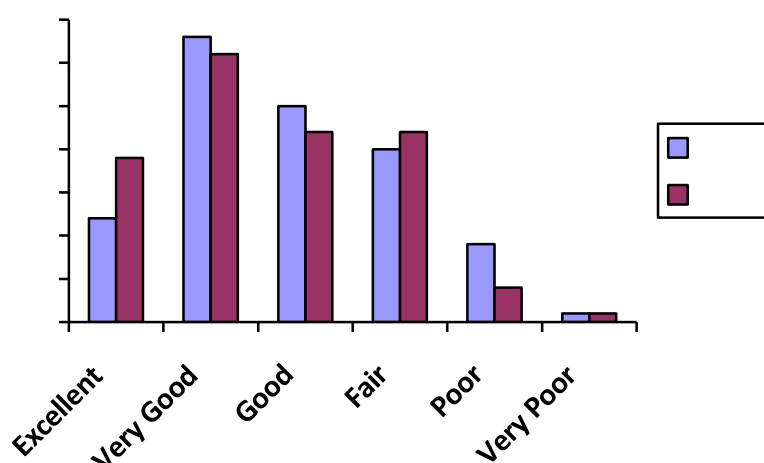
Q13 Thinking of your most recent consultation with a doctor or nurse: How long did you wait for your consultation to start?

	Less than 5 minutes	5 -10 minutes	11 – 20 minutes	21 – 30 minutes	30+ minutes	No set time
2013	7%	36%	36%	13%	7%	1%
2012	9%	37%	32%	14%	5%	2%



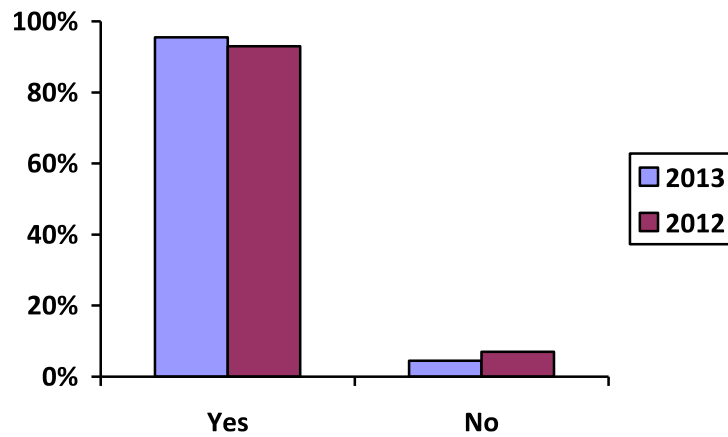
Q14 How do you rate this?

	Excellent	Very Good	Good	Fair	Poor	Very Poor
2013	12%	33%	25%	20%	9%	1%
2012	19%	31%	22%	22%	4%	1%



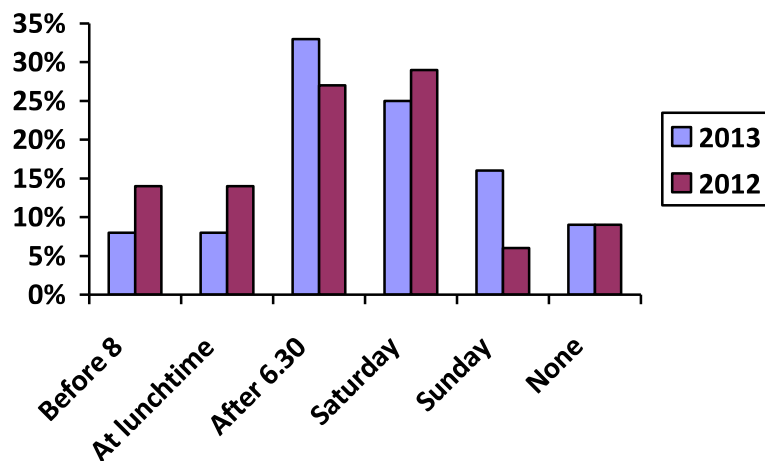
Q15 Is your GP practice currently open at times that are convenient to you?

	Yes	No
2013	95.5%	4.5%
2012	93%	7%



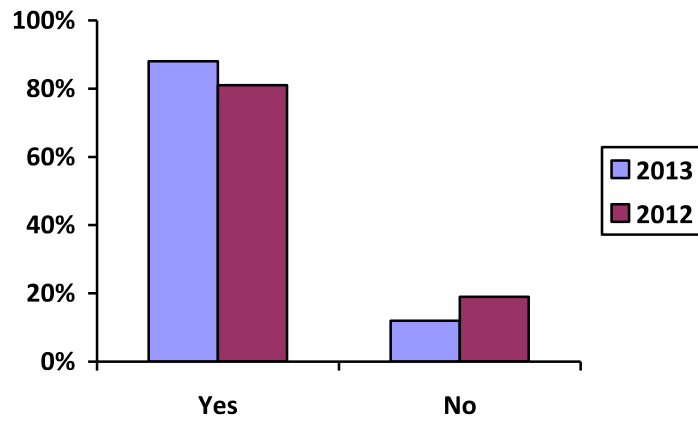
Q16 Which of the following additional opening hours would make it easier for you to see or speak to someone?

	Before 8	At lunchtime	After 6.30	Saturday	Sunday	None
2013	8%	8%	33%	25%	16%	9%
2012	14%	14%	27%	29%	6%	9%



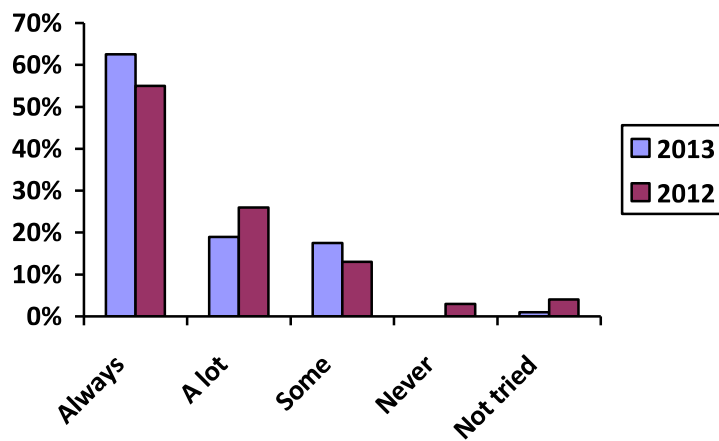
Q17 Is there a particular GP you usually prefer to see or speak to?

	Yes	No
2013	88%	12%
2012	81%	19%



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

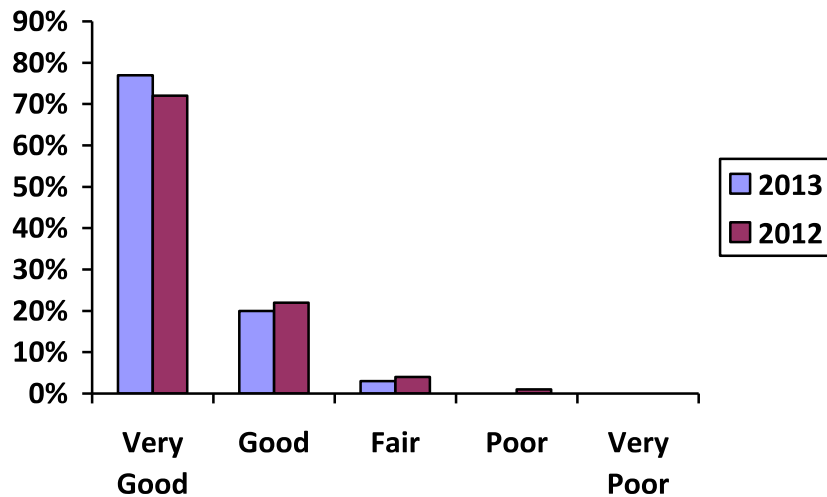
	Always	A lot	Some	Never	Not tried
2013	62.5%	19%	17.5%	0%	1%
2012	55%	26%	13%	3%	4%



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

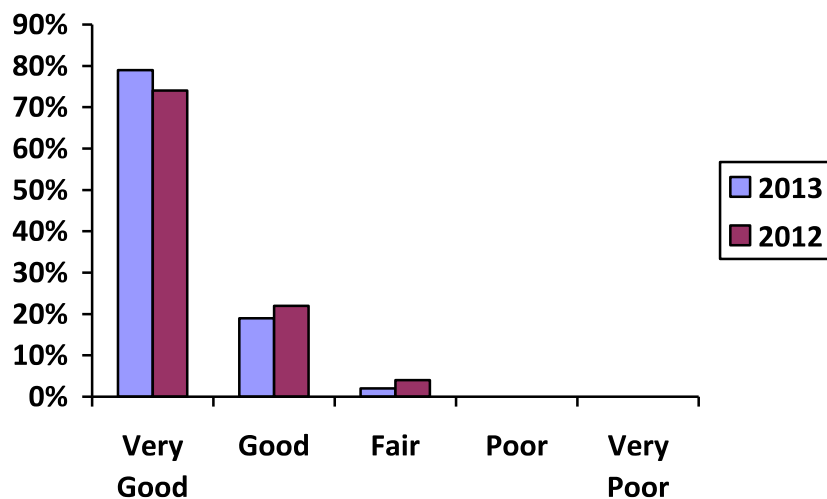
Q19 Giving you enough time

	Very Good	Good	Fair	Poor	Very Poor
2013	77%	20%	3%	0%	0%
2012	72%	22%	4%	1%	0%



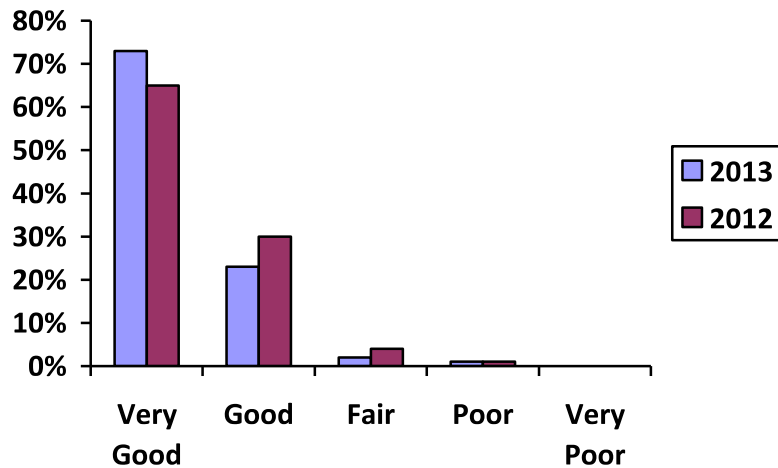
Q20 Listening to you

	Very Good	Good	Fair	Poor	Very Poor
2013	79%	19%	2%	0%	0%
2012	74%	22%	4%	0%	0%



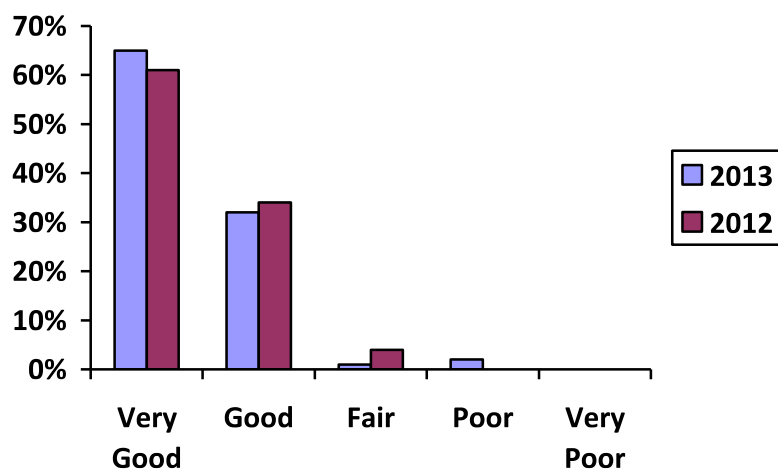
Q21 Explaining tests and treatments

	Very Good	Good	Fair	Poor	Very Poor
2013	73%	23%	2%	1%	0%
2012	65%	30%	4%	1%	0%



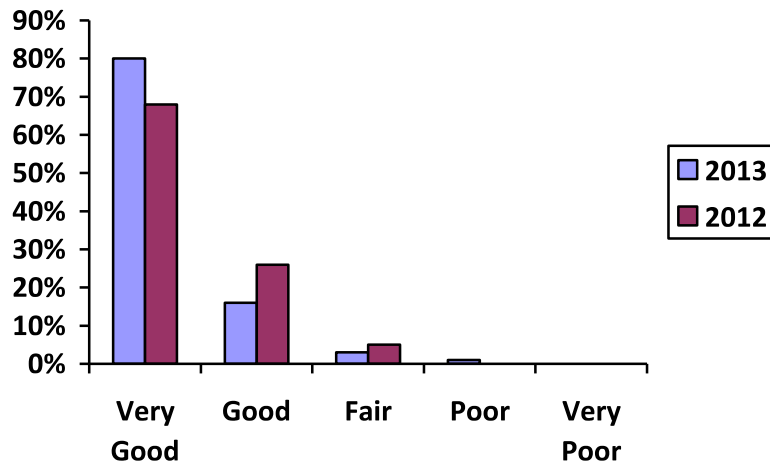
Q22 Involving you in decisions about your care

	Very Good	Good	Fair	Poor	Very Poor
2013	65%	32%	1%	2%	0%
2012	61%	34%	4%	0%	0%



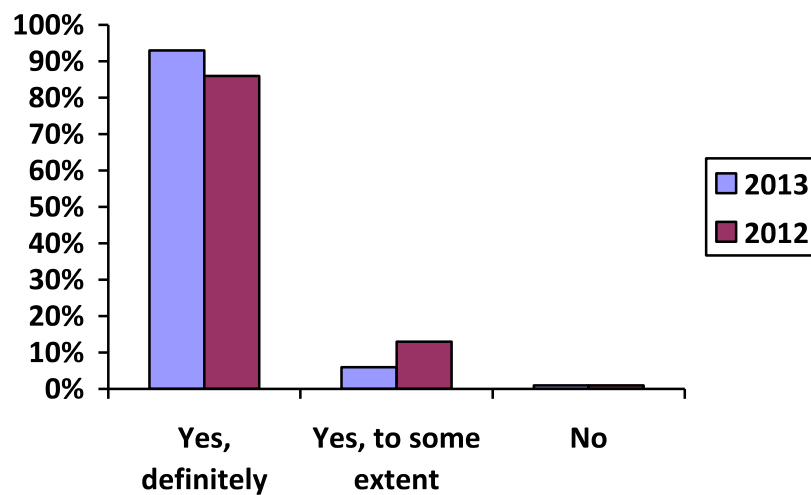
Q23 Treating you with care and concern

	Very Good	Good	Fair	Poor	Very Poor
2013	80%	16%	3%	1%	0%
2012	68%	26%	5%	0%	0%



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

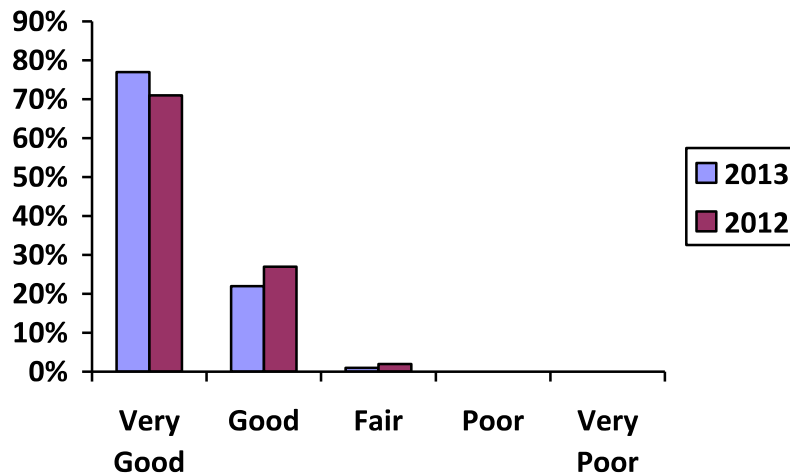
	Yes, definitely	Yes, to some extent	No
2013	93%	6%	1%
2012	86%	13%	1%



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

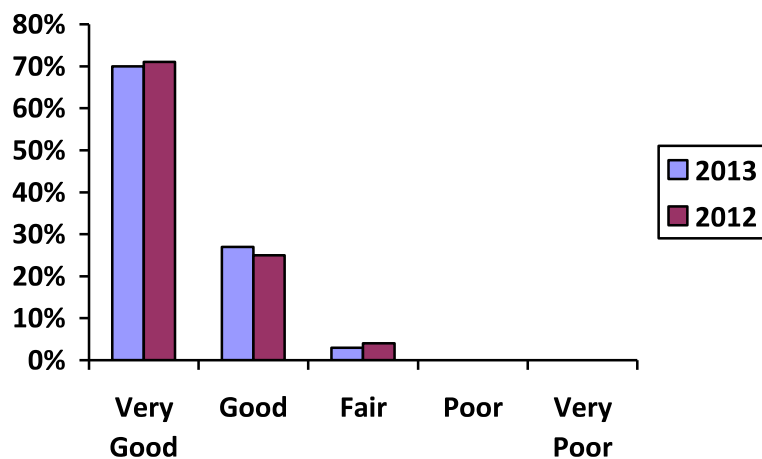
Q25 Giving you enough time

	Very Good	Good	Fair	Poor	Very Poor
2013	77%	22%	1%	0%	0%
2012	71%	27%	2%	0%	0%



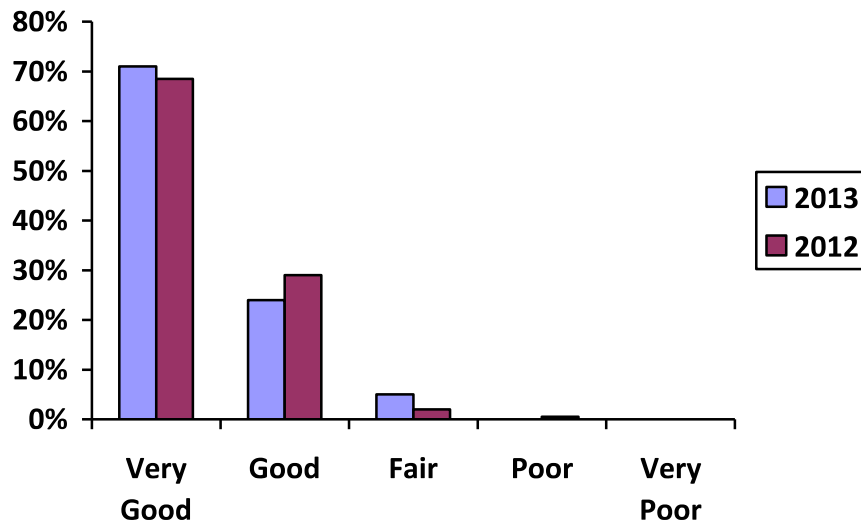
Q26 Listening to you

	Very Good	Good	Fair	Poor	Very Poor
2013	70%	27%	3%	0%	0%
2012	71%	25%	4%	0%	0%



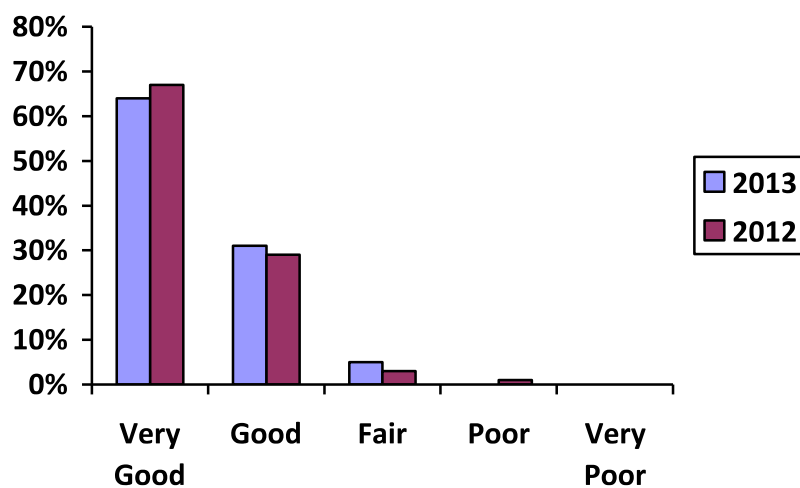
Q27 Explaining tests and treatments

	Very Good	Good	Fair	Poor	Very Poor
2013	71%	24%	5%	0%	0%
2012	68.5%	29%	2%	0.5%	0%



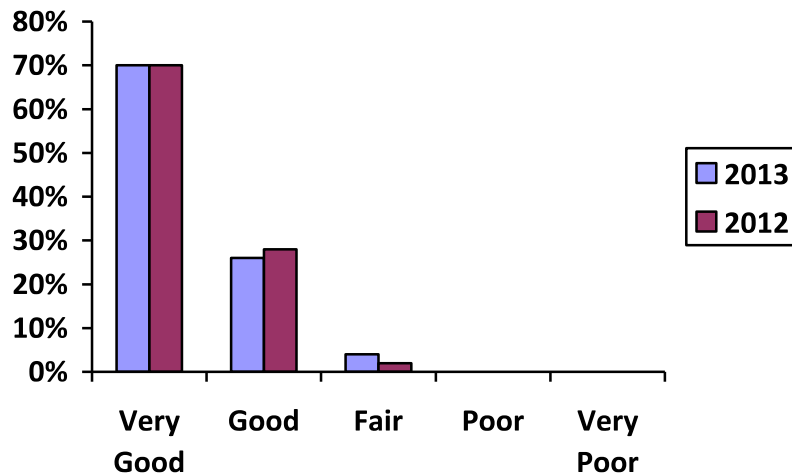
Q28 Involving you in decisions about your care

	Very Good	Good	Fair	Poor	Very Poor
2013	64%	31%	5%	0%	0%
2012	67%	29%	3%	1%	0%



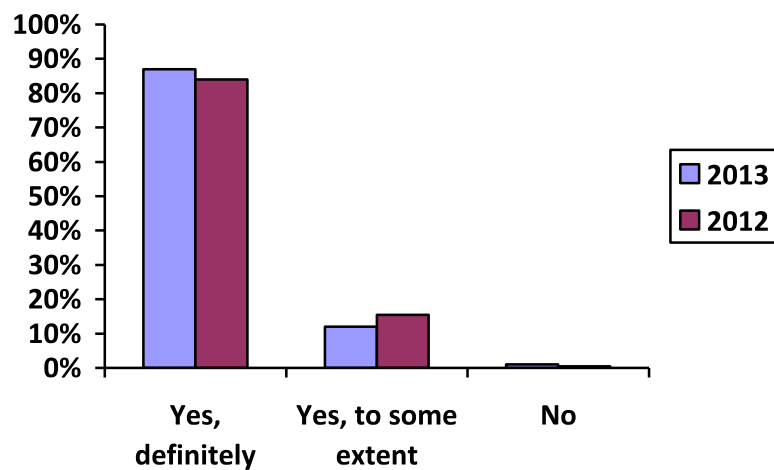
Q29 Treating you with care and concern

	Very Good	Good	Fair	Poor	Very Poor
2013	70%	26%	4%	0%	0%
2012	70%	28%	2%	0%	0%



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

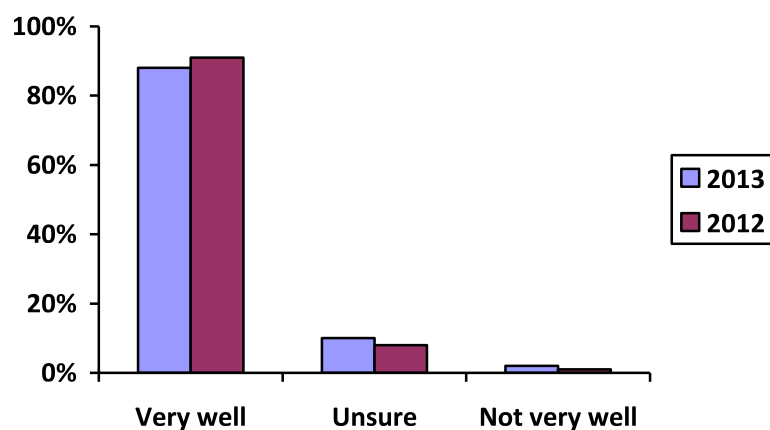
	Yes, definitely	Yes, to some extent	No
2013	87%	12%	1%
2012	84%	15.5%	0.5%



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

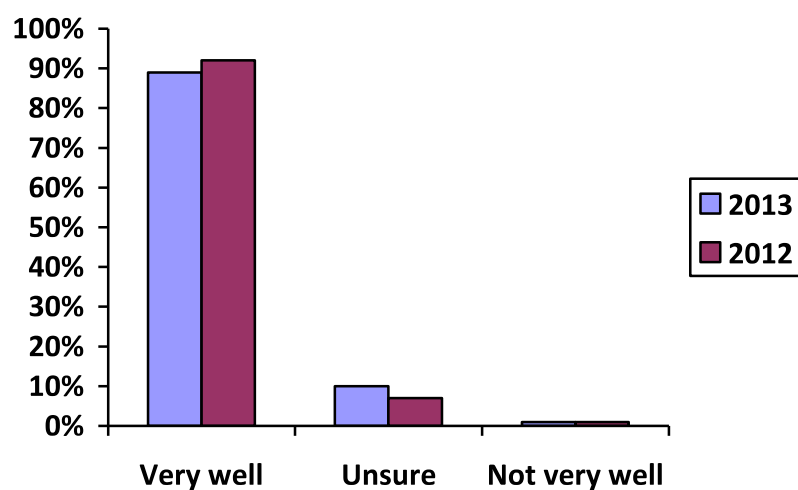
Q31 Understand your health problems?

	Very well	Unsure	Not very well
2013	88%	10%	2%
2012	91%	8%	1%



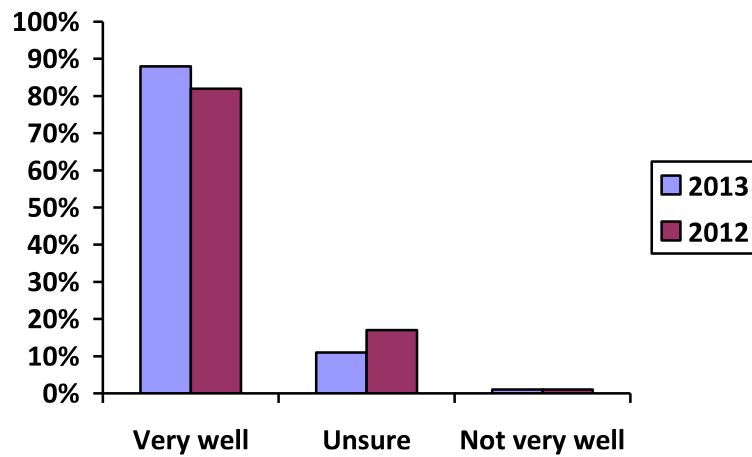
Q32 Cope with your health problems

	Very well	Unsure	Not very well
2013	89%	10%	1%
2012	92%	7%	1%



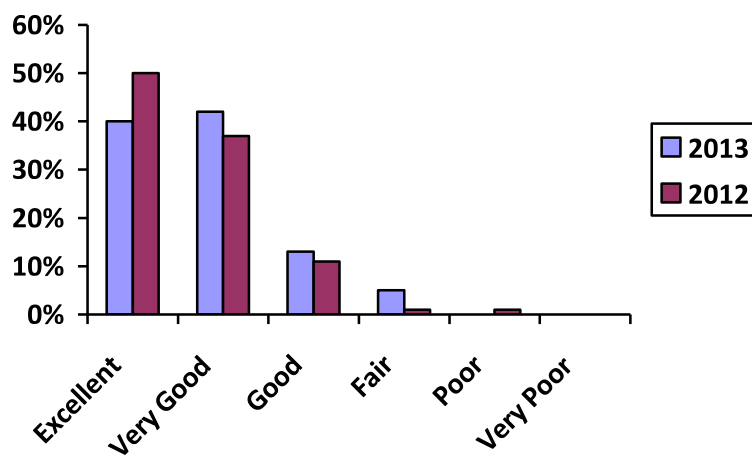
Q33 Keep yourself healthy

	Very well	Unsure	Not very well
2013	88%	11%	1%
2012	82%	17%	1%



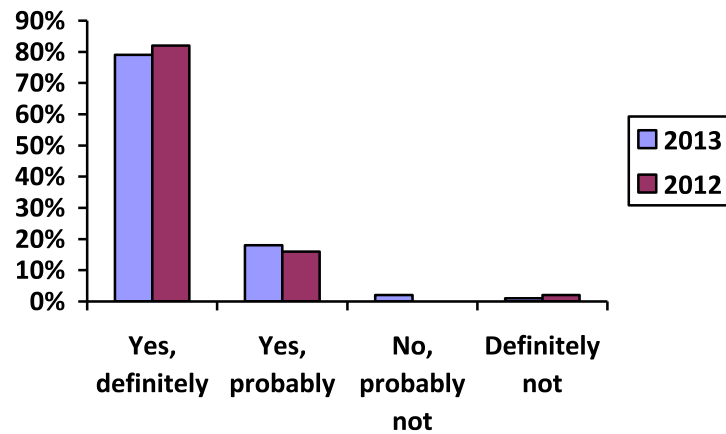
Q34 Overall, how would you describe your experience of your GP surgery?

	Excellent	Very Good	Good	Fair	Poor	Very Poor
2013	40%	42%	13%	5%	0%	0%
2012	50%	37%	11%	1%	1%	0%



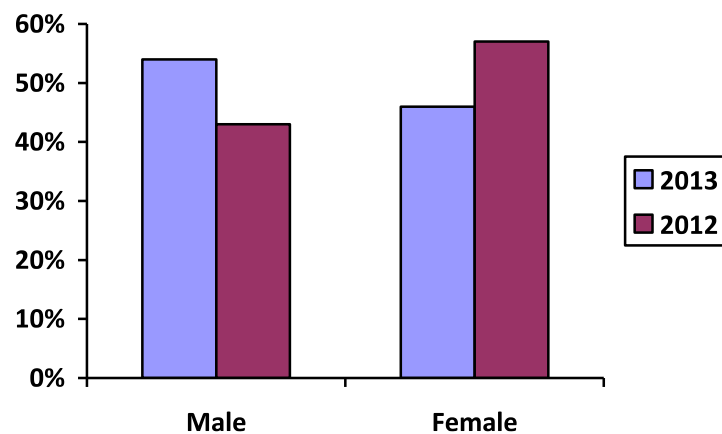
Q35 Would you recommend your GP surgery to someone who has just moved to your local area?

	Yes, definitely	Yes, probably	No, probably not	Definitely not
2013	79%	18%	2%	1%
2012	82%	16%	0%	2%



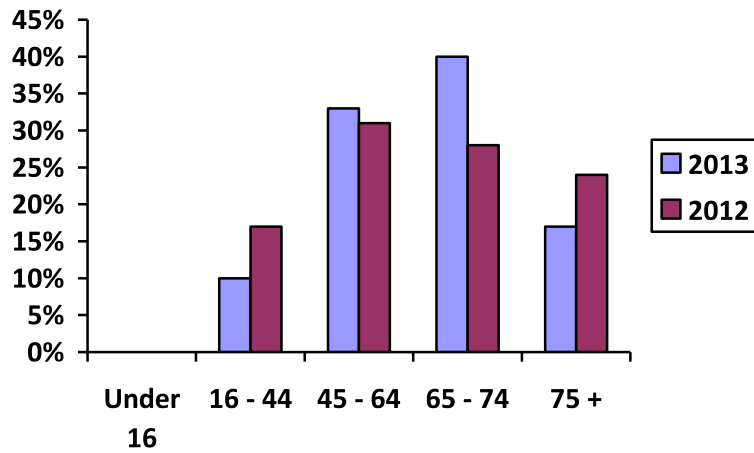
Q36 Are you ?

	Male	Female
2013	54%	46%
2012	43%	57%



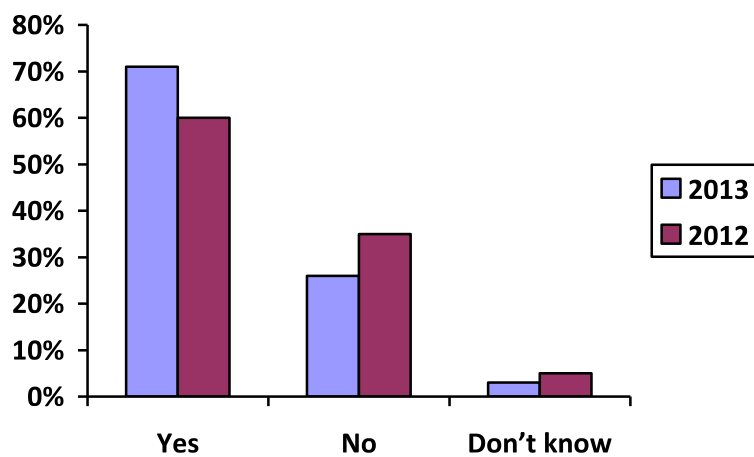
Q37 How old are you?

	Under 16	16 - 44	45 - 64	65 - 74	75 +
2013	0%	10%	33%	40%	17%
2012	0%	17%	31%	28%	24%



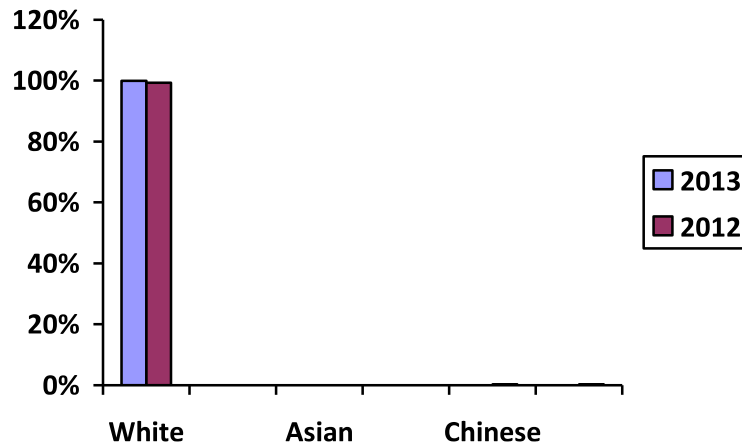
Q38 Do you have a long-standing health condition?

	Yes	No	Don't know
2013	71%	26%	3%
2012	60%	35%	5%



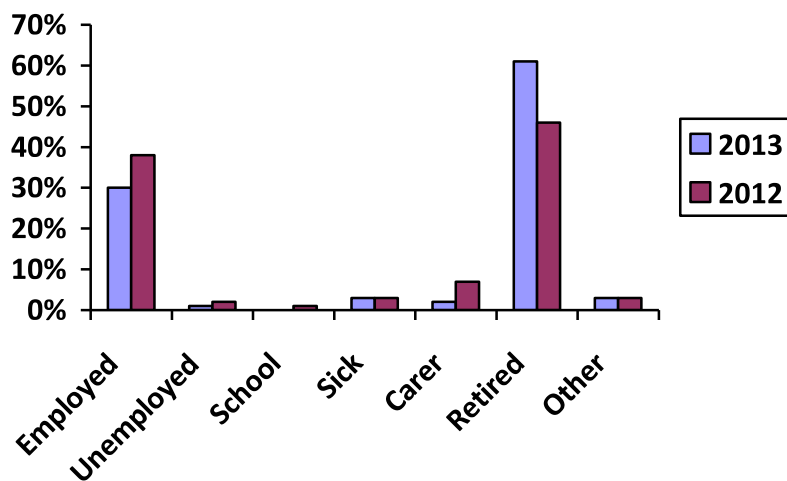
Q39 What is your ethnic group?

	White	Black	Asian	Mixed	Chinese	Other
2013	100%	0	0	0	0%	0%
2012	99.3%	0	0	0	0.3%	0.3%



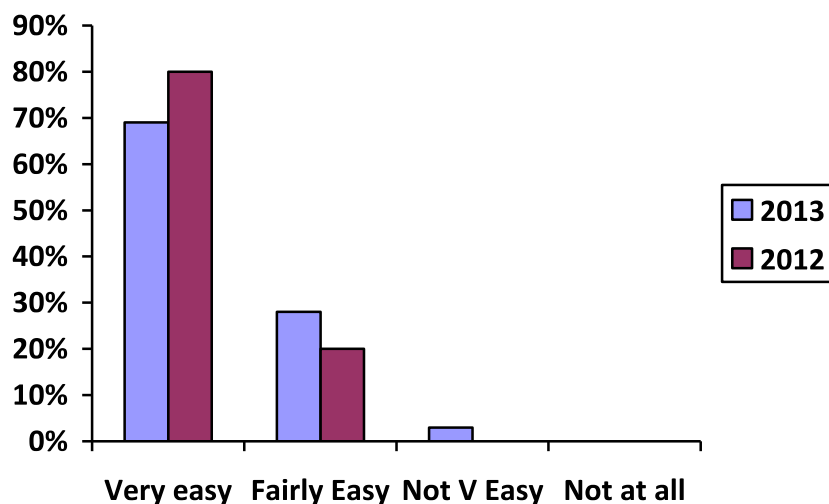
Q40 Which of the following best describes you?

	Employed	Unemployed	School	Sick	Carer	Retired	Other
2013	30%	1%	0%	3%	2%	61%	3%
2012	38%	2%	1%	3%	7%	46%	3%



Q47 How do you rate ordering repeat prescriptions?

	Very easy	Fairly Easy	Not V Easy	Not at all
2013	69%	28%	3%	0%
2012	80%	20%	0%	0%



Q48 How do you rate the practice website?

	Excellent	Very Good	Good	Fair	Poor	Very Poor	Haven't looked
2013	24%	52%	16%	0%	8%	0%	62 out of 87
2012	41%	29%	19%	10%	0%	0%	198 out of 256

