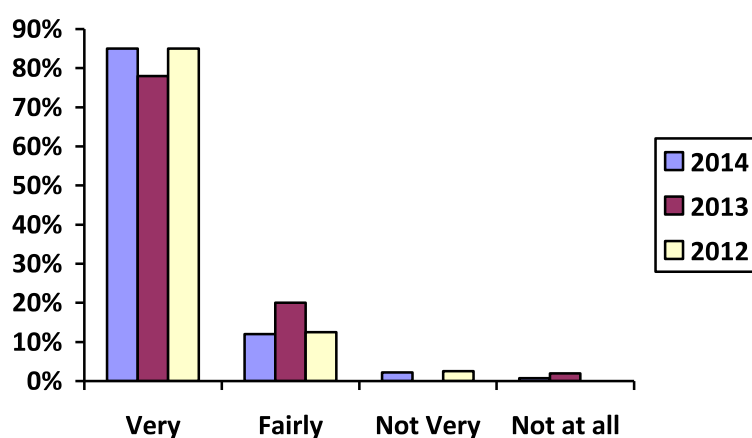


2014 Patient Survey results
With 2013 and 2012 data for comparison
Glebe House Surgery
19 Firby Road
Bedale

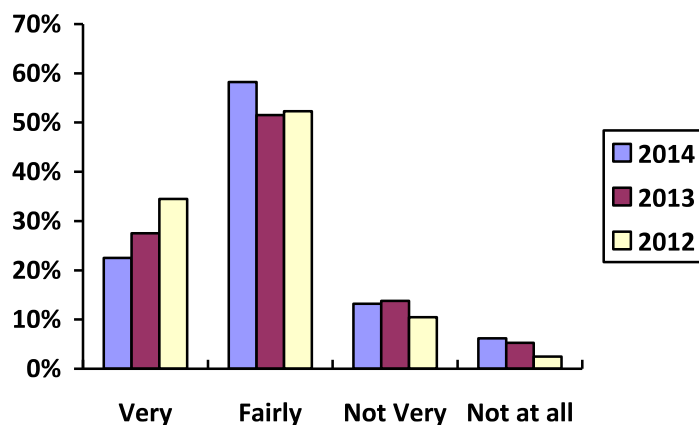
Q1 How helpful do you find the receptionists at your GP practice?

	Very	Fairly	Not Very	Not at all
2014	85%	12%	2.2%	0.7%
2013	78%	20%	0%	2%
2012	85%	12.5%	2.5%	0%



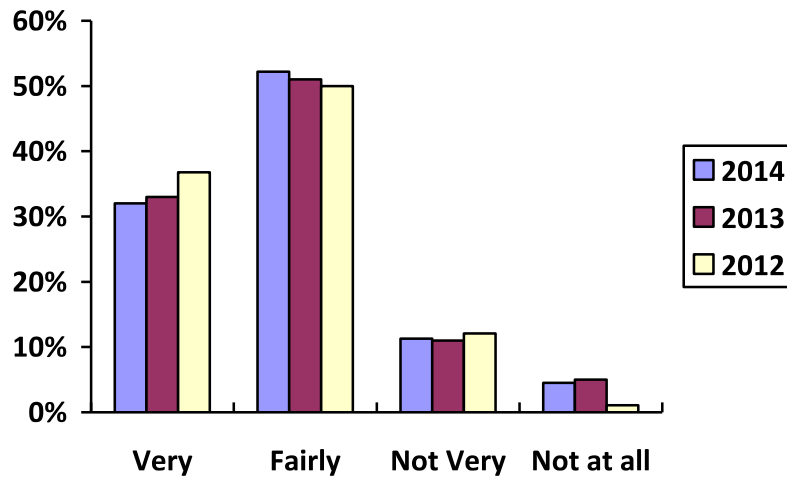
Q2 How easy is it to get through to someone at your GP practice on the phone?

	Very	Fairly	Not Very	Not at all
2014	22.5%	58.2%	13.2%	6.2%
2013	27.5%	51.5%	13.8%	5.3%
2012	34.5%	52.3%	10.5%	2.5%



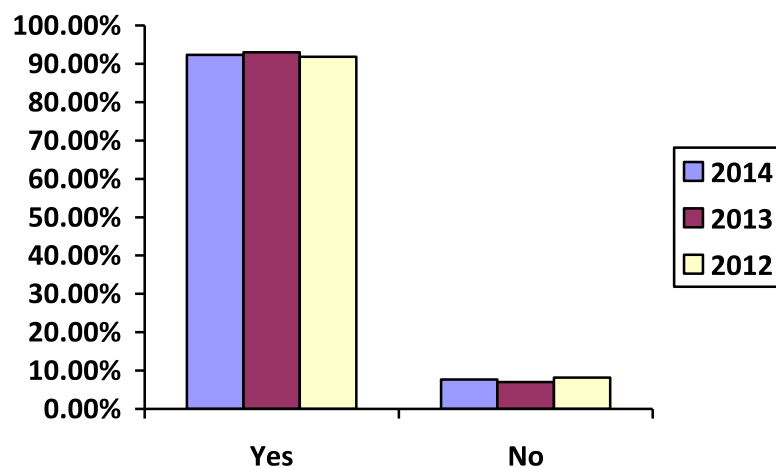
Q3 How easy is it to speak to a doctor or nurse on the phone at your GP practice?

	Very	Fairly	Not Very	Not at all
2014	32%	52.2%	11.3%	4.5%
2013	33%	51%	11%	5%
2012	36.8%	50%	12.1%	1.1%



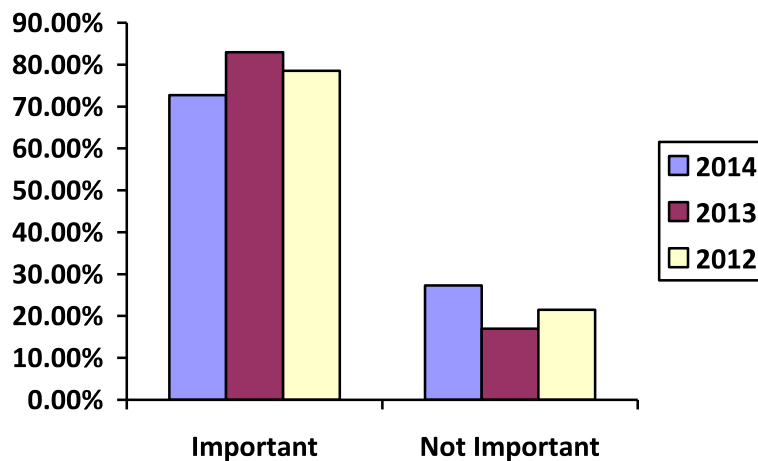
Q4 If you need to see a GP urgently, can you normally get seen on the same day?

	Yes	No
2014	92.3%	7.7%
2013	93%	7%
2012	91.8%	8.2%



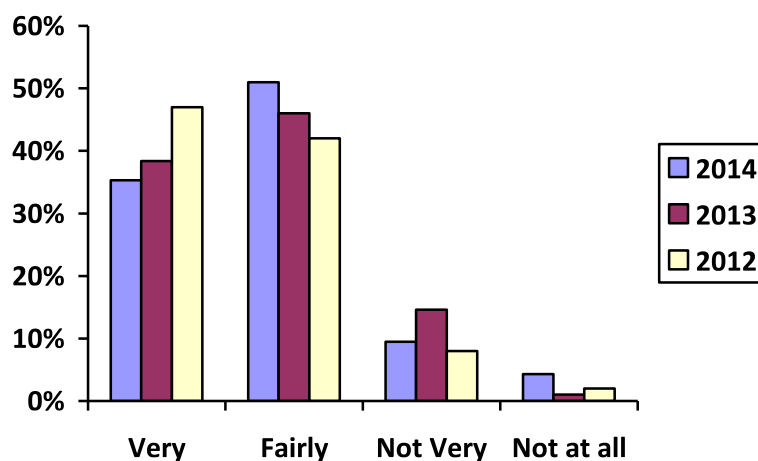
Q5 How important is it to you to be able to book appointments ahead of time in your practice?

	Important	Not Important
2014	72.7%	27.3%
2013	83%	17%
2012	78.5%	21.5%



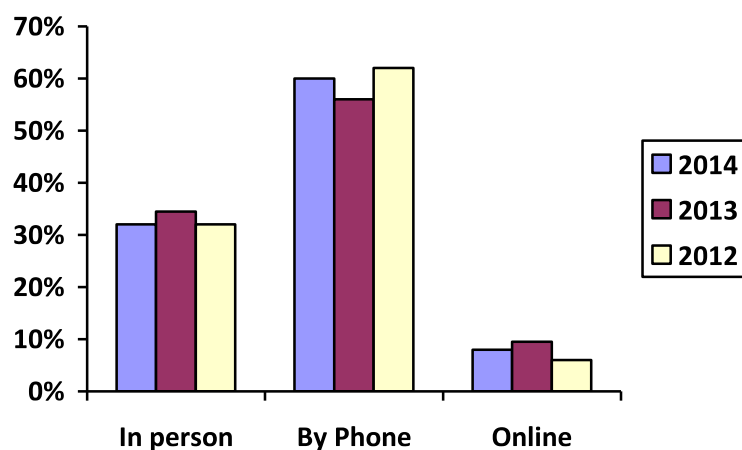
Q6 How easy is it to book ahead in your practice?

	Very	Fairly	Not Very	Not at all
2014	35.3%	51%	9.5%	4.3%
2013	38.4%	46%	14.6%	1%
2012	47%	42%	8%	2%



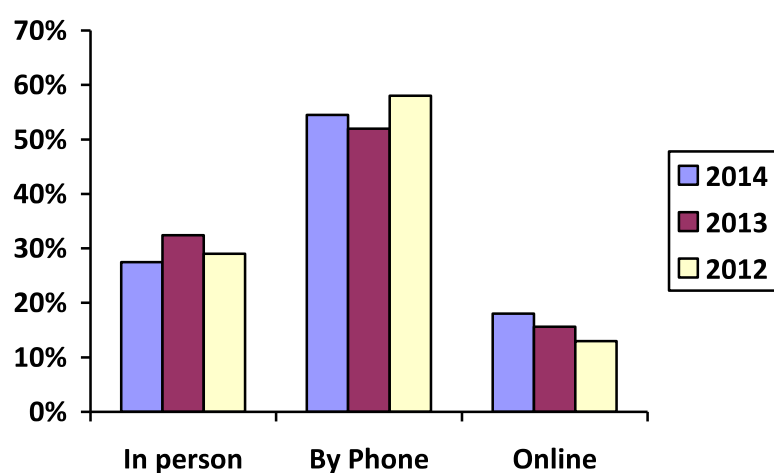
Q7 How do you normally book your appointments at your practice?

	In person	By Phone	Online
2014	32%	60%	8%
2013	34.5%	56%	9.5%
2012	32%	62%	6%



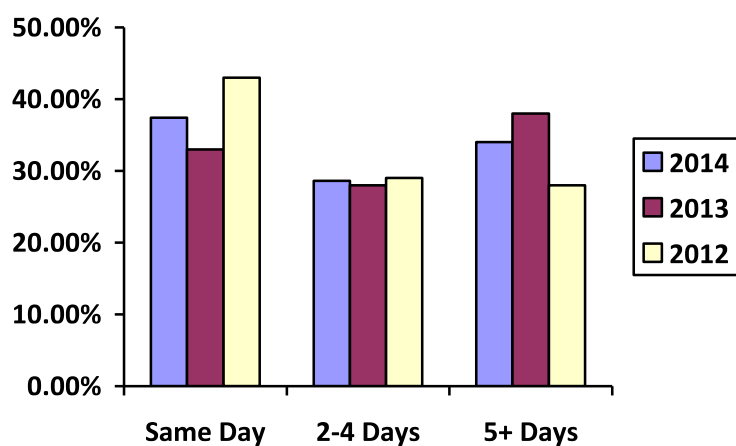
Q8 Which of the following methods would you prefer to use to book appointments at your practice?

	In person	By Phone	Online
2014	27.5%	54.5%	18%
2013	32.4%	52%	15.6%
2012	29%	58%	13%



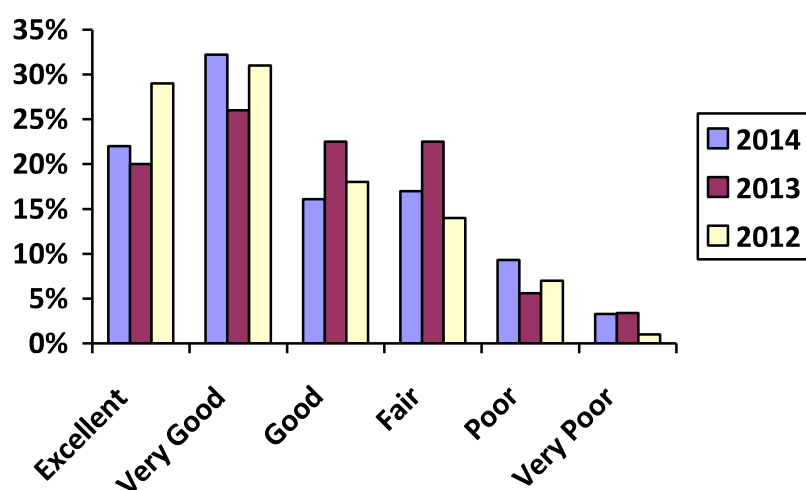
Q9 Thinking of times when you want to see a particular doctor: How quickly do you usually get seen?

	Same Day	2-4 Days	5+ Days
2014	37.4%	28.6%	34%
2013	33%	28%	38%
2012	43%	29%	28%



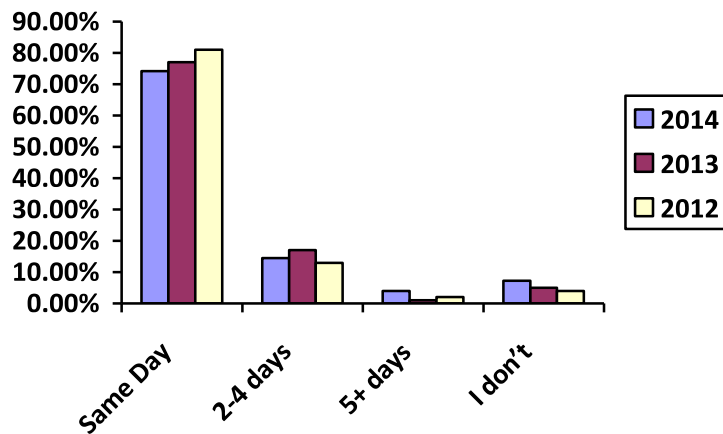
Q10 How do you rate this?

	Excellent	Very Good	Good	Fair	Poor	Very Poor
2014	22%	32.2%	16.1%	17%	9.3%	3.3%
2013	20%	26%	22.5%	22.5%	5.6%	3.4%
2012	29%	31%	18%	14%	7%	1%



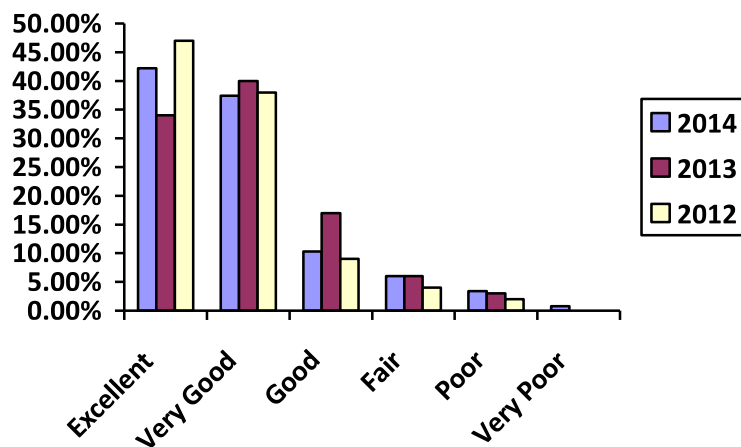
Q11 Thinking of times when you are willing to see any doctor: How quickly do you usually get seen?

	Same Day	2-4 days	5+ days	I don't
2014	74.2%	14.5%	4%	7.2%
2013	77%	17%	1%	5%
2012	81%	13%	2%	4%



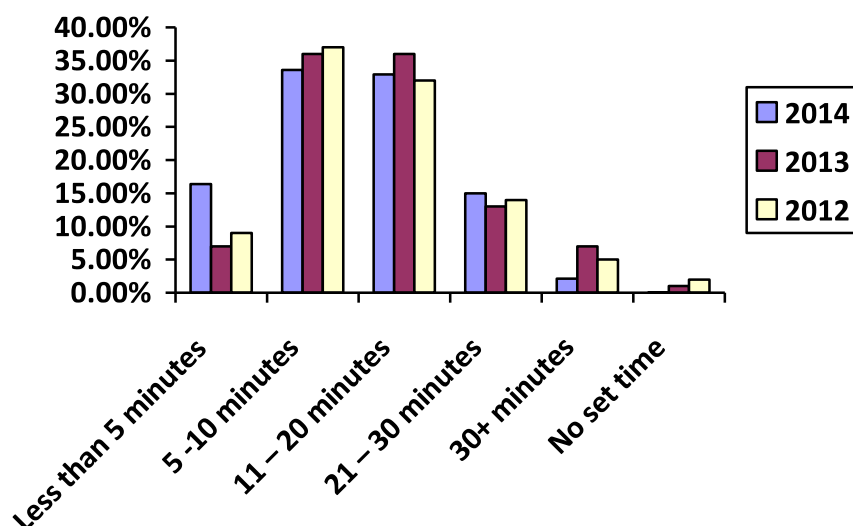
Q12 How do you rate this?

	Excellent	Very Good	Good	Fair	Poor	Very Poor
2014	42.2%	37.4%	10.3%	6%	3.4%	0.8%
2013	34%	40%	17%	6%	3%	0%
2012	47%	38%	9%	4%	2%	0%



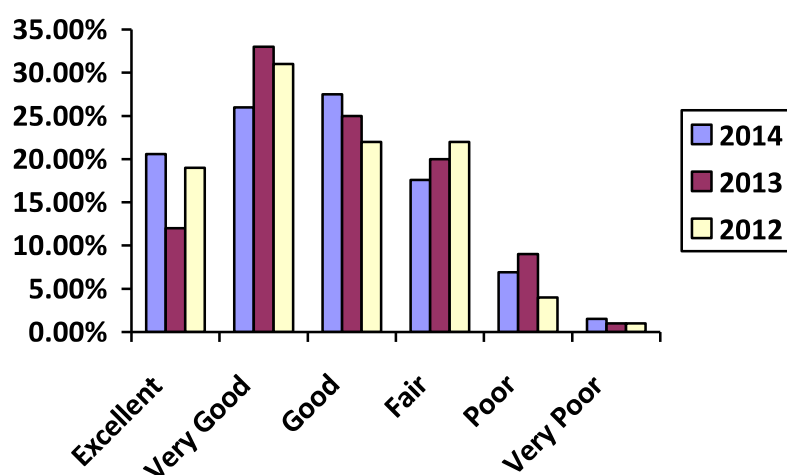
Q13 Thinking of your most recent consultation with a doctor or nurse: How long did you wait for your consultation to start?

	Less than 5 minutes	5 -10 minutes	11 – 20 minutes	21 – 30 minutes	30+ minutes	No set time
2014	16.4%	33.6%	32.9%	15%	2.1%	0.07%
2013	7%	36%	36%	13%	7%	1%
2012	9%	37%	32%	14%	5%	2%



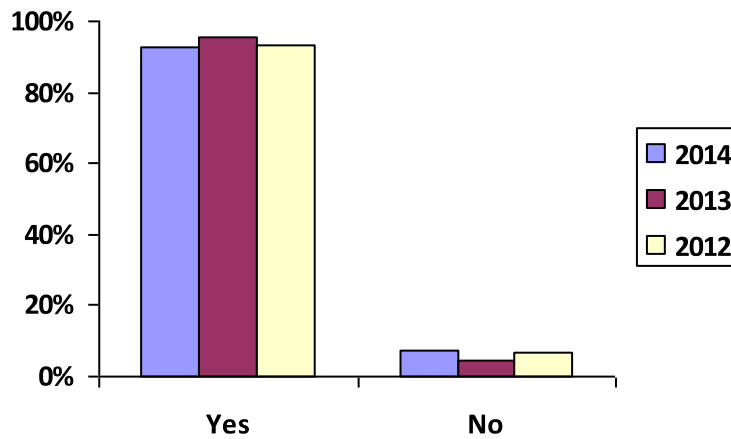
Q14 How do you rate this?

	Excellent	Very Good	Good	Fair	Poor	Very Poor
2014	20.6%	26%	27.5%	17.6%	6.9%	1.5%
2013	12%	33%	25%	20%	9%	1%
2012	19%	31%	22%	22%	4%	1%



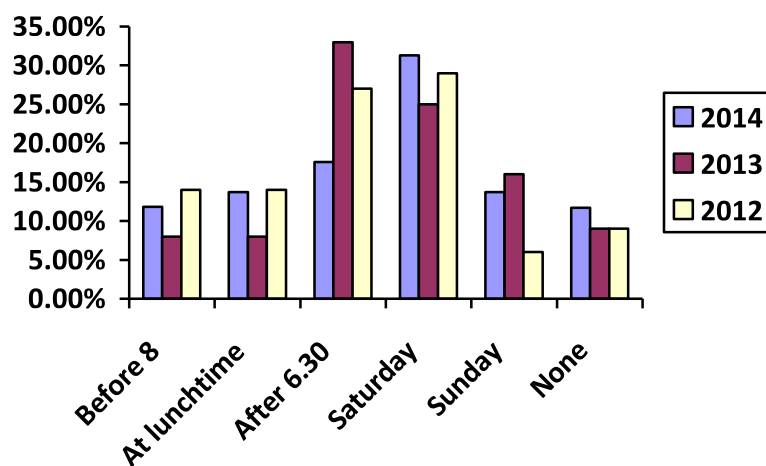
Q15 Is your GP practice currently open at times that are convenient to you?

	Yes	No
2014	92.7%	7.3%
2013	95.5%	4.5%
2012	93%	7%



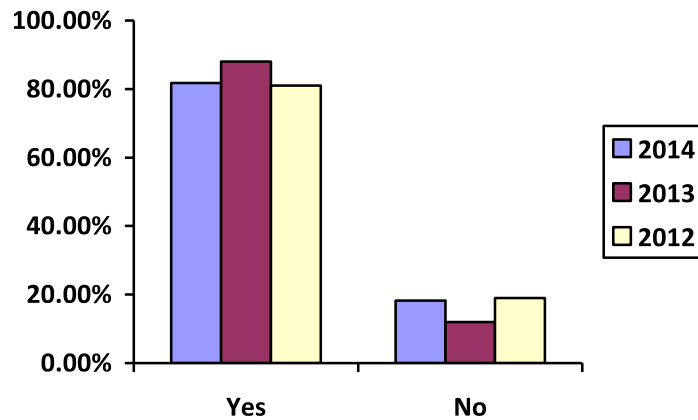
Q16 Which of the following additional opening hours would make it easier for you to see or speak to someone?

	Before 8	At lunchtime	After 6.30	Saturday	Sunday	None
2014	11.8%	13.7%	17.6%	31.3%	13.7%	11.7%
2013	8%	8%	33%	25%	16%	9%
2012	14%	14%	27%	29%	6%	9%



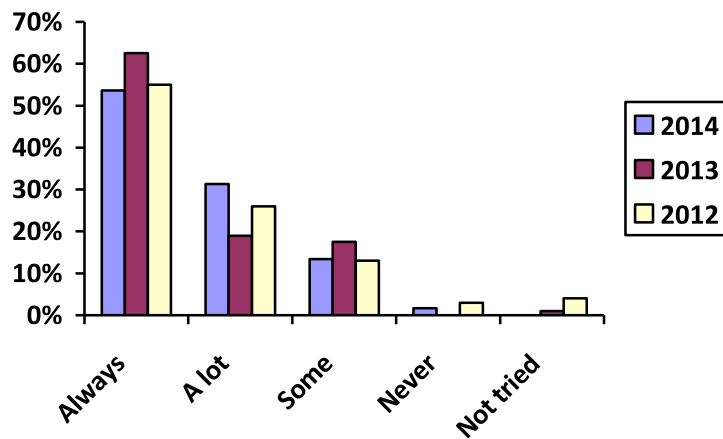
Q17 Is there a particular GP you usually prefer to see or speak to?

	Yes	No
2014	81.8%	18.2%
2013	88%	12%
2012	81%	19%



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

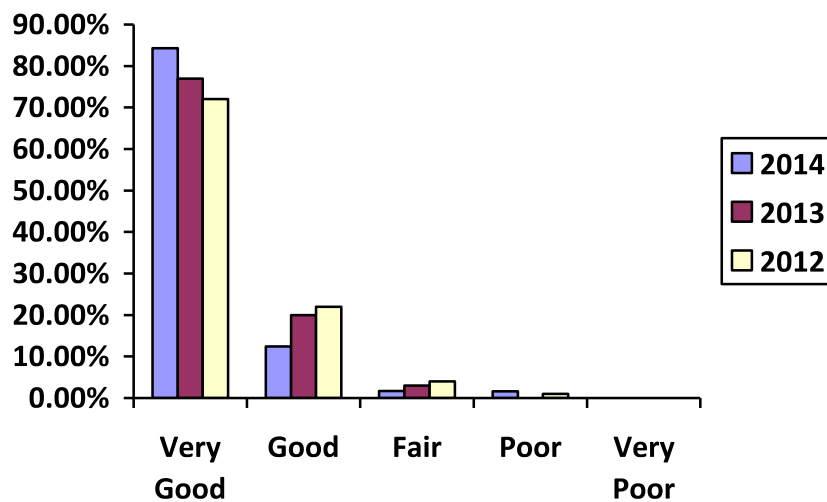
	Always	A lot	Some	Never	Not tried
2014	53.6%	31.3%	13.4%	1.7%	0%
2013	62.5%	19%	17.5%	0%	1%
2012	55%	26%	13%	3%	4%



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

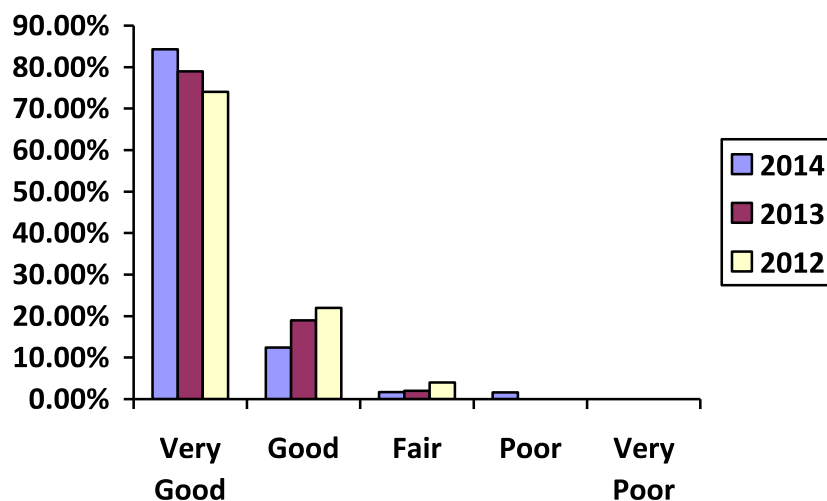
Q19 Giving you enough time

	Very Good	Good	Fair	Poor	Very Poor
2014	79.7%	14.6%	4.9%	0.8%	0%
2013	77%	20%	3%	0%	0%
2012	72%	22%	4%	1%	0%



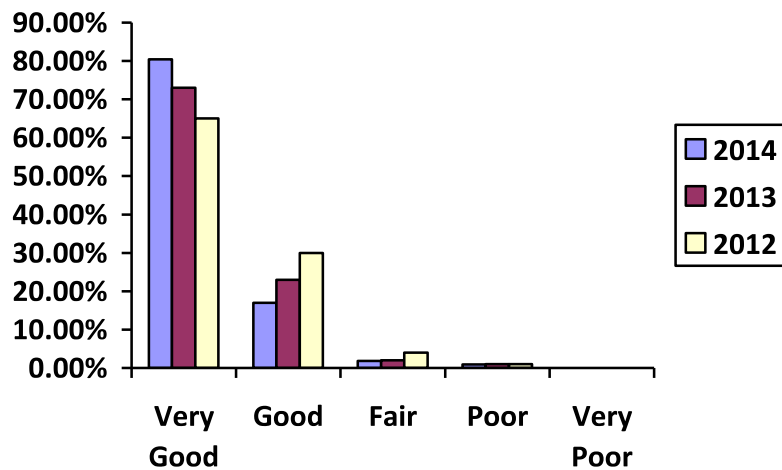
Q20 Listening to you

	Very Good	Good	Fair	Poor	Very Poor
2014	84.3%	12.4%	1.7%	1.6%	0%
2013	79%	19%	2%	0%	0%
2012	74%	22%	4%	0%	0%



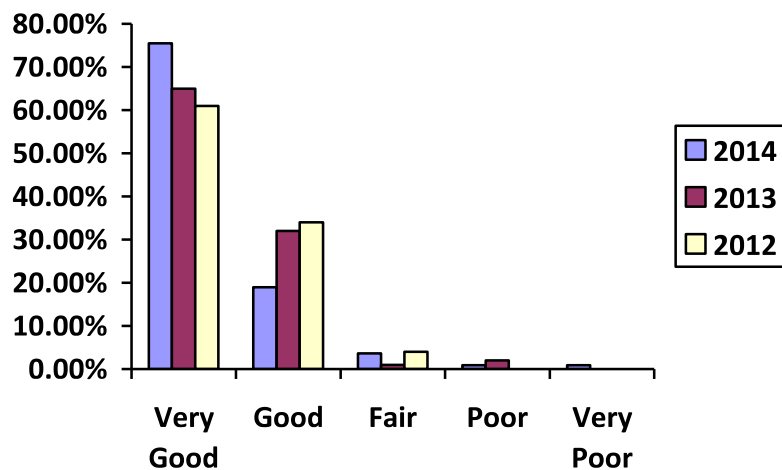
Q21 Explaining tests and treatments

	Very Good	Good	Fair	Poor	Very Poor
2014	80.4%	17%	1.8%	0.9%	0%
2013	73%	23%	2%	1%	0%
2012	65%	30%	4%	1%	0%



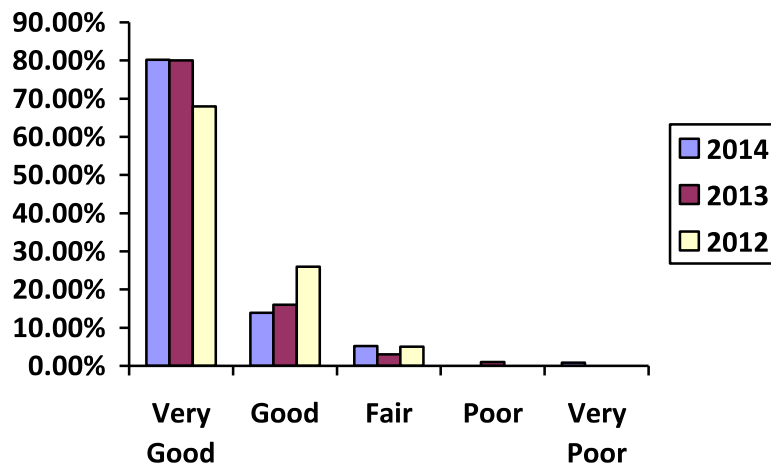
Q22 Involving you in decisions about your care

	Very Good	Good	Fair	Poor	Very Poor
2014	75.5%	19%	3.6%	0.9%	0.9%
2013	65%	32%	1%	2%	0%
2012	61%	34%	4%	0%	0%



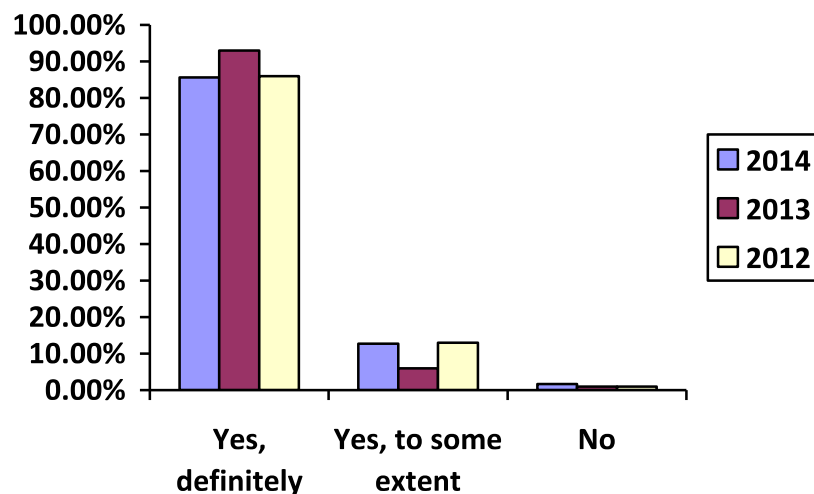
Q23 Treating you with care and concern

	Very Good	Good	Fair	Poor	Very Poor
2014	80.2%	13.9%	5.2%	0%	0.8%
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?

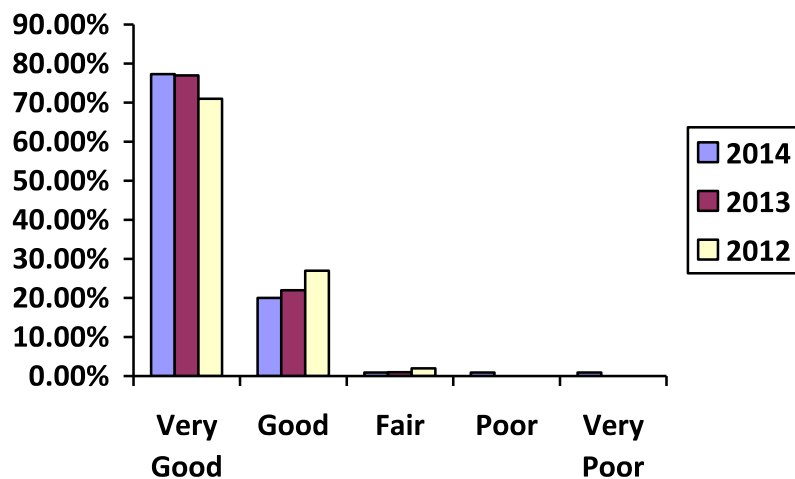
	Yes, definitely	Yes, to some extent	No
2014	85.6%	12.7%	1.7%
2013	93%	6%	1%
2012	86%	13%	1%



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

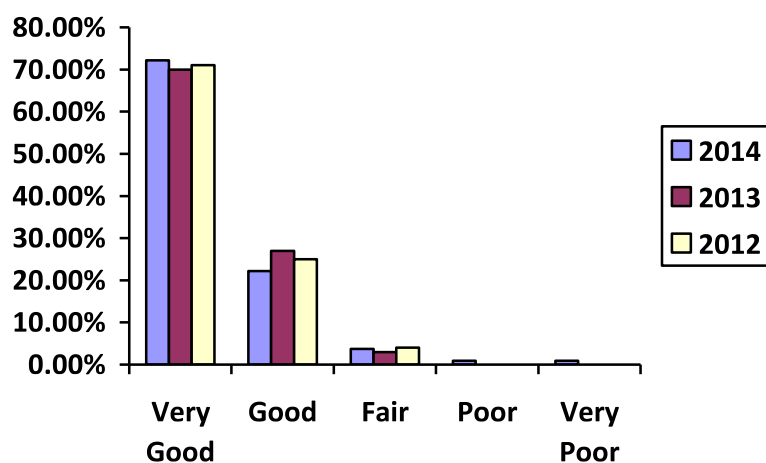
Q25 Giving you enough time

	Very Good	Good	Fair	Poor	Very Poor
2014	77.3%	20%	0.9%	0.9%	0.9%
2013	77%	22%	1%	0%	0%
2012	71%	27%	2%	0%	0%



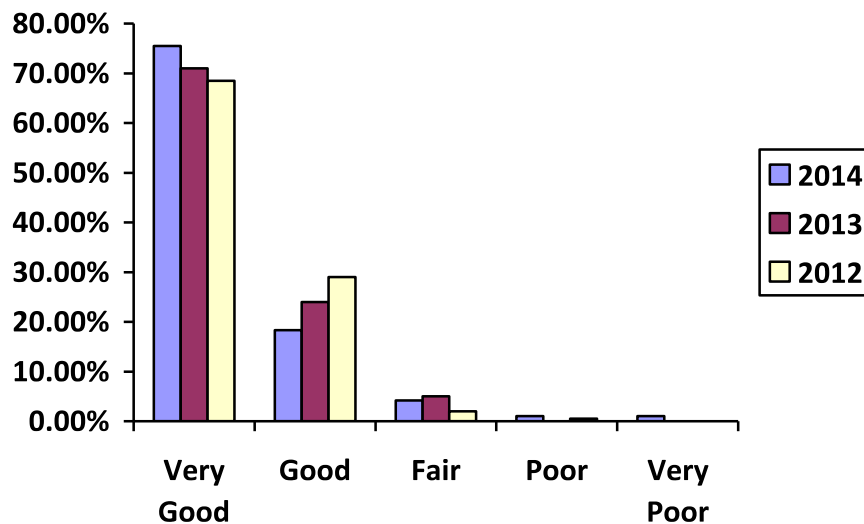
Q26 Listening to you

	Very Good	Good	Fair	Poor	Very Poor
2014	72.2%	22.2%	3.7%	0.9%	0.9%
2013	70%	27%	3%	0%	0%
2012	71%	25%	4%	0%	0%



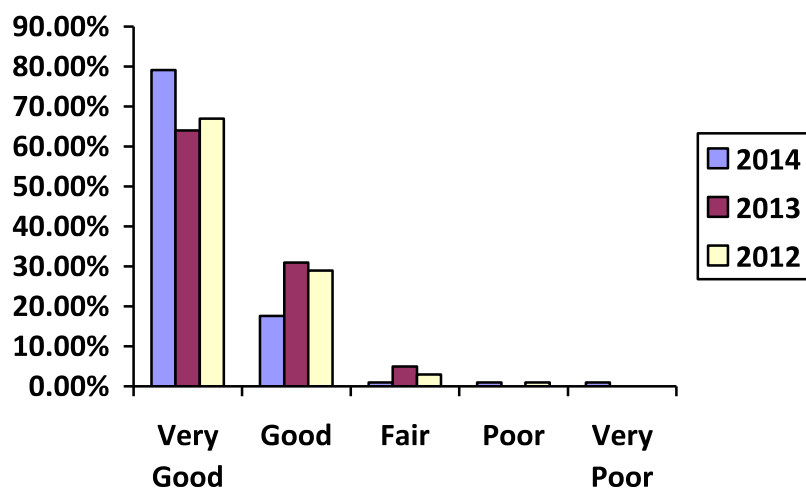
Q27 Explaining tests and treatments

	Very Good	Good	Fair	Poor	Very Poor
2014	75.5%	18.3%	4.2%	1%	1%
2013	71%	24%	5%	0%	0%
2012	68.5%	29%	2%	0.5%	0%



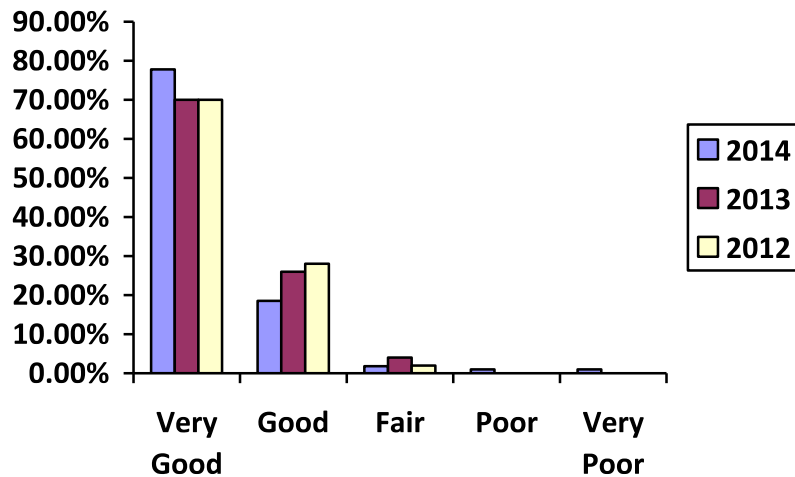
Q28 Involving you in decisions about your care

	Very Good	Good	Fair	Poor	Very Poor
2014	79.1%	17.6%	1%	1%	1%
2013	64%	31%	5%	0%	0%
2012	67%	29%	3%	1%	0%



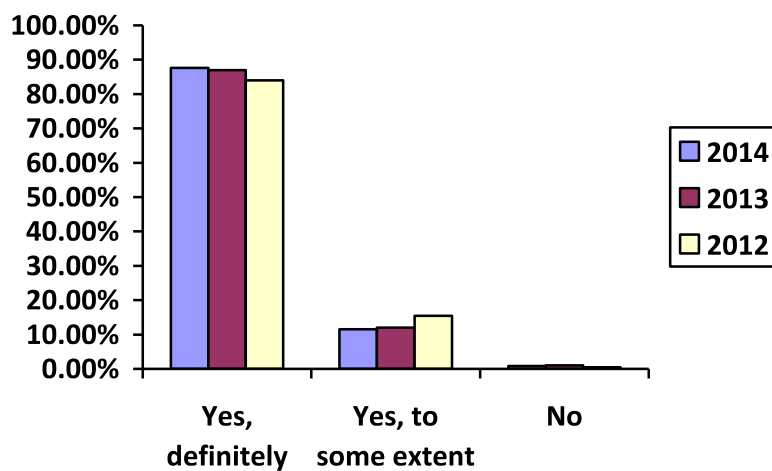
Q29 Treating you with care and concern

	Very Good	Good	Fair	Poor	Very Poor
2014	77.8%	18.5%	1.8%	1%	1%
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?

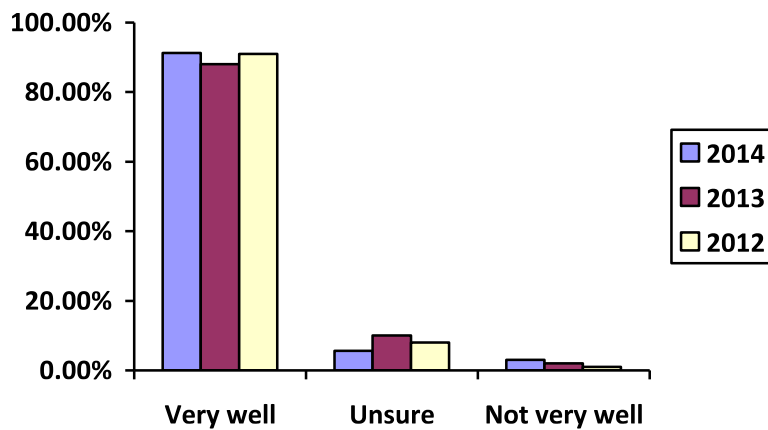
	Yes, definitely	Yes, to some extent	No
2014	87.6%	11.5%	0.8%
2013	87%	12%	1%
2012	84%	15.5%	0.5%



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

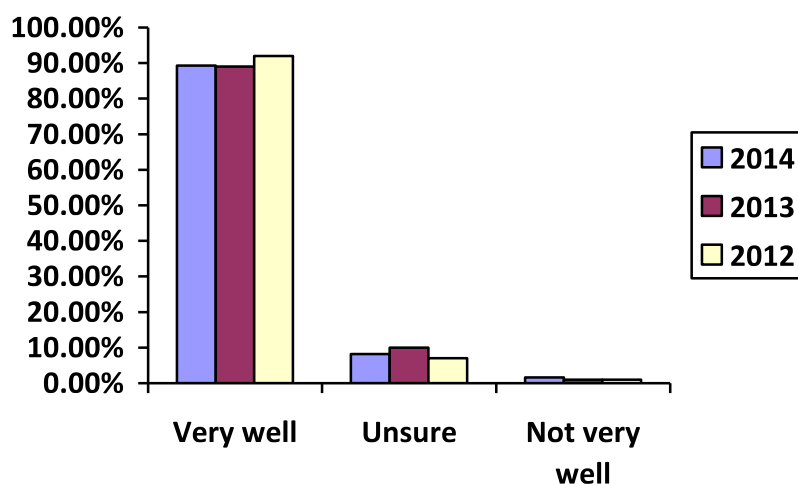
Q31 Understand your health problems?

	Very well	Unsure	Not very well
2014	91.3%	5.6%	3%
2013	88%	10%	2%
2012	91%	8%	1%



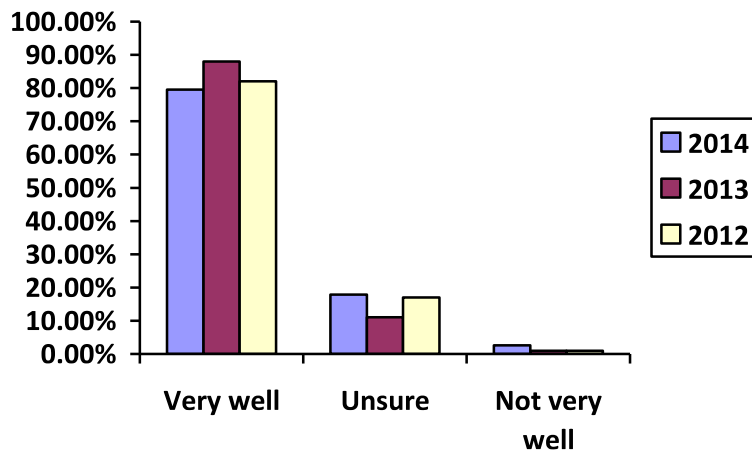
Q32 Cope with your health problems

	Very well	Unsure	Not very well
2014	89.3%	8.2%	1.6%
2013	89%	10%	1%
2012	92%	7%	1%



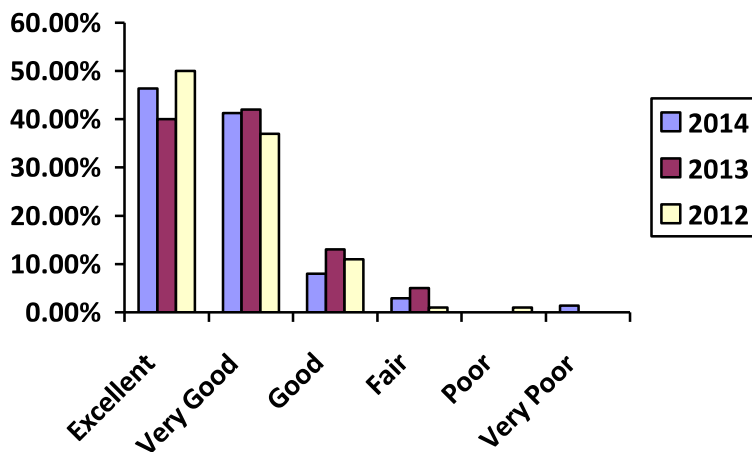
Q33 Keep yourself healthy

	Very well	Unsure	Not very well
2014	79.5%	17.9%	2.6%
2013	88%	11%	1%
2012	82%	17%	1%



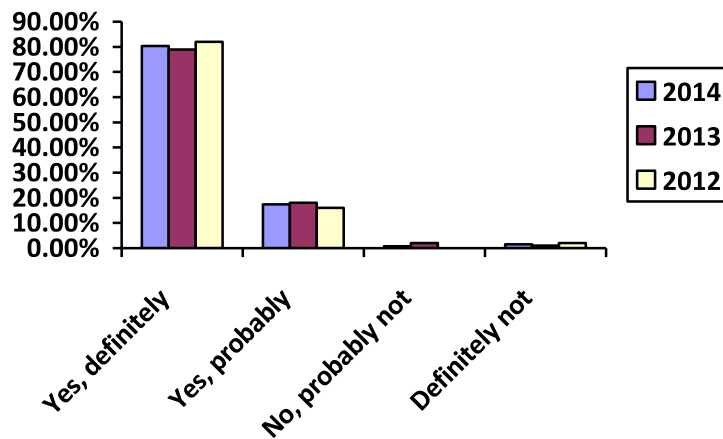
Q34 Overall, how would you describe your experience of your GP surgery?

	Excellent	Very Good	Good	Fair	Poor	Very Poor
2014	46.4%	41.3%	8%	2.9%	0%	1.4%
2013	40%	42%	13%	5%	0%	0%
2012	50%	37%	11%	1%	1%	0%



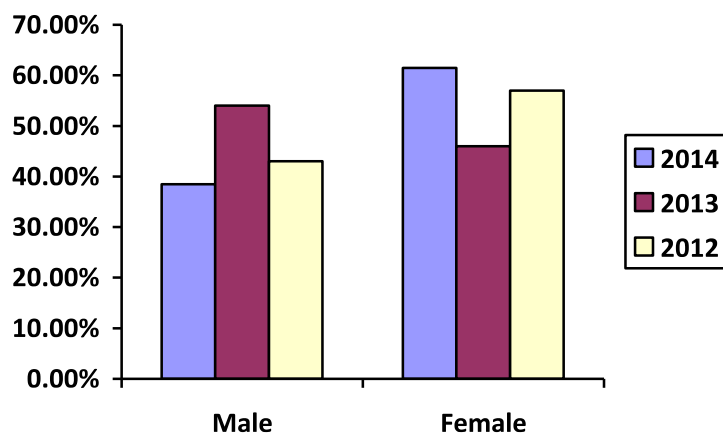
Q35 Would you recommend your GP surgery to someone who has just moved to your local area?

	Yes, definitely	Yes, probably	No, probably not	Definitely not
2014	80.3%	17.4%	0.7%	1.5%
2013	79%	18%	2%	1%
2012	82%	16%	0%	2%



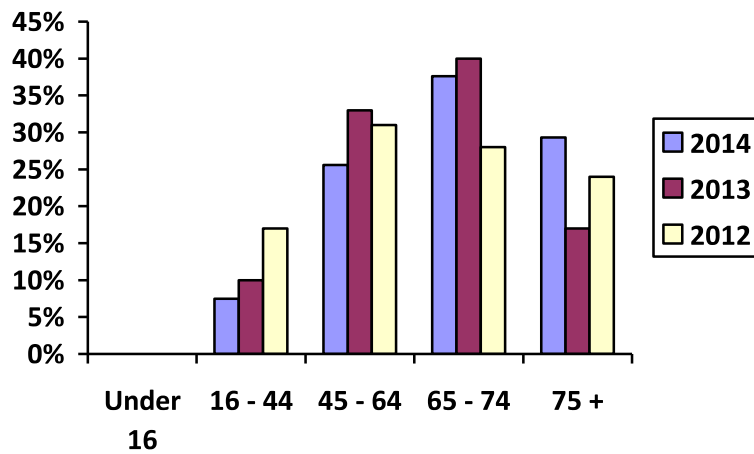
Q36 Are you ?

	Male	Female
2014	38.5%	61.5%
2013	54%	46%
2012	43%	57%



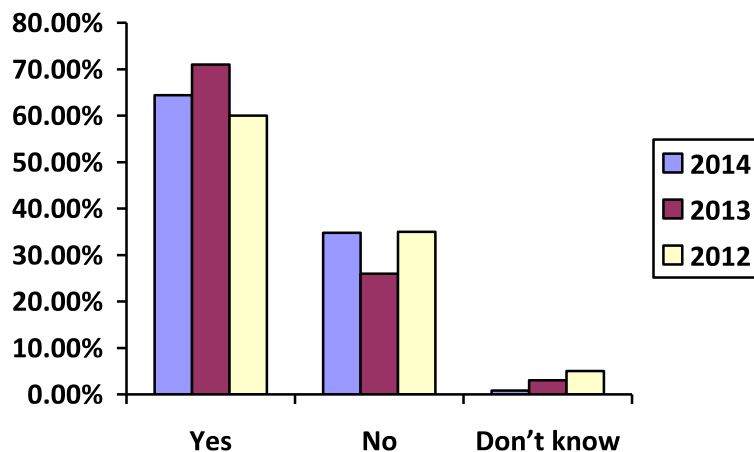
Q37 How old are you?

	Under 16	16 - 44	45 - 64	65 - 74	75 +
2014	0%	7.5%	25.6%	37.6%	29.3%
2013	0%	10%	33%	40%	17%
2012	0%	17%	31%	28%	24%



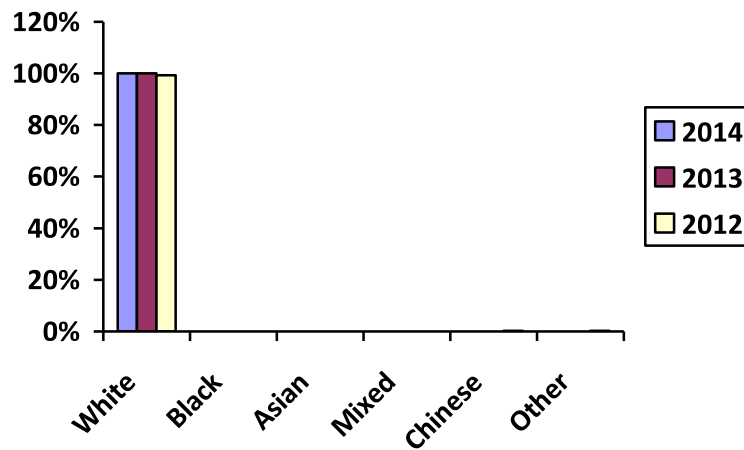
Q38 Do you have a long-standing health condition?

	Yes	No	Don't know
2014	64.4%	34.8%	0.8%
2013	71%	26%	3%
2012	60%	35%	5%



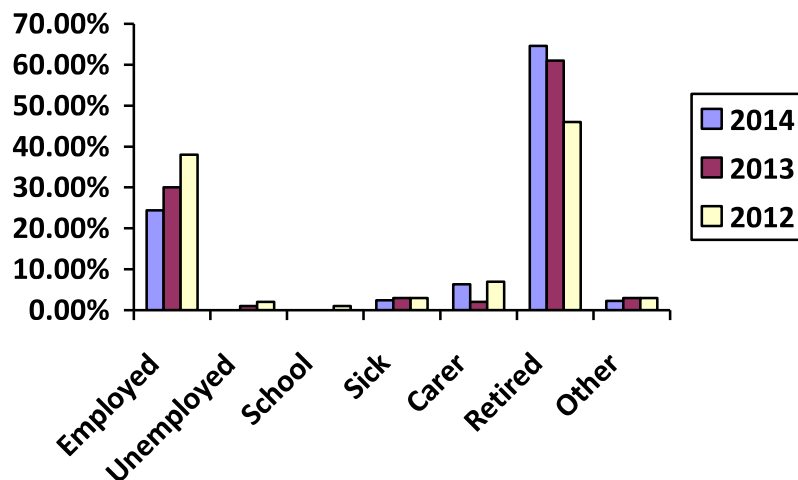
Q39 What is your ethnic group?

	White	Black	Asian	Mixed	Chinese	Other
2014	100%	0	0	0	0	0
2013	100%	0	0	0	0%	0%
2012	99.3%	0	0	0	0.3%	0.3%



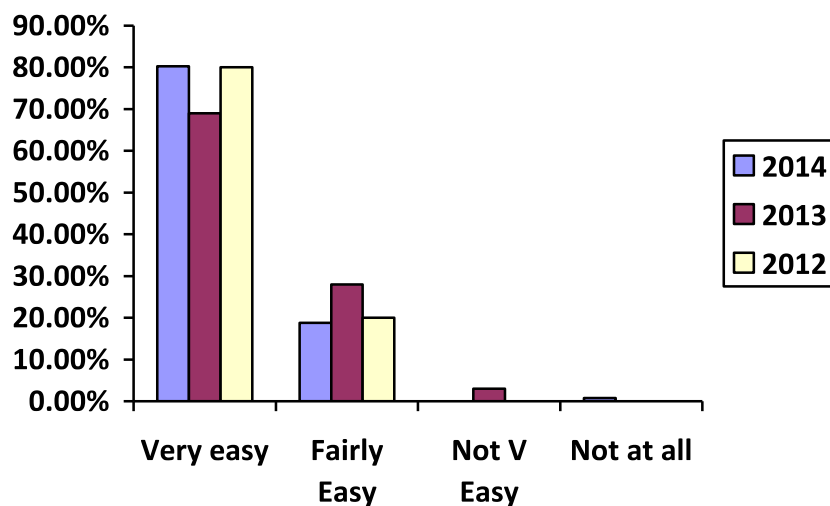
Q40 Which of the following best describes you?

	Employed	Unemployed	School	Sick	Carer	Retired	Other
2014	24.4%	0%	0%	2.4%	6.3%	64.6%	2.3%
2013	30%	1%	0%	3%	2%	61%	3%
2012	38%	2%	1%	3%	7%	46%	3%



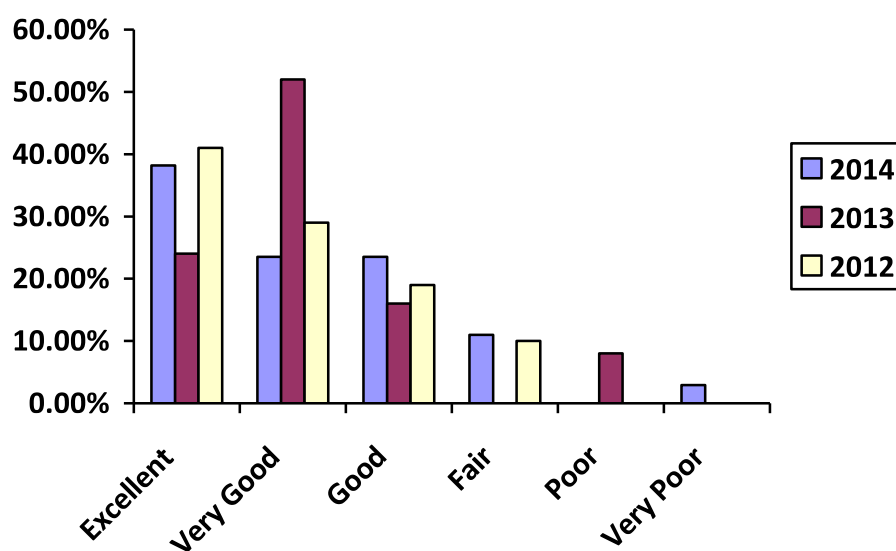
Q47 How do you rate ordering repeat prescriptions?

	Very easy	Fairly Easy	Not V Easy	Not at all
2014	80.3%	18.8%	0%	0.8%
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
2014	38.2%	23.5%	23.5%	11.8%	0%	2.9%	94 out of 132
2013	24%	52%	16%	0%	8%	0%	62 out of 87
2012	41%	29%	19%	10%	0%	0%	198 out of 256



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

	Very easy	Fairly easy	Not very easy	Not at all easy
2014	50%	37.1%	6.8%	3.8%
2013				
2012	44%	50%	5%	0%

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

	Excellent	Very Good	Good	Fair	Poor	Very Poor
2014	14.3%	19.5%	27.3%	27.3%	9%	2.6%
2013						
2012	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
2014	5%	7.5%	24.2%	38.3%	12.5%	12.5%
2013						
2012	3%	11%	21%	35%	20%	11%

Q44 How do you rate the access to the building?

	Excellent	Very Good	Good	Fair	Poor	Very Poor
2014	28.8%	33.3%	31.8%	5%	0%	0%
2013						
2012	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
2014	80.6%	18.7%	0%	0.7%
2013				
2012	76%	24%	0%	0%

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

	Very	Fairly	Not very	Not at all
2014	90.7%	9.3%	0%	0%
2013				
2012	90%	10%	0%	0%