

SUMMARY PATIENT QUESTIONNAIRE 2017

Summary Report for Laindon Medical Group (from 408 questionnaires)

		Q1/Q28 Putting you at ease	Q2 Being polite and considerate	Q3/Q30 Listening	Q4/Q29 Giving enough time	Q5 Assessing your medical condition	Q6/Q31 Explaining your condition and treatment	Q7/Q32 Involving you in decisions	Q8/Q33 Providing and arranging treatment	Q34 Completely happy to see again
GP	% saying Very Good or Good	82%	84.7%	85.2%	83.2%	89.8%	79.8%	79.3%	75.9%	
Nurse	% saying Very Good or Good	63.7%		63.7%	62%		63.9%	59%	57.8%	68.6%

- Q9** 87.4% of patients found receptionists helpful or fairly helpful
- Q10& Q11** 49.9% of patients found it easy to get through to the practice, and 38.9% found it easy to speak to a doctor or nurse on the phone.
- Q12** 54.4% of patients, if they need to see a GP urgently, say they can normally be seen on the same day.
- Q13 & Q14** 84.3% of patients say it is important to be able to book appointments ahead of time and 62.9% find it very easy or fairly easy to do so.
- Q15** 38.4% normally book appointments in person, 75.4% book appointments by phone and 10.2% book appointments online.
- Q16** 33.5% prefer to book appointments in person, 72.5% prefer to book by phone and 23.2% prefer to book online.
- Q17** 84.7% found the self check-in screens very/fairly easy, 2.6% did not find it easy and 5.1% did not use or were not aware.
- Q18 & Q19** 9.5% of patients are normally seen by their preferred GP same day or next day; and 50.1 % consider this good, very good or excellent.
- Q20 & Q21** 29.4% of patients are normally seen by any GP same day or next day; and 60% consider this good, very good or excellent.
- Q22** 15.1% of patients wait less than 5 minutes, 31.1% wait 6-10 minutes and 6.1% wait more than 30 minutes for appointments to start.
- Q23** 51.1% of patients consider waiting times good, very good or excellent.
- Q24** 79.6% of patients say the practice is open at convenient times -Q25 gives results for those for whom the practice is not open at convenient times.
- Q25** 14.4% would like the practice open before 8am, 10.5% at lunchtimes, 17.1% after 6.30pm, 21% on Saturdays and 12% on Sundays.
- Q26 & Q27** 39.9% of patients prefer a particular GP and 10.7% of those say they see their preferred GP always or almost always.
- Q35** 69.1% said their GP/Nurse helps to understand their problems very well.
- Q36** 67.4% said their GP/Nurse helps them to cope with their health problems.
- Q37** 65.6% said their GP/Nurse helps them keep themselves healthy.
- Q38** 82.6% of patients say their experience of this GP surgery is good, very good or excellent.
- Q39** 71.2% of patients are likely to recommend this GP surgery to friends and family if they need similar care or treatment.

The Friends and Family Test score for **Laindon Medical Group** is **194** based on **388** responses.
 (the score is calculated using 'proportion of patients who would strongly recommend minus those who would not recommend or who are indifferent')