

PPG & Survey Results Report

Survey Results

Debenham Group Practice - Patient Survey February

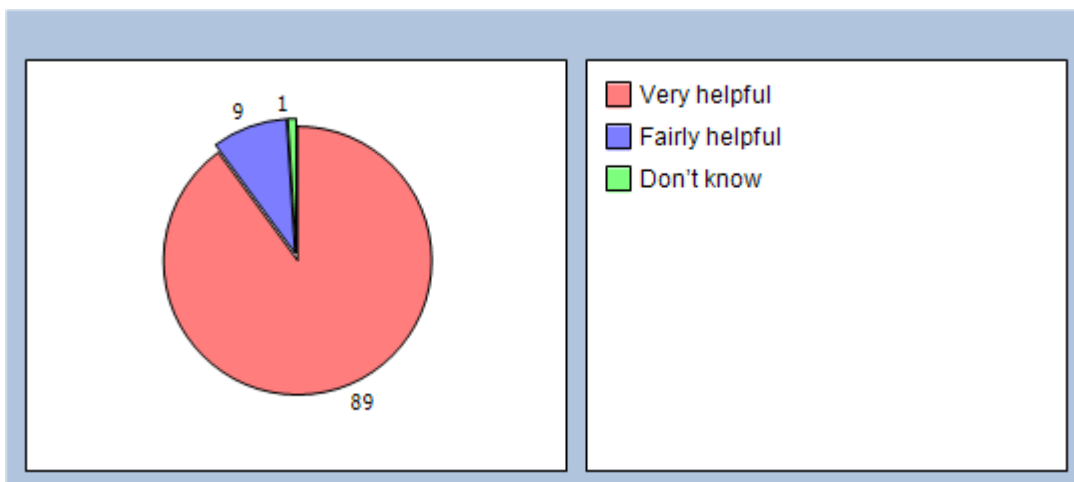
Number of Responses: **295**

We would be very grateful if you would be kind enough to complete this survey about the Debenham Group Practice. We want to provide our patients with the highest possible standard of care and a summary from this survey will help us to identify areas for improvement. Your opinions are very valuable. Please answer ALL the questions you can. There are no right or wrong answers and your responses will be completely anonymous. Thank you.

About Receptionists and Appointments

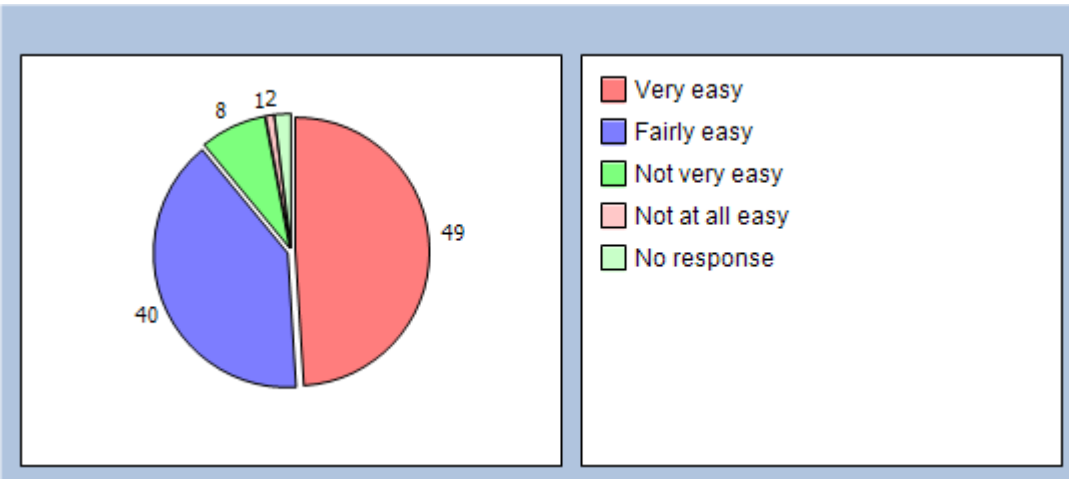
Q1 How helpful do you find the receptionists at Debenham Group Practice?

Very helpful 89%
Fairly helpful 9%
Not very helpful 0%
Not at all helpful 0%
Don't know 1%



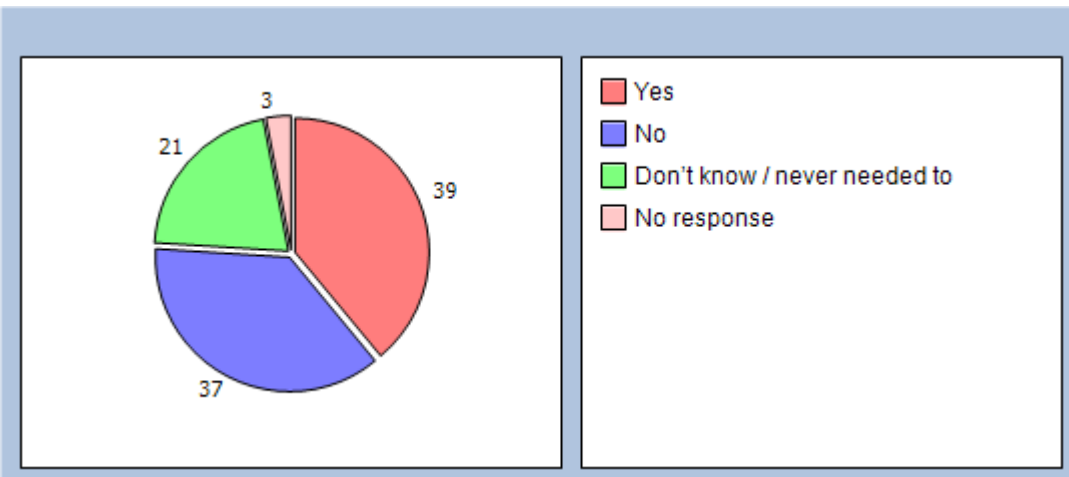
Q2 How easy is it to get through to someone at Debenham Group Practice on the phone?

Very easy 49%
Fairly easy 40%
Not very easy 8%
Not at all easy 1%
Don't know 0%
No response 2%



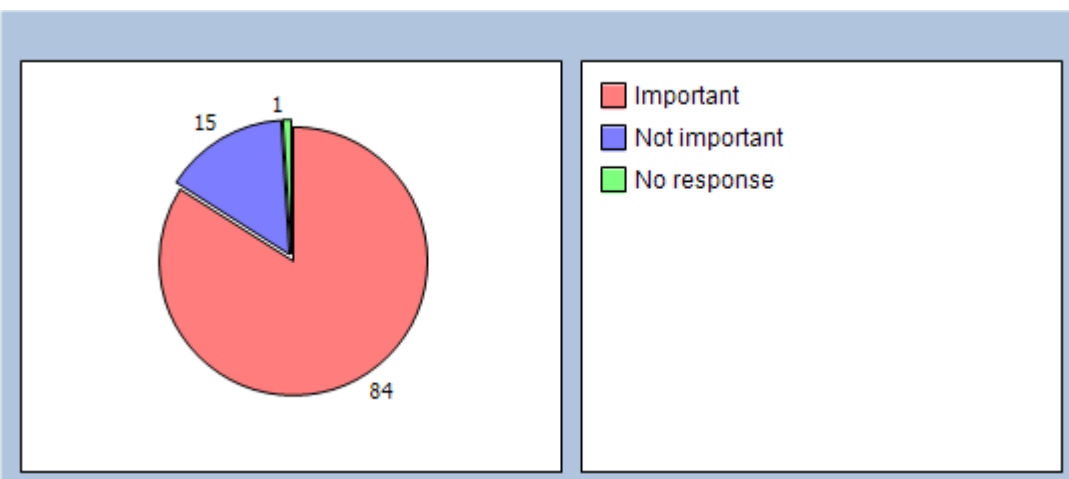
Q3 If you need to see a GP urgently, can you normally get seen on the same day?

Yes 39%
 No 37%
 Don't know / never needed to 21%
 No response 3%



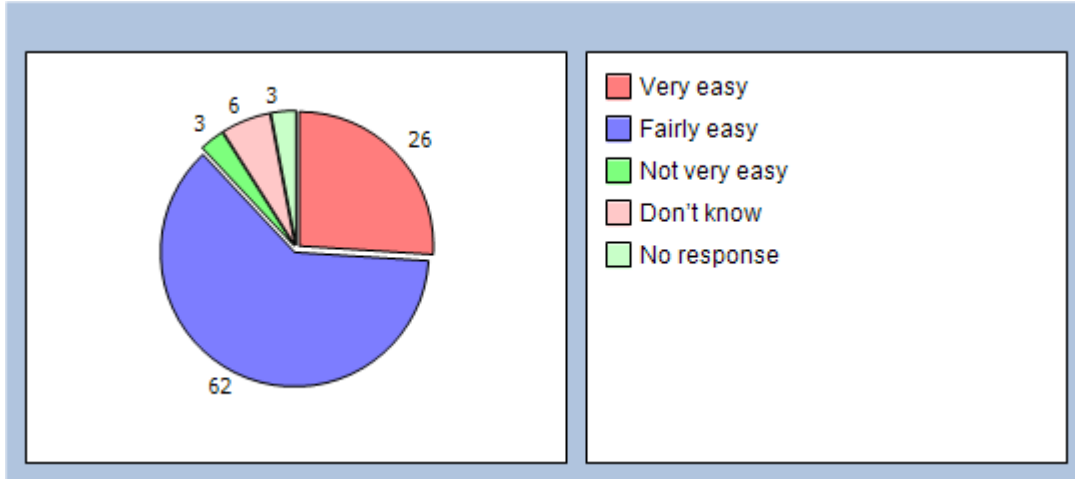
Q4 How important is it to you to be able to book appointments ahead of time?

Important 84%
 Not important 15%
 No response 1%



Q5 How easy is it to book ahead?

Very easy 26%
 Fairly easy 62%
 Not very easy 3%
 Not at all easy 0%
 Don't know 6%
 No response 3%



Q6 How do you normally book your appointments at Debenham Group Practice? (please X all boxes that apply)

In person 21%
 By phone 90%
 By automated phone 3%
 Online 12%
 Doesn't apply 0%

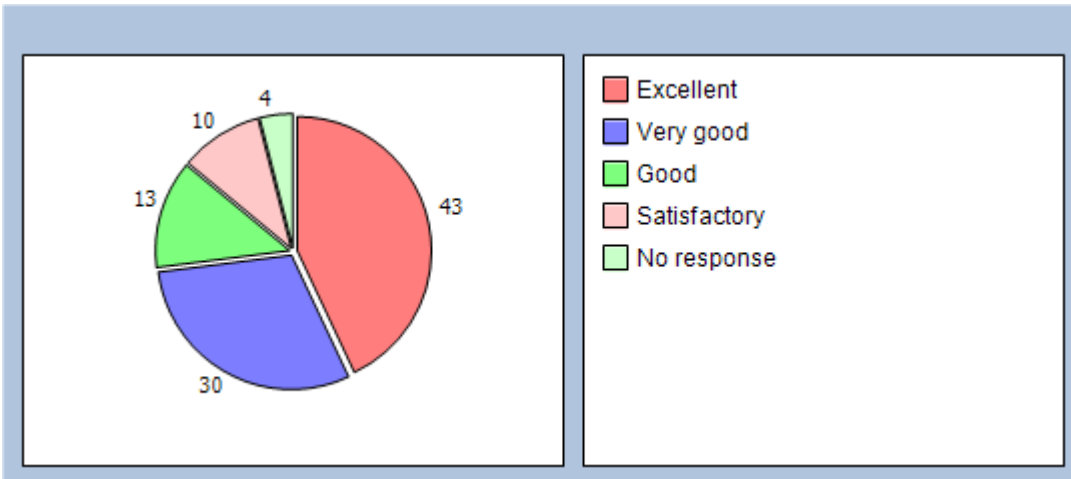
Q7 Which of the following methods would you prefer to use to book appointments? (please X all boxes that apply)

In person 26%
 By phone 87%
 By automated phone 4%
 Online 22%
 Doesn't apply 0%

Thinking of your most recent consultation with a doctor or nurse

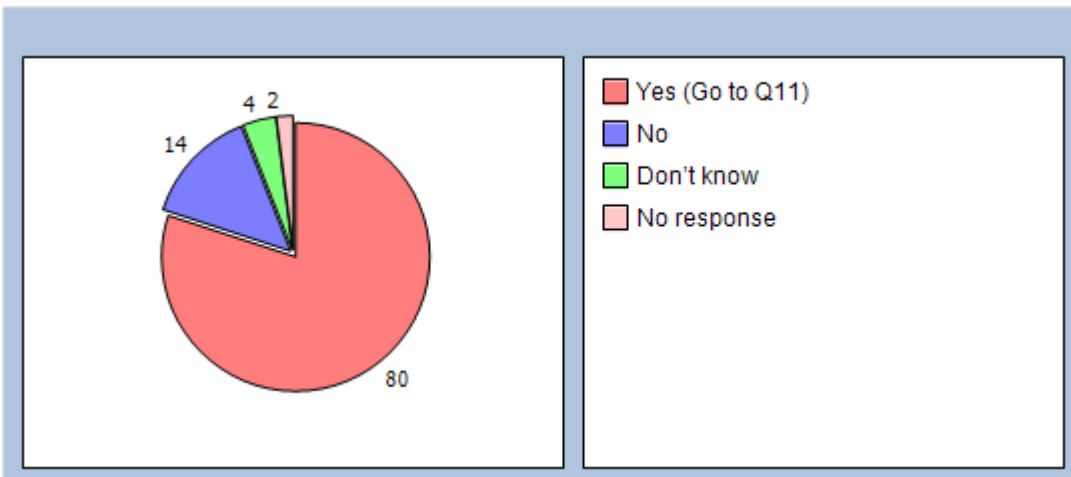
Q8 How do you rate how long you waited?

Excellent 43%
 Very good 30%
 Good 13%
 Satisfactory 10%
 Poor 0%
 Very poor 0%
 Does not apply 0%
 No response 4%



Q9 Is Debenham Group Practice currently open at times that are convenient to you?

Yes (Go to Q11) 80%
 No 14%
 Don't know 4%
 No response 2%



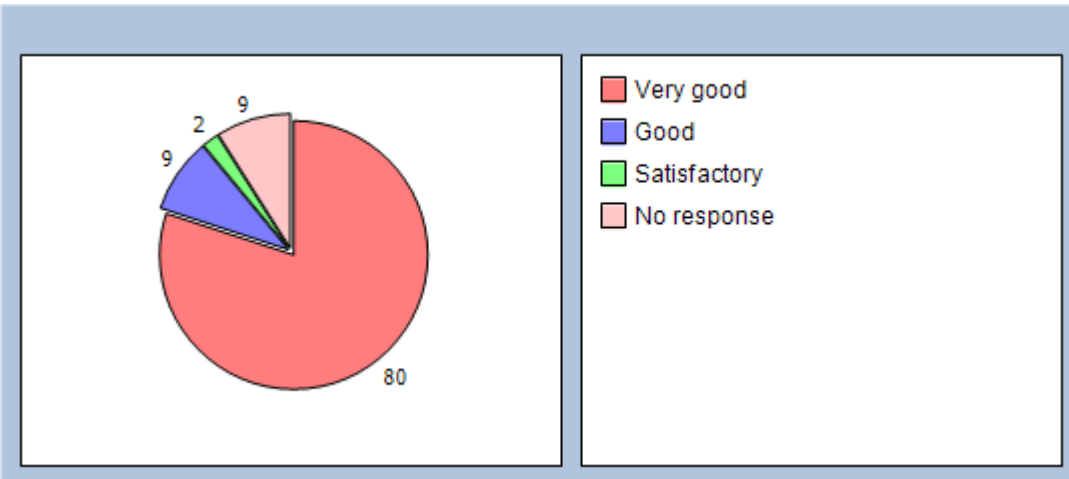
Q10 Which of the following additional opening hours would make it easier for you to see or speak to someone? (please X all boxes that apply)

Before 8am 36%
 At lunchtime 9%
 After 6.30pm 41%
 On a Saturday 20%
 On a Sunday 8%
 None of these 5%

*If you haven't seen a practice nurse/healthcare assistant in the last 6 months please go to Q15.
 How good was the Practice Nurse/Healthcare Assistant you last saw at:*

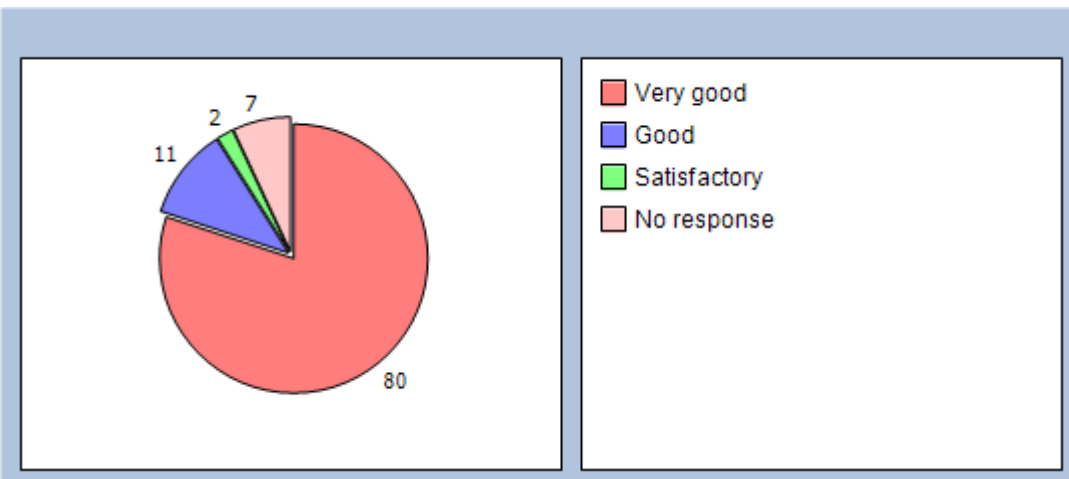
Q11 Putting you at ease?

Very good 80%
 Good 9%
 Satisfactory 2%
 Poor 0%
 Very poor 0%
 Does not apply 0%
 No response 9%



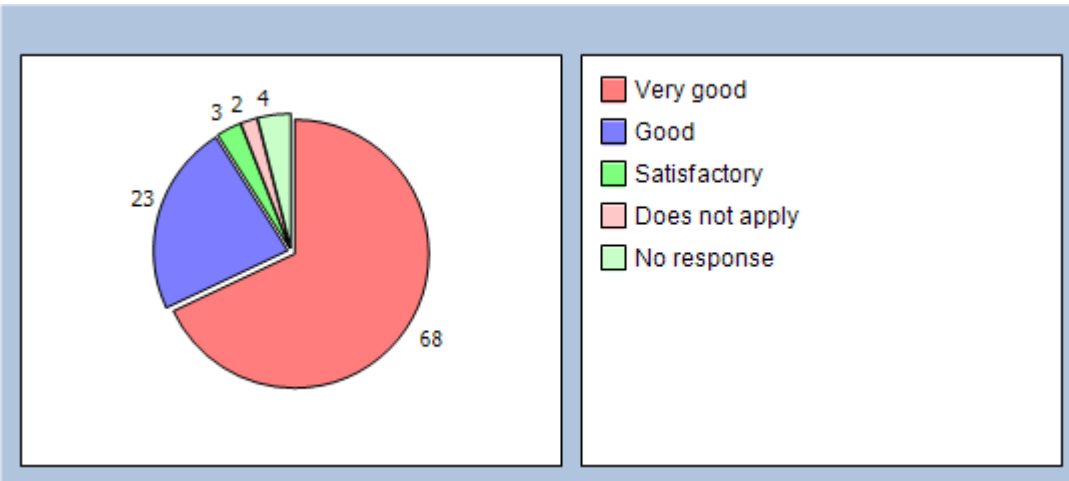
Q12 Listening to you?

Very good 80%
 Good 11%
 Satisfactory 2%
 Poor 0%
 Very poor 0%
 Does not apply 0%
 No response 7%



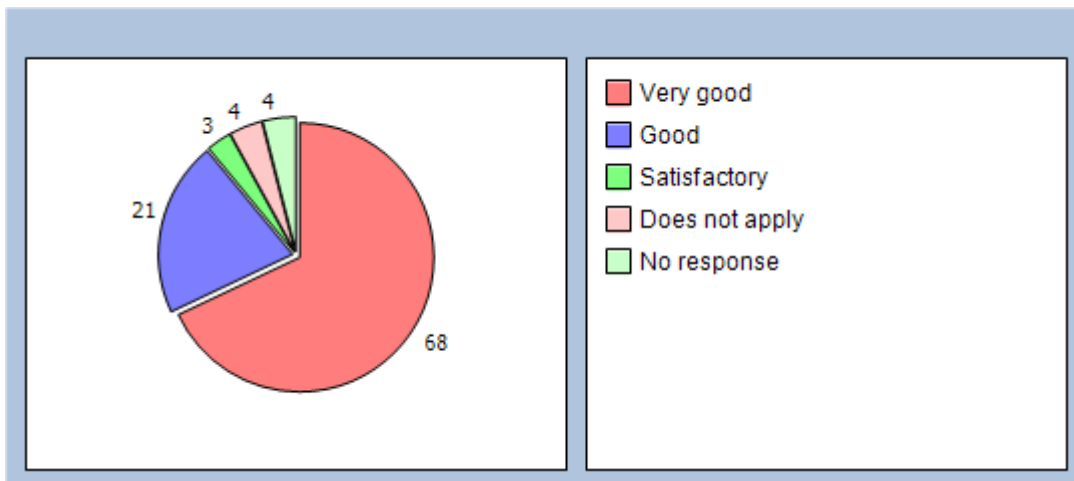
Q13 Explaining your condition and treatment?

Very good 68%
 Good 23%
 Satisfactory 3%
 Poor 0%
 Very poor 0%
 Does not apply 2%
 No response 4%



Q14 Involving you in decisions about your care?

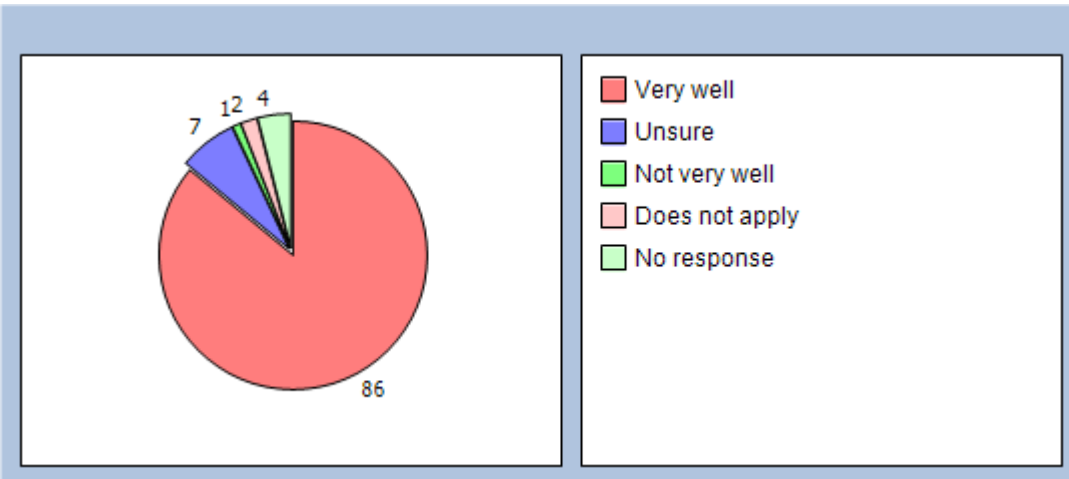
Very good 68%
 Good 21%
 Satisfactory 3%
 Poor 0%
 Very poor 0%
 Does not apply 4%
 No response 4%



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

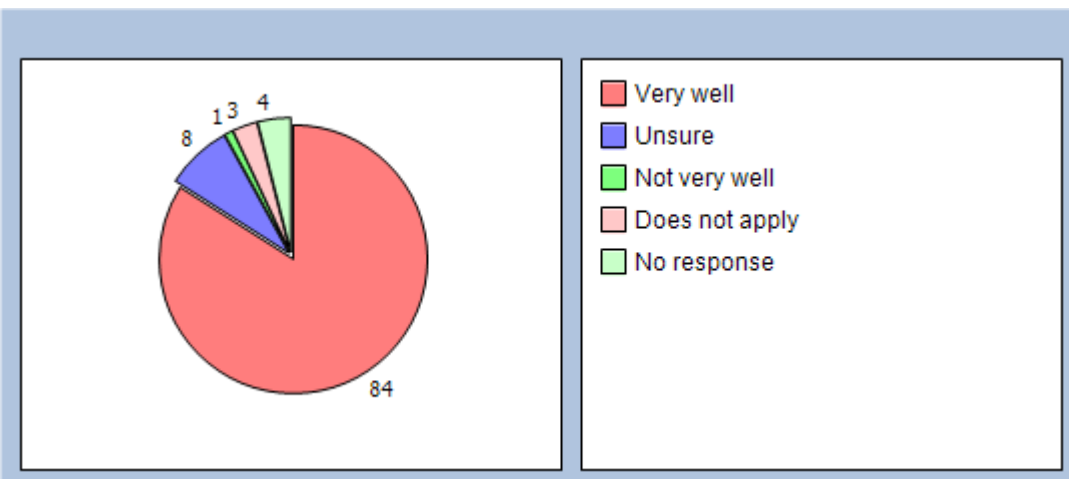
Q15 Understand your health problems?

Very well 86%
 Unsure 7%
 Not very well 1%
 Does not apply 2%
 No response 4%



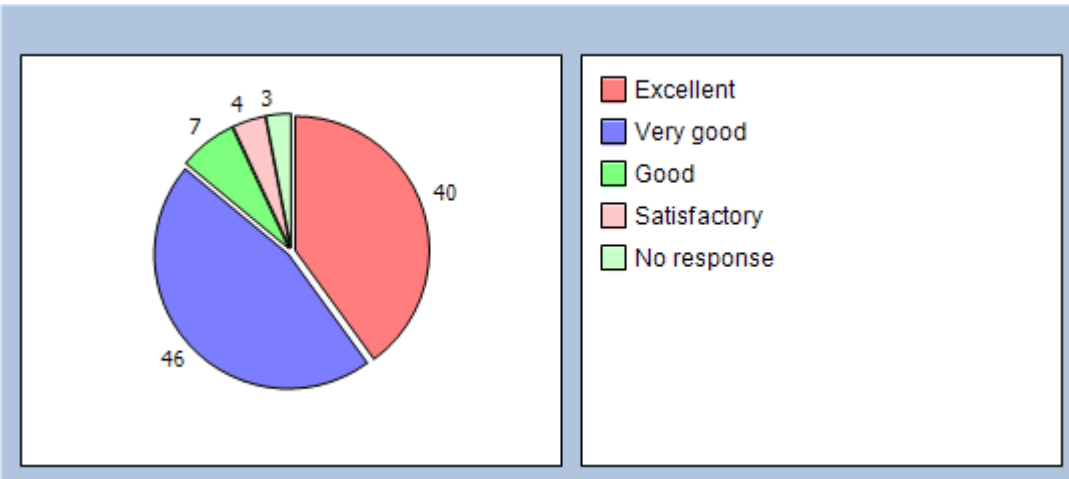
Q16 Cope with your health problems

Very well 84%
 Unsure 8%
 Not very well 1%
 Does not apply 3%
 No response 4%



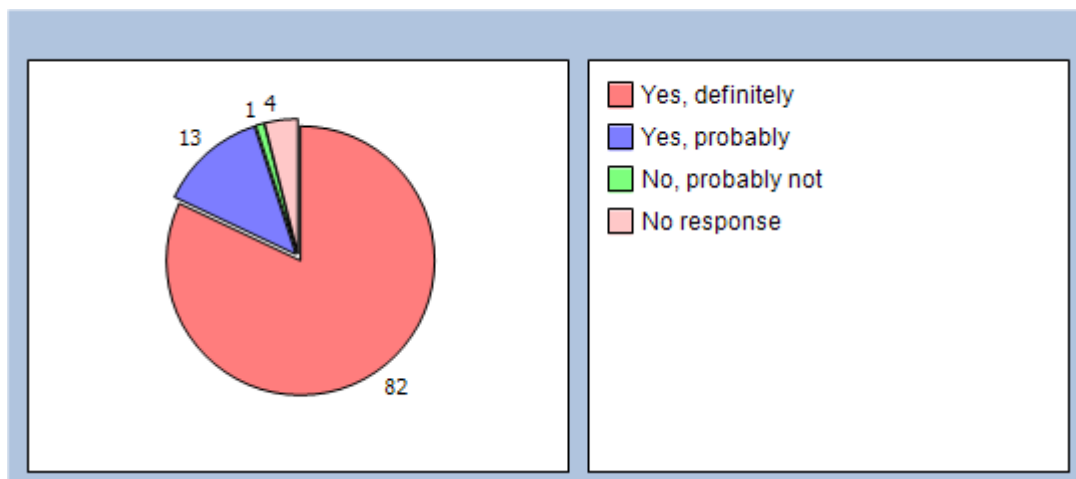
Q17 Overall, how would you describe your experience of your GP surgery?

Excellent 40%
 Very good 46%
 Good 7%
 Satisfactory 4%
 Poor 0%
 Very poor 0%
 No response 3%



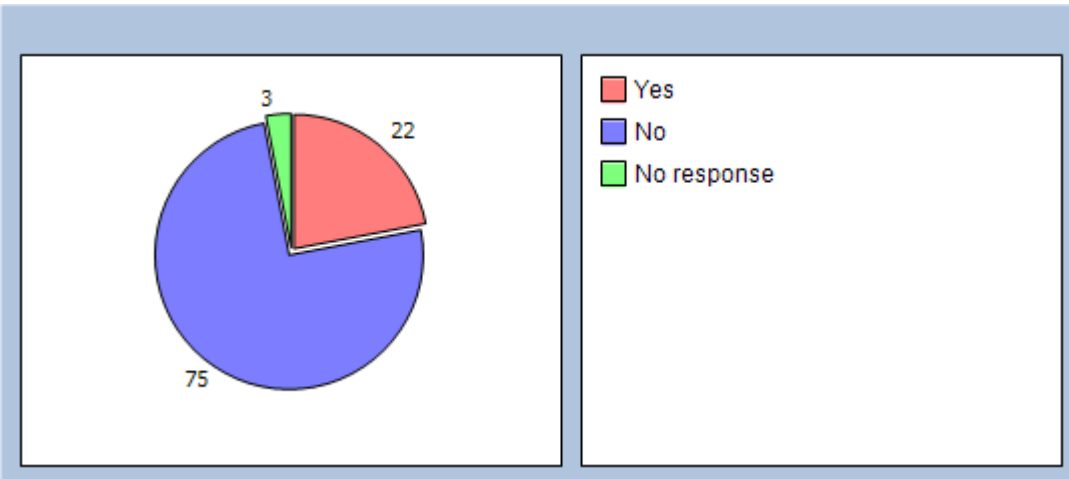
Q18 Would you recommend Debenham Group Practice to someone who has just moved to your local area?

Yes, definitely 82%
 Yes, probably 13%
 No, probably not 1%
 No, definitely not 0%
 Don't know 0%
 No response 4%



Q19 Are you aware that the Debenham Group Practice has a Patient Participation Group?

Yes 22%
 No 75%
 No response 3%

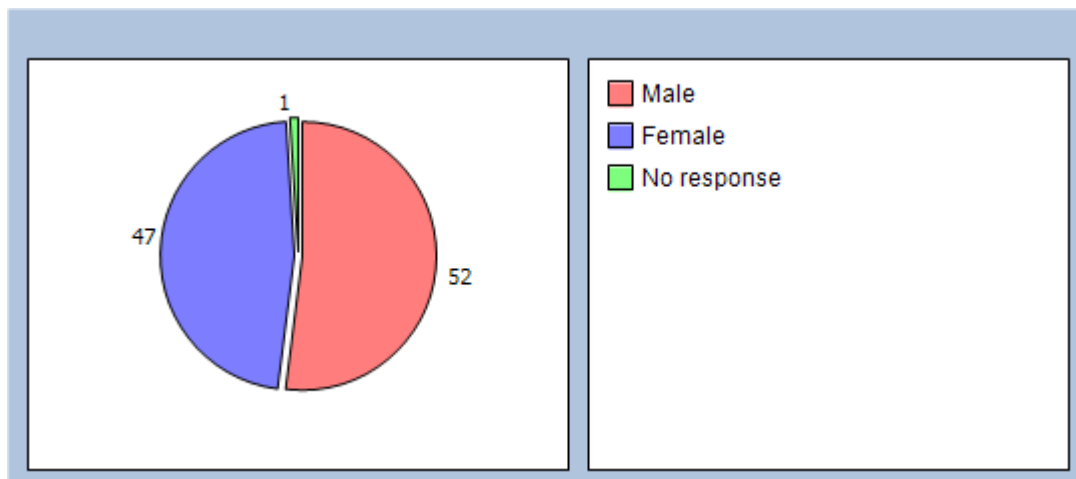


If you would like more information on the PPG please contact the Practice Business Manager, Steve Bloomfield, or leave your details with reception.

It will help us to understand your answers if you could tell us a little about yourself

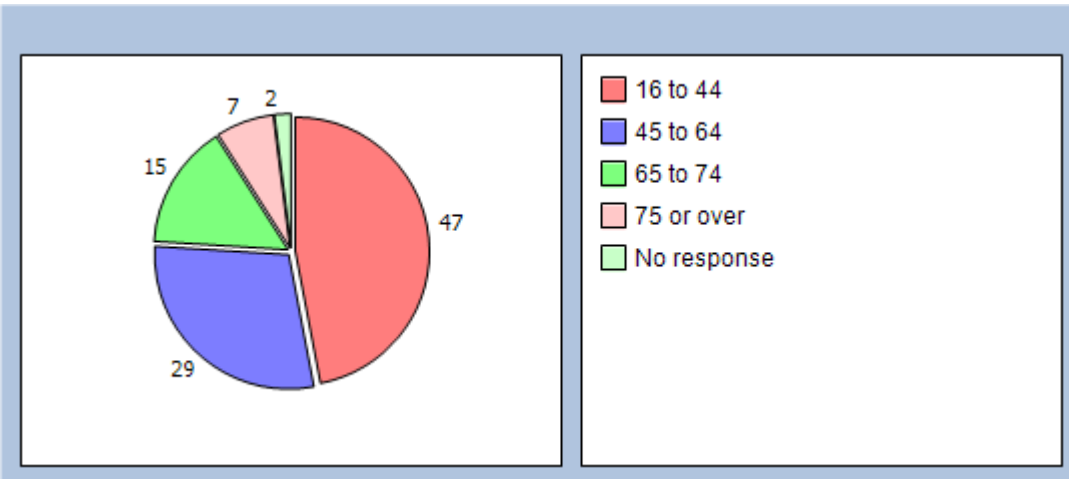
Q20 Are you ?

Male 52%
 Female 47%
 No response 1%



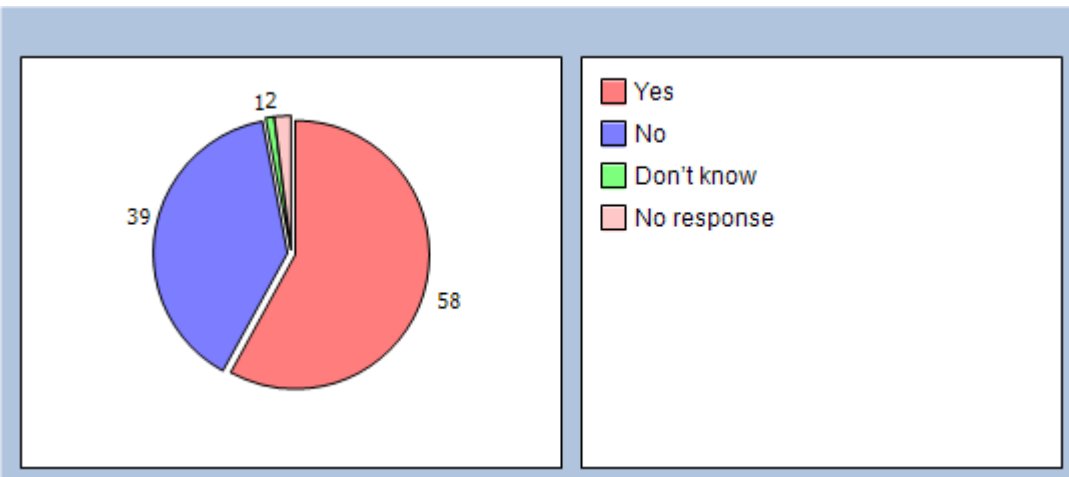
Q21 How old are you?

Under 16 0%
 16 to 44 47%
 45 to 64 29%
 65 to 74 15%
 75 or over 7%
 No response 2%



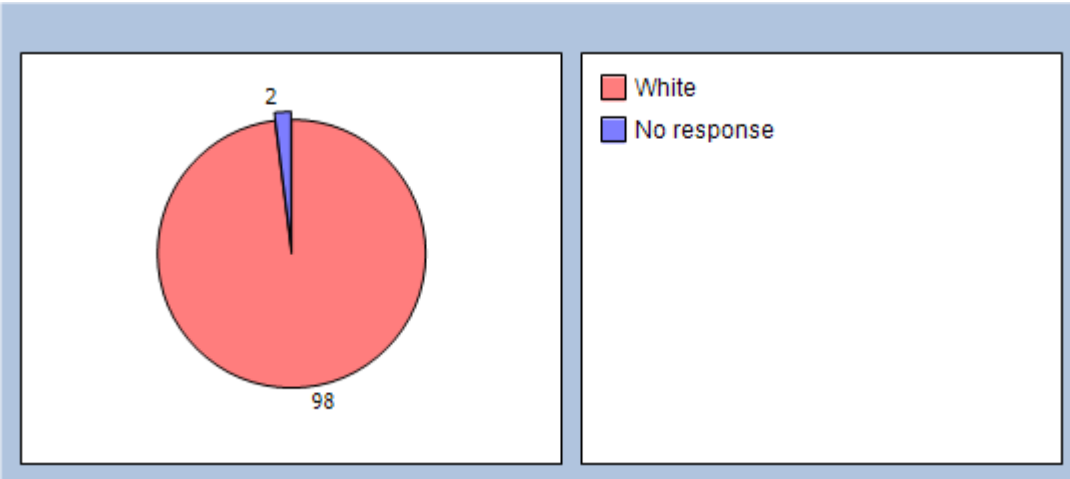
Q22 Do you have a long-standing health condition?

Yes 58%
 No 39%
 Don't know 1%
 No response 2%



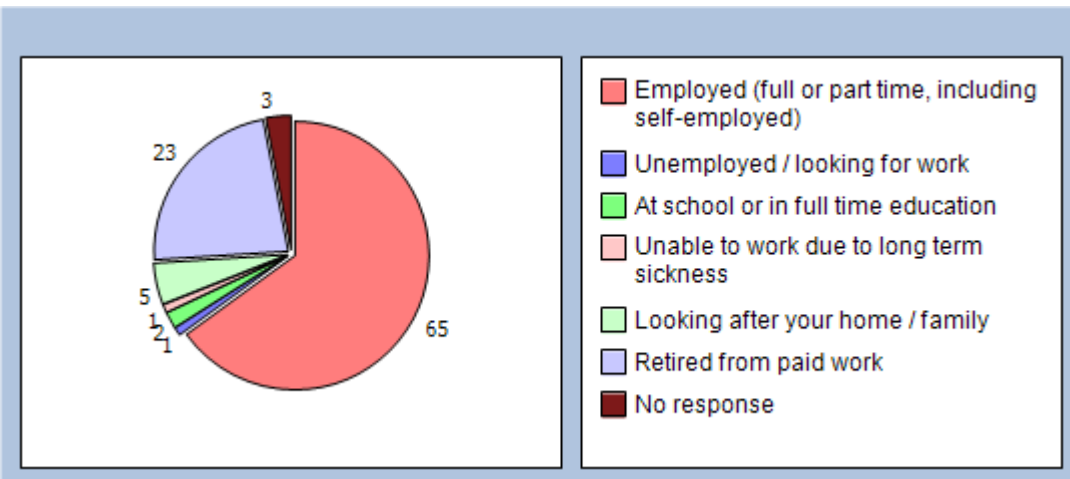
Q23 What is your ethnic group?

White 98%
 Black or Black British 0%
 Asian or Asian British 0%
 Mixed 0%
 Chinese 0%
 Other ethnic group 0%
 No response 2%



Q24 Which of the following best describes you?

- Employed (full or part time, including self-employed) 65%
- Unemployed / looking for work 1%
- At school or in full time education 2%
- Unable to work due to long term sickness 1%
- Looking after your home / family 5%
- Retired from paid work 23%
- Other 0%
- No response 3%



Finally, please add any other comments you would like to make about your GP practice:

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