

## APPOINTMENTS AT YOUR GP SURGERY

Q1. When did you last speak or see a GP at the surgery?	Number of responses
In the past 3 months	137
Between 3 & 6 months ago	25
More than 6 months ago	32
I have never been seen by my present GP	5

Q2. Which of the following methods do you prefer to use to book an appointment at the surgery?	Number of responses
In person	26
By phone	148
No preference	25

Q3 In the past 6 months have you tried to see a Dr fairly quickly?	Number of responses
Yes	114
No	78
Can't Remember	6

Q4. Think about the last time you tried to see a Dr fairly quickly. Were you able to see a doctor on;-	Number of responses
Same day	48
Next working day	42
Within 2 working days	23
Within 3 working days	28
Within 4 working days	15
5 working days	15
7 working days	16

Q5. If you weren't able to see or speak to a Dr during the next 2 working days that the surgery was open, why was that?	Number of responses
There weren't any appointments	64
Times offered didn't suit	14
Appointment was with a Dr who I didn't want to see	27
Another reason	6
Can't remember	16

Q6. What did you do on that occasion?	Number of responses
Went to the appointment I was offered	57
Got an app for a different day	46
Had a consultation over the telephone	17
Went to A&E / a walk in centre	9
Saw a pharmacist	0
Decided to contact my surgery another time	4
Didn't see or speak to anyone	6

Q7. Are you aware that the Practice offers telephone consultations with the Dr & Nurse	Number of responses
Yes	134
No	63

Q8. Are you aware that the practice offers telephone triage consultations with the Dr for on day urgent medical care	Number of responses
Yes	107
No	90

Q9. How long after your app time do you normally wait to be seen	Number of responses
I am normally seen on time	39
less then 5 mins	25
5 to 15 mins	112
15-30 mins	12
More than 30 mins	2
Can't remember	5

Q10. How do you feel about how long you normally have to wait	Number of responses
I don't normally have to wait very long	116
I have to wait a bit too long	14
I have to wait far to long	2
I don't mind	58

Q11. Is there a particular Dr you prefer to see at the surgery	Number of responses
Yes	130
No	66

Q12. How often do you see the Dr you prefer?	Number of responses
Always or most of the time	89
A lot of the time	17
Some of the time	45
Never or Rarely	12
Not tired at this GP Surgery	15

Q13. How easy is it for you to get an appointment with the Practice Nurse at the surgery?	Number of responses
Haven't tried	40
Very	73
Fairly	60
Not at all Easy	9
Don't Know	15

Q14. How satisfied are you with the opening hours at the surgery?	Number of responses
Very	123
Fairly	38
Neither satisfied nor dissatisfied	21
Don't know the opening hours	14

Q15. Would you like the surgery open at additional times	Number of responses
Yes	38
No	148
<b>See appendix A for comments</b>	

## CLINICAL CARE

THE LAST TIME YOU SAW OR SPOKE TO A DOCTOR HOW GOOD WAS THAT DR AT EACH OF THE FOLLOWING?

Q16a. Giving you enough time	Number of responses
Very good	123
Good	59
Neither good nor poor	7
Poor	3
Very Poor	0
Doesn't apply	1

Q16b. Asking about your symptoms	Number of responses
Very good	118
Good	61
Neither good nor poor	7
Poor	0
Very Poor	2
Doesn't apply	1

Q16c. Listening	Number of responses
Very good	117
Good	58
Neither good nor poor	6
Poor	1
Very Poor	3
Doesn't apply	1

Q16d. Explaining test and treatments	Number of responses
Very good	106
Good	60
Neither good nor poor	9
Poor	1
Very Poor	0
Doesn't apply	8

Q16e. Involving you in decisions about your care	Number of responses
Very good	107
Good	53
Neither good nor poor	11
Poor	5
Very Poor	2
Doesn't apply	7

Q16f. Treating you with care and concern	Number of responses
Very good	118
Good	53
Neither good nor poor	8
Poor	3
Very Poor	3
Doesn't apply	1

Q16g. Taking your problems seriously	Number of responses
Very Good	119
Good	51
Neither good nor poor	9
Poor	2
Very Poor	4
Doesn't apply	1

Q17. Did you have confidence and trust in the GP you saw	Number of responses
Yes, definitely	156
Yes, to some extent	34
No, not at all	5
Don't know/can't say	1

**LAST TIME YOU SAW OR SPOKE TO THE PRACTICE NURSE AT THE SURGERY, HOW GOOD DID YOU FIND THEM AT EACH OF THE FOLLOWING**

Q18a. Giving you enough time	Number of responses
Very Good	123
Good	47
Neither good nor poor	2
Poor	1
Very poor	0
Doesn't apply	11

Q18b. Asking about your Symptoms	Number of responses
Very good	107
Good	48
Neither good nor poor	5
Poor	2
Very Poor	0
Doesn't apply	15

Q18c. Listening	Number of responses
Very Good	111
Good	47
Neither good nor poor	4
Poor	2
Very Poor	0
Doesn't apply	15

Q18d. Explaining tests and treatment	Number of responses
Very Good	107
Good	44
Neither good nor poor	5
Poor	2
Very Poor	0
Doesn't apply	15

Q18e. Involving you in decisions about your care	Number of responses
Very Good	103
Good	45
Neither good nor poor	7
Poor	2
Very Poor	1
Doesn't apply	18

Q18f. Treating you with care and concern	Number of responses
Very Good	117
Good	45
Neither good nor poor	4
Poor	2
Very Poor	0
Doesn't apply	11

Q18g. Taking your problems seriously	Number of responses
Very Good	113
Good	43
Neither good nor poor	5
Poor	1
Very Poor	0
Doesn't apply	13

Q19. In general, how satisfied are you with the care you receive from a clinician at the surgery	Number of responses
Very	147
Fairly	32
Neither satisfied nor dissatisfied	14
Quite dissatisfied	2
Very dissatisfied	0

Q20. Do you have any long-standing health problems, disability or infirmity?	Number of responses
Yes	104
No	86

Q21. Have you had discussions in the past 12 months with a Doctor or Nurse about how best to deal with your health?	Number of responses
Yes	119
No	69

**IN THESE DISCUSSIONS.....**

Q22a Did the doctor or nurse take notice of your views about how to deal with your health problem?	Number of responses
Yes	124
No	2
Don't know	2
N/A	16

Q22b. Did the doctor or nurse give you information about the things you might do to deal with you health problem?	Number of responses
Yes	120
No	4
Don't know	2
N/A	14

Q22c. Did you and the doctor or nurse agree how best to manage your health problems?	Number of responses
Yes	119
No	4
Don't know	1
N/A	15

Q22d. Did the doctor or nurse give you a written document about the discussions you had about managing your health problem?	Number of responses
Yes	50
No	65
Don't know	3
N/A	19

Q22e. If yes, did you find this of some value to you	Number of responses
Yes	53
No	4
Don't know	3
N/A	30

Q22f. If No, would you have liked a written document about managing your health?	Number of responses
Yes	57
No	25
Don't know	6
N/A	27

Q23. Do you think that having these discussions with your doctor or nurse has helped improve how you manage your health problems?	Number of responses
Yes	90
No	9
To some extent	40

Q24. In the past 6months have you had enough support from local services or organisations to help you manage your long-term health conditions?	Number of responses
Yes	19
To some Extent	19
No	17
I have no needed such support	64
<b>See Appendix B for services used</b>	

## SURGERY PREMISES - STAFF

Q25. It is now a year since we had major structural work carried out at the premises. Having used the premises/facilities are you happy with the changes?	Number of responses
Yes	182
No	7
<b>Please see Appendix C for reasons why not?</b>	

Q26. How clean have you found the Surgery and its facilities?	Number of responses
Very Clean	185
Fairly clean	9
Not very clean	0
Not at all clean	0

Q27. In the Reception Area, are there any facilities/areas that can be improved upon?	Number of responses
Yes	37
No	149
<b>See Appendix D for comments</b>	

Q28. How helpful do you find the receptionists at the surgery?	Number of responses
Very	139
Fairly	49
Not very	5
Not at all	0

Q29. Have you visited our website?	Number of responses
Yes	25
No	167

Q30. did you find is easy to use?	Number of responses
Yes	24
No	14

Q31 What else would you like to be included in our website
Make an appointment by email
Online booking for appointments
More info about changes to the PCT in Sunderland. What will they mean for me.

## SOME QUESTIONS ABOUT YOU

Q32. Are you Male or Female?	Number of responses
Male	67
Female	125

Q33. How old are you	Number of responses
Under 18	3
18-24	16
25-34	21
35-44	21
45-54	42
55-64	36
65-74	29
75-84	14
85 and over	10

Q34. Which of these best describes what you are doing at present?	Number of responses
Full time paid work (30 hrs or more per week)	62
Part-time paid work (under 30hrs per week)	16
Full time education (school, college, university)	9
Unemployed	13
Permanently sick or disabled	16
Fully retired from work	68
Voluntary work	0
Local Interest Groups	1
Looking after the home	7
Doing something else	1

Q35. In general, would you say that your health is..	Number of responses
Excellent	14
Very Good	28
Good	69
Fair	61
Poor	20

**WHAT IS YOUR ETHNIC GROUP?**

Q36a. White	Number of responses		Q36b. Mixed	Number of responses
British	192		White & Black Caribbean	0
Irish	0		White & Black African	0
Any other white background	2		White & Asian	0
	2		Any other mixed background	0

Q36c. Asian or Asia British	Number of responses
Indian	0
Pakistani	0
Bangladeshi	0
Any other Asian background	0

Q36d. Black or Black British	Number of responses
Caribbean	0
African	0
Any other black background	0

Q36e. Chinese or other ethnic group	Number of responses
Chinese	1
Any other ethnic group	0



**Appendix A**

**Q15. Would you like the surgery open at additional times**

Up to 6pm as have to take time off work

To cover working hours, up to 7pm and from 8am

Weekends, but aware of how difficult this could be and that there are other services at weekends

Because of working hours/ 5-7pm

For early prescriptions when needed - all times 24hrs

Early morning before 8am

Possibly weekends

Perhaps one evening could be open until 8pm

So can see Dr after working hours

**Appendix B**

**Q24. In the past 6 months have you had enough support from local services or organisations to help you manage your long-term health conditions?**

Pul Rehab Classes  
Mental Health support  
Grindon lane/ SRH  
Social Worker  
District Nurses  
CFS clinic at SRH. RVI imm consultant  
S'land Royal  
ICL  
Blue Badge Scheme  
Social Services  
SRH  
National Assoc Crohns & Colitis  
MIND

**Appendix C**

Q25. It is now a year since we had major structural work carried out at the premises. Having used the premises/facilities are you happy with the changes?

Air Conditioning

Would be much more welcoming with pictures on the wall

Not bothered either way but was handy to be able to walk into surgery from the main road

Could be a gate between the surgery and the chemist

Don't like coming round the back of the surgery

Would prefer the entrance on the main road

Building as a whole is great but the confidentiality at the desk is not adequate

Need to turn waiting room chairs round with information panel on opposite wall or TV, bit uncomfortable when discussing issues with reception with everyone looking

**Appendix D**

**Q27. In the Reception Area, are there any facilities/areas that can be improved upon?**

Don't like reception desk, not private

Fitting a bell to reception as sometimes nobody there - Install a self check in for busy times

Automatic doors cause a draught when waiting, not to bad

Water dispenser

No clock on wall - When you have got to go to work after seeing GP I would like to be able to see the time  
Possibly a litter bin

Notice ;- Coughs and sneezes spread diseases, please use a tissue - maybe health authority would ask bus operators to display the same - I wouldn't need to see a doctor as often

Reception desk - more privacy

Tables with up to date magazines

Screen above reception cuts off some words - Bigger screen needed or use TV

Not enough room for confidentiality

Reception area not very confidential

Larger reception area

Maybe a TV

Confidentiality-provide an area where patient can speak in private











