

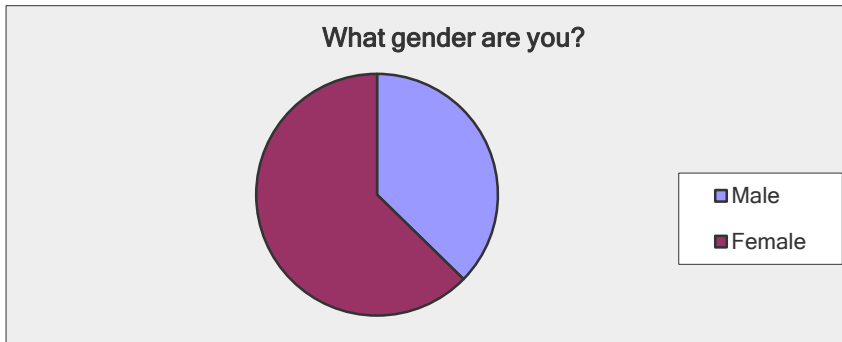


ILKLEY & WHARFEDALE
MEDICAL PRACTICE

PATIENT SURVEY RESULTS
2013-2014

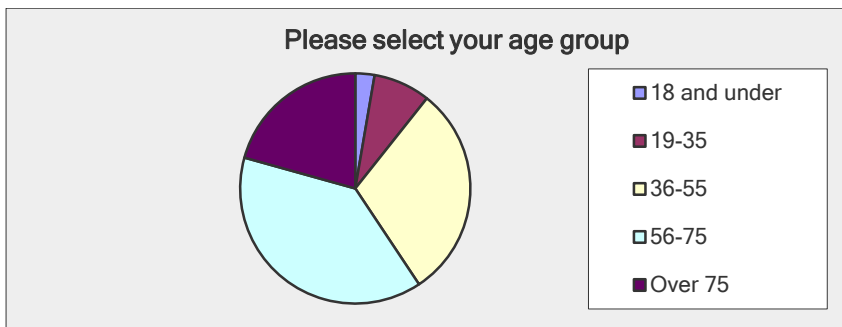
Question 1:

What gender are you?		
Answer Options	Response Percent	Response Count
Male	37.3%	56
Female	62.7%	94
<i>answered question</i>		150
<i>skipped question</i>		2



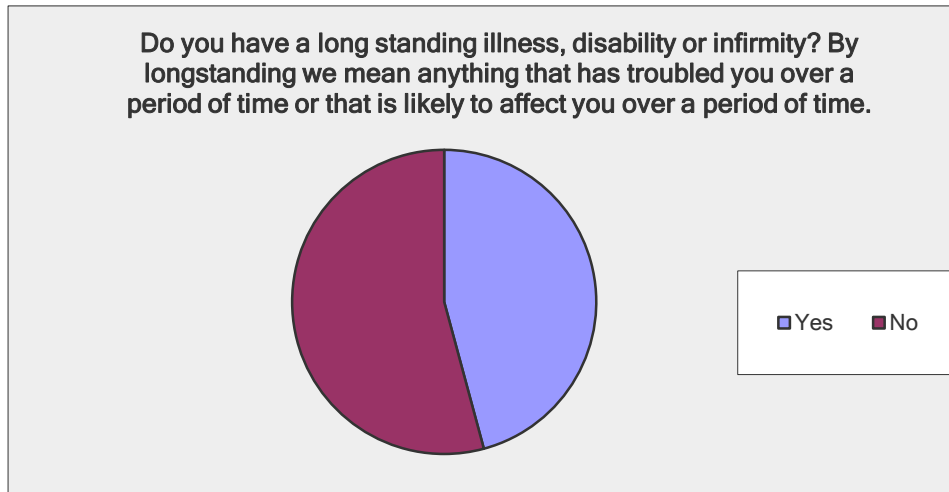
Question 2:

Please select your age group		
Answer Options	Response Percent	Response Count
18 and under	2.7%	4
19-35	8.0%	12
36-55	30.0%	45
56-75	38.7%	58
Over 75	20.7%	31
<i>answered question</i>		150
<i>skipped question</i>		2



Question 3:

Do you have a long standing illness, disability or infirmity? By longstanding we mean anything that has troubled you over a period of time or that is likely to affect you over a period of time.		
Answer Options	Response Percent	Response Count
Yes	45.8%	65
No	54.2%	77
<i>answered question</i>		142
<i>skipped question</i>		10

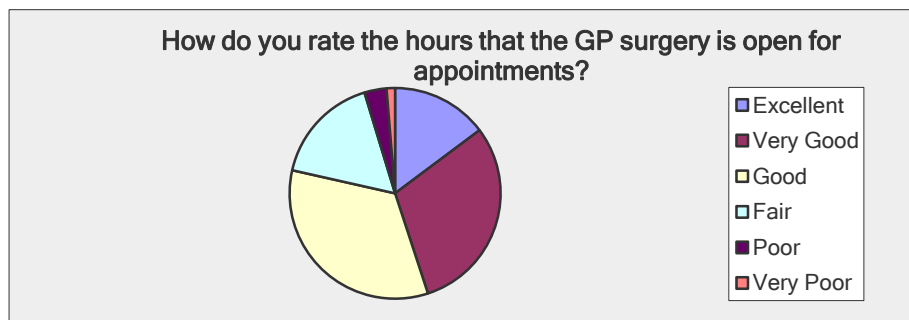


Question 4:

What is your ethnic group? Please state.	
Answer Options	Response Count
	113
<i>answered question</i>	113
<i>skipped question</i>	39

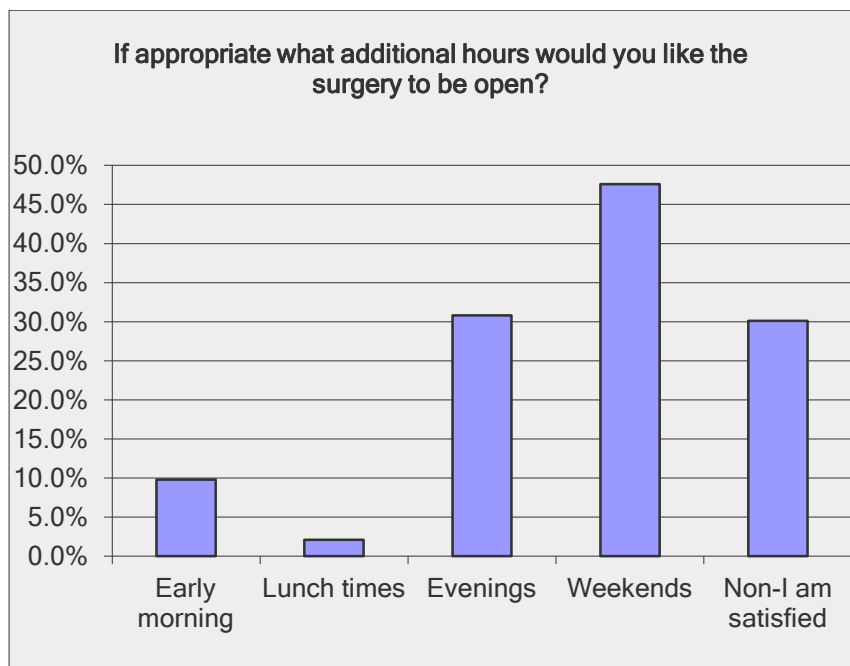
Question 5:

How do you rate the hours that the GP surgery is open for appointments?		
Answer Options	Response Percent	Response Count
Excellent	14.8%	22
Very Good	30.2%	45
Good	33.6%	50
Fair	16.8%	25
Poor	3.4%	5
Very Poor	1.3%	2
<i>answered question</i>		149
<i>skipped question</i>		3



Question 6:

If appropriate what additional hours would you like the surgery to be open?		
Answer Options	Response Percent	Response Count
Early morning	9.8%	14
Lunch times	2.1%	3
Evenings	30.8%	44
Weekends	47.6%	68
Non-I am satisfied	30.1%	43
<i>answered question</i>		143
<i>skipped question</i>		9

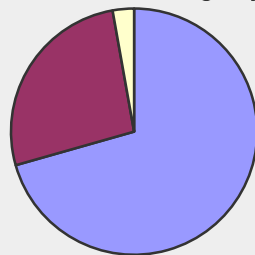


Question 7:

In the past six months, have you tried to book ahead an appointment with a doctor (i.e tried to make an appointment for more than two full working days ahead).

Answer Options	Response Percent	Response Count
Yes	70.6%	101
No	26.6%	38
Can't remember	2.8%	4
<i>answered question</i>		143
<i>skipped question</i>		9

In the past six months, have you tried to book ahead an appointment with a doctor (i.e tried to make an appointment for more than two full working days ahead).



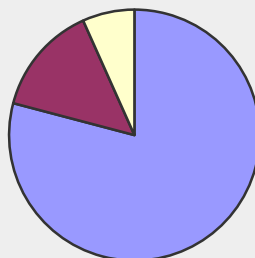
Yes
 No
 Can't remember

Question 8:

Last time you tried to book ahead, were you able to get an appointment with a doctor more than two full work days in advance?

Answer Options	Response Percent	Response Count
Yes	79.1%	106
No	14.2%	19
Can't remember	6.7%	9
<i>answered question</i>		134
<i>skipped question</i>		18

Last time you tried to book ahead, were you able to get an appointment with a doctor more than two full work days in advance?



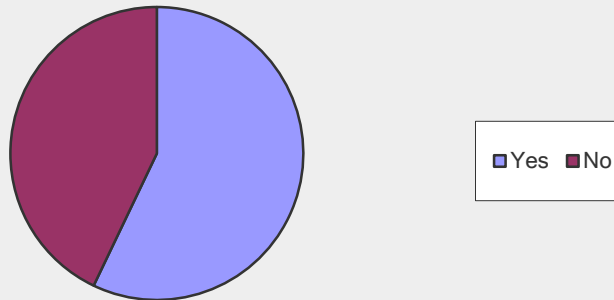
Yes
 No
 Can't remember

Question 9:

Would you like to be able to use an online appointment booking system? Please note that if you choose not to use this facility or do not have access to a computer you will not be disadvantaged.

Answer Options	Response Percent	Response Count
Yes	57.1%	80
No	42.9%	60
<i>answered question</i>		140
<i>skipped question</i>		12

Would you like to be able to use an online appointment booking system? Please note that if you choose not to use this facility or do not have access to a computer you will not be disadvantaged.

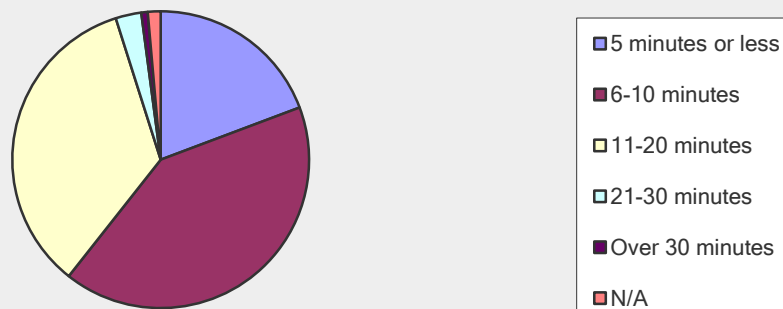


Question 10:

How long do you usually have to wait at the surgery after your appointment time for your consultation to begin?

Answer Options	Response Percent	Response Count
5 minutes or less	19.3%	28
6-10 minutes	41.4%	60
11-20 minutes	34.5%	50
21-30 minutes	2.8%	4
Over 30 minutes	0.7%	1
N/A	1.4%	2
<i>answered question</i>		145
<i>skipped question</i>		7

How long do you usually have to wait at the surgery after your appointment time for your consultation to begin?



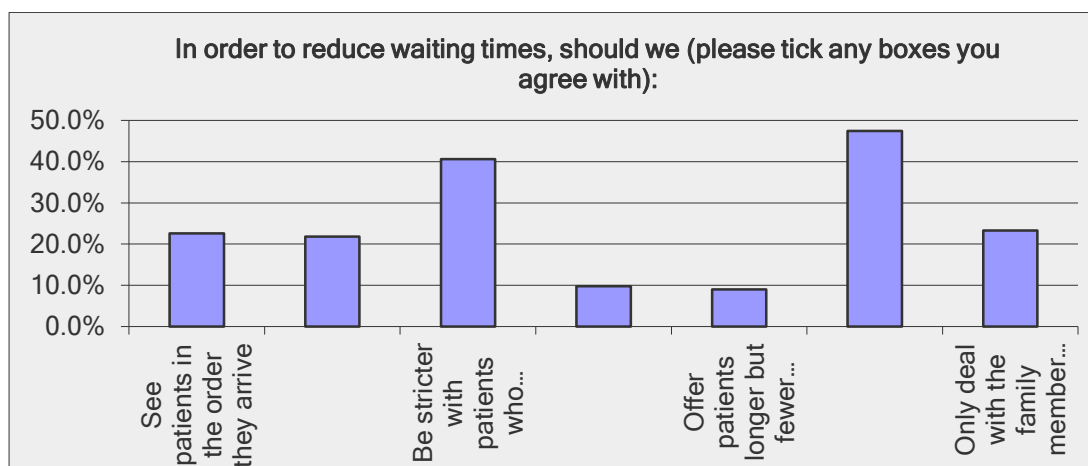
Question 11:

How do you feel about how long you normally have to wait?		
Answer Options	Response Percent	Response Count
I don't normally have to wait	47.5%	66
I have to wait a bit too long	34.5%	48
I have to wait far too long	0.0%	0
N/A	18.0%	25
<i>answered question</i>		139
<i>skipped question</i>		13



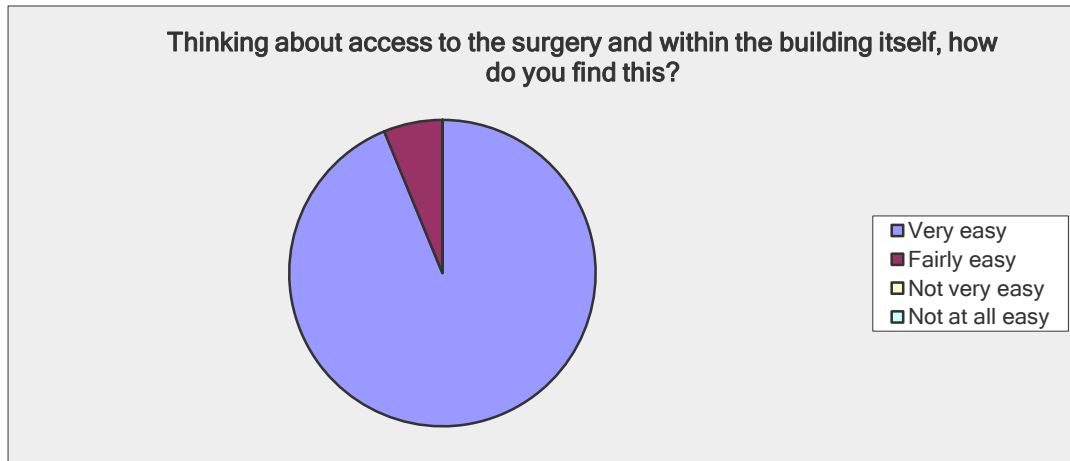
Question 12:

In order to reduce waiting times, should we (please tick any boxes you agree with):		
Answer Options	Response Percent	Response Count
See patients in the order they arrive	22.6%	30
Give the patient an appointment with the first available doctor	21.8%	29
Be stricter with patients who arrive late	40.6%	54
Only deal with one problem for a patient at each consultation	9.8%	13
Offer patients longer but fewer appointments	9.0%	12
Offer appointments of different length	47.4%	63
Only deal with the family member for whom an appointment has been made	23.3%	31
<i>answered question</i>		133
<i>skipped question</i>		19



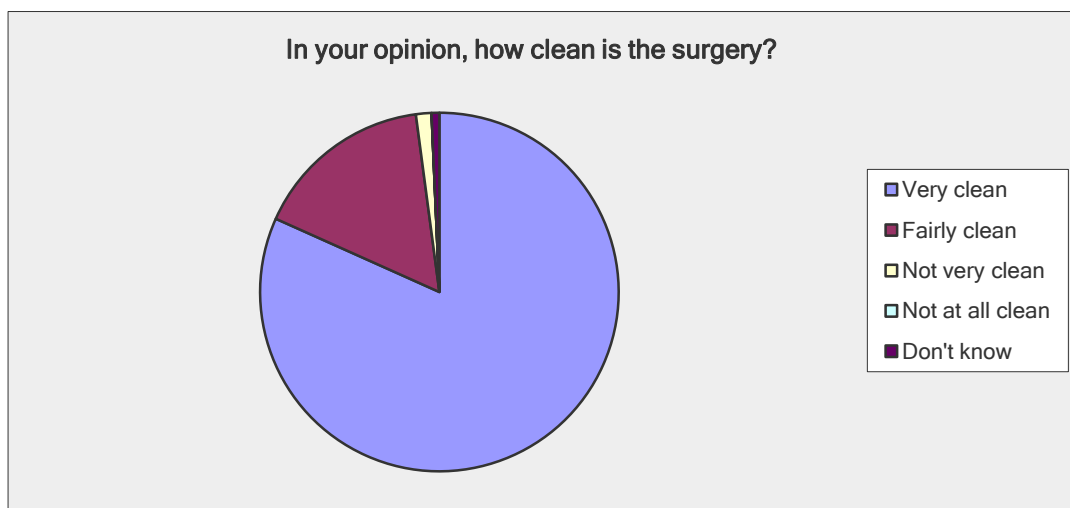
Question 13:

Thinking about access to the surgery and within the building itself, how do you find this?		
Answer Options	Response Percent	Response Count
Very easy	93.8%	136
Fairly easy	6.2%	9
Not very easy	0.0%	0
Not at all easy	0.0%	0
<i>answered question</i>		145
<i>skipped question</i>		7



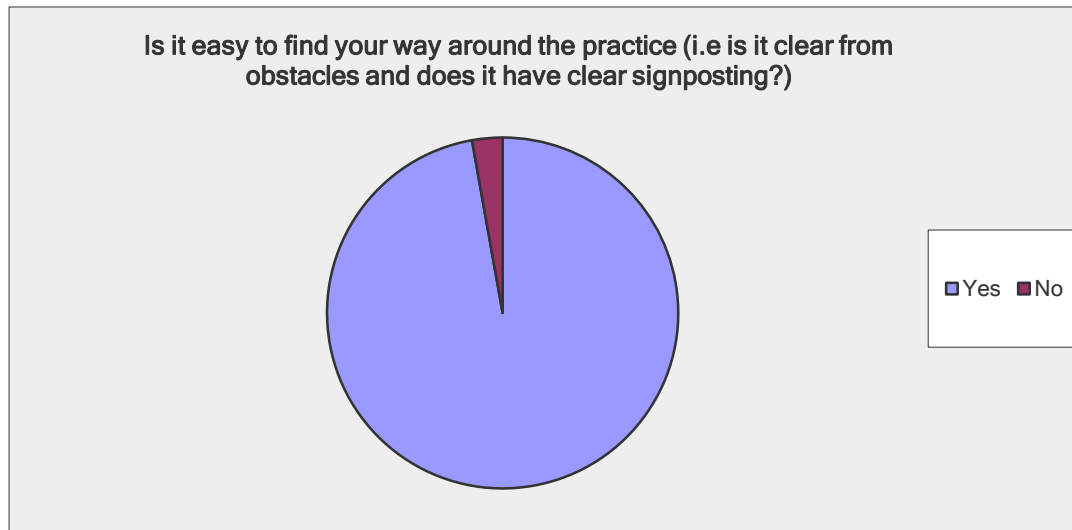
Question 14:

In your opinion, how clean is the surgery?		
Answer Options	Response Percent	Response Count
Very clean	81.7%	116
Fairly clean	16.2%	23
Not very clean	1.4%	2
Not at all clean	0.0%	0
Don't know	0.7%	1
<i>answered question</i>		142
<i>skipped question</i>		10



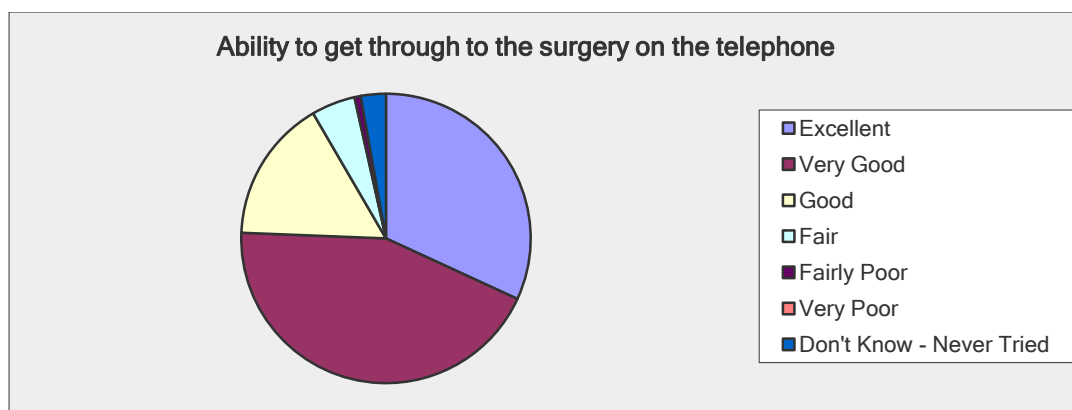
Question 15:

Is it easy to find your way around the practice (i.e is it clear from obstacles and does it have clear signposting?)		
Answer Options	Response Percent	Response Count
Yes	97.2%	140
No	2.8%	4
<i>answered question</i>		144
<i>skipped question</i>		8



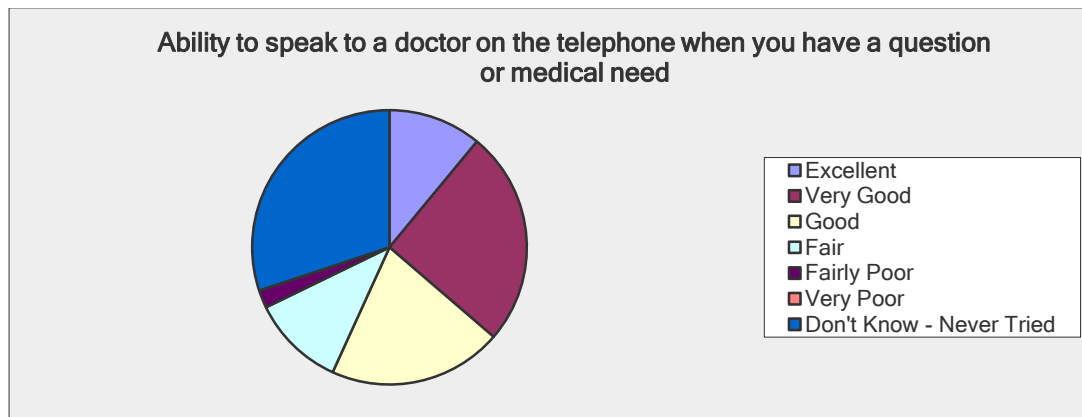
Question 16:

Ability to get through to the surgery on the telephone		
Answer Options	Response Percent	Response Count
Excellent	31.9%	46
Very Good	43.8%	63
Good	16.0%	23
Fair	4.9%	7
Fairly Poor	0.7%	1
Very Poor	0.0%	0
Don't Know - Never Tried	2.8%	4
<i>answered question</i>		144
<i>skipped question</i>		8



Question 17:

Ability to speak to a doctor on the telephone when you have a question or medical need		
Answer Options	Response Percent	Response Count
Excellent	11.0%	16
Very Good	25.3%	37
Good	20.5%	30
Fair	11.0%	16
Fairly Poor	2.1%	3
Very Poor	0.0%	0
Don't Know - Never Tried	30.1%	44
<i>answered question</i>		146
<i>skipped question</i>		6



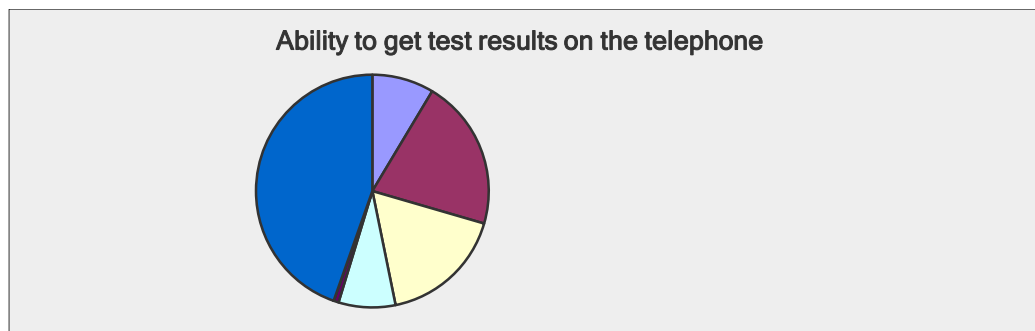
Question 18:

Ability to speak to a nurse on the telephone		
Answer Options	Response Percent	Response Count
Excellent	9.0%	13
Very Good	13.8%	20
Good	11.0%	16
Fair	4.8%	7
Fairly Poor	1.4%	2
Very Poor	0.0%	0
Don't Know - Never Tried	60.0%	87
<i>answered question</i>		145
<i>skipped question</i>		7



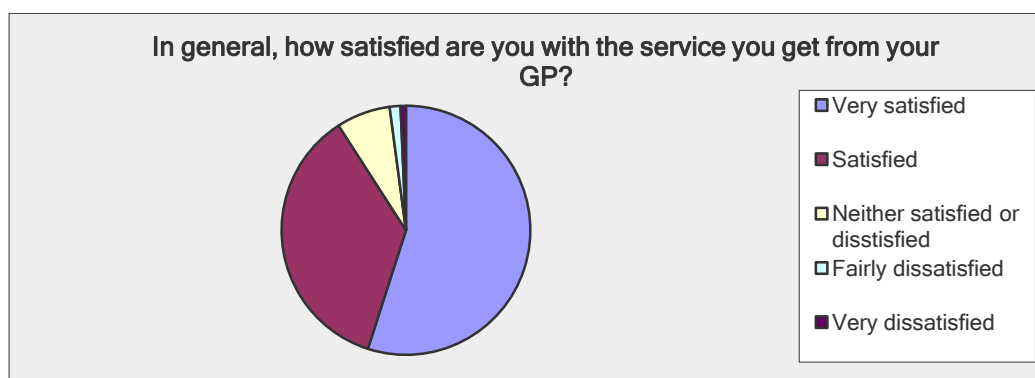
Question 19:

Ability to get test results on the telephone		
Answer Options	Response Percent	Response Count
Excellent	8.6%	12
Very Good	20.9%	29
Good	17.3%	24
Fair	7.9%	11
Fairly Poor	0.7%	1
Very Poor	0.0%	0
Don't Know - Never Tried	44.6%	62
<i>answered question</i>		139
<i>skipped question</i>		13



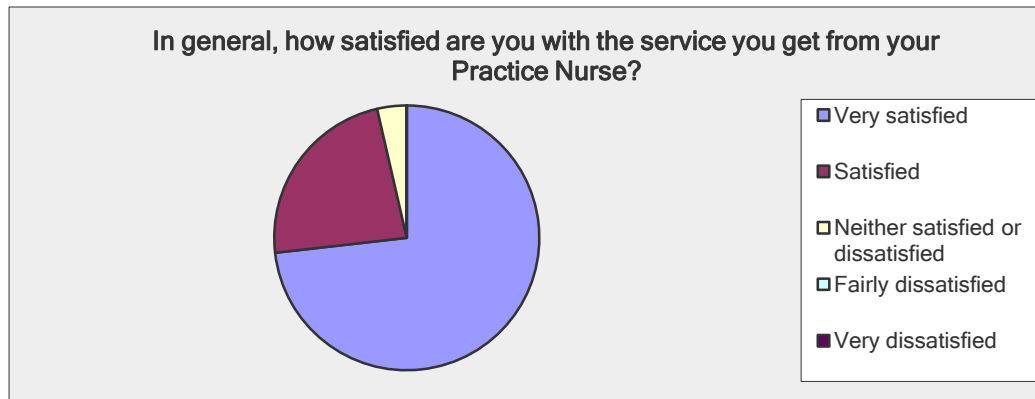
Question 20:

In general, how satisfied are you with the service you get from your GP?		
Answer Options	Response Percent	Response Count
Very satisfied	54.9%	78
Satisfied	35.9%	51
Neither satisfied or dissatisfied	7.0%	10
Fairly dissatisfied	1.4%	2
Very dissatisfied	0.7%	1
<i>answered question</i>		142
<i>skipped question</i>		10



Question 21:

In general, how satisfied are you with the service you get from your Practice Nurse?		
Answer Options	Response Percent	Response Count
Very satisfied	73.2%	101
Satisfied	23.2%	32
Neither satisfied or dissatisfied	3.6%	5
Fairly dissatisfied	0.0%	0
Very dissatisfied	0.0%	0
<i>answered question</i>		138
<i>skipped question</i>		14



Question 22:

In general, how satisfied are you with the service you get from your Reception staff?		
Answer Options	Response Percent	Response Count
Very satisfied	61.3%	84
Satisfied	27.7%	38
Neither satisfied or dissatisfied	8.8%	12
Fairly dissatisfied	2.2%	3
Very dissatisfied	0.0%	0
<i>answered question</i>		137
<i>skipped question</i>		15

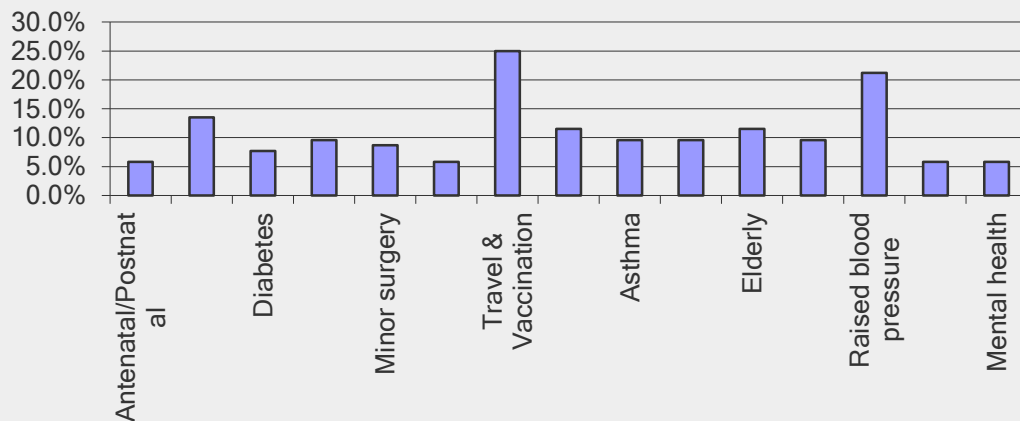


Question 23:

The surgery provides the following range of services. Please tick those that you use:

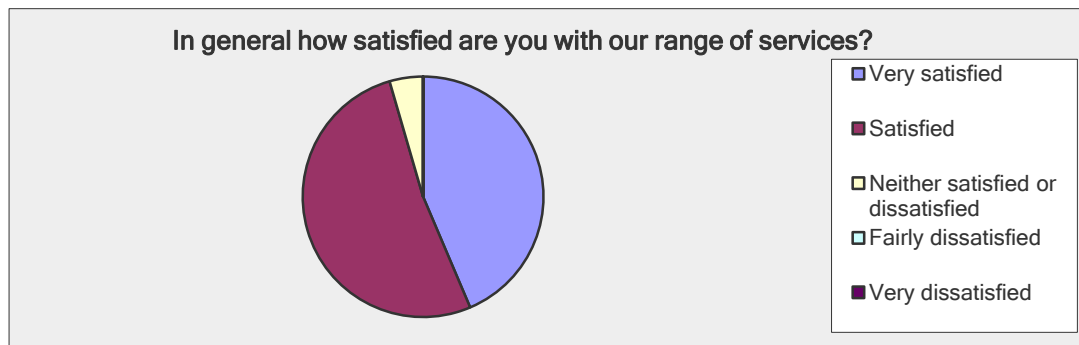
Answer Options	Response Percent	Response Count
Antenatal/Postnatal	5.8%	6
Child health/Immunisations	13.5%	14
Diabetes	7.7%	8
Family Planning & Contraception	9.6%	10
Minor surgery	8.7%	9
Smoking cessation	5.8%	6
Travel & Vaccination	25.0%	26
Arthritis	11.5%	12
Asthma	9.6%	10
Cervical cytology	9.6%	10
Elderly	11.5%	12
Coronary heart disease	9.6%	10
Raised blood pressure	21.2%	22
HRT & Menopause care	5.8%	6
Mental health	5.8%	6
answered question		104
skipped question		48

The surgery provides the following range of services. Please tick those that you use:



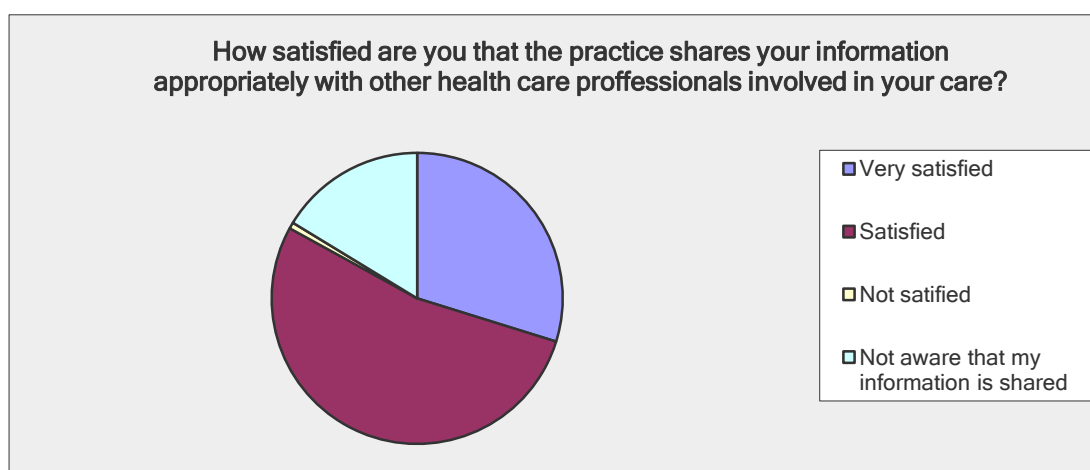
Question 24

In general how satisfied are you with our range of services?		
Answer Options	Response Percent	Response Count
Very satisfied	43.6%	58
Satisfied	51.9%	69
Neither satisfied or dissatisfied	4.5%	6
Fairly dissatisfied	0.0%	0
Very dissatisfied	0.0%	0
<i>answered question</i>		133
<i>skipped question</i>		19



Question 25

How satisfied are you that the practice shares your information appropriately with other health care professionals involved in your care?		
Answer Options	Response Percent	Response Count
Very satisfied	29.8%	42
Satisfied	53.2%	75
Not satisfied	0.7%	1
Not aware that my information is shared	16.3%	23
<i>answered question</i>		141
<i>skipped question</i>		11

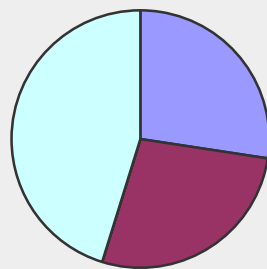


Question 26

How satisfied are you that your consent is sought and your wishes respected when a request is received which required the disclosure of your confidential information (i.e from solicitors on your behalf?)

Answer Options	Response Percent	Response Count
Very satisfied	27.4%	37
Satisfied	27.4%	37
Not satisfied	0.0%	0
Not applicable or not aware	45.2%	61
<i>answered question</i>		135
<i>skipped question</i>		17

How satisfied are you that your consent is sought and your wishes respected when a request is received which required the disclosure of your confidential information (i.e from solicitors on your behalf?)



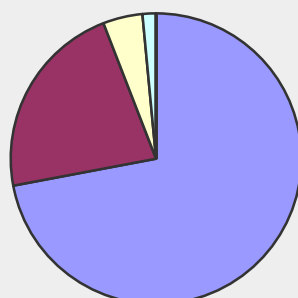
- Very satisfied
- Satisfied
- Not satisfied
- Not applicable or not aware

Question 27

Would you recommend Ilkley & Wharfedale Medical Practice to someone seeking to change practices or who has just moved into the local area?

Answer Options	Response Percent	Response Count
Yes, would definitely recommend	72.1%	98
Yes, might recommend	22.1%	30
Not sure	4.4%	6
No, would probably not recommend	1.5%	2
No, would definitely not recommend	0.0%	0
Don't know	0.0%	0
<i>answered question</i>		136
<i>skipped question</i>		16

Would you recommend Ilkley & Wharfedale Medical Practice to someone seeking to change practices or who has just moved into the local area?



- Yes, would definitely recommend
- Yes, might recommend
- Not sure
- No, would probably not recommend
- No, would definitely not recommend
- Don't know

Question 28

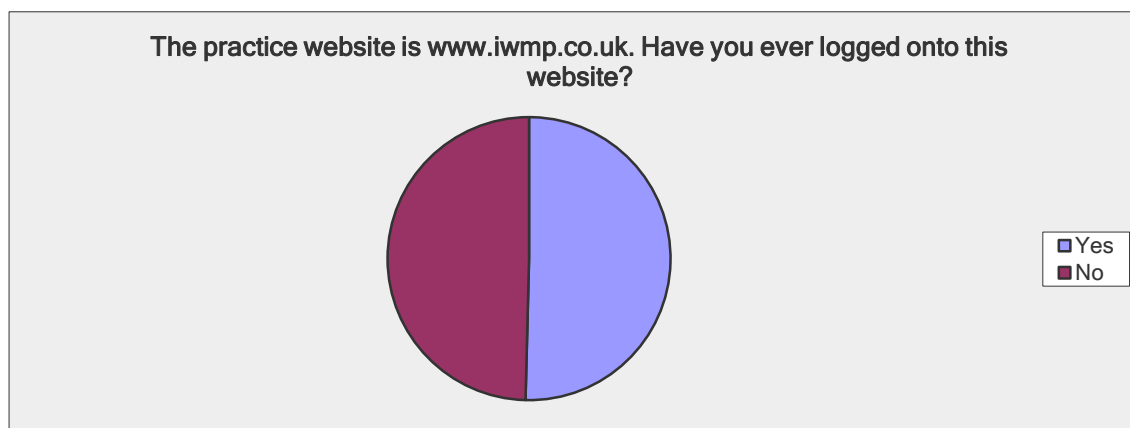
Please let us know if you have any further comments in relation to Ilkley & Wharfedale Medical Practice.	
Answer Options	Response Count
	44
<i>answered question</i>	44
<i>skipped question</i>	108

Comments

- The practice seems to have lost its friendly/family/caring treatment and is now too robotic. Too much time is being taken doing computer work.
- In order to be constructive I would like to put forward improvements but as I have always been 100% cared for by everyone in the practice I cannot make any suggestions (30 years experience).
- The only comment relates to my experience with my 2 year old daughter and medical students. I wholeheartedly support the practice taking students and seeing them but on several occasions my daughter has seen them, as a result of which her appointments have taken anything between 30 minutes to an hour. She is a very amenable soul and wasn't bothered herself but I felt it was too long. There were also no toys where she was seen.
- Super doctors – very caring and reassuring. Just perfect. Thank you.
- I would feel happier if I had faith that all the doctors in the practice were of the same high standard.
- It would be beneficial to offer medical checkups to over 60's every two years (blood, urine and heart checks).
- The care that myself and my family has received is first class especially from the female doctors. This is the BEST practice I have ever been to. My only quibble is that I really strongly feel that the appointment times allocated should be longer so that as patients we are not having to wait too long.
- I am overall very satisfied and think everyone does a really excellent job considering the stresses the NHS are under. No complaints.
- This is an excellent practice with friendly and highly efficient medical and non medical staff. I cannot recommend it too highly.
- I have no problems at all about the service provided.
- I feel it is very important to see a doctor asap if you have something which is really worrying you and as someone who tries to self medicate I only come when I am very worried.
- Waiting room a bit worn. Chairs a bit too close.
- The chairs in the waiting room are a little "close" and very worn.

Question 29

The practice website is www.iwmp.co.uk. Have you ever logged onto this website?		
Answer Options	Response Percent	Response Count
Yes	50.4%	68
No	49.6%	67
<i>answered question</i>		135
<i>skipped question</i>		17



Question 30

Do you have any comments on your use of our website?	
Answer Options	Response Count
	28
<i>answered question</i>	28
<i>skipped question</i>	124

Comments

- Very good website
- Have only used for prescriptions
- Don't use it but would do so if it becomes useful in terms of an appointment booking system.
- Would like to be able to book appointments or email a doctor a short query.
- Would love took appointment and ask minor questions to doctor or nurse.
- The repeat prescription process is a bit long winded. Could a patient's repeat prescription be issued as a pro-forma with simple check box?
- Excellent
- Don't do websites!

Question 31

Ilkley & Wharfedale Medical Practice PRG is a group of patients who provide a direct link between patients and the medical staff. It is a forum for patients to contribute to the decision making and service development within the surgery. The group meets every 8-12 weeks and is looking for new members. Would you be interested in joining?

Answer Options	Response Percent	Response Count
Yes	11.7%	14
No	88.3%	106
<i>answered question</i>		120
<i>skipped question</i>		32

