

**Fairmore Medical Practice
Patient Survey Results March 2014**

1. How easy do you find getting into the building at the surgery?

Very easy	35
Fairly easy	4
Not very easy	0
Not at all easy	0

2. How clean is the GP surgery?

Very clean	36
Fairly clean	3
Not very clean	0
Not at all clean	0
Don't know	0

3. In the reception area; do you think that other patients overhear what you say to the receptionist?

Yes but don't mind	29
Yes and am not happy about it	4
No, other patients cannot overhear	4
Don't know	2

4. How helpful do you find the receptionists at the surgery?

Very	36
Fairly	3
Not very	0
Not at all	0

5. How long after your appointment time do you normally wait to be seen?

I am normally seen on time	4
Less than 5 minutes	6

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5 to 15 minutes	13
15-30 minutes	12
More than 30 minutes	4
Unanswered	

6. How do you feel about how long you normally have to wait?

I don't normally have to wait long	15
I have to wait a bit too long	10
I have to wait far too long	2
Don't mind	12

7. Were you able to see the GP you wanted to see?

Yes	17
Did not want specific GP	12
No	0

8. How easy do you find it to get an appointment with the GP you wanted to see?

Very easy	10
Fairly easy	21
Not very easy	6
Unanswered	2

9. How important is it to you that you see a specific GP when coming to this practice?

Very important	18
Fairly important	12
Prefer not to say	0
Not at all important	8
Unanswered	1

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10. Having the option to be seen by the GP's at one of the other sites, how important is this in relation to being seen sooner?

Very important	9
Fairly important	8
Prefer not to say	0
Not at all important	21
Unanswered	1

11. When you feel you or your child are becoming ill which of these options do you choose first?

Go to local pharmacy for advice (self-help)	9
Call GP surgery for advice	13
Call GP surgery to book appointment	12
Unanswered	5

12. How do you find the on-line patient access services for booking appointments and repeat prescriptions?

Don't use	22
Very easy	12
Fairly easy	3
Fairly easy but then stops working	1
Difficult	0
Unanswered	1

13. The surgeries opening times are Mon and Fri 0800-1930 and Tues-Thurs 0800-1830.

Would you like the surgery open at additional times?

Yes	6
No	32
Unanswered	1

14. If you answered yes to Q13, what additional times would you like to see and why?

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Survey statistics:

Sex

Female	20
Male	17
Unanswered	2

Age

Under 16	
17-24	1
25-34	7
35-44	10
45-54	8
55-64	5
65-74	4
75-84	3
Over 84	
Unanswered	1

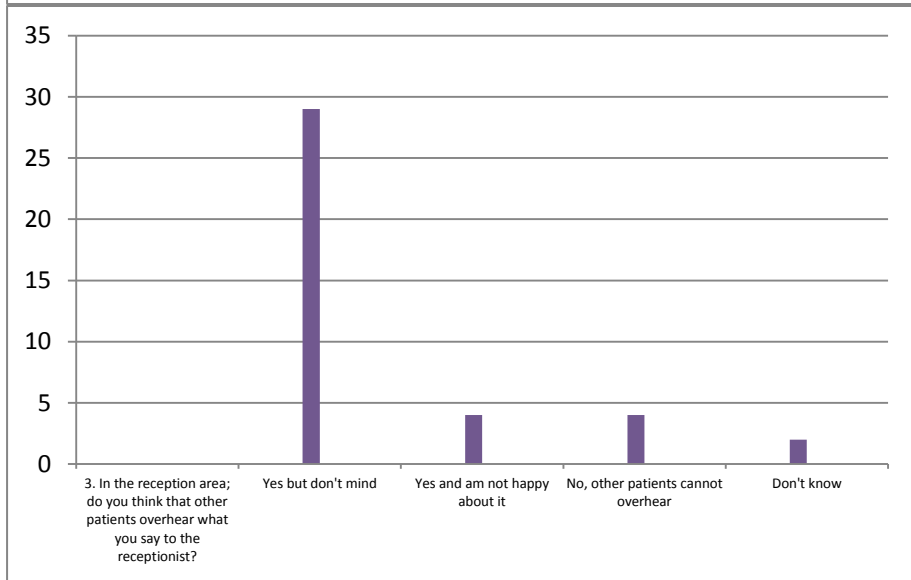
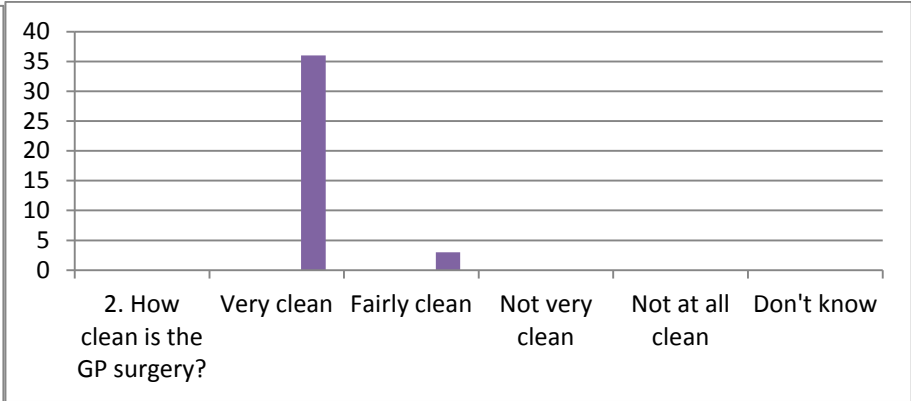
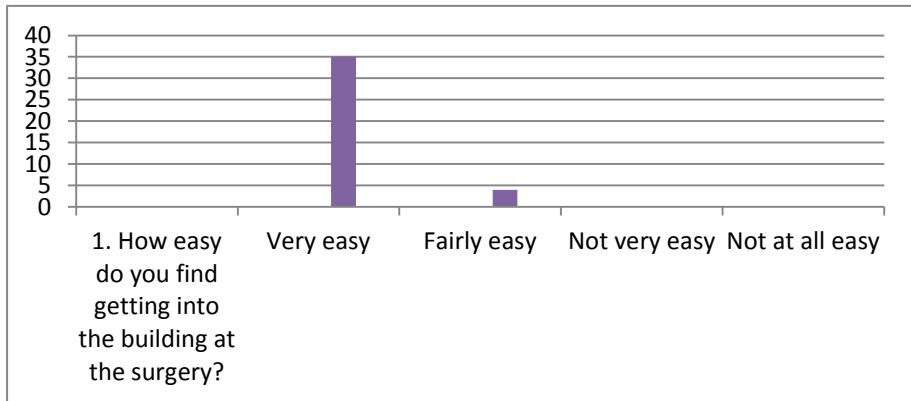
Ethnicity

White British	29
White Irish	
Mixed White and Black Caribbean	
Mixed White and Black African	
Mixed White and Black Asian	
Indian	
Pakistani	7
Bangladeshi	
Black Caribbean	1
Black African	
Chinese	
Other	

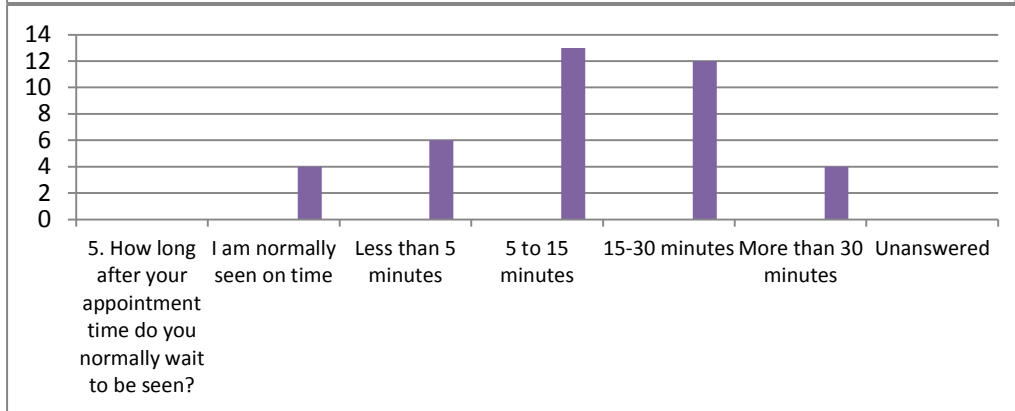
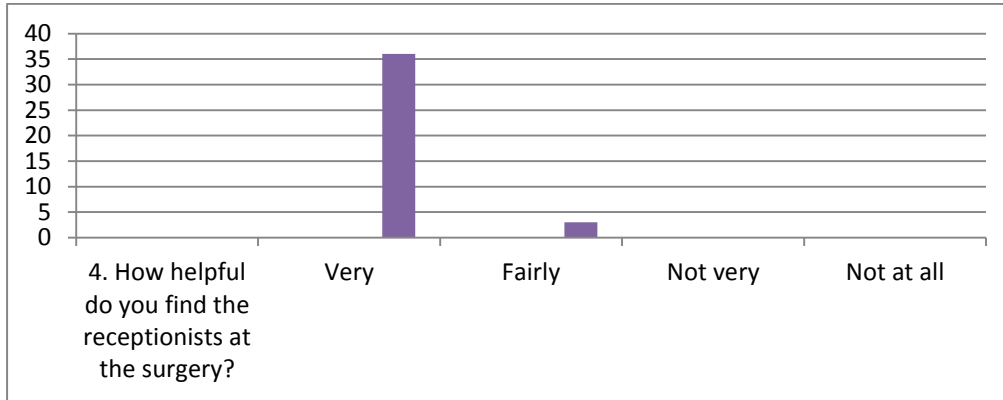
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Unanswered	2
<i>Surgery Attendances</i>	
Regular	15
Occasional	13
Very rarely	5
Unanswered	6

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