

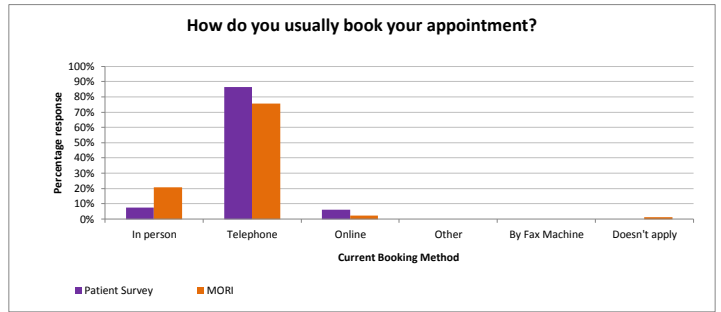
The Manor Surgery

Practice Survey Responses 2013 Survey= 267
 Mori Survey Responses = 190
 MORI - Contains aggregated data collected from Jan-Mar 2013 and Jul-Sept 2013

Q2 How do you usually book your appointment?

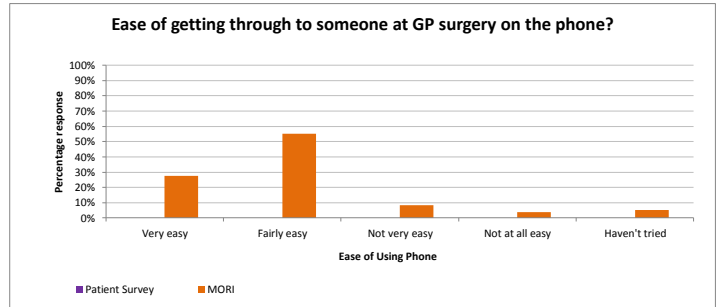
	Patient Survey	MORI
In person	7%	21%
Telephone	87%	76%
Online	6%	2%
Other	0%	0%
By Fax Machine	0%	0%
Doesn't apply	0%	1%

Question from MORI in the above results " How do you normally book your appointments to see a GP or nurse at your GP Surgery (multiple responses allowed)"



Q2 (a) Ease of getting through to someone at GP surgery on the phone.

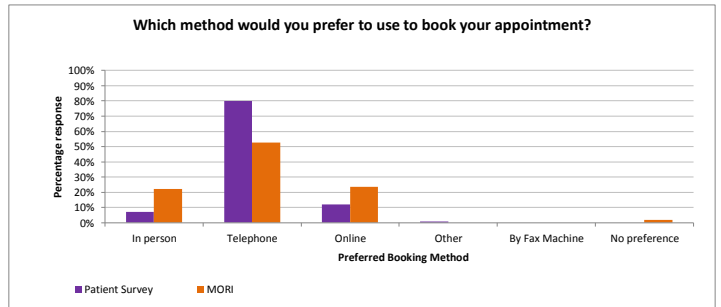
	Patient Survey	MORI
Very easy	0%	27%
Fairly easy	0%	55%
Not very easy	0%	8%
Not at all easy	0%	4%
Haven't tried	0%	5%



Q3 Which method would you prefer to use to book your appointment?

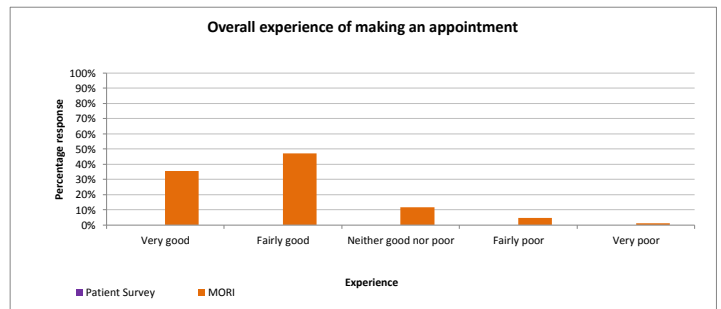
	Patient Survey	MORI
In person	7%	22%
Telephone	80%	53%
Online	12%	23%
Other	1%	0%
By Fax Machine	0%	0%
No preference	0%	2%

Question from MORI in the above results " Which method would you prefer to book your appointments to see a GP or nurse at your GP Surgery (multiple responses allowed)"



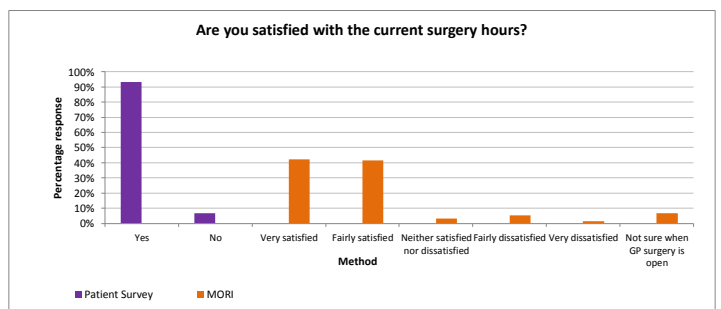
Q3 (a) Overall experience of making an appointment

	Patient Survey	MORI
Very good	0%	36%
Fairly good	0%	47%
Neither good nor poor	0%	12%
Fairly poor	0%	5%
Very poor	0%	1%



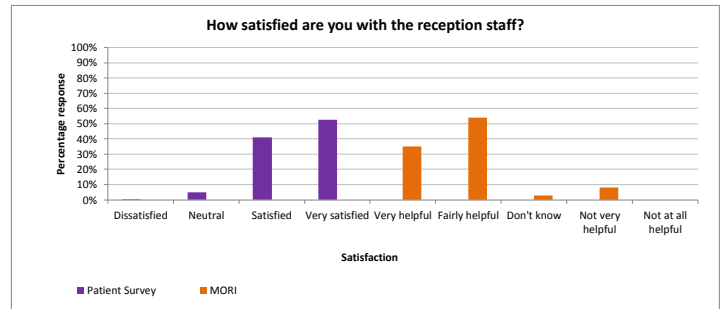
Q4 Are you satisfied with the current surgery hours?

	Patient Survey	MORI
Yes	93%	0%
No	7%	0%
Very satisfied	0%	42%
Fairly satisfied	0%	41%
Neither satisfied nor dissatisfied	0%	3%
Fairly dissatisfied	0%	5%
Very dissatisfied	0%	1%
Not sure when GP surgery is open	0%	7%



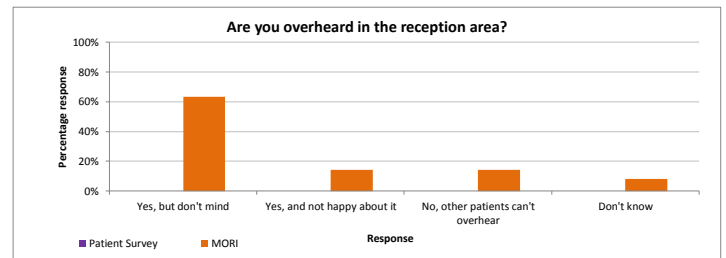
Q6 How satisfied are you with the reception staff?

	Patient Survey	MORI
Dissatisfied	0%	
Neutral	5%	
Satisfied	41%	
Very satisfied	53%	
Very helpful		35%
Fairly helpful		54%
Don't know		3%
Not very helpful		8%
Not at all helpful		0%



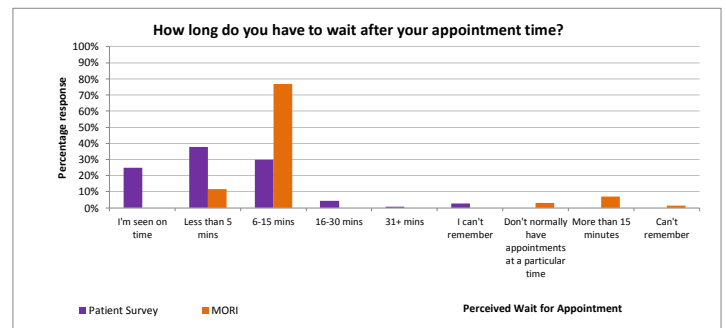
Q6 (a) Overheard in reception area

	Patient Survey	MORI
Yes, but don't mind		63%
Yes, and not happy about it		14%
No, other patients can't overhear		14%
Don't know		8%



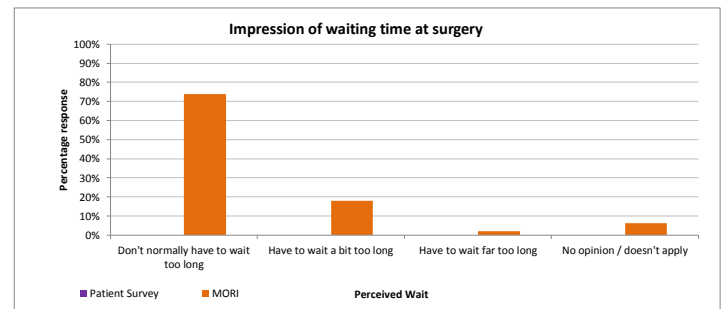
Q7 How long do you have to wait after your appointment time?

	Patient Survey	MORI
I'm seen on time	25%	
Less than 5 mins	38%	11%
6-15 mins	30%	77%
16-30 mins	4%	
31+ mins	1%	
I can't remember	3%	
Don't normally have appointments at a particular time		3%
More than 15 minutes		7%
Can't remember		2%



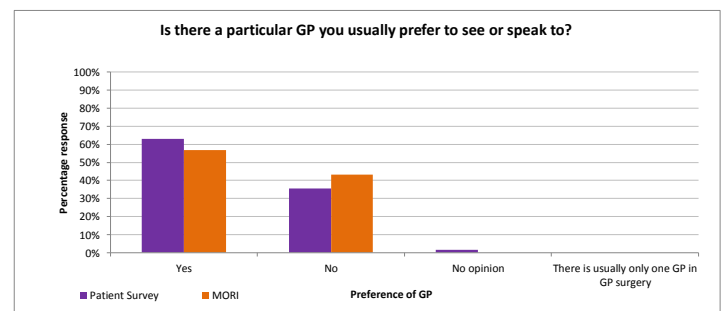
Q7 (a) Impression of waiting time at surgery

	Patient Survey	MORI
Don't normally have to wait too long		74%
Have to wait a bit too long		18%
Have to wait far too long		2%
No opinion / doesn't apply		6%



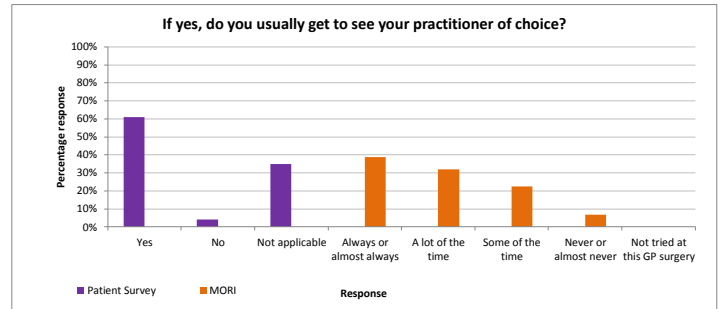
Q8 Is there a particular GP you usually prefer to see or speak to?

	Patient Survey	MORI
Yes	63%	57%
No	35%	43%
No opinion	2%	
There is usually only one GP in GP surgery		0%



Q10 If yes, do you usually get to see your practitioner of choice?

	Patient Survey	MORI
Yes	61%	
No	4%	
Not applicable	35%	
Always or almost always		39%
A lot of the time		32%
Some of the time		22%
Never or almost never		7%
Not tried at this GP surgery		0%



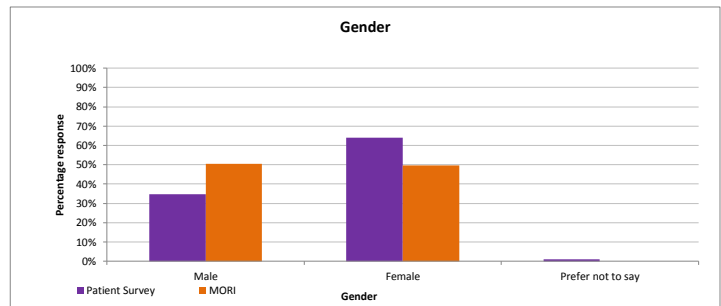
Q11 How likely are you to recommend this GP practice?

	Patient Survey	MORI
Extremely likely	68%	
Likely	30%	
Unlikely	1%	
Extremely unlikely	1%	
Yes, would definitely recommend		55%
Yes, would probably recommend		36%
Don't know		0%
No, would probably not recommend		2%
No, would definitely not recommend		0%
Not sure		6%



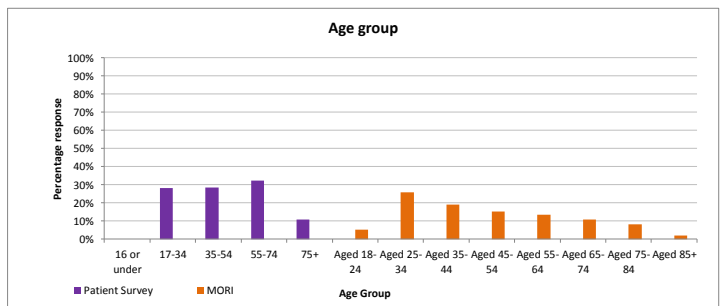
Q16 Gender

	Patient Survey	MORI
Male	35%	50%
Female	64%	50%
Prefer not to say	1%	



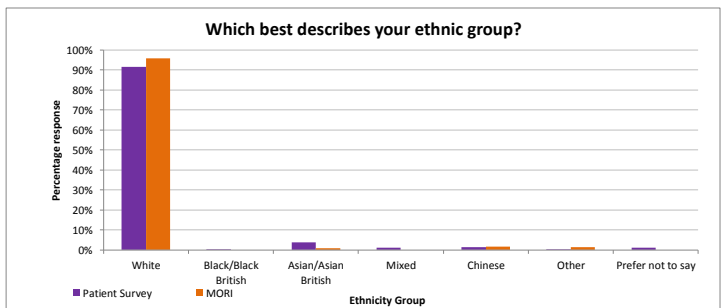
Q17 Age group

	Patient Survey	MORI
16 or under	0%	
17-34	28%	
35-54	29%	
55-74	32%	
75+	11%	
Aged 18-24		5%
Aged 25-34		26%
Aged 35-44		19%
Aged 45-54		15%
Aged 55-64		13%
Aged 65-74		11%
Aged 75-84		8%
Aged 85+		2%



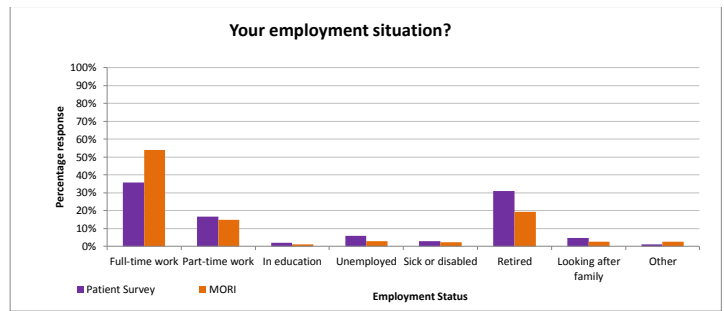
Q18 Which best describes your ethnic group?

	Patient Survey	MORI
White	92%	96%
Black/Black British	0%	0%
Asian/Asian British	4%	1%
Mixed	1%	0%
Chinese	2%	2%
Other	0%	1%
Prefer not to say	1%	0%



Q19 Your employment situation?

	Patient Survey	MORI
Full-time work	36%	54%
Part-time work	17%	15%
In education	2%	1%
Unemployed	6%	3%
Sick or disabled	3%	2%
Retired	31%	19%
Looking after family	5%	3%
Other	1%	3%



Text answers (Patient Survey)

Q5 What times would you prefer the surgery to be open?

	No. of Responses
No Response	246
Weekends	9
Longer Hours & Weekends	6
Longer Hours	3
Weekends & Thursday PM	1
Hours OK	1
Other	1
Total	267

Q9 Is there a particular GP you usually prefer to see or speak to? (If yes which GP?)

	No. of Responses	% of positive responses (182)
No Response	116	
Dr Charles	53	29%
Dr Mok	36	20%
Dr Easson	25	14%
Dr Read	24	13%
Dr Shapiro	17	9%
Dr Mannion	15	8%
Dr Woodroffe	10	5%
Dr Prabhu	2	1%

Q12 If your GP is closed, how would you obtain medical advice? (multiple responses)

	No. of Responses	% of positive responses
NHS 111	139	23%
Out-of-hours GP	119	20%
Pharmacy	101	17%
Walk-in Centre	80	13%
Self care	73	12%
Internet	54	9%
A&E	31	5%
999	13	2%
Total	610	

Q13 What is the best thing about your GP practice?

	No. of Responses	% of positive responses
No Response	98	
Good Service	59	36%
Quick Appointments	39	24%
Friendly & Helpful	38	23%
Local	24	15%
Other	3	2%
Total	261	

Q14 Please list any improvements you would like to see at your GP practice

	No. of Responses	% of positive responses
No Response	195	
Easier Booking of Appointments	16	25%
Nothing	12	18%
Parking	8	12%
Extended hours/Less waiting	5	8%
Other Services	3	5%
Other (See detail)	21	32%
Total	260	

Q15 Are there any other health services you would like to be provided locally?

	No. of Responses
No response / happy with existing services	240
Increased community services*	8
WIC	7
Increased practice services**	5
Total	260

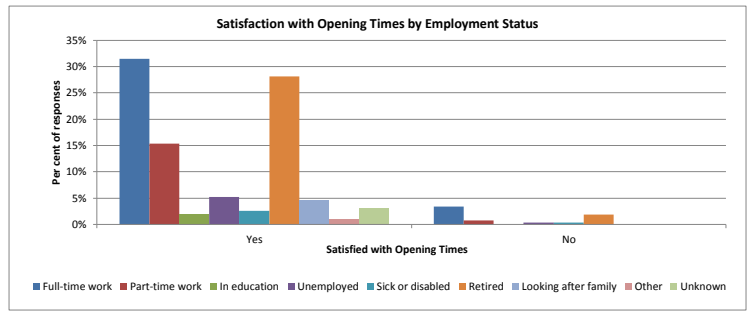
* Blood tests, Physiotherapy, Chiropody, Minor operations

** Weight loss clinic, Diabetes care, Eye tests.

Comparison of responses by Employment Status

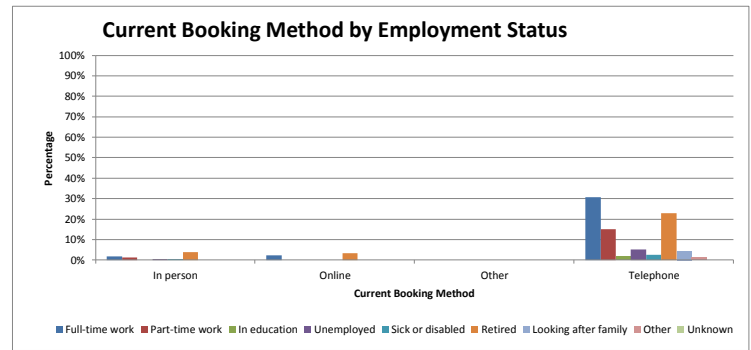
Satisfaction with Opening Times

Q4	Employment Status	No. of responses	Percentage
Yes	Full-time work	84	31%
	Part-time work	41	15%
	In education	5	2%
	Unemployed	14	5%
	Sick or disabled	7	3%
	Retired	75	28%
	Looking after family	12	4%
	Other	3	1%
	(blank)	8	3%
	No	Full-time work	9
Part-time work		2	1%
Unemployed		1	0%
Sick or disabled		1	0%
Retired		5	2%
Grand Total		267	100%



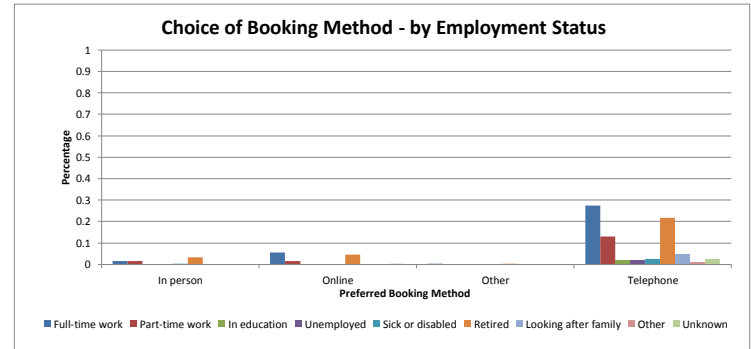
Current Booking Method

Q2	Employment Status	No. of responses	Percentage
In person	Full-time work	5	2%
	Part-time work	3	1%
	Unemployed	1	0%
	Sick or disabled	1	0%
	Retired	10	4%
	Full-time work	6	2%
	Retired	9	3%
(blank)	1	0%	
Online	Full-time work	6	2%
	Retired	9	3%
	(blank)	1	0%
Telephone	Full-time work	82	31%
	Part-time work	40	15%
	In education	5	2%
	Unemployed	14	5%
	Sick or disabled	7	3%
	Retired	61	23%
	Looking after family	12	4%
	Other	3	1%
	(blank)	7	3%
	Grand Total		267



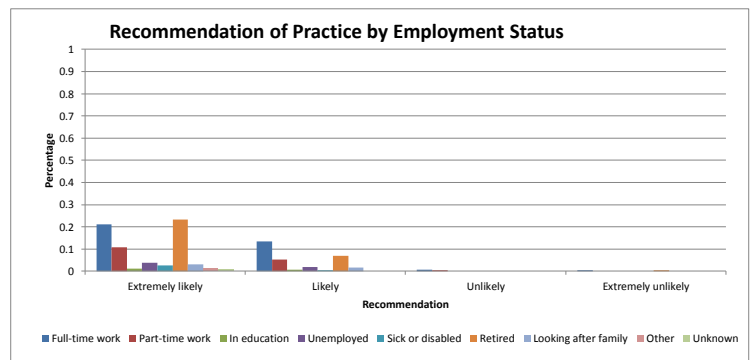
Choice of Booking Method

Q3	Employment Status	No. of responses	Percentage
In person	Full-time work	4	1%
	Part-time work	4	1%
	Unemployed	1	0%
	Sick or disabled	1	0%
	Retired	9	3%
	Full-time work	15	6%
Part-time work	4	1%	
Retired	12	4%	
(blank)	1	0%	
Other	Full-time work	1	0%
	Retired	1	0%
Telephone	Full-time work	73	27%
	Part-time work	35	13%
	In education	5	2%
	Unemployed	14	5%
	Sick or disabled	7	3%
	Retired	58	22%
	Looking after family	12	4%
	Other	3	1%
	(blank)	7	3%
	Grand Total		267



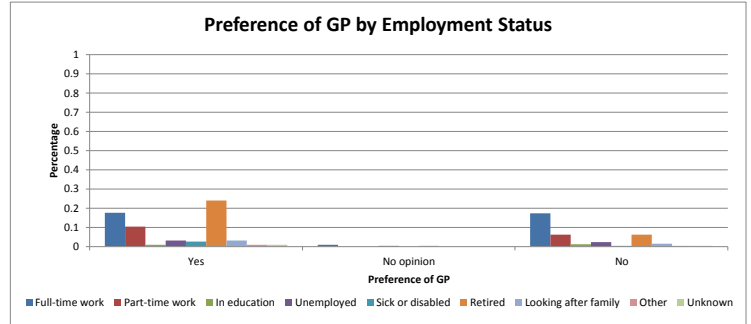
Recommendation of Practice

Q11	Employment Status	No. of responses	Percentage
Extremely likely	Full-time work	55	21%
	Part-time work	28	11%
	In education	3	1%
	Unemployed	10	4%
	Sick or disabled	7	3%
	Retired	61	23%
	Looking after family	8	3%
	Other	3	1%
	(blank)	2	1%
	Likely	Full-time work	35
Part-time work		14	5%
In education		2	1%
Unemployed		5	2%
Sick or disabled		1	0%
Retired		18	7%
Looking after family	4	2%	
Unlikely	Full-time work	2	1%
	Part-time work	1	0%
Extremely unlikely	Full-time work	1	0%
	Retired	1	0%
Grand Total		261	100%



Preference of GP

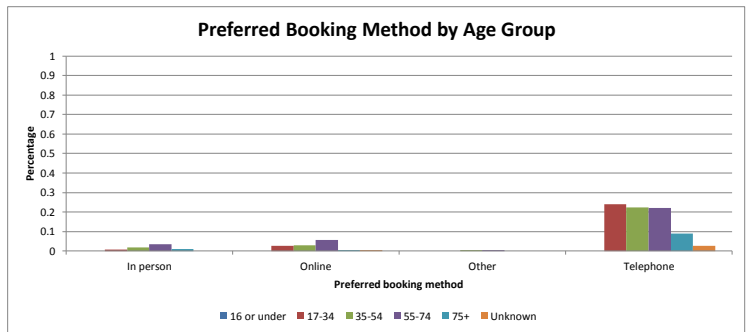
Q8	Employment Status	No. of responses	Percentage	
Yes	Full-time work	46	18%	
	Part-time work	27	10%	
	In education	2	1%	
	Unemployed	8	3%	
	Sick or disabled	7	3%	
	Retired	63	24%	
	Looking after family	8	3%	
	Other (blank)	2	1%	
No opinion	Full-time work	2	1%	
	Unemployed	1	0%	
	Retired	1	0%	
No	Full-time work	45	17%	
	Part-time work	16	6%	
	In education	3	1%	
	Unemployed	6	2%	
	Sick or disabled	1	0%	
	Retired	16	6%	
	Looking after family	4	2%	
	Other	1	0%	
	(blank)	1	0%	
	Grand Total		262	100%



Comparison of responses by Age Group

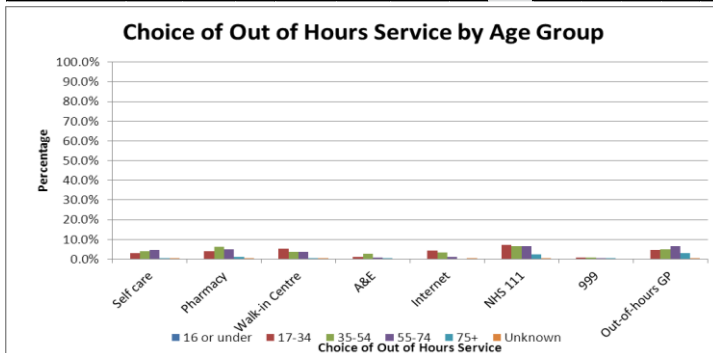
Preferred Booking Method

Q3	Age Group	No. of responses	Percentage
In person	17-34	2	1%
	35-54	5	2%
	55-74	9	3%
	75+	3	1%
Online	17-34	7	3%
	35-54	8	3%
	55-74	15	6%
	75+	1	0%
	(blank)	1	0%
Other	35-54	1	0%
	55-74	1	0%
Telephone	17-34	64	24%
	35-54	60	22%
	55-74	59	22%
	75+	24	9%
	(blank)	7	3%
Grand Total		267	100%



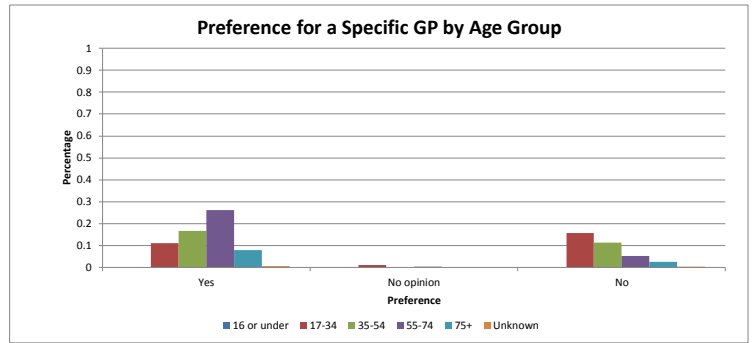
Choice of Out of Hours advice by Age Group

	16 or under	17-34	35-54	55-74	75+	Unknown	Total	16 or under	17-34	35-54	55-74	75+	Unknown
Self care	0	18	24	28	2	1	73	0.0%	3.0%	3.9%	4.6%	0.3%	0.2%
Pharmacy	0	25	38	31	6	1	101	0.0%	4.1%	6.2%	5.1%	1.0%	0.2%
Walk-in Centre	0	32	22	23	2	1	80	0.0%	5.2%	3.6%	3.8%	0.3%	0.2%
A&E	0	7	16	5	3	0	31	0.0%	1.1%	2.6%	0.8%	0.5%	0.0%
Internet	0	26	21	6	0	1	54	0.0%	4.3%	3.4%	1.0%	0.0%	0.2%
NHS 111	0	44	40	39	14	2	139	0.0%	7.2%	6.6%	6.4%	2.3%	0.3%
999	0	5	4	2	2	0	13	0.0%	0.8%	0.7%	0.3%	0.3%	0.0%
Out-of-hours GP	0	29	31	40	18	1	119	0.0%	4.8%	5.1%	6.6%	3.0%	0.2%



Preference for a specific GP

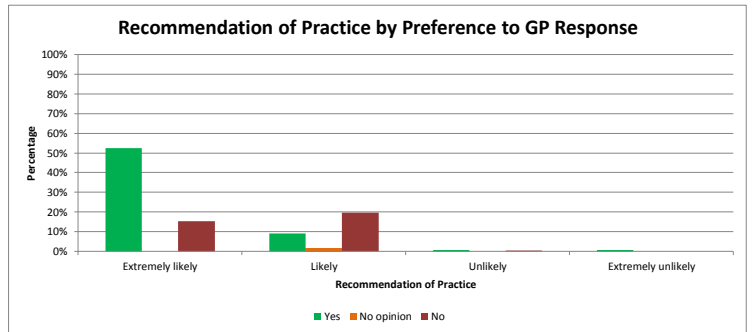
Q8	Age Group	No. of responses	Percentage
Yes	17-34	29	11%
	35-54	44	17%
	55-74	69	26%
	75+	21	8%
	(blank)	2	1%
No opinion	17-34	3	1%
	55-74	1	0%
No	17-34	41	16%
	35-54	30	11%
	55-74	14	5%
	75+	7	3%
	(blank)	1	0%
Grand Total		262	1



Recommendation of Practice by Preference for Specific GP Response

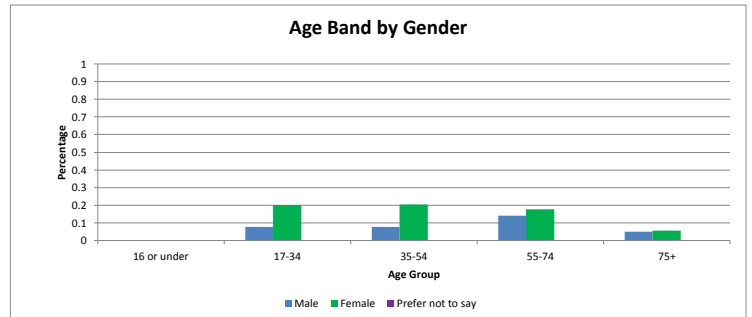
Preference for a specific GP - Response			
Recommendation of Practice	Yes	No opinion	No
Extremely likely	137	0	40
Likely	24	4	51
Unlikely	2	0	1
Extremely unlikely	2	0	0
Total	165	4	92

Preference for a specific GP - Response			
Recommendation of Practice	Yes	No opinion	No
Extremely likely	52%	0%	15%
Likely	9%	2%	20%
Unlikely	1%	0%	0%
Extremely unlikely	1%	0%	0%



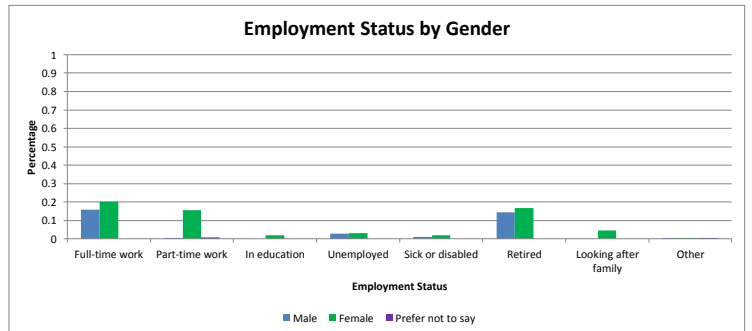
Comparison of responses by Gender

Q17	Gender	No. of responses	Percentage
17-34	Female	52	20%
	Male	20	8%
	Prefer not to say	1	0%
35-54	Female	53	20%
	Male	20	8%
	Prefer not to say	1	0%
55-74	Female	46	18%
	Male	37	14%
	Prefer not to say	1	0%
75+	Female	15	6%
	Male	13	5%
Grand Total		259	100%



Employment Status

Q19	Gender	No. of responses	Percentage
Full-time work	Female	52	20%
	Male	41	16%
Part-time work	Female	40	15%
	Male	1	0%
	Prefer not to say	2	1%
In education	Female	5	2%
Unemployed	Female	8	3%
	Male	7	3%
Sick or disabled	Female	5	2%
	Male	3	1%
Retired	Female	43	17%
	Male	37	14%
Looking after family	Female	12	5%
Other	Female	1	0%
	Male	1	0%
	Prefer not to say	1	0%
Grand Total		259	100%



Satisfaction with Opening Times

		No. of Responses	Percentage
Very satisfied	Female	89	34%
	Male	46	18%
	Prefer not to say (blank)	1	0%
Satisfied	Female	67	26%
	Male	39	15%
	(blank)	1	0%
Dissatisfied	Male	1	0%
Neutral	Female	7	3%
	Male	4	2%
	Prefer not to say	2	1%
Very Dissatisfied	Female	3	1%
Grand Total		262	100%

