

Great Oakley Medical Centre

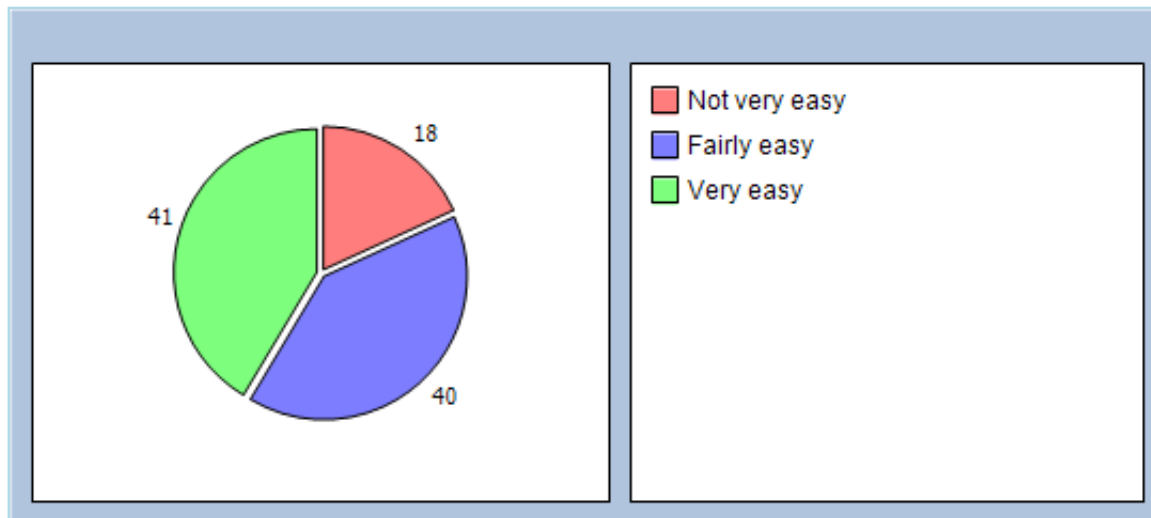
GREAT OAKLEY MEDICAL CENTRE SURVEY 2012-2013 (1)

Number of Responses: 90

GREAT OAKLEY MEDICAL CENTRE SURVEY 2012-2013

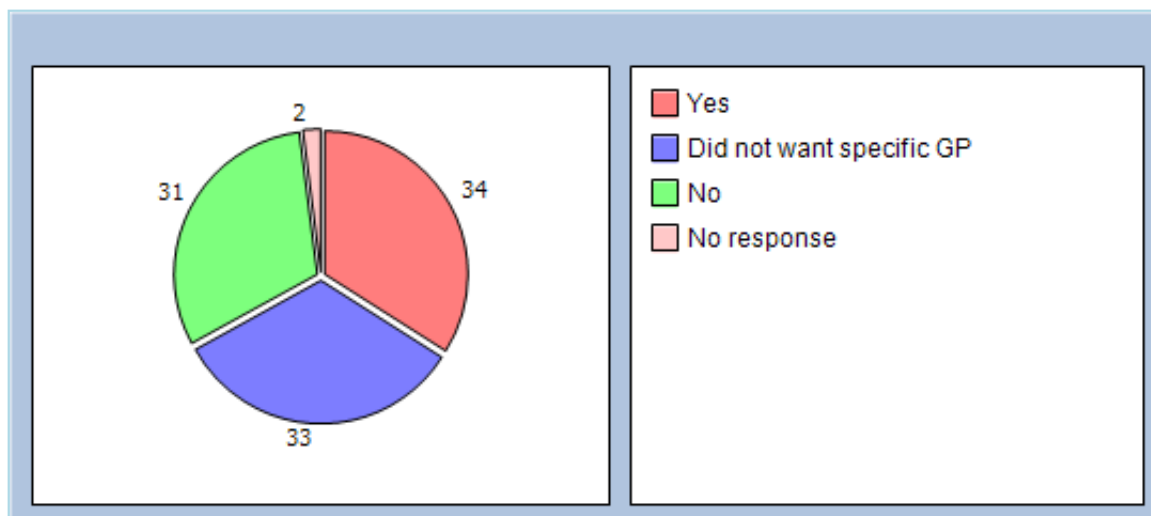
How easy was it to get an appointment for the day and time you wanted?

Not very easy	18%
Fairly easy	40%
Very easy	41%



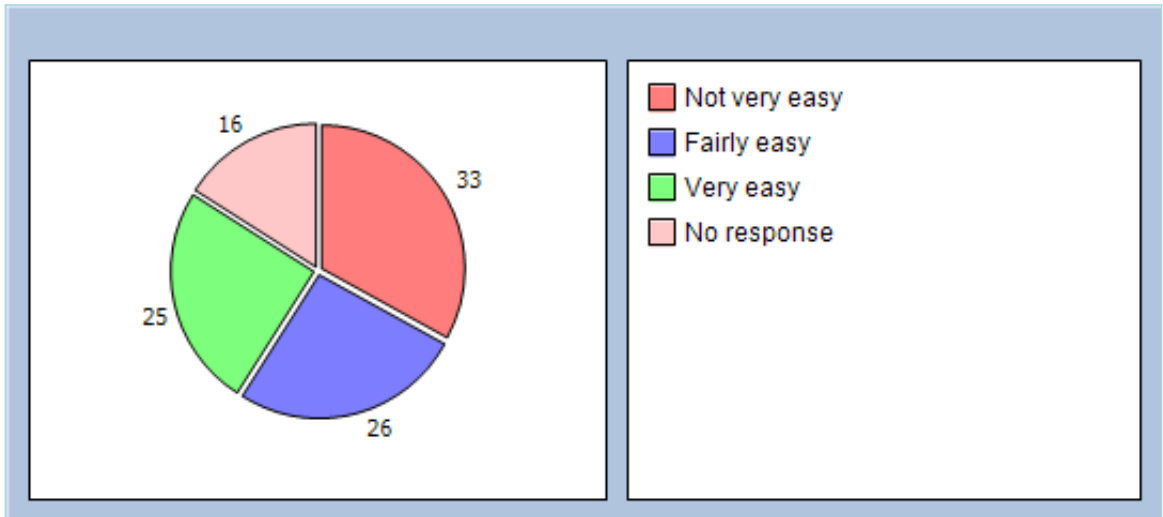
Were you able to see the GP that you wanted to see?

Yes	34%
Did not want specific GP	33%
No	31%
No response	2%



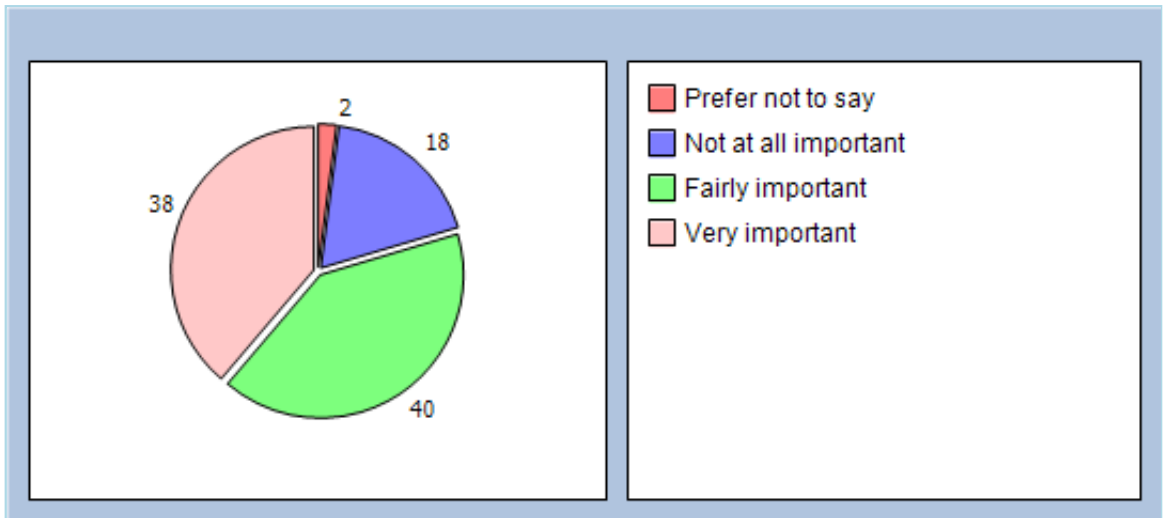
How easy was it to get an appointment with the GP you wanted to see?

Not very easy	33%
Fairly easy	26%
Very easy	25%
No response	16%



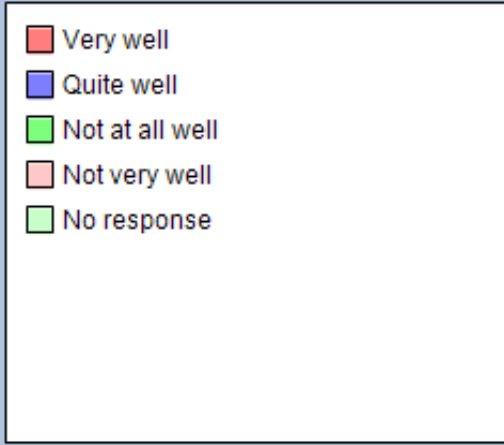
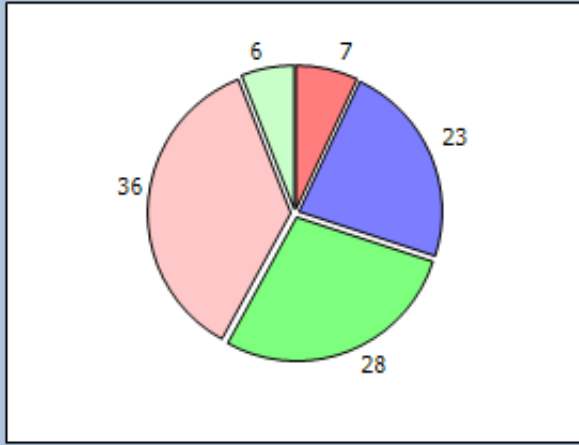
How important is it to you that you see a specific GP when coming to this practice?

Prefer not to say	2%
Not at all important	18%
Fairly important	40%
Very important	38%



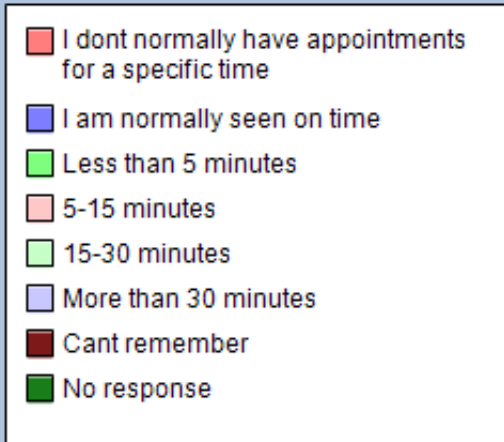
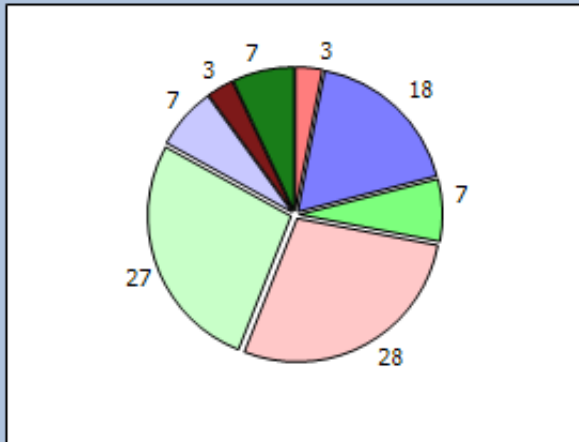
How well do you know which days of the week your GP is available?

Very well	7%
Quite well	23%
Not at all well	28%
Not very well	36%
No response	6%



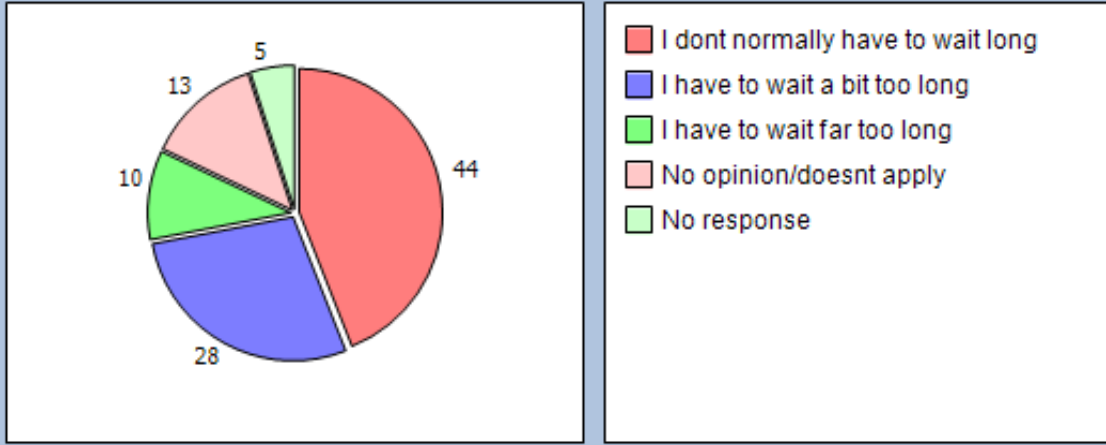
How long after your appointment time do you normally wait to be seen?

I dont normally have appointments for a specific time	3%
I am normally seen on time	18%
Less than 5 minutes	7%
5-15 minutes	28%
15-30 minutes	27%
More than 30 minutes	7%
Cant remember	3%
No response	7%



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

I dont normally have to wait long	44%
I have to wait a bit too long	28%
I have to wait far too long	10%
No opinion/doesnt apply	13%
No response	5%



How satisfied are you with the opening hours at the surgery?

Very	51%
Fairly	20%
Neither satisfied nor dissatisfied	7%
Quite dissatisfied	6%
Very dissatisfied	6%
Dont know opening hours	4%
No response	6%

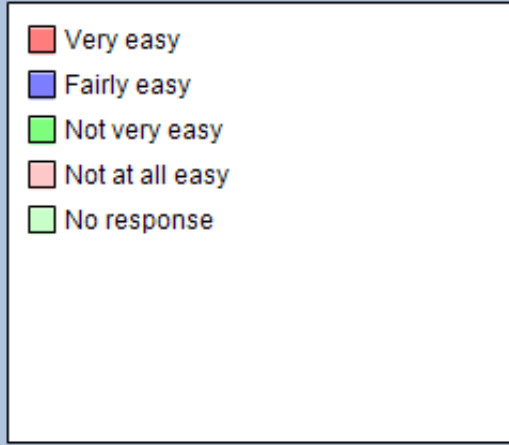
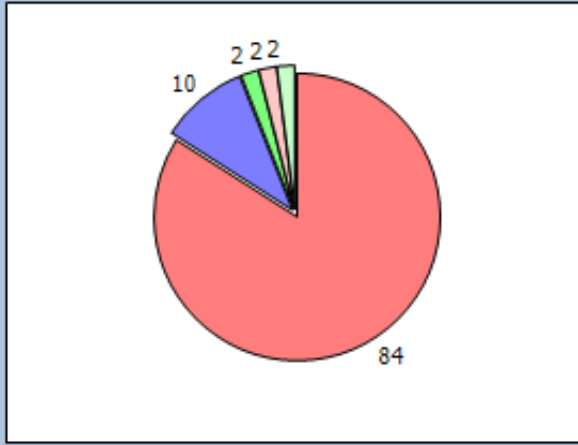


As far as you know is the surgery open?

Before 8am	25%
At lunchtime	56%
After 6.30pm	40%
On Saturdays	8%
On Sundays	1%

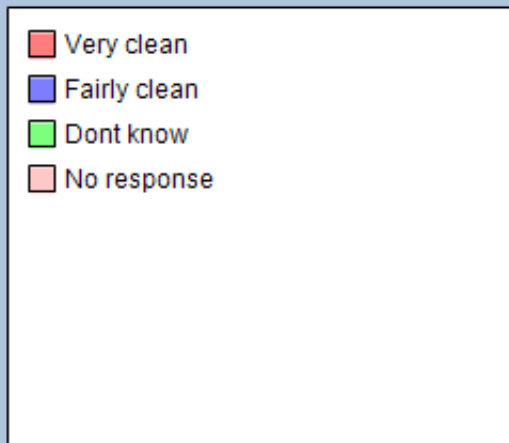
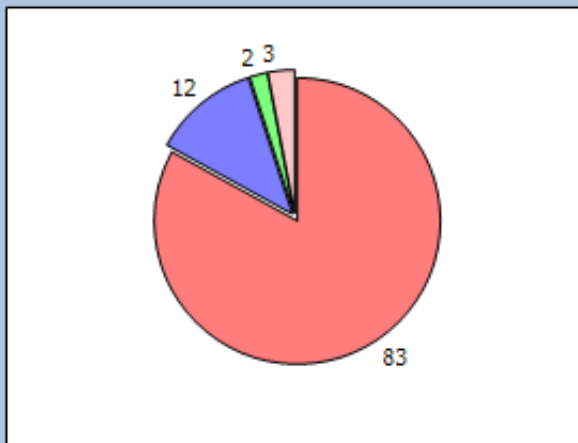
How easy do you find getting into the building at the surgery?

Very easy	84%
Fairly easy	10%
Not very easy	2%
Not at all easy	2%
No response	2%



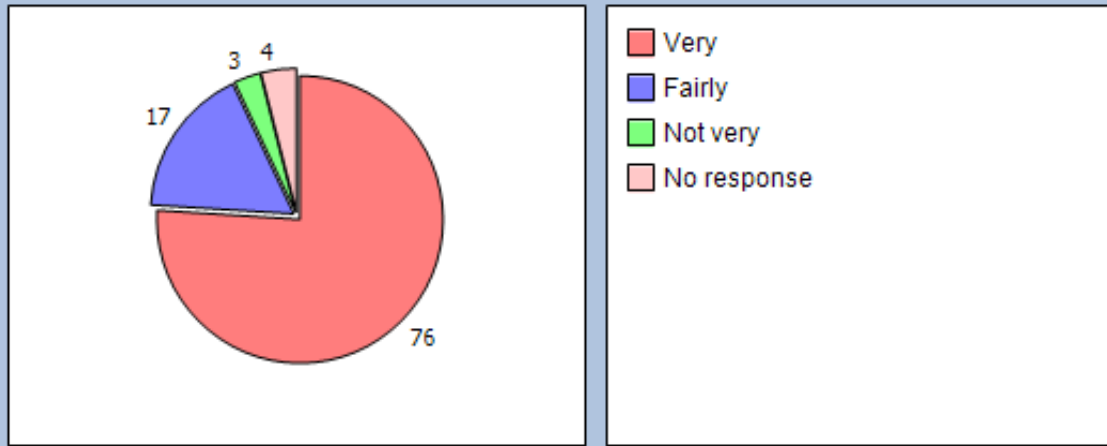
How clean is the GP surgery?

Very clean	83%
Fairly clean	12%
Not at all clean	0%
Dont know	2%
No response	3%



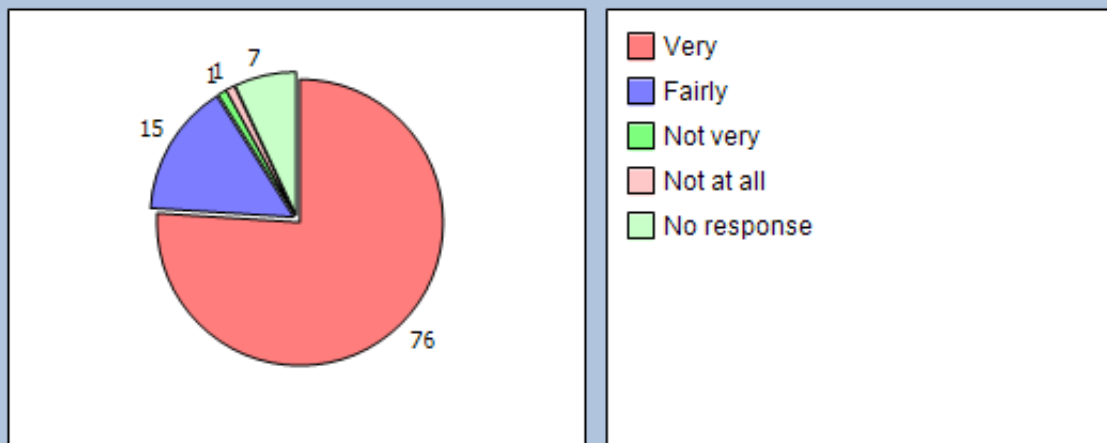
How helpful do you find the receptionists at the surgery?

Very	76%
Fairly	17%
Not very	3%
Not at all	0%
No response	4%



How helpful do you find the nurses at the surgery

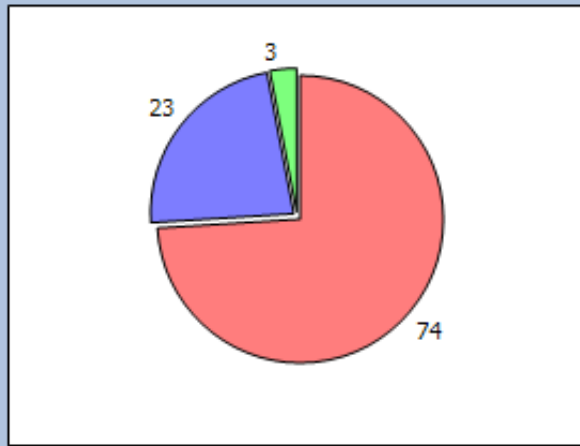
Very	76%
Fairly	15%
Not very	1%
Not at all	1%
No response	7%



What aspect of the surgery do you like the most?

Did you know that you can book a telephone consultation with a GP of choice whenever they are working in the practice?

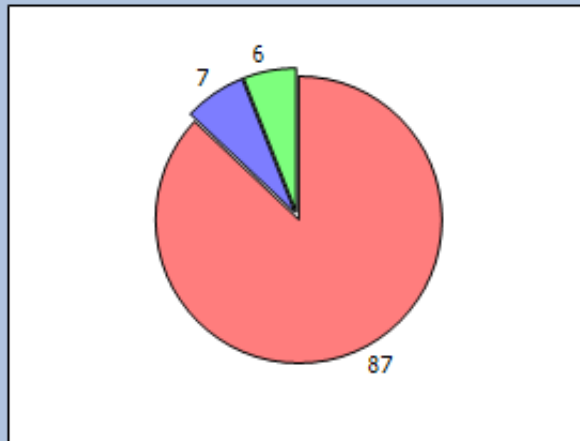
Yes	74%
No	23%
No response	3%



■ Yes
■ No
■ No response

Have you ever had a telephone conversation

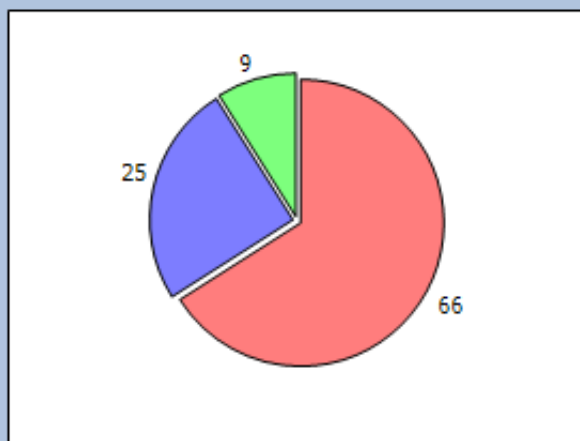
Yes **87%**
No **7%**
No response **6%**



■ Yes
■ No
■ No response

Did the GP phone you when you expected?

Yes **66%**
No **25%**
No response **9%**

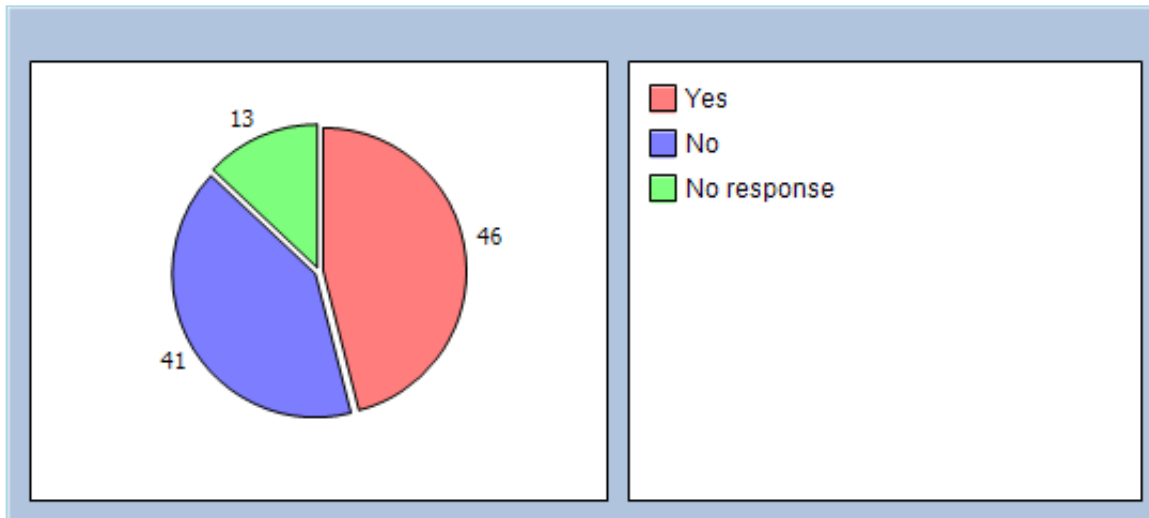


■ Yes
■ No
■ No response

Was your Gp able to deal with your problem by phone?

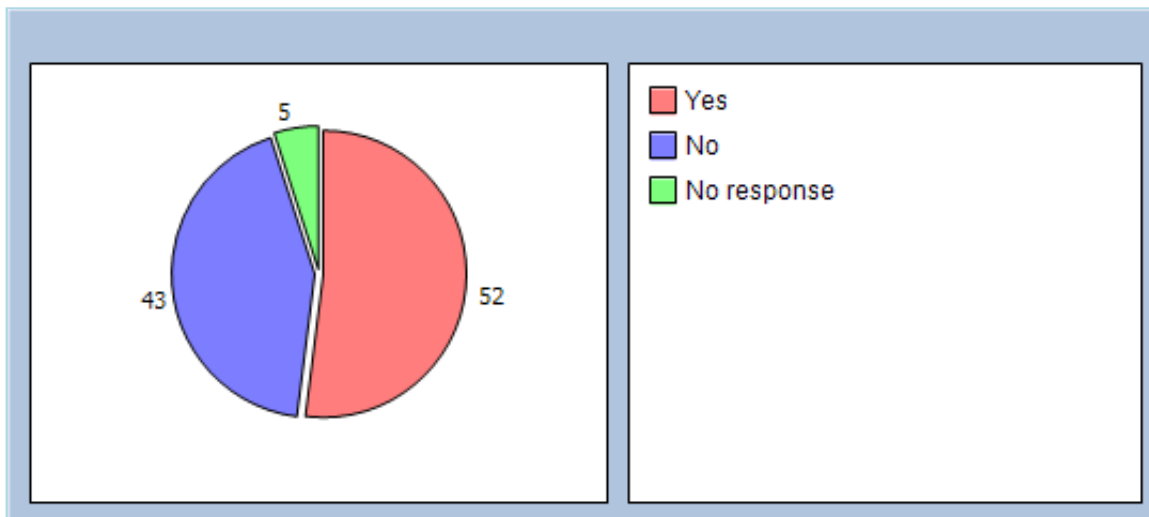
Yes **46%**

No **41%**
No response **13%**



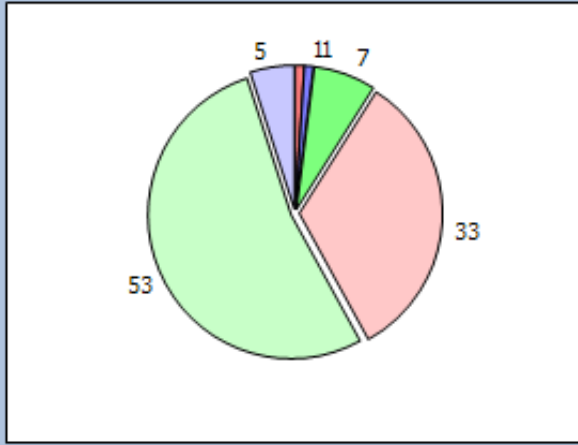
Are you aware of the practice website?

Yes **52%**
No **43%**
No response **5%**



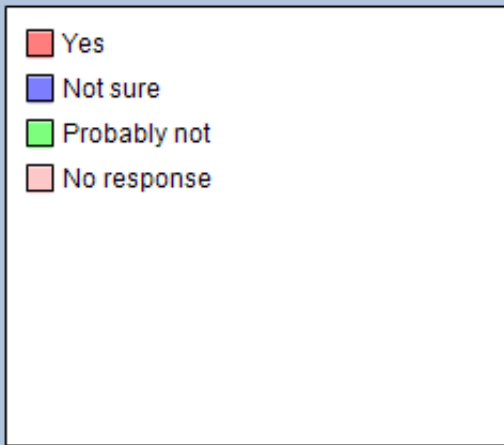
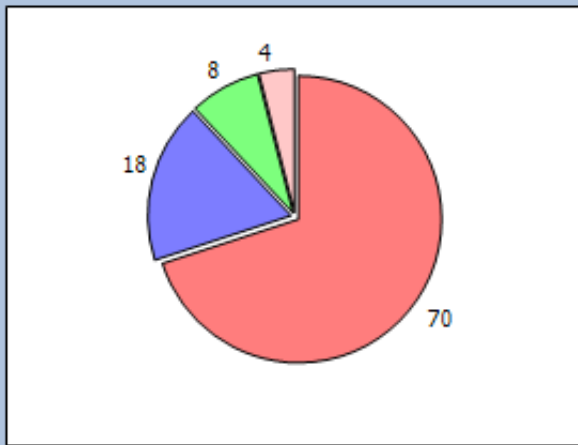
Overall, how satisfied are you with the care you receive at this GP surgery?

Prefer not to say **1%**
Not at all satisfied **1%**
Not very satisfied **7%**
Fairly satisfied **33%**
Very satisfied **53%**
No response **5%**



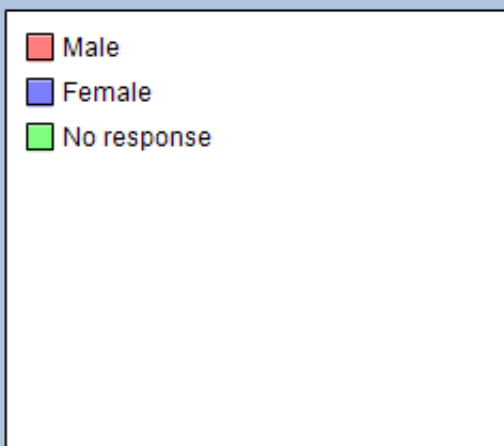
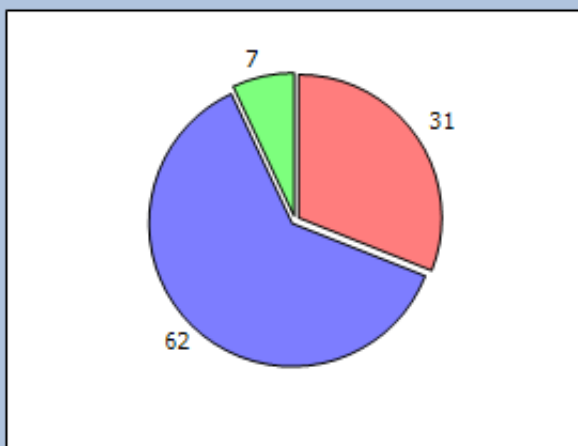
Would you recommend the Surgery to someone who has just moved to the area?

Yes	70%
Not sure	18%
Probably not	8%
No response	4%



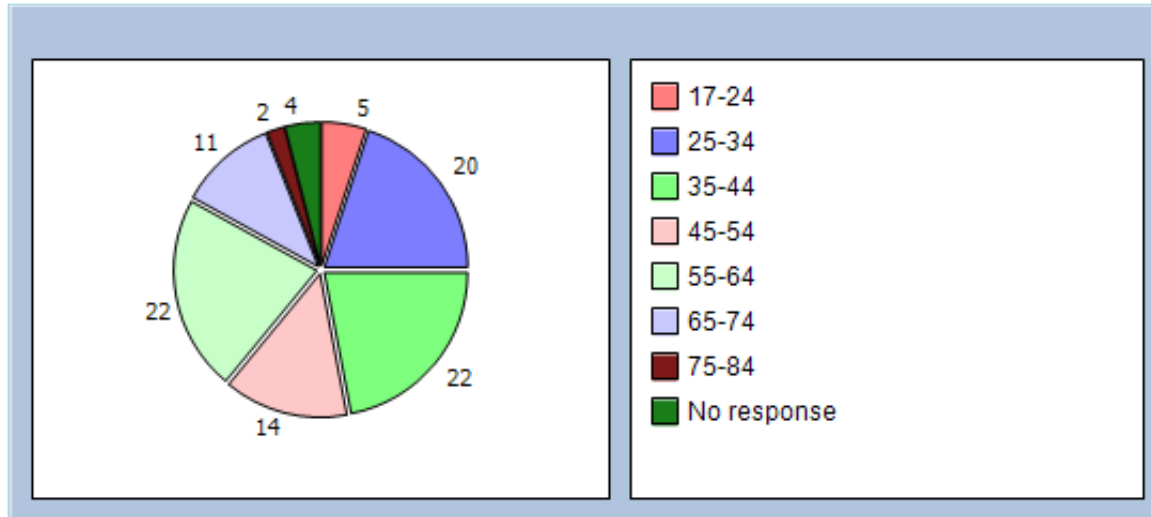
To help us analyse your answers please tell us a few things about yourself Are you male or female?

Male	31%
Female	62%
No response	7%



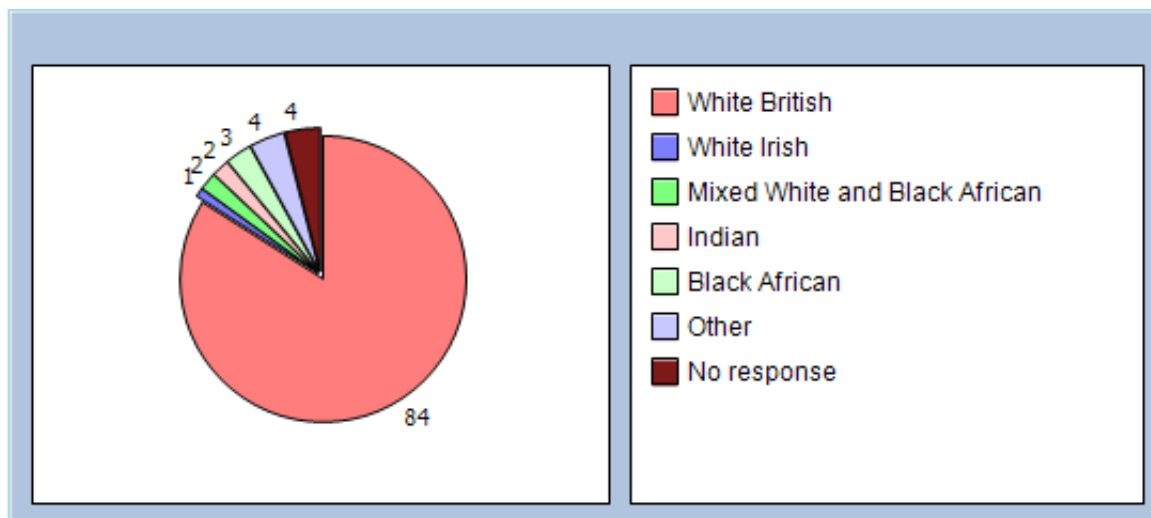
What age are you?

Under 16	0%
17-24	5%
25-34	20%
35-44	22%
45-54	14%
55-64	22%
65-74	11%
75-84	2%
Over 84	0%
No response	4%



What is the ethnic background with which you most identify?

White British	84%
White Irish	1%
Mixed White and Black Caribbean	0%
Mixed White and Black African	2%
Mixed White and Black Asian	0%
Indian	2%
Pakistani	0%
Bangladeshi	0%
Black Caribbean	0%
Black African	3%
Other	4%
No response	4%



How would you describe how often you come to the practice?

Regularly	34%
Occasionally	40%

Very Rarely 20%
Many thanks for your time in answering the questions on this survey 0%
No response 6%

