

# Great Oakley Medical Centre

## Great Oakley MC Survey

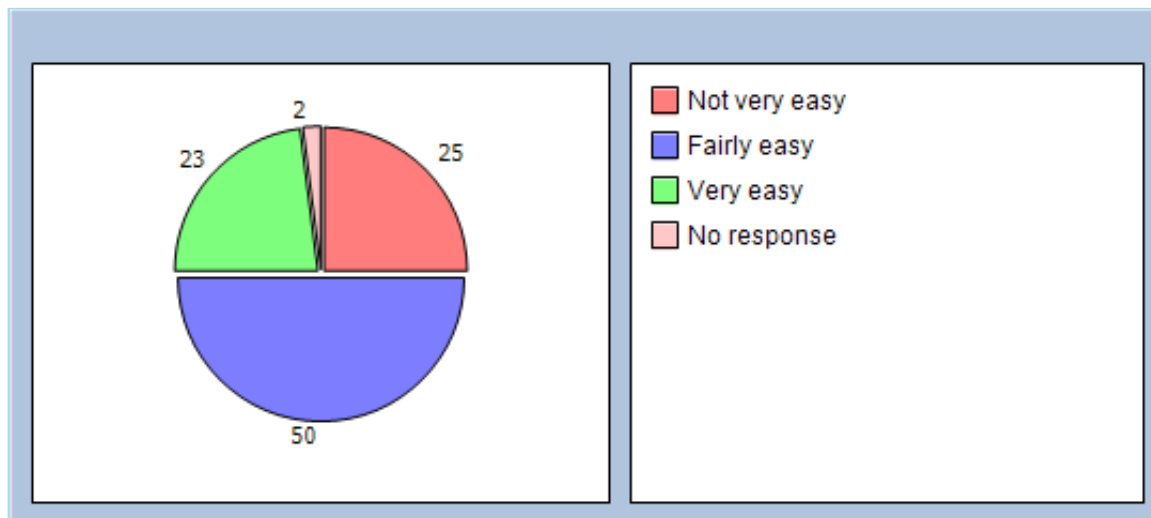
**Number of Responses: 300**

Dear Patient

Many thanks for agreeing to take this short survey to help us to understand how the surgery is perceived by our patients.

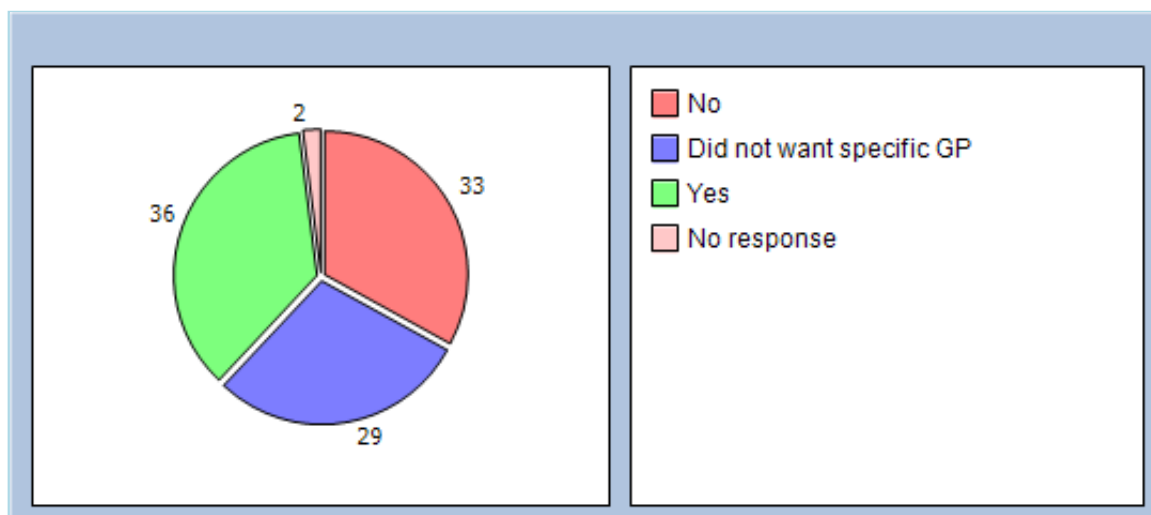
### Q1: How easy was it to get an appointment for the day and time you wanted?

<b>Not very easy</b>	<b>25%</b>
<b>Fairly easy</b>	<b>50%</b>
<b>Very easy</b>	<b>23%</b>
<b>No response</b>	<b>2%</b>



### Q2: Were you able to see the GP that you wanted to see?

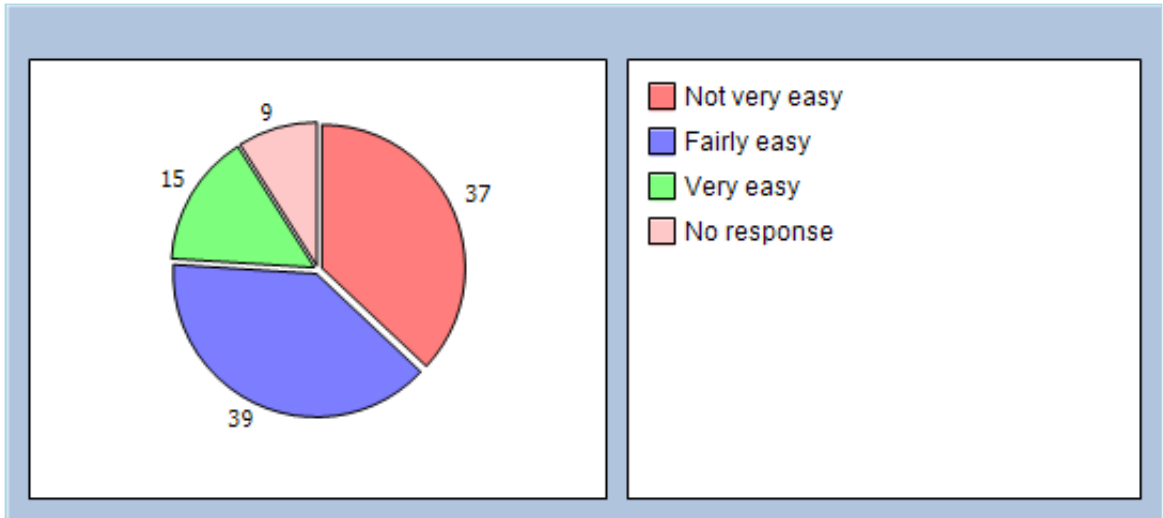
<b>No</b>	<b>33%</b>
<b>Did not want specific GP</b>	<b>29%</b>
<b>Yes</b>	<b>36%</b>
<b>No response</b>	<b>2%</b>



### Q3: How easy was it to get an appointment with the GP you wanted to see?

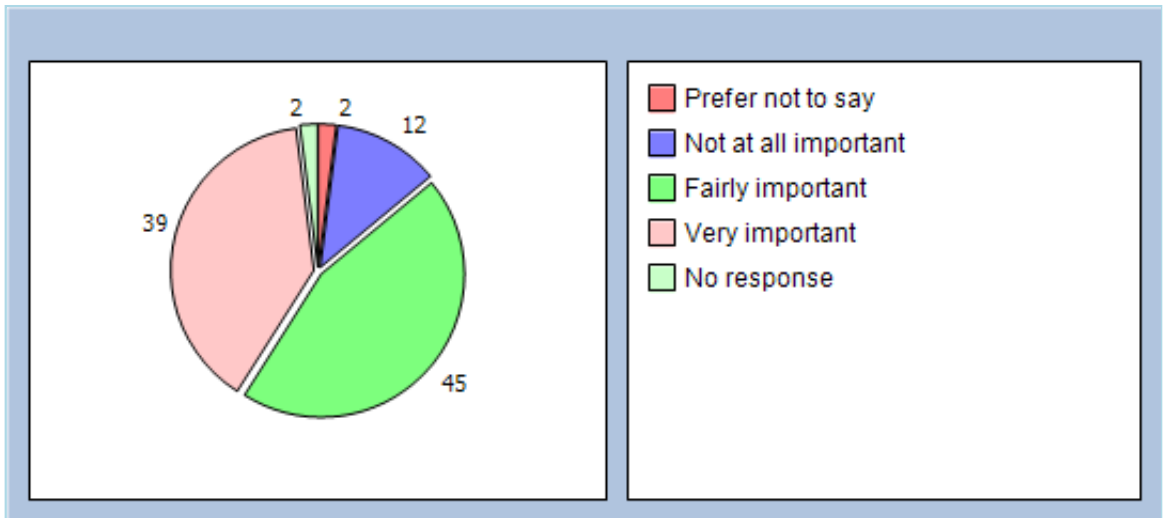
<b>Not very easy</b>	<b>37%</b>
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<b>Fairly easy</b>	<b>39%</b>
<b>Very easy</b>	<b>15%</b>
<b>No response</b>	<b>9%</b>



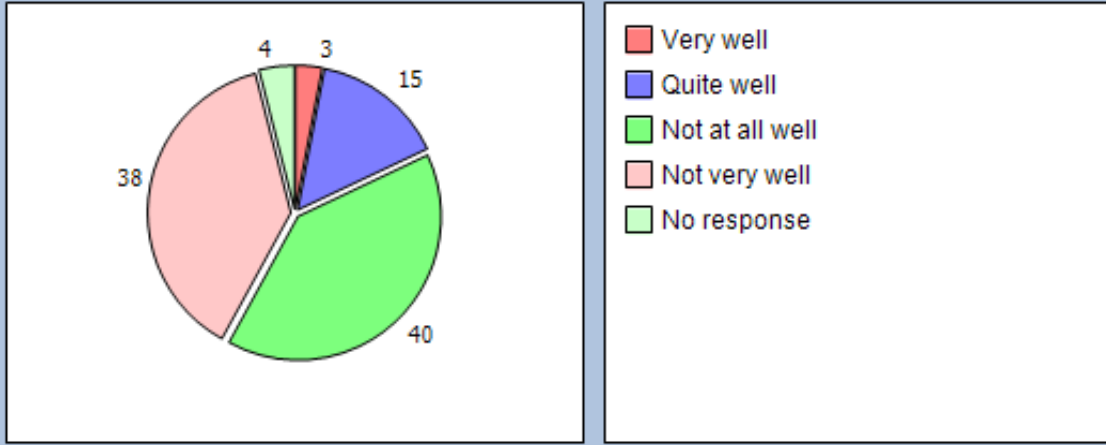
**Q4: How important is it to you that you see a specific GP when coming to this practice?**

<b>Prefer not to say</b>	<b>2%</b>
<b>Not at all important</b>	<b>12%</b>
<b>Fairly important</b>	<b>45%</b>
<b>Very important</b>	<b>39%</b>
<b>No response</b>	<b>2%</b>



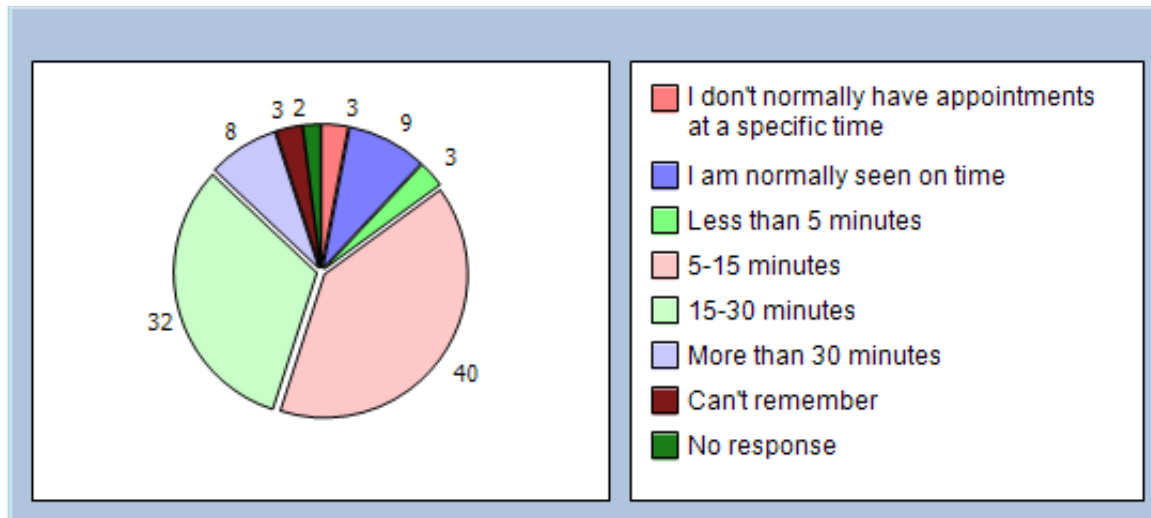
**Q5: How well do you know which days of the week your GP is available?**

<b>Very well</b>	<b>3%</b>
<b>Quite well</b>	<b>15%</b>
<b>Not at all well</b>	<b>40%</b>
<b>Not very well</b>	<b>38%</b>
<b>No response</b>	<b>4%</b>



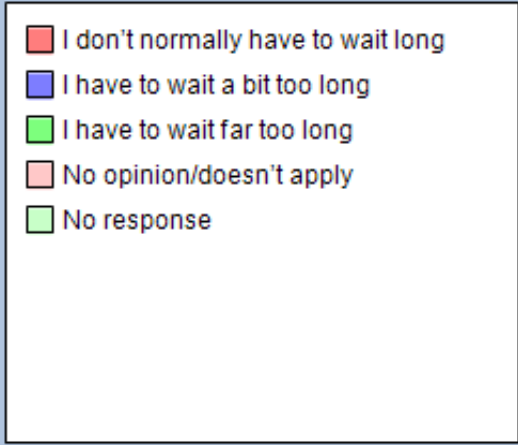
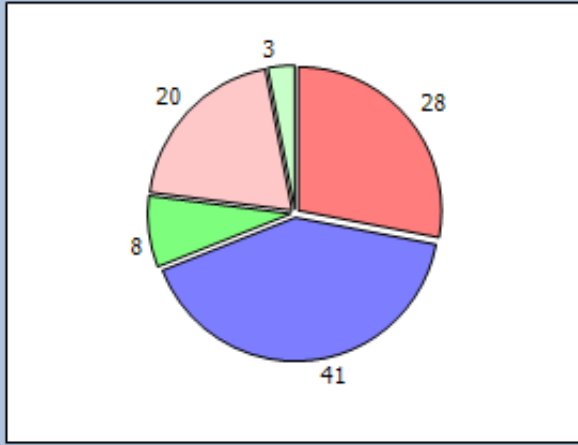
**Q6: How long after your appointment time do you normally wait to be seen?**

<b>I don't normally have appointments at a specific time</b>	<b>3%</b>
<b>I am normally seen on time</b>	<b>9%</b>
<b>Less than 5 minutes</b>	<b>3%</b>
<b>5-15 minutes</b>	<b>40%</b>
<b>15-30 minutes</b>	<b>32%</b>
<b>More than 30 minutes</b>	<b>8%</b>
<b>Can't remember</b>	<b>3%</b>
<b>No response</b>	<b>2%</b>



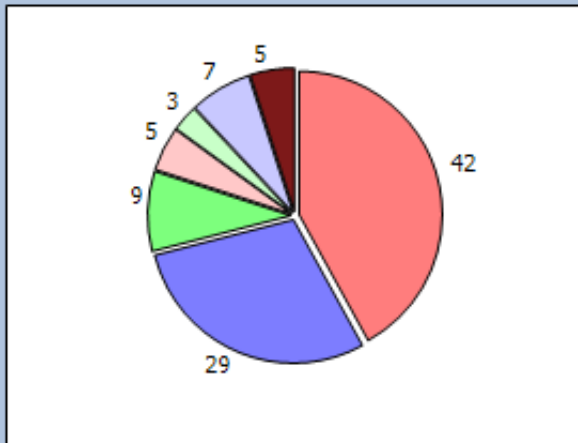
**Q7: How do you feel about how long you normally have to wait ?**

<b>I don't normally have to wait long</b>	<b>28%</b>
<b>I have to wait a bit too long</b>	<b>41%</b>
<b>I have to wait far too long</b>	<b>8%</b>
<b>No opinion/doesn't apply</b>	<b>20%</b>
<b>No response</b>	<b>3%</b>



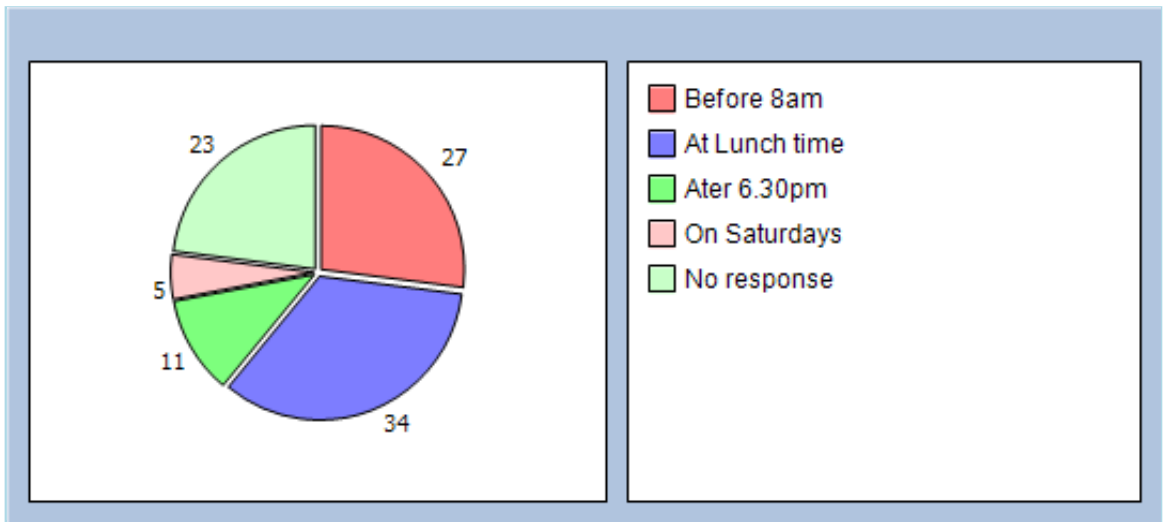
**Q8: How satisfied are you with the opening hours at the surgery ?**

<b>Very</b>	<b>42%</b>
<b>Fairly</b>	<b>29%</b>
<b>Neither satisfied nor dissatisfied</b>	<b>9%</b>
<b>Quite dissatisfied</b>	<b>5%</b>
<b>Very dissatisfied</b>	<b>3%</b>
<b>Don't know opening hours</b>	<b>7%</b>
<b>No response</b>	<b>5%</b>



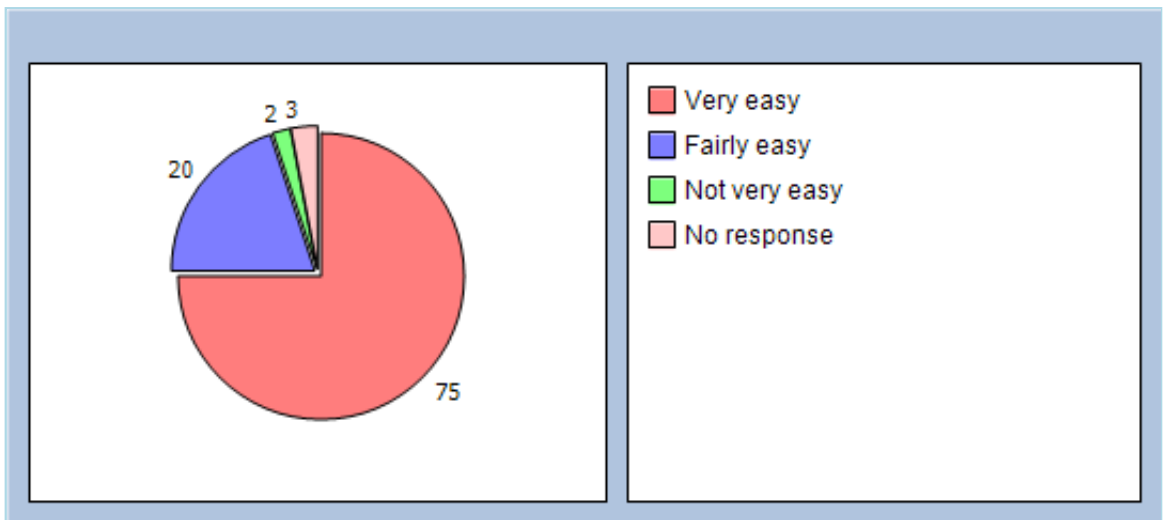
**Q9: As far as you know is the surgery open...**

<b>Before 8am</b>	<b>27%</b>
<b>At Lunch time</b>	<b>34%</b>
<b>Ater 6.30pm</b>	<b>11%</b>
<b>On Saturdays</b>	<b>5%</b>
<b>On Sundays</b>	<b>0%</b>
<b>No response</b>	<b>23%</b>



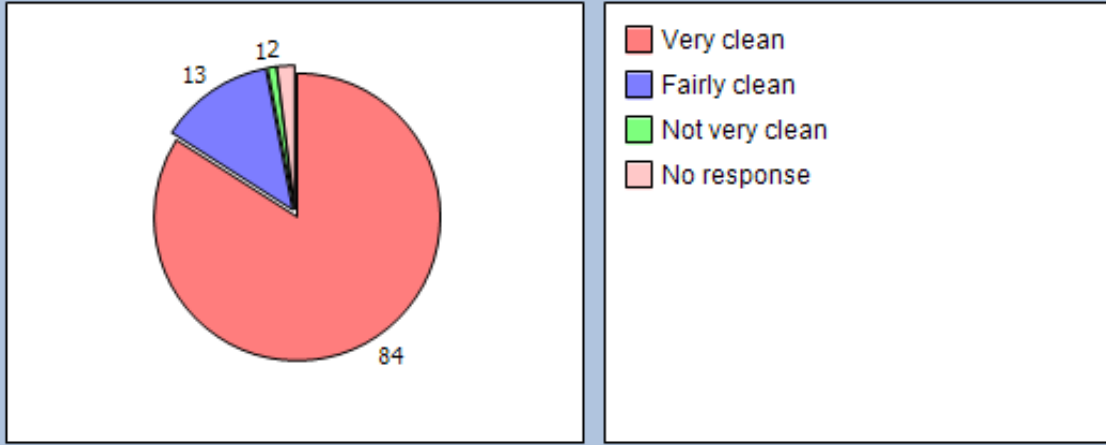
**Q10: How easy do you find getting into the building at the surgery ?**

<b>Very easy</b>	<b>75%</b>
<b>Fairly easy</b>	<b>20%</b>
<b>Not very easy</b>	<b>2%</b>
<b>Not at all easy</b>	<b>0%</b>
<b>No response</b>	<b>3%</b>



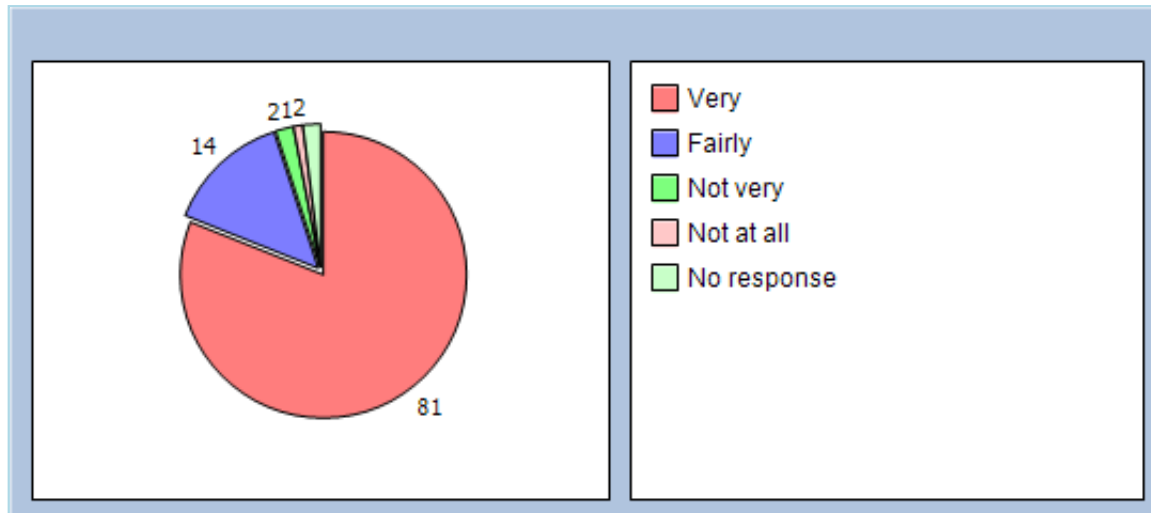
**Q11. How clean is the GP surgery ?**

<b>Very clean</b>	<b>84%</b>
<b>Fairly clean</b>	<b>13%</b>
<b>Not very clean</b>	<b>1%</b>
<b>Not at all clean</b>	<b>0%</b>
<b>Don't know</b>	<b>0%</b>
<b>No response</b>	<b>2%</b>



**Q12. How helpful do you find the receptionists at the surgery ?**

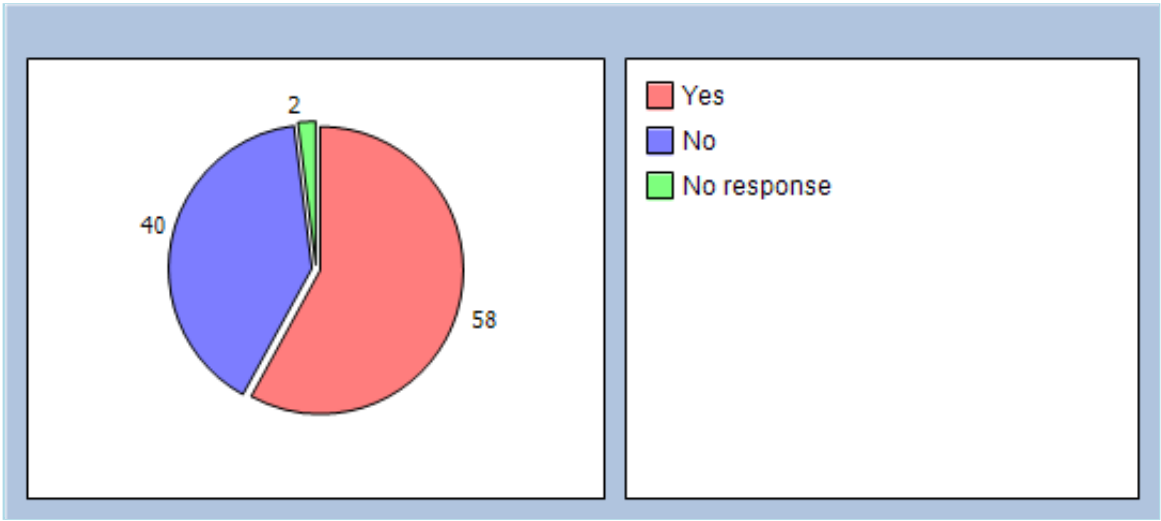
<b>Very</b>	<b>81%</b>
<b>Fairly</b>	<b>14%</b>
<b>Not very</b>	<b>2%</b>
<b>Not at all</b>	<b>1%</b>
<b>No response</b>	<b>2%</b>



**Q14: What aspect of the surgery do you like the most?**

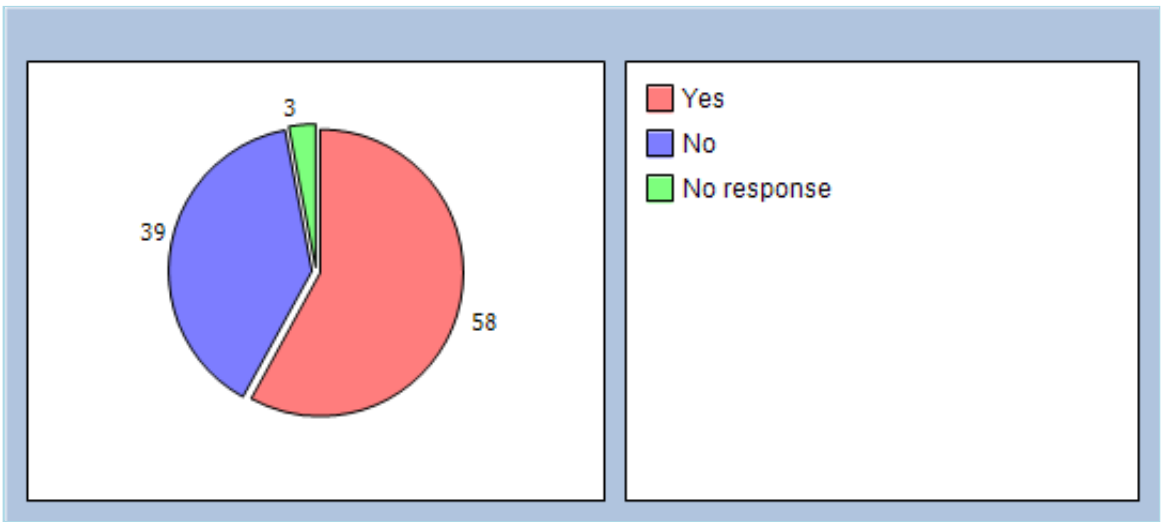
**Q15: Did you know that you can book a telephone consultation with a GP of choice whenever they are working in the practice?**

<b>Yes</b>	<b>58%</b>
<b>No</b>	<b>40%</b>
<b>No response</b>	<b>2%</b>



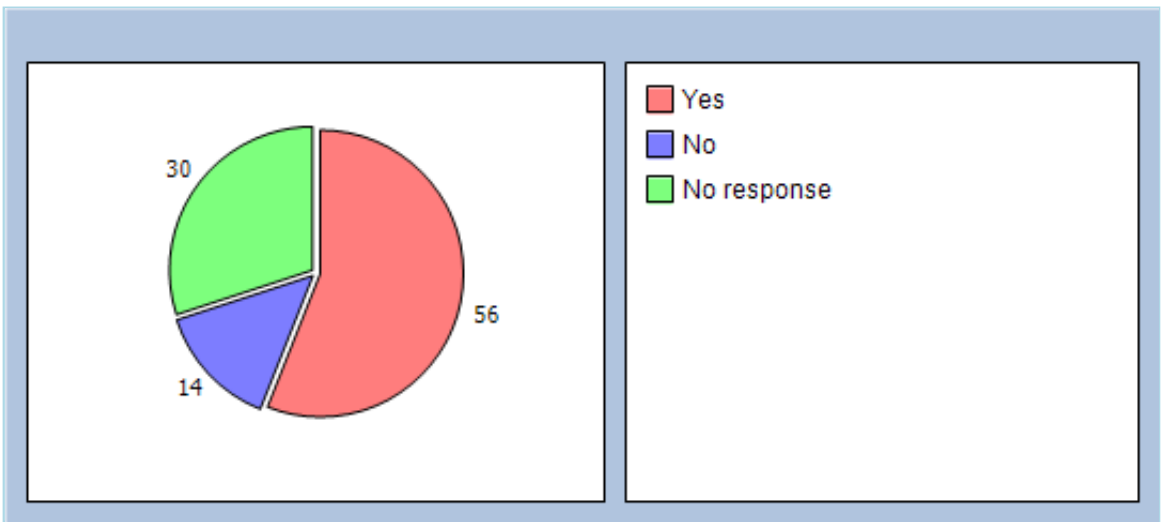
**Q16: Have you ever had a telephone consultation?**

**Yes** 58%  
**No** 39%  
**No response** 3%



**Q17: Did the GP phone you when you expected?**

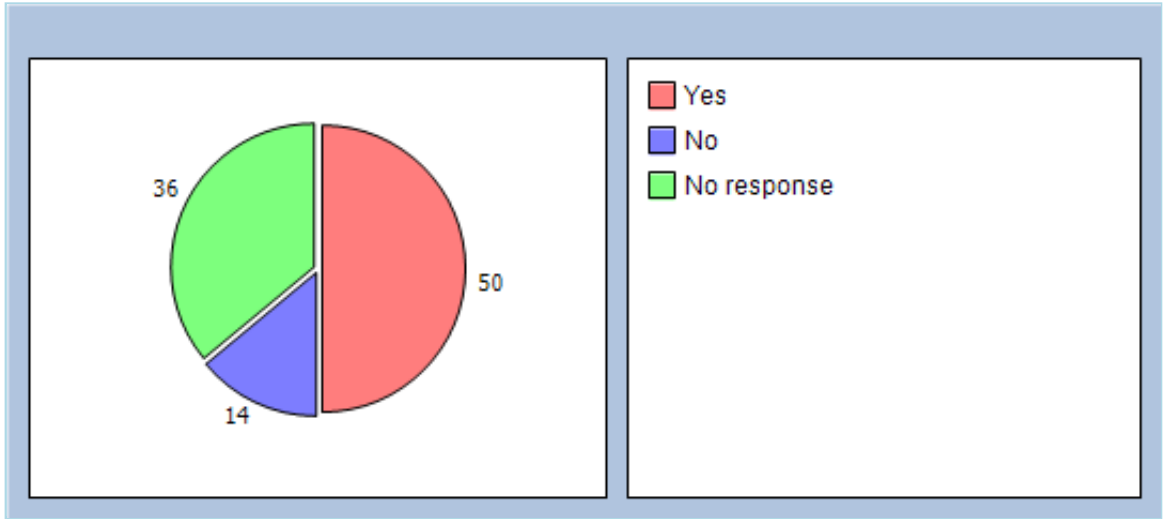
**Yes** 56%  
**No** 14%  
**No response** 30%



**Q18: Was the GP able to deal with your problem by phone?**

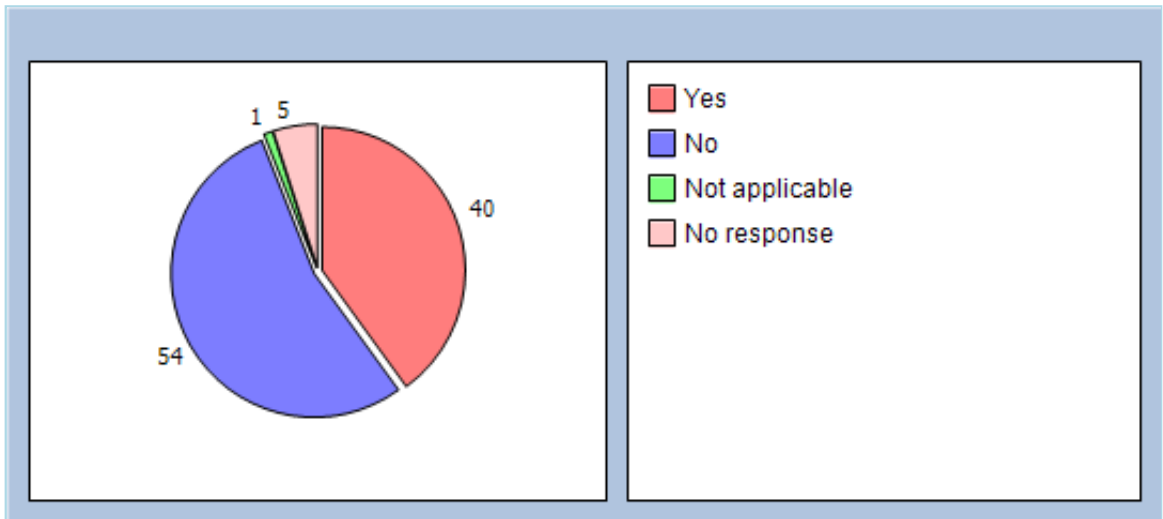
**Yes** 50%

**No** **14%**  
**No response** **36%**



**Q19: Are you aware of the practice website?**

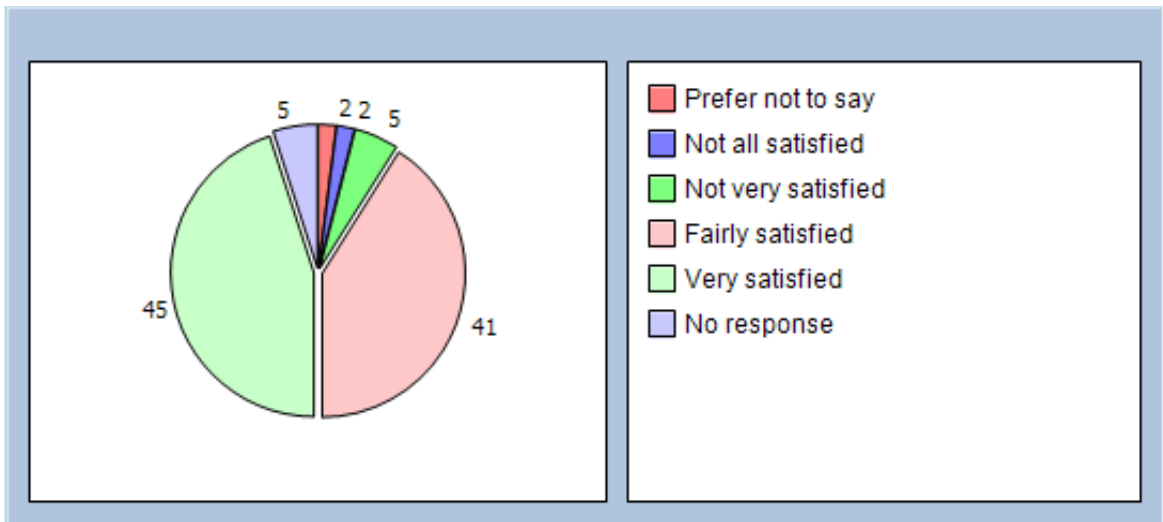
**Yes** **40%**  
**No** **54%**  
**Not applicable** **1%**  
**No response** **5%**



**Q20: Overall, how satisfied are you with the care you receive at this GP surgery?**

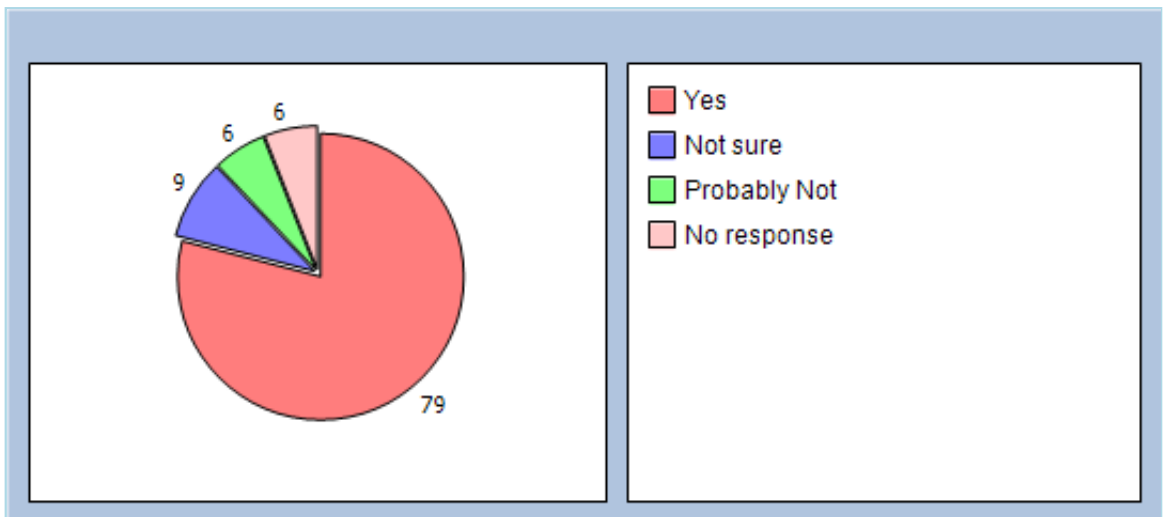
**Prefer not to say** **2%**  
**Not all satisfied** **2%**  
**Not very satisfied** **5%**  
**Fairly satisfied** **41%**  
**Very satisfied** **45%**  
**No response** **5%**





**Q21: Would you recommend the Surgery to someone who has just moved to the area?**

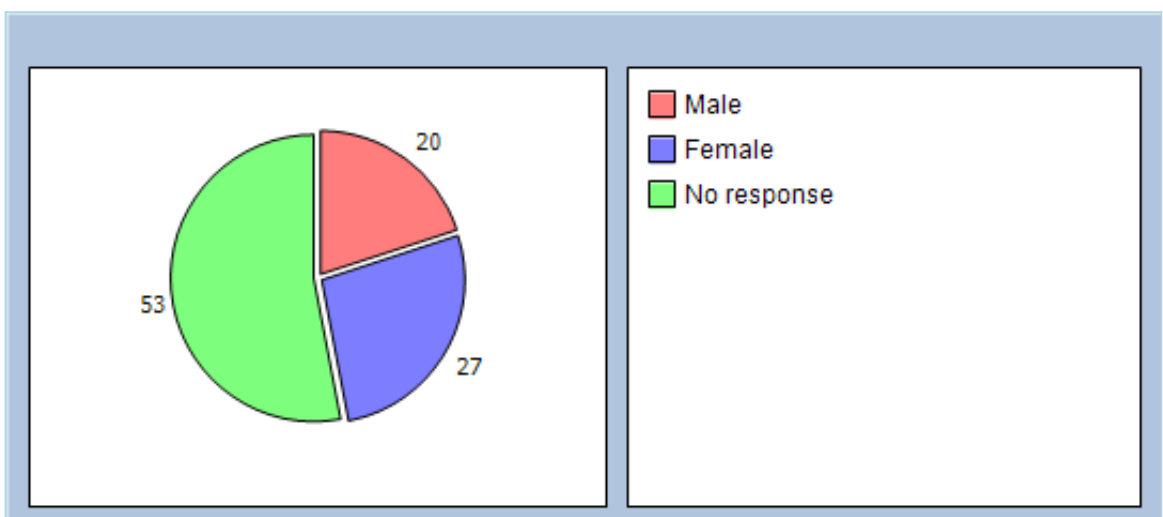
<b>Yes</b>	<b>79%</b>
<b>Not sure</b>	<b>9%</b>
<b>Probably Not</b>	<b>6%</b>
<b>No response</b>	<b>6%</b>



**Q22 To help us analyse your answers please tell us a few things about yourself**

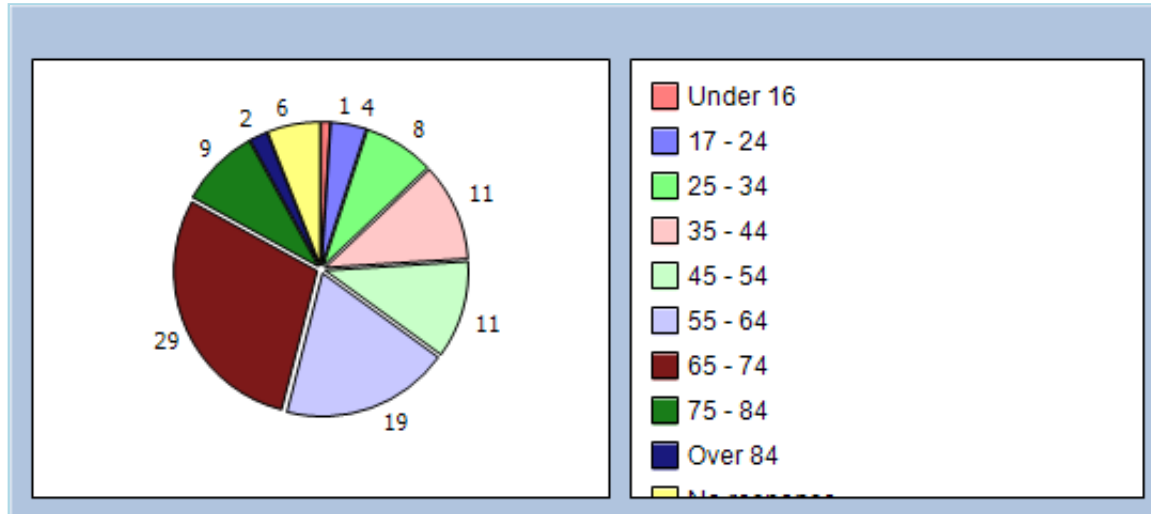
**Are you male or female?**

<b>Male</b>	<b>20%</b>
<b>Female</b>	<b>27%</b>
<b>No response</b>	<b>53%</b>



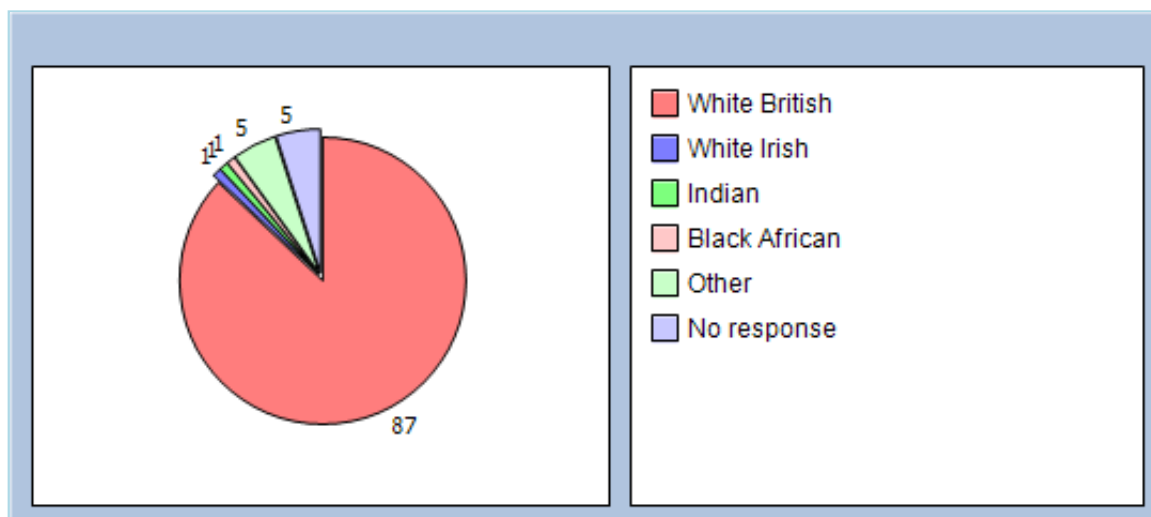
**What age are you?**

<b>Under 16</b>	<b>1%</b>
<b>17 - 24</b>	<b>4%</b>
<b>25 - 34</b>	<b>8%</b>
<b>35 - 44</b>	<b>11%</b>
<b>45 - 54</b>	<b>11%</b>
<b>55 - 64</b>	<b>19%</b>
<b>65 - 74</b>	<b>29%</b>
<b>75 - 84</b>	<b>9%</b>
<b>Over 84</b>	<b>2%</b>
<b>No response</b>	<b>6%</b>



**What is the ethnic background with which you most identify?**

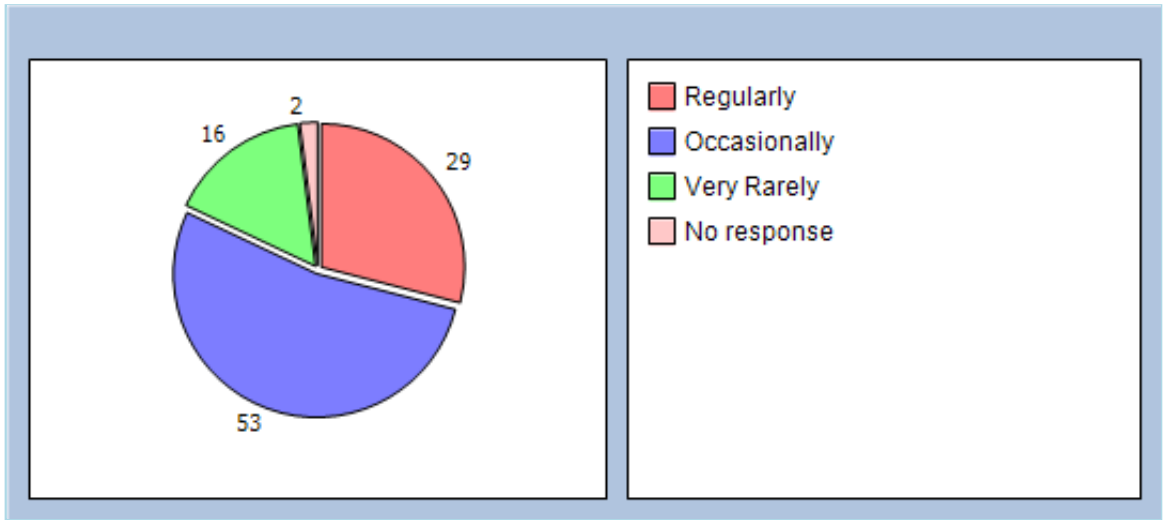
<b>White British</b>	<b>87%</b>
<b>White Irish</b>	<b>1%</b>
<b>Mixed White &amp; Black Caribbean</b>	<b>0%</b>
<b>Mixed White &amp; Black African</b>	<b>0%</b>
<b>Mixed White &amp; Black Asian</b>	<b>0%</b>
<b>Indian</b>	<b>1%</b>
<b>Pakistani</b>	<b>0%</b>
<b>Bangladeshi</b>	<b>0%</b>
<b>Black Caribbean</b>	<b>0%</b>
<b>Black African</b>	<b>1%</b>
<b>Chinese</b>	<b>0%</b>
<b>Other</b>	<b>5%</b>
<b>No response</b>	<b>5%</b>



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

**Regularly**  
**Occasionally**  
**Very Rarely**  
**No response**

**29%**  
**53%**  
**16%**  
**2%**



**Many thanks for your time in answering the questions on this survey**