

LHS PATIENT QUESTIONNAIRE 2013-14

Reception Q.1	V Helpful	F Helpful	Not very	Not at all	Don't know			
	34	8	1	0	0			
Ease of Q.2 Phone access	V Easy	F Easy	Not v easy	Not at all	Don't know	N/A		
	5	27	8	3	0	0		
Ease of Q.3 speaking to a dr or nurse on the phone	V Easy	F Easy	Not v easy	Not at all	Don't know	N/A		
	5	14	6	2	2	14		
If urgent Q.4 can you normally see a GP on the same day	Yes	No	N/A					
	26	9	8					
How easy Q.5 to book future appointments	V Easy	F Easy	Not v easy	Not at all	Don't know	N/A		
	15	17	6	3	0	2		
How Q.6 quickly can you see a particular dr	Same/nxt	2-4days	≥ 5days	No need	N/A			
	9	15	11	4	4			
How do Q.7 you rate how quickly seen	Excellent	V good	Good	Satisfac'ry	Poor	V poor	N/A	
	4	19	11	9	0	0	0	0
When Q.8 willing to see any dr how quickly seen	Same/nxt	2-4days	≥ 5days	No need	Don't know			
	33	6	1	1	2			
How do Q.9 you rate how quickly you were seen	Excellent	V good	Good	Satisfac'ry	Poor	V poor	N/A	
	13	13	11	4	0	0	0	2
Overall Q.10 quality of care from LHS dr's	Excellent	V good	Good	Satisfac'ry	Poor	V poor	N/A	
	25	11	3	1	0	0	0	3
Overall Q.11 quality of care from LHS nurses	Excellent	V good	Good	Satisfac'ry	Poor	V poor	N/A	
	20	13	3	0	0	0	0	4
Overall Q.12 experience of the surgery	Excellent	V good	Good	Satisfac'ry	Poor	V poor	Not answer	
	16	17	6	1	0	0	0	3
Would Q.13 you recommend	Yes, def'	Yes, prob'	No, prob'	No	Don't know		Not answer	
	29	7	3	0	1		0	3

PATIENT DEMOGRAPHICS

Sex	Male	Female	Not answered				
	12	27	4				
Age	≤ 16	16-44	45-64	65-74	≥ 75	Not answered	
	1	13	10	9	6	4	
LT condition	Yes	No	Not answered				
	19	20	4				
Ethnic Grp	White	Black	Asian	Mixed	Chinese	Other	Not answered
	39	0	0	0	0	0	4

43 patients completed surveys. 3 patients did not answer questions 10 to 13 or provide information on
97% (of all questioned) find the receptionists helpful (42 out of 43)
34 out of 43 find the receptionists very helpful
8 out of 43 find the receptionists fairly helpful
1 patient stated that they found the receptionists not very helpful
74% find phone access easy; 26% find phone access not very easy
65% of those who have needed to speak with a clinician on the phone, found it very easy or fairly eas
90% (36 out of 40)of patients who answered the question, stated that overall quality of care from the
10% of patients who answered the above question, stated that overall quality of care from the LHS dc
Nobody rated the quality of care from LHS doctors as poor or very poor
91% (33 out of 36) of those who have received care from a nurse, stated that overall quality of care fi
Nobody rated the quality of care from LHS nurses as either satisfactory, poor, or very poor
82% (33 out of 40 patients) rated their overall experience of the surgery as either excellent or very go
6 patients out of 40 rated their overall experience of the surgery as good and 1 patient rated it as sati
Nobody rated their overall experience of the surgery as poor or very poor
90% (36 out of 40 patients) would recommend LHS to someone who has just moved into the area
3 patients out of 40 would not recommend LHS to someone and 1 patient out of 40 doesn't know if tl

43 surveys returned

Notes

N/A = 3 Due to 3 x Q.10 unanswered

N/A = 4, plus 3 x Q.11 unanswered

red

3 x Q.12 unanswered

red

3 x Q.13 unanswered

I other questions, did not complete the section about their personal circumstances

ood