

# Hampton Health GP Patient Survey

Please answer all the questions below by putting an x in ONE BOX for each question. We will keep your answers completely confidential.

If you would like to complete this survey on line please go to [www.hamptonhealth.co.uk](http://www.hamptonhealth.co.uk)

## SECTION A: ABOUT YOUR SURGERY

<b>Q1</b>	<b>When visiting your GP surgery, how convenient is it for you to park your car?</b>					
	<i>I haven't tried</i> 20 (15%)		<i>Fairly easy</i> 25 (18.8%)		<i>Not at all easy</i> 4 (3%)	
	<i>Very easy</i> 77 (57.9%)		<i>Not very easy</i> 7 (5.3%)			

<b>Q2</b>	<b>How easy do you find it to get into the building at your GP surgery?</b>					
	<i>Very easy</i> 104 (77.6%)		<i>Not very easy</i> 7 (5.2%)			
	<i>Fairly easy</i> 22 (16.4%)		<i>Not at all easy</i> 1 (0.7%)			

<b>Q3</b>	<b>In the reception area can other patients overhear what you say to the receptionist?</b>					
	<i>Yes, but I don't mind</i> 71 (55.5%)			<i>No, other patients can't overhear</i> 7 (5.5%)		
	<i>Yes, and I am not happy about it</i> 42 (32.8%)			<i>I don't know</i> 10 (7.8%)		

<b>Q4</b>	<b>How helpful do you find the receptionists at the GP surgery?</b>					
	<i>Very helpful</i> 96 (73.8%)		<i>Fairly helpful</i> 31 (23.8%)		<i>Not very helpful</i> 3 (2.3%)	<i>Not at all helpful</i> 1 (0.8%)

<b>Q5</b>	<b>Have you registered with the practice within the last 12 months?</b>					
	<i>Yes (Go to Q6)</i> 31 (23.7%)			<i>No (Go to Section B)</i> 100 (76.3%)		

<b>Q6</b>	<b>How easy did you find the registration process?</b>					
	<i>Very easy</i> 26 (78.8%)		<i>Fairly easy</i> 6 (18.2%)		<i>Not very easy</i> 1 (3%)	<i>Not at all easy</i> 0 (0%)

<b>Q7</b>	<b>Do you feel you received sufficient information about the practice when you registered?</b>					
	<i>Yes</i> 28 (84.8%)			<i>No</i> 5 (15.2%)		

<b>Q8</b>	<b>If no, please provide more details of what other information you would have found helpful and whether you would prefer this on paper or on our website.</b>					
<ol style="list-style-type: none"> <li>1. Times of clinics or just general information about timings and what's on offer.</li> <li>2. Would have liked more info on facilities available and how to access e.g. asthma clinic and weight loss advice.</li> </ol>						

**3. I have a 2 year old child but I have not been given contact information for the health visitors.**

**4. Would have been useful to have been told verbally about opening times/surgeries offered and to have been invited for post registration screening with a health care professional. It does state in the only leaflet I was given that this would be the case but to date has never occurred.**

**5. Wasn't given a phone no or opening times or when is emergency only etc.**

**6. The fact that the Doctors are not always there was not told to me.**

## SECTION B: GETTING THROUGH ON THE PHONE

**Now, please think about the times you have contacted your GP surgery.**

Q9	When you rang the surgery for an appointment, how easy did you find the following? Please put an x in one box on each row						
		<i>Haven't tried</i>	<i>Very easy</i>	<i>Fairly easy</i>	<i>Not very easy</i>	<i>Not at all easy</i>	<i>Don't know</i>
	Getting through on the phone	4 (3.1%)	31 (23.7%)	58 (44.3%)	27 (20.6%)	10 (7.6%)	1 (0.8%)
	Speaking to a doctor on the phone	35 (27.1%)	18 (14%)	35 (27.1%)	22 (17.1%)	11 (8.5%)	8 (6.2%)
	Speaking to a nurse on the phone	47 (37.3%)	14 (11.1%)	23 (18.3%)	13 (10.3%)	6 (4.8%)	23 (18.3%)
	Getting test results on the phone	33 (25.8%)	30 (23.4%)	31 (24.2%)	15 (11.7%)	4 (3.1%)	15 (11.7%)

Q10	Does your practice operate an automated telephone system, for example asks you to press 1 for appointments?	
	Yes 123 (95.3%)	No 6 (4.7%)

Q11	If yes, is it easy to obtain the correct department that you require?	
	Yes 117 (94.4%)	No 7 (5.6%)

<b>Q12</b>	<p><b>If no, please provide more detail about your concerns.</b></p> <ol style="list-style-type: none"> <li><b>1. Not enough on the day appt usually go within 5 min of the telephone lines opening. If you want an advance appointment you have to wait 3 weeks not good enough esp for a child</b></li> <li><b>2. Not always sure what number I should press.</b></li> <li><b>3. Doesn't seem enough normal appt available. Doctor booked weeks on advance.</b></li> <li><b>4. Cannot make appt with nurse, because I have routine check up. Even I registered with surgery but hardly make appt to see my own doctor, with urgent health condition. I've been offered to see nurse lately.</b></li> <li><b>5. Getting test results on the phone – info given by reception not comprehensive.</b></li> <li><b>6. Every time we finally get through to reception we are told to hold the line. We are not even given the chance to talk. What if it was an emergency? We have been left 'holding' for approx 4 minutes once!</b></li> </ol>
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### SECTION C: ACCESS TO A DOCTOR OR NURSE

<b>Q13</b>	<b>Have you tried to access a doctor or nurse on the same day or within 2 days that the surgery was open?</b>		
	<b>Yes 100 (79.4%)</b>	<b>No 26 (20.6%)</b>	

<b>Q14</b>	<b>On that occasion, how did you make contact with your doctor or nurse?</b>		
	<i>I telephoned the surgery and made an appointment to see the doctor/nurse</i> <b>83 (78.3%)</b>		
	<i>The doctor/nurse rang me back</i> <b>24 (22.6%)</b>		
	<i>The doctor/nurse emailed me back</i> <b>1 (0.9%)</b>		
	<i>I was not able to contact a doctor/nurse or other health professional</i> <b>9 (8.5%)</b>		

<b>Q15</b>	<b>Have you tried to book ahead for an appointment with a doctor more than 2 full days in advance.</b>		
	<b>Yes 100 (76.9%)</b>	<b>No 22 (16.9%)</b>	<b>I can't remember 8 (6.2%)</b>

<b>Q16</b>	<b>Last time you tried, were you able to get an appointment with a doctor more than 2 full days in advance?</b>		
	<b>Yes 52 (43.7%)</b>	<b>No 54 (45.4%)</b>	<b>I can't remember 13 (10.9%)</b>

## SECTION D: WAITING FOR YOUR APPOINTMENT

Q17 How long after your appointment do you normally wait to be seen?							
		<i>I am normally seen at my appointment time</i> <b>15 (11.8%)</b>		<i>5 to 15 minutes</i> <b>59 (46.5%)</b>		<i>More than 30 minutes</i> <b>13 (10.2%)</b>	
		<i>Less than 5 minutes</i> <b>11 (8.7%)</b>		<i>16 to 30 minutes</i> <b>29 (22.8%)</b>		<i>I can't remember</i> <b>2 (1.6%)</b>	

Q18 If you have to wait would you like to be kept informed?								
		<i>Yes</i> <b>90 (71.4%)</b>		<i>No</i> <b>8 (6.3%)</b>		<i>I am kept informed</i> <b>12 (9.5%)</b>		<i>I don't mind</i> <b>17 (13.5%)</b>

## SECTION E: SEEING THE DOCTOR YOU PREFER

Q19 Is there a particular doctor you prefer to see at your GP surgery?							
		<i>Yes</i> <b>80 (63%)</b>		<i>No</i> <b>47 (37%)</b>			

Q20 If yes, how long does it take to see the doctor you prefer to see at your surgery?								
		<i>1-5 days</i> <b>14 (17.1%)</b>		<i>1-2 weeks</i> <b>22 (26.8%)</b>		<i>Longer than 2 weeks</i> <b>42 (51.2%)</b>		<i>I don't have to wait</i> <b>4 (4.9%)</b>

## SECTION F: GP SURGERY OPENING HOURS

Q21 How satisfied are you with the hours that your GP surgery is open?							
		<i>Very satisfied</i> <b>56 (43.8%)</b>		<i>Fairly dissatisfied</i> <b>56 (43.8%)</b>			
		<i>Fairly satisfied</i> <b>5 (3.9%)</b>		<i>Very dissatisfied</i> <b>1 (0.8%)</b>			
		<i>Neither satisfied nor dissatisfied</i> <b>6 (4.7%)</b>		<i>I am not sure when my GP surgery is open</i> <b>4 (3.1%)</b>			

**Q22**

**If you would like to comment on your surgery opening hours, please write in the box below.**

1. Longer Daily Hours
2. I'm so happy with surgery opening hours, doctors and nurses.
3. Morning should be normal appt times – not booked on the day for emergency appt. Saturday clinics would be helpful for working patients.
4. Early morning or evening appt would be better.
5. Not open Saturdays (other practices seen to open Sat am)
6. Illness over the period of weekend and late evenings.
7. I would like to be able to get appts after work 5-6 pm.
8. The reception staff are fabulous and the doctors are excellent as are the nurses.
9. The opening hours don't accommodate working people who need appt. Saturdays for routine would be preferable.
10. To be told your appointment is not an emergency because you are at work is not acceptable. Some single parents like myself don't get paid unless we go in and can't afford the time off as much as we would love it. I also feel it is not up to a receptionist to tell you if your problem is an emergency or not as they are not medically trained to comment on this situation.
11. I feel the previous system of morning surgery without appointments was better for someone like me who suffers from asthma.
12. Lots of surgeries are now open Sat morning to meet patients need. For instance someone like me working Mon-Fri 7am to 5pm or someone does not finish till late. Only available to go and see doc.
13. The lunch break makes it difficult to pop in to collect prescriptions etc. if you work 9-5pm.
14. The board/indicator for calling patients is difficult to see when sitting under/near it. A repeater would be useful above office door.
15. Surgery is good I'd like to see a pharmacy within you so it is easier for me to get my tablets.
16. Possibly extend till 6pm for working parents
17. I work so Sat am appts would be good.
18. There is only one late evening a week and no early morning surgery.
19. It is good that the surgery offers early morning appointments for those working/at school, but the fact that you have to book them about a month in advance renders it useless. When you ring up to ask for a doctor's appointment it is usually because you have a worry or concern about yourself or a member of your family, to wait a month is unacceptable.
20. Really appreciate the 'before work' appointments
21. No weekend or evening opening, closed at lunch for a long period.
22. I feel it should be easier to make an appointment with a GP. There is always a long wait. Also if you need to see a doctor/nurse fairly quickly this is not usually possible. You are usually told to ring back in the afternoon or next morning. If you are feeling that unwell that is not what you want to hear!
23. Work outside Peterborough so more early/late would be better.
24. Nene Valley Surgery nearby is open Sat morning & late appointments in weekday. Will you consider having similar opening hours for the convenience of patient need?

## SECTION G: SEEING A DOCTOR IN THE GP SURGERY

Please answer the next questions thinking about the last time you saw a doctor at your GP surgery.

Q23	GP appointments are booked to last 10 minutes, although longer appointments can be arranged. Thinking about the last time you saw a doctor at your GP surgery, how good was the doctor at each of the following? Please put an x in one box for each row.					
	<i>Very good</i>	<i>Good</i>	<i>Neither good nor poor</i>	<i>Poor</i>	<i>Very poor</i>	<i>Doesn't apply</i>
Giving you enough time	<b>69</b> <b>(55.6%)</b>	<b>42</b> <b>(33.9%)</b>	<b>9</b> <b>(7.3%)</b>	<b>1</b> <b>(0.8%)</b>	<b>1</b> <b>(0.8%)</b>	<b>2</b> <b>(1.6%)</b>
Asking about your symptoms	<b>65</b> <b>(53.3%)</b>	<b>47</b> <b>(38.5%)</b>	<b>3</b> <b>(2.5%)</b>	<b>4</b> <b>(3.3%)</b>	<b>0</b>	<b>3</b> <b>(2.5%)</b>
Listening to you	<b>66</b> <b>(54.5%)</b>	<b>41</b> <b>(33.9%)</b>	<b>9</b> <b>(7.4%)</b>	<b>3</b> <b>(2.5%)</b>	<b>0</b>	<b>2</b> <b>(1.7%)</b>
Explaining tests and treatment	<b>63</b> <b>(52.5%)</b>	<b>42</b> <b>(35%)</b>	<b>6</b> <b>(5%)</b>	<b>1</b> <b>(0.8%)</b>	<b>1</b> <b>(0.8%)</b>	<b>7</b> <b>(5.8%)</b>
Involving you in decisions about your care	<b>58</b> <b>(47.9%)</b>	<b>41</b> <b>(33.9%)</b>	<b>11</b> <b>(9.1%)</b>	<b>3</b> <b>(2.5%)</b>	<b>1</b> <b>(0.8%)</b>	<b>7</b> <b>(5.8%)</b>
Treating you with care and concern	<b>67</b> <b>(55.8%)</b>	<b>40</b> <b>(33.3%)</b>	<b>9</b> <b>(7.5%)</b>	<b>1</b> <b>(0.8%)</b>	<b>0</b>	<b>3</b> <b>(2.5%)</b>
Taking your problems seriously	<b>66</b> <b>(55.5%)</b>	<b>37</b> <b>(31.1%)</b>	<b>7</b> <b>(5.9%)</b>	<b>4</b> <b>(3.4%)</b>	<b>2</b> <b>(1.7%)</b>	<b>3</b> <b>(2.5%)</b>

Q24	Did you have confidence and trust in the doctor you saw? If the answer is no, please tell us about it.	
	<i>Yes, definitely</i> <b>94 (76.4%)</b>	<i>No, not at all</i> <b>4 (3.3%)</b>
	<i>Yes, to some extent</i> <b>18 (14.6%)</b>	<i>Don't know/can't say</i> <b>8 (6.5%)</b>

<i>Comments</i>	<ol style="list-style-type: none"> <li>1. 100% confidence with my doctors</li> <li>2. Sometimes it depends on which doctor it is</li> <li>3. Dr Alcock is brilliant very kind, patient and helpful</li> <li>4. Excellent</li> <li>5. She is very caring, a good listener and very thorough with her diagnosis</li> <li>6. Depends on the doctor</li> <li>7. I came in with bad shoulder and couldn't move. I feel like I was just sent home with painkillers and nothing to explain to work.</li> <li>8. I don't feel I was listened to at all and was sent away feeling lower than when I came in. If everyone is going to be judged as the same then that's not fair on the individual that's come for help.</li> <li>9. I regularly see Dr Alcock who is very good. Dr Holmes goes the extra mile and calls &amp; genuinely seems to carer. I'm happy seeing both doctors.</li> <li>10. Dr Smith was excellent even though I hadn't seen her before &amp; I was booked in with the nurse practitioner but she still saw me.</li> <li>11. On the last few occasions of seeing both doctor and nurse, I have not felt that they have listened or explained why I am feeling like I do. Because I have an upcoming consultant's appointment they seem to 'wash their hands' of my symptoms.</li> </ol>
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<b>Q25</b>	<b>For those with ongoing/long term health conditions Do you feel there is continuity of care i.e. information is shared by the doctors so that you can see any doctor about your condition?</b>		
	Yes 61 (71.8%)	No 24 (28.2%)	

<b>Q26</b>	<p><b>If no, please provide more detail.</b></p> <ol style="list-style-type: none"> <li>1. They never understand what's been happening</li> <li>2. In past have been prescribed drugs that shouldn't be as I'm epileptic even after saying I'm on a particular medication</li> <li>3. Each Doctor saw my appointment in isolation and did not see the overall picture</li> <li>4. I have a skin problem and each time I see a different doctor they ask what is the problem.</li> <li>5. Feel as though other doctors are not aware of problems and they know nothing about me. Made to feel as though I am a number – not a person.</li> <li>6. Don't think so.</li> <li>7. I've been getting my medication for my depression now for over a year and not once have I been asked back to see how I am doing.</li> <li>8. I have only been with this practice for a coupl of months and have only seen one GP</li> <li>9. Depends on the problem</li> <li>10. Would prefer to keep seeing same Dr. as build up a relationship &amp; shared knowledge. Other Drs are able to access general notes on the PC system but it's not the same. HOWEVER is often difficult to see same Dr about ongoing problem.</li> <li>11. Lately it's been difficult to get appointments.</li> <li>12. Patient records don't seem to have been transferred in a timely manner from my previous surgery.</li> <li>13. Would like to see the same GP about ongoing condition anyway.</li> <li>14. Medication not reviewed regular, after one year not sure of diagnosis.</li> <li>15. Not tried it yet and no other answer is available</li> <li>16. Very poor at this. Not proactive enough, let things drag on too long before taking action.</li> <li>17. It is difficult</li> <li>18. Don't always have hospital clinic information</li> <li>19. Letters are not read or shared when received from consultants. If they are read they are most definitely not acted upon, which has delayed treatment for nearly a year.</li> </ol>
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## SECTION H: SEEING A PRACTICE NURSE AT THE GP SURGERY

<b>Q27</b>	<b>Have you seen a practice nurse at your GP surgery?</b>		
	Yes 115 (92.7%)	No 9 (7.3%)	

<b>Q28</b>	<b>How easy is it to get an appointment with a practice nurse at your GP surgery?</b>		
	Haven't tried 6 94.9%	Fairly easy 54(44.3%)	Not at all easy 1 (0.8%)
	Very easy 49 (40.2%)	Not very easy 6 (4.9%)	I don't know 7 (5.7%)

Q29	Last time you saw a practice nurse at your GP surgery, how good was the practice nurse at each of the following? Please put an x in one box for each row.	Very good	Good	Neither good nor poor	Poor	Very poor	Doesn't apply
	Giving you enough time	75 (64.7%)	34 (29.3%)	3 (2.6%)	2 (1.7%)	0	2 (1.7%)
	Asking about your symptoms	72 (63.2%)	31 (27.2%)	5 (4.4%)	3 (2.6%)	0	3 (2.6%)
	Listening to you	72 (62.6%)	32 (27.8%)	4 (3.5%)	4 (3.5%)	0	3 (2.6%)
	Explaining tests and treatment	67 (57.8%)	33 (28.4%)	6 (5.2%)	5 (4.3%)	0	5 (4.3%)
	Involving you in decisions about your care	64 (55.7%)	32 (27.8%)	10 (8.7%)	3 (2.6%)	0	6 (5.2%)
	Treating you with care and concern	72 (62.1%)	30 (25.9%)	6 (5.2%)	6 (5.2%)	0	2 (1.7%)
	Taking your problems seriously	72 (62.2%)	29 (25.2%)	6 (5.2%)	4 (3.5%)	2 (1.7%)	2 (1.7%)

## SECTION I: SERVICES OFFERED BY THE PRACTICE

Q30	The practice offers a range of services. Please put an X in the box for ones that you currently use or would like to use.	Currently use	Would like to use
	On line ordering of prescriptions	26 (41.3%)	37 (58.7%)
	On line booking of appointments	19 (27.1%)	51 (72.9%)
	Telephone appointments with the doctor or Advanced Nurse Practitioners	68 (69.4%)	30 (30.6%)
	Early morning appointments	42 (56%)	33 (44%)
	Late evening appointments	29 (41.4%)	41 (58.6%)
	Practice Website	25 (48.1%)	27 (51.9%)
	Patient Participation Group	7 (20.6%)	27 (79.4%)

<b>Q31</b>	<p>Are there any other questions you would like included on future surveys? If yes, please write them in the box below.</p> <ol style="list-style-type: none"> <li>1. I like it when you could just come in and sit and wait to be seen, but that has stopped. Why? Most people I speak to also preferred it.</li> <li>2. Questions about other services you would like to see offered through your GP surgeries i.e. acupuncture.</li> <li>3. Yes the questions are very generic and sometimes mixed experiences are rec. Please include questions about friendliness of reception staff and treatment of patients during their busy times. Some staff are very friendly while others often 'bully' patients and see them as an inconvenience to their job.</li> <li>4. I would like a question about services provided outside of GP practice. We have to go to another location for blood tests – walk in centre. This is 7am to 1pm Mon-Fri. This is not convenient for me as I work in another town south of Peterborough.</li> <li>5. For some reason while there has been no online appointments available.</li> <li>6. Questionnaire is apt but commenting on last Dr/nurse care depends very much on who you saw. Treatment varies according to who you saw. Some are excellent, some seem less concerned/good at explaining care/treatment</li> <li>7. Are you having a chemist in the new surgery?</li> <li>8. Where I have not answered it is because there are no available alternatives, it is either yes or no.</li> <li>9. For people with long term conditions: are your GPs good at coordinating all the agencies involved in delivering patient centred integrated care?</li> </ol>
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Thank you for taking part in this survey. Your participation in this survey helps with continuing efforts to provide compassionate, professional healthcare which meets the highest standards.

## SECTION J: ABOUT YOU

This additional information will help to make sure we have tried to reach a representative sample of the patients who are registered at this practice.

**Q32** Are you male or female?

	<i>Male 34 (27%)</i>	<i>Female 92 (73%)</i>	
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<b>Q33</b>	<b>What is your age?</b>		
	<i>Under 16 3 (2.4%)</i>	<i>35-44 36 (28.85)</i>	<i>65-74 13 (10.4%)</i>
	<i>17-24 8 (6.4%)</i>	<i>45-54 18 (14.4%)</i>	<i>75-84 4 (3.2%)</i>
	<i>25-34 24 (19.2%)</i>	<i>55-64 17 (13.6%)</i>	<i>Over 84 2 (1.6%)</i>

<b>Q34</b>	<b>What is your ethnic origin?</b>			
	<i>White British</i> <b>98 (80.3%)</b>		<i>Mixed (Other)</i> <b>3 (2.5%)</b>	<i>Asian or Asian British - Bangladeshi</i> .....
	<i>White Irish</i> .....		<i>Black or Black British – African</i> <b>4 (3.3%)</b>	<i>Asian Other</i> <b>1 (0.8%)</b>
	<i>White Other</i> <b>4(3.3%)</b>		<i>Black or Black British – Caribbean</i> <b>1 (0.8%)</b>	<i>Chinese</i> <b>4 (3.3%)</b>
	<i>Mixed (White and Black African)</i> <b>1 (0.8%)</b>		<i>Black Other</i> .....	<i>Any other ethnic group...</i>
	<i>Mixed (White and Black Caribbean)</i> .....		<i>Asian or Asian British – Indian</i> <b>5 (4.1%)</b>	
	<i>Mixed (White and Asian)</i> .....		<i>Asian or Asian British – Pakistani</i> <b>1 (0.8%)</b>	
	<i>If 'other' please write here</i> <b>Black South African</b>			

<b>Q35</b>	<b>How would you describe how often you come to the practice?</b>		
	<i>Regularly</i> <b>54 (43.2%)</b>	<i>Occasionally</i> <b>52 (41.6%)</b>	<i>Rarely</i> <b>19 (15.2%)</b>

<b>Q36</b>	<b>Do you consider yourself to have a disability?</b>	
	<i>Yes</i> <b>18 (14.4%)</b>	<i>No</i> <b>107 (85.6%)</b>

**Please note that no medical information or questions will be responded to.**

The information you supply us will be used lawfully, in accordance with the Data Protection Act 1998. The Data Protection Act 1998 give you the right to know what information is held about you and sets out rules to make sure that this information is handled properly.