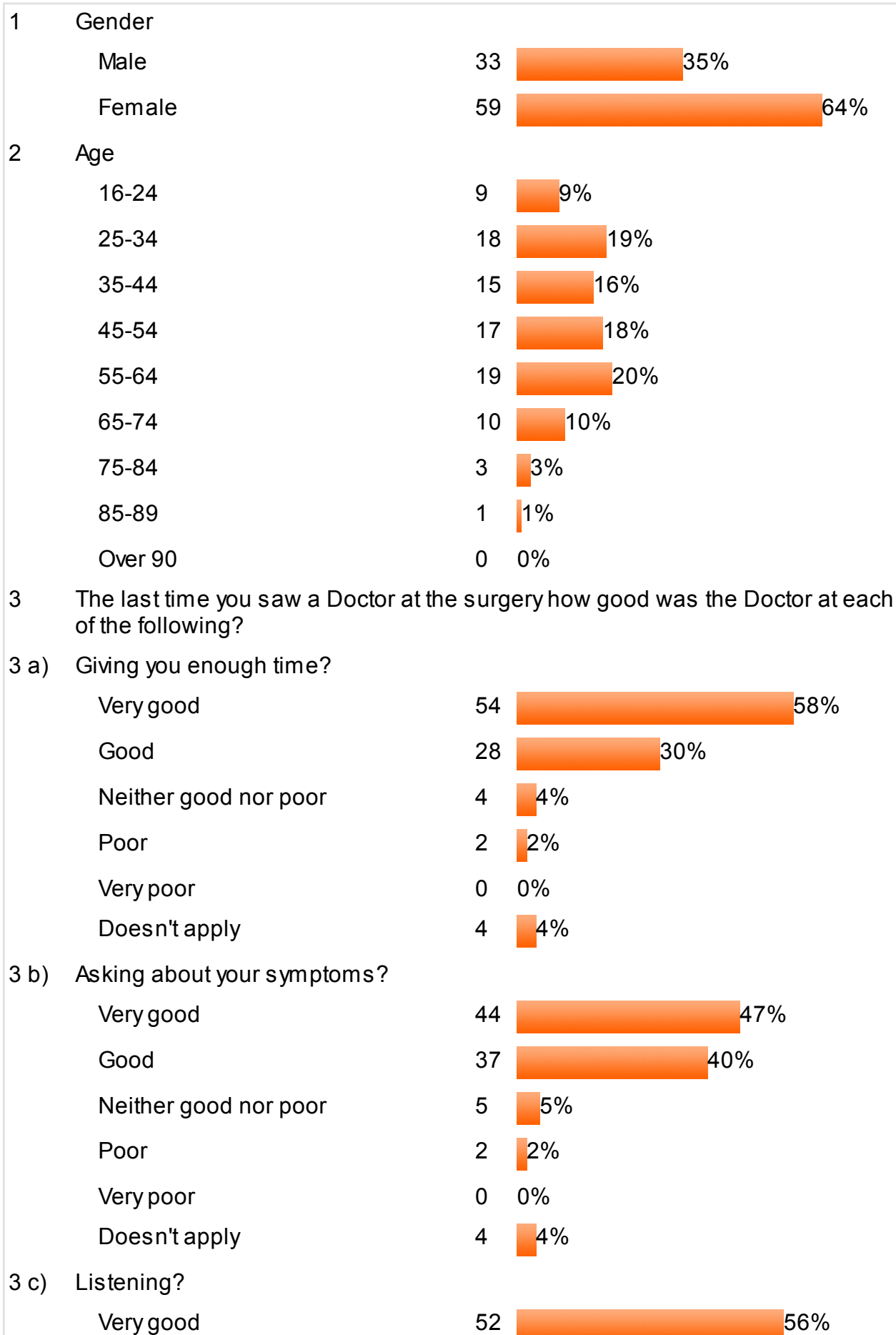


# Patient Clinical Care Survey Results 2012 / 2013

The results so far are shown below.

Total responses: 92



Good	26	28%
Neither good nor poor	7	7%
Poor	2	2%
Very poor	0	0%
Doesn't apply	5	5%

3 d) Explaining tests and treatments?

Very good	47	51%
Good	28	30%
Neither good nor poor	5	5%
Poor	5	5%
Very poor	0	0%
Doesn't apply	7	7%

3 e) Involving you in decisions about your care?

Very good	49	53%
Good	27	29%
Neither good nor poor	7	7%
Poor	2	2%
Very poor	0	0%
Doesn't apply	7	7%

3 f) Treating you with care and concern?

Very good	52	56%
Good	29	31%
Neither good nor poor	6	6%
Poor	1	1%
Very poor	1	1%
Doesn't apply	3	3%

3 g) Taking your problems seriously?

Very good	53	57%
Good	27	29%
Neither good nor poor	6	6%
Poor	3	3%
Very poor	0	0%
Doesn't apply	3	3%

4 Did you have confidence and trust in the Doctor you saw?

Yes, definitely	68	73%
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Yes, to some extent 18 19%

No, not at all 1 1%

Don't know/can't say 5 5%

5 Do you know we have a duty doctor system where you can discuss medical emergencies etc, with a Doctor over the phone?

Yes 69 75%

No 23 25%

6 Have you used the duty doctor system?

Yes (go to Q7) 49 53%

No (go to Q9) 43 46%

7 How easy did you find getting through to speak to the duty Doctor or for your medical emergency to be dealt with on the same day?

Haven't tried 8 9%

Very Easy 26 29%

Fairly Easy 18 20%

Not very Well 4 4%

Not at all Well 3 3%

Don't know 29 32%

8 Did you feel happy with the treatment you received over the phone from the Doctor?

Yes, definitely 27 30%

Yes, to some extent 17 19%

No, not at all 3 3%

Don't know/can't say 41 46%

9 How easy is it for you get an appointment with a Practice Nurse at the surgery?

Haven't tried 23 25%

Very 22 23%

Fairly 26 28%

Not very 11 11%

Not at all 3 3%

Don't know 7 7%

10 Last time you saw a Practice Nurse at the Surgery, how good did you find the Practice Nurse at each of the following?

10 a) Giving you enough time?

Very good 37 40%

Good 26 28%

Neither good nor poor	4	4%
Poor	1	1%
Very poor	1	1%
Doesn't apply	23	25%

10 b) Asking about your symptoms?

Very good	32	34%
Good	27	29%
Neither good nor poor	5	5%
Poor	0	0%
Very poor	1	1%
Doesn't apply	27	29%

10 c) Listening?

Very good	33	36%
Good	27	29%
Neither good nor poor	5	5%
Poor	0	0%
Very poor	1	1%
Doesn't apply	25	27%

10 d) Explaining tests and treatments?

Very good	33	35%
Good	20	21%
Neither good nor poor	10	10%
Poor	0	0%
Very poor	1	1%
Doesn't apply	28	30%

10 e) Involving you in decisions about your care?

Very good	32	34%
Good	22	23%
Neither good nor poor	10	10%
Poor	0	0%
Very poor	1	1%
Doesn't apply	27	29%

10 f) Treating you with care and concern?

Very good	36	39%
Good	24	26%

Neither good nor poor	6	6%
Poor	0	0%
Very poor	1	1%
Doesn't apply	25	27%

10 g) Taking your problems seriously?

Very good	34	37%
Good	24	26%
Neither good nor poor	7	7%
Poor	0	0%
Very poor	1	1%
Doesn't apply	25	27%

11 In general, how satisfied are you with the care you get at the Surgery?

Very	57	61%
Fairly	30	32%
Neither satisfied nor dissatisfied	3	3%
Quite dissatisfied	1	1%
Very dissatisfied	1	1%

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

Yes	66	72%
Might	15	16%
Not sure	4	4%
Probably not	3	3%
Definitely not	2	2%
Don't know	1	1%

13 Have you had discussions in the past 12 months with a Doctor or Nurse about how best to deal with your health problems?

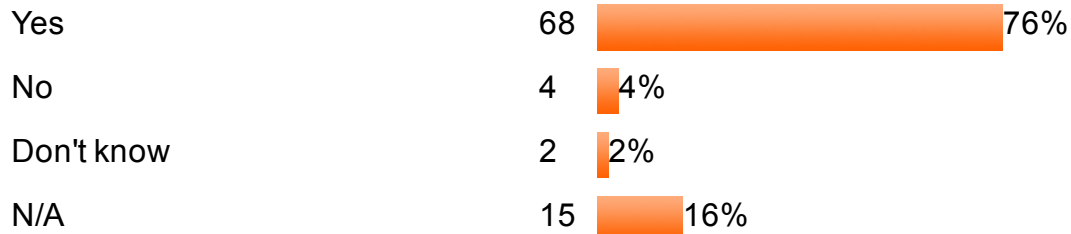
Yes (go to Q14)	67	72%
No	25	27%

14 In these discussions...

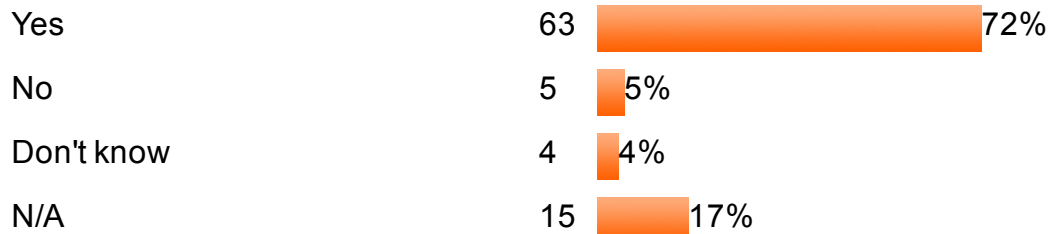
14 a) Did the Doctor or Nurse take notice of your views about how to deal with your health problem?

Yes	68	76%
No	2	2%
Don't know	4	4%
N/A	15	16%

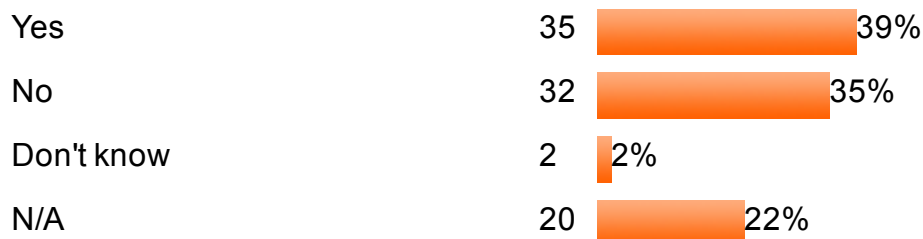
14 b) Did the Doctor or Nurse give you information about the things you might do to deal with your health problem?



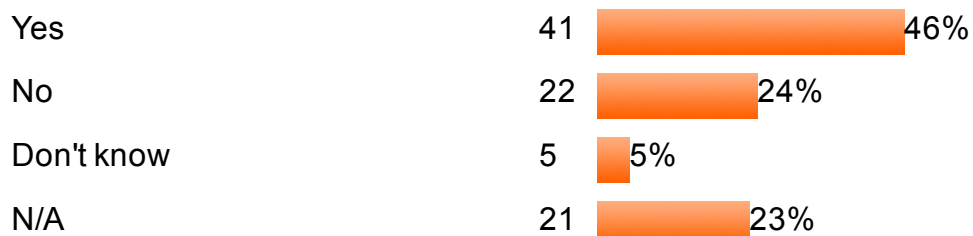
14 c) Did you and the Doctor or Nurse agree how best to manage your health problem?



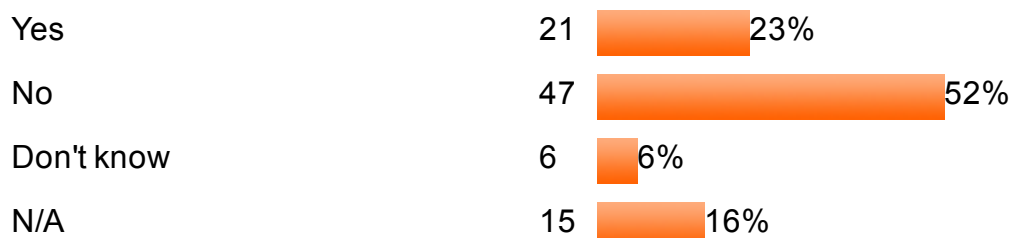
14 d) Did the Doctor or Nurse give you a written document about the discussions you had about managing your health problem?



14 e) Would you have liked a written plan summarising your discussion with the Doctor or Nurse?



14 f) Did the Doctor or Nurse ever mention that you had something called a care plan?



15 Please use the space below to provide any extra information that you like/dislike about the Clinical care you received from a Doctor or Nurse.

*[text response - use View Comments]*