

Report of 2013/2014 Local Practice Survey - Newburn Surgery

Assessment Criteria

Good to Excellent = Positive Response
 Fair = Neutral Response
 Poor or Very Poor = Negative Response

Notes

Postal Survey. 550 questionnaires issued representing 10% of the Practice population. Patients selected within age and ethnicity bands according to Practice population profile. In addition Patient Group asked women at Baby Clinics be targeted & 20 surveys issued over the counter

167 survey forms returned, representing **29.30% return rate**. This is slightly less than the last 2 years (30.91) but remains a good response for this type of survey. 7.2% of responders had not used the survey in the last 12 months and 33.5% had used it only once or twice. 55% were over 55 and 48% were female (a 6% increase last year thus we had a slightly stronger male voice this year). 2.4% declared their ethnic origin. 13.7% of responders were under the age of 35 which is a slight drop on last year. Overall, the responding population reflected the Practice's make up and there was a reasonable ratio of irregular to regular users and employed to retired users.

Question	Patient Response		
	Positive	Neutral	Negative
Satisfaction With Receptionists	93.71%	4.40%	1.89%
Satisfaction With Hours*	87.97%	10.76%	1.27%
Satisfaction with Ability to See Preferred GP	64.24%	27.81%	7.95%
Satisfaction with Ability to See Any GP	79.61%	18.42%	1.97%
% Who Commented on Ability to Get Urgent Same Day Appointment	94.61%	N/A	5.39%
Satisfaction With In Surgery Waiting Time	59.87%	31.21%	8.92%
Satisfaction With Amount of Time GP Spends With Patient	94.03%	6.72%	0.75%
Satisfaction With Ability to Contact Us By Phone	73.89%	22.29%	3.82%
Satisfaction With Ability to Speak to a GP By Phone	40.38%	59.62%	0.00%
Satisfaction With GP Care	95.44%	5.47%	0.73%
Satisfaction With Practice Nurse Care	96.06%	3.70%	0.25%

% Who Have Seen Practice Nurse	82.38%
% Who Believe They Can See Preferred GP At Least Most of the Time	71.52%
% Appointments Within 2 Days (Preferred GP)	47.33%
% Appointments Within 4 Days (Preferred GP)	86.39%
% Appointments Within 2 Days (Any GP)	83.12%
% Appointments Within 4 Days (Any GP)	91.56%

Additional Opening Hours Preferences*

Current Opening Hours	65.87%
Weekends	22.75%
Evenings	7.19%
Mornings	2.30%

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