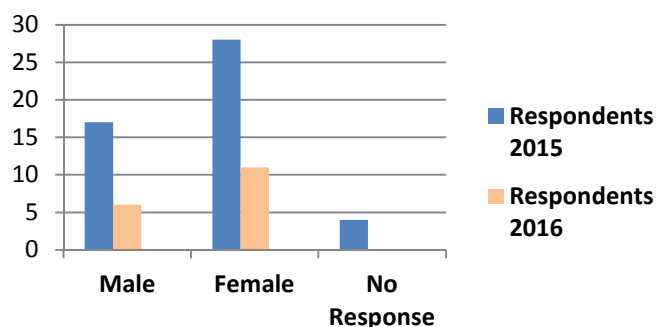
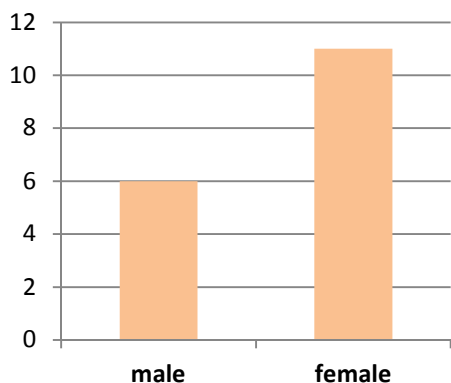


2016/2017 The Grange Medical Practice Patient Survey

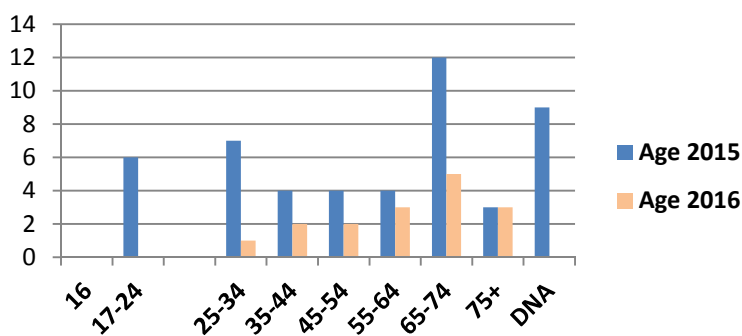
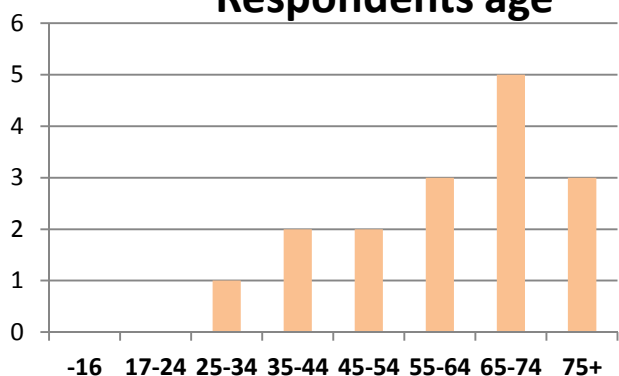
The Grange Medical Practice Survey was first carried out by the Patient Participation Group (PPG) in 2015. It was agreed this should become an ongoing process to provide the PPG insight into service delivery and the ability to identify where or when problems are arising.

The report below is based on patient feedback during 2016 and although this sample is smaller, some comparison can be made with the core data collected in 2015. However the Survey was changed in 2016 with more questions added so in some instances, as these were new, comparative data is not available.

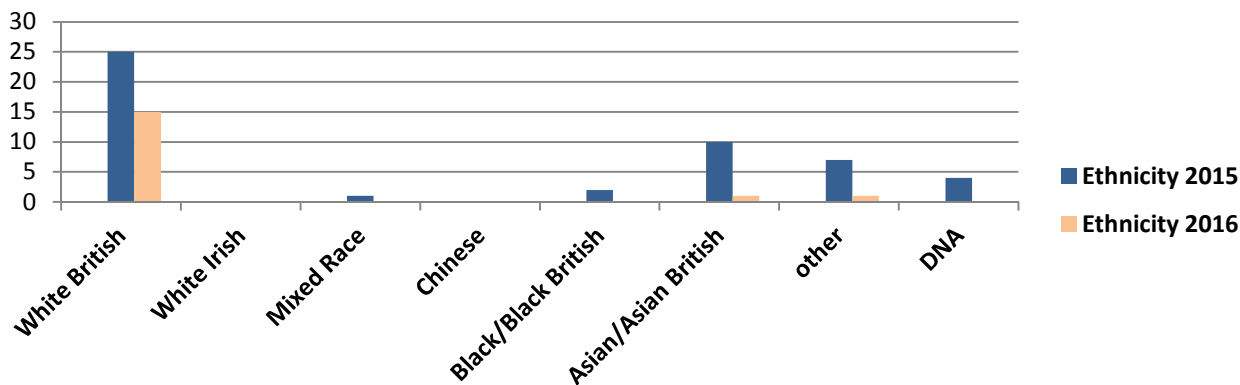
The Respondents



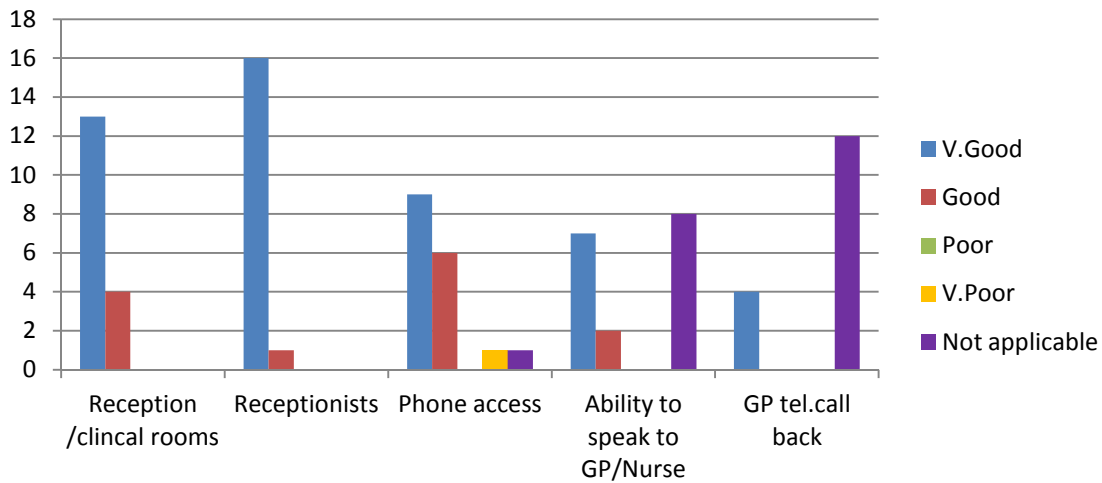
Respondents age



Ethnicity

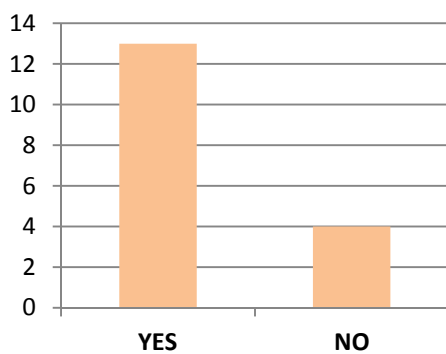


Questions 1,2,3,4,5



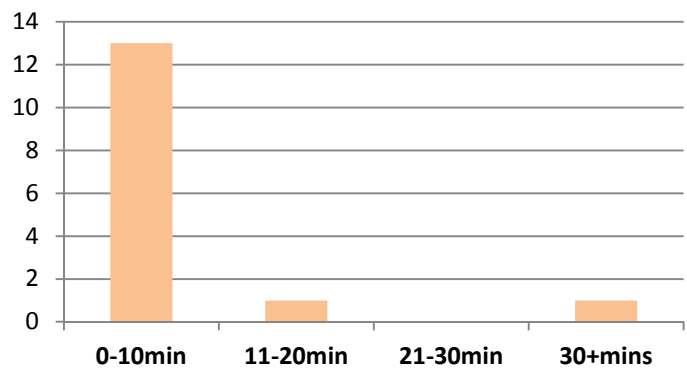
Question 6

Face to face/Tel appoint same day

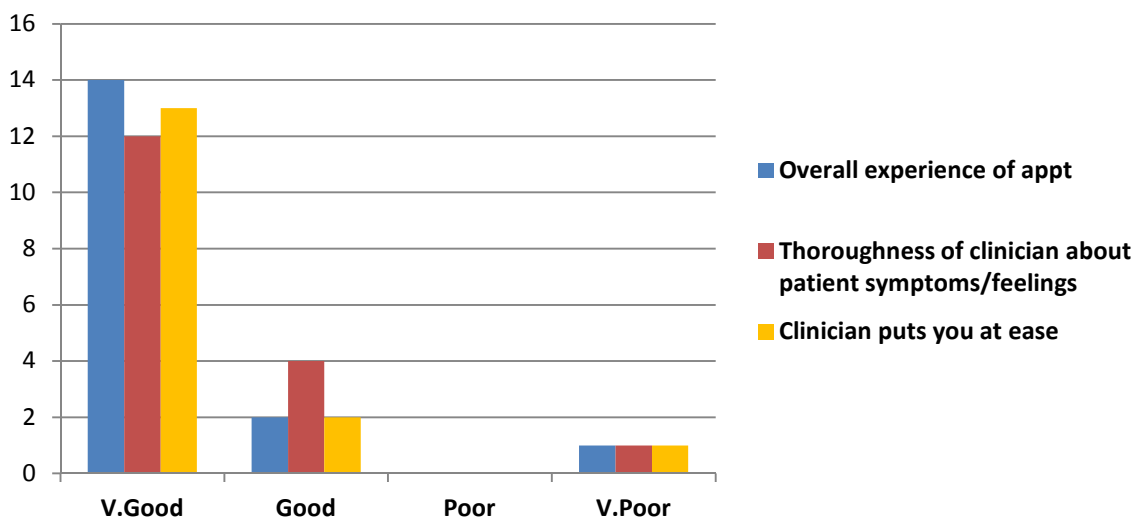


Question 7

Wait beyond appt time

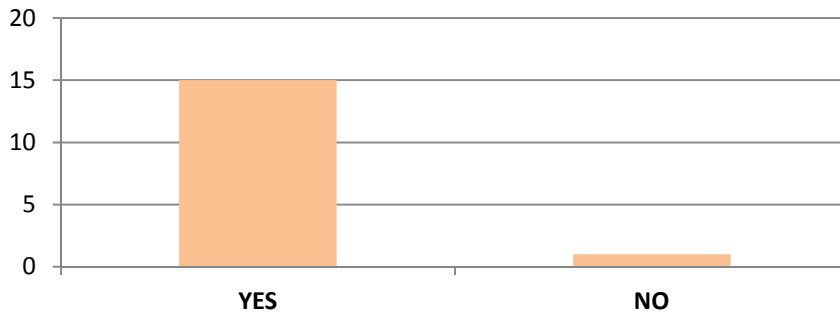


Questions 8,9,10

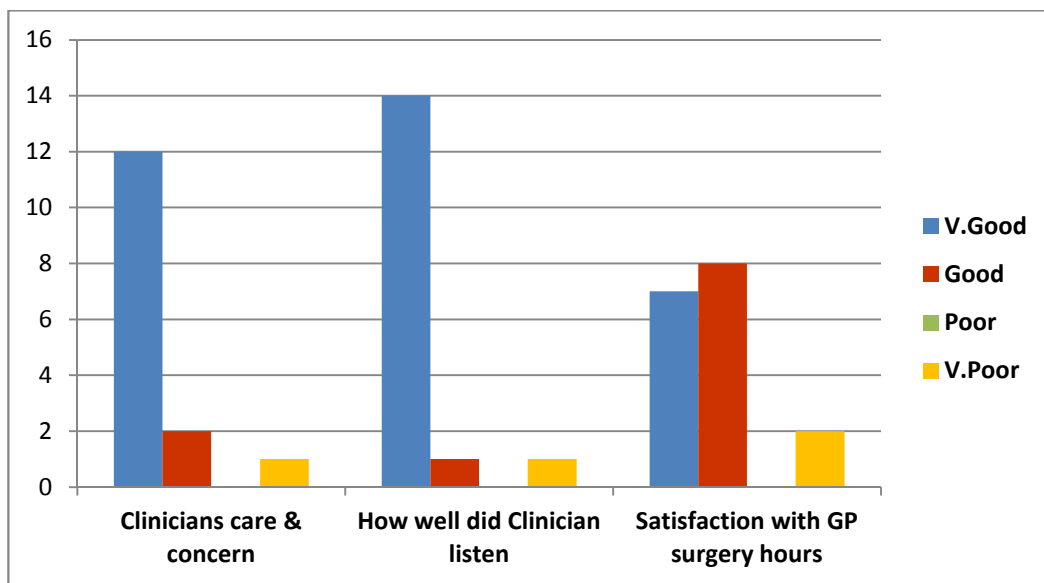


Question 11

Did you fully understand the diagnosis/explanation

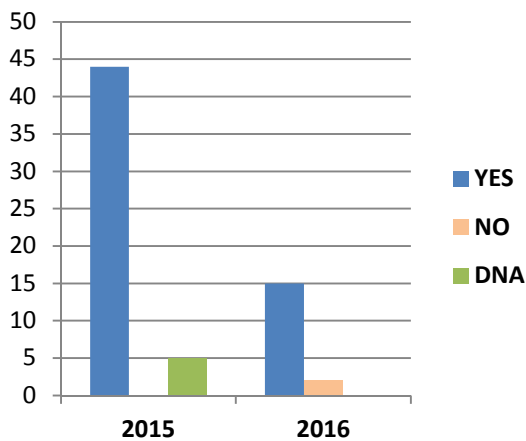


Questions 12, 13, 14



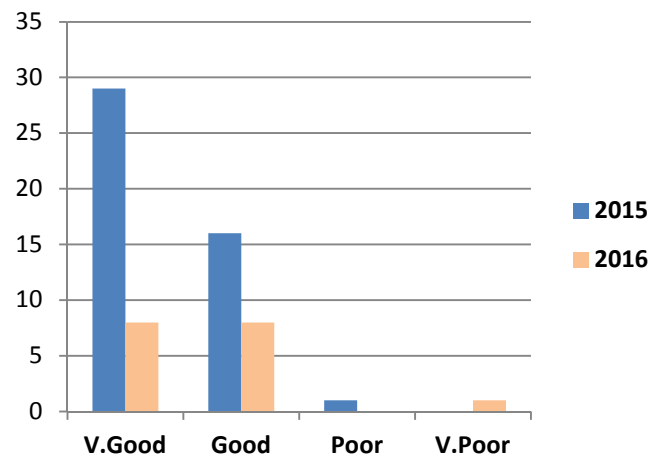
Question 15

Is the surgery open at a convenient time?

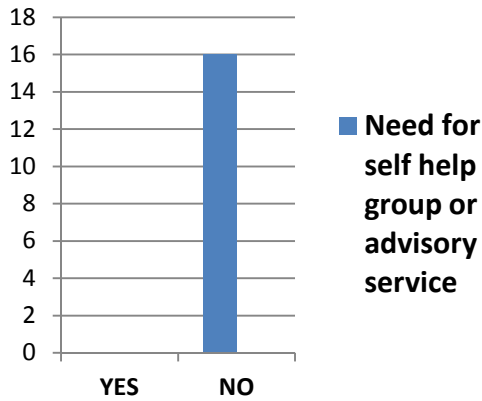


Question 16

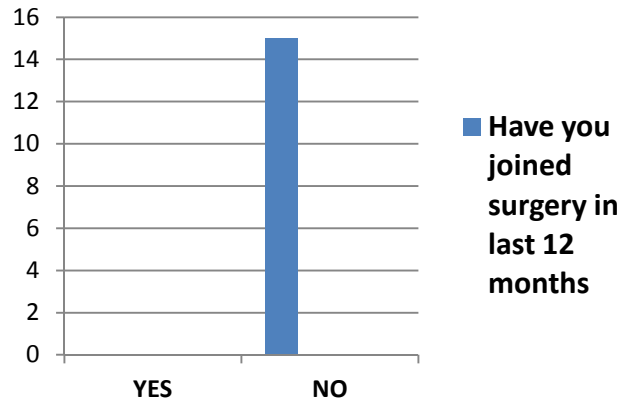
Overall impression compared to last year



Question 17

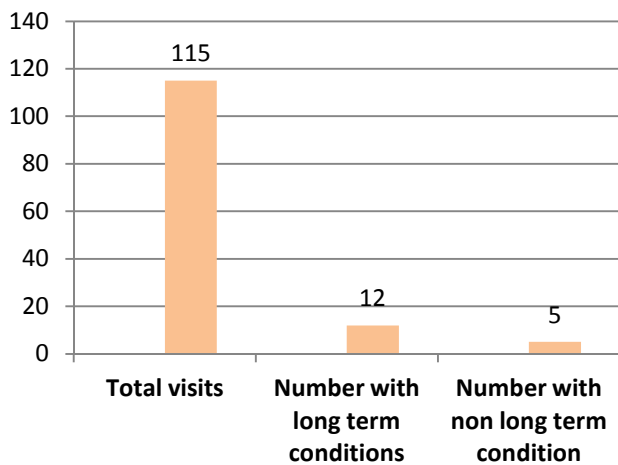


Question 18



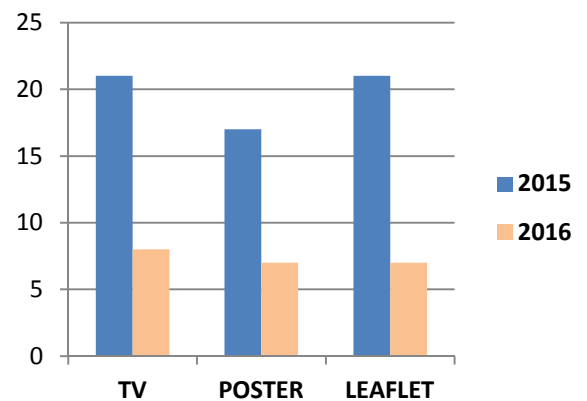
Question 19

Approximately, how many times have you visited the surgery in the last 6 months?



Question 20

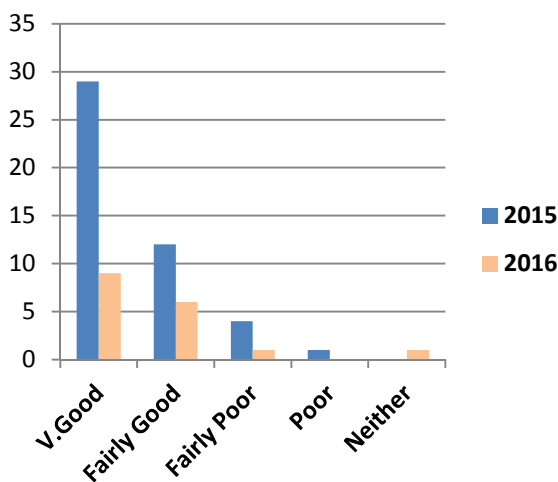
Waiting Room - What was most useful?



NB. On average those with long term conditions visited their GP/Nurse 9 – 10 times in 6 months

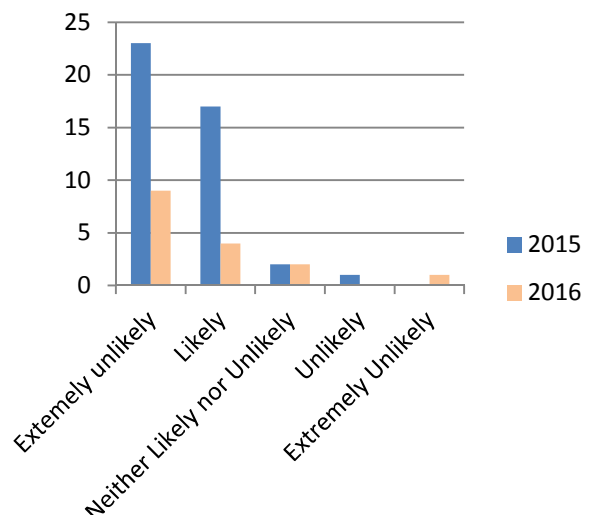
Question 21.

Overall impression of Practice

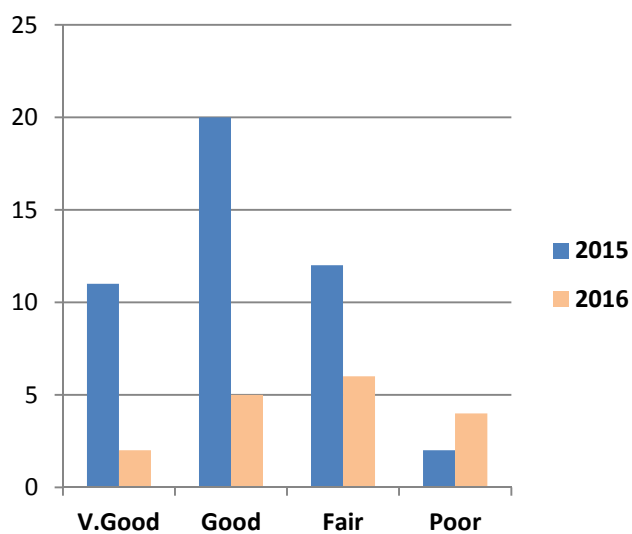


Question 22.

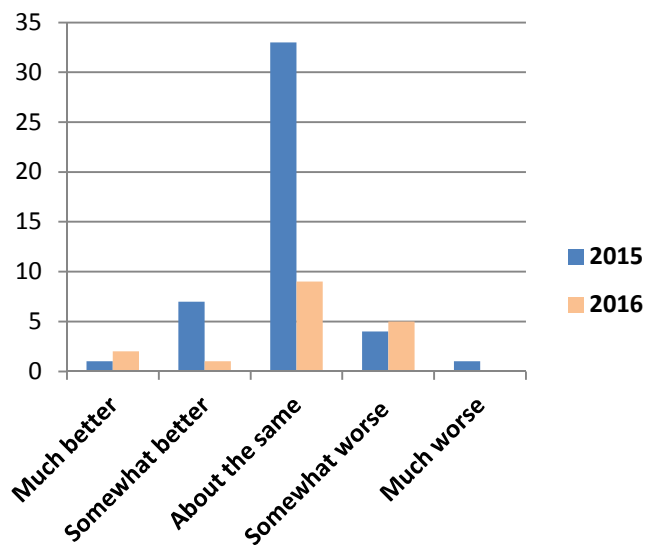
Likely to recommend the Practice compared with last year.



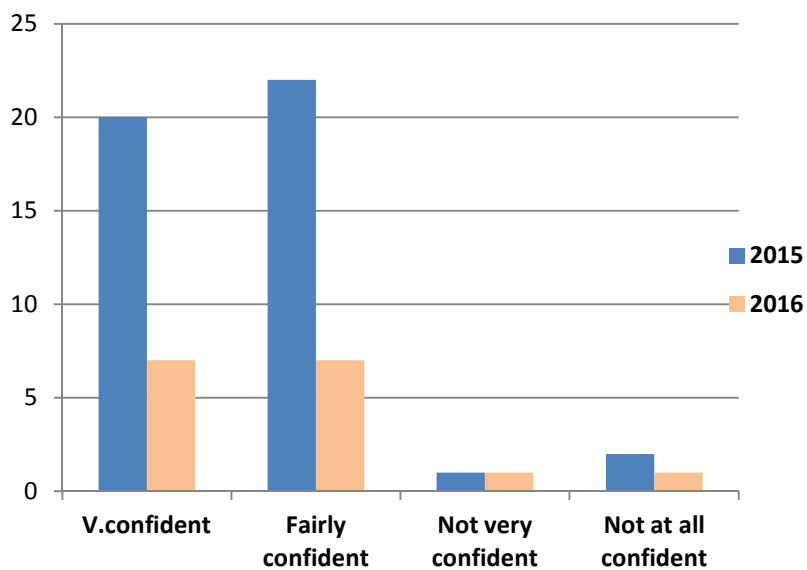
Respondents said in general their Health was.



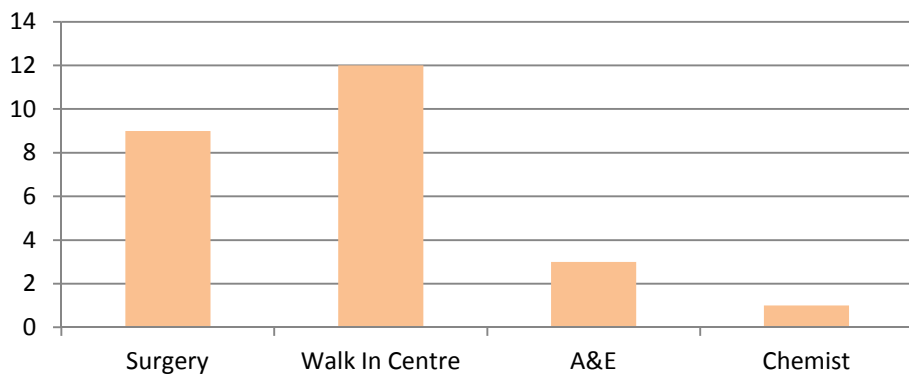
Compared to 1 year ago health is.



Patient's confidence in managing their own health



Where Patient's said they would go for minor illness/injury



Comments.

Is there anything particularly good about your healthcare.

Excellent for 30 years
Consistent prescribing, All staff are familiar yet confidential about my condition
The surgery have looked after my requirements very well
Very good care by all the staff
Health is monitored very closely
Family feeling, genuine staff
Staff are nice, phone booking system much better now
1st class swift and knowledgeable treatment by receptionist

Is there anything that could be improved

No late appointments for working people
Booking system - you call 30 times then there are no appointments left
never been dissatisfied with any part of the treatment received
Less locums need 1 or 2 GP's to know me, there are too many locums
maybe parking
Full time doctor rather than locum

Do you look after someone?

No not now
Yes

Info for PPG

