

Ridgeway Surgery Survey 2018-19

Overall GP Results	Total	Percentage
156 SURVEYS RETURNED IN TOTAL		
AMALGAMED RESULTS BELOW		
1. HOW DO YOU USUALLY MAKE AN APPOINTMENT TO SEE A DOCTOR OR NURSE?		
ONLINE	10	6%
IN PERSON	25	14%
BY TELEPHONE	138	79%
DOESN'T APPLY	2	1%
	175	100%
2. IN THE PAST 6 MONTHS HOW EASY HAVE YOU FOUND THE FOLLOWING		
GETTING THROUGH ON THE PHONE		
VERY EASY	45	29%
EASY	76	49%
NOT VERY EASY	23	15%
DIFFICULT	9	6%
NOT TRIED	3	2%
	156	100%
SPEAKING TO A DOCTOR ON THE PHONE		
VERY EASY	12	9%
EASY	24	18%
NOT VERY EASY	14	10%
DIFFICULT	9	7%
NOT TRIED	76	56%
	135	100%
SPEAKING TO A NURSE ON THE PHONE		
VERY EASY	10	8%
EASY	22	17%
NOT VERY EASY	9	7%
DIFFICULT	5	4%
NOT TRIED	81	64%
	127	100%
OBTAINING TEST RESULTS		
VERY EASY	30	23%
EASY	59	44%
NOT VERY EASY	10	8%
DIFFICULT	0	0%
NOT TRIED	34	26%
	133	100%
SEEING A DOCTOR ON THE SAME DAY		
VERY EASY	34	24%
EASY	52	37%
NOT VERY EASY	25	18%
DIFFICULT	14	10%
NOT TRIED	15	11%
	140	100%

BOOKING APPOINTMENTS AHEAD		
VERY EASY	27	20%
EASY	42	31%
NOT VERY EASY	28	21%
DIFFICULT	15	11%
NOT TRIED	23	17%
	135	100%

3. IN GENERAL WHEN ARE YOU ABLE TO SEE THE DOCTOR YOU WANT TO SEE?		
ALWAYS	30	19%
ALMOST ALWAYS	52	33%
OFTEN	34	21%
SOMETIMES	34	21%
ALMOST NEVER	10	6%
	160	100%

4. HOW QUICKLY CAN YOU GET ANY DOCTOR?		
SAME DAY	113	67%
NEXT WORKING DAY	24	14%
WITHIN 2 WORKING DAYS	17	10%
WITHIN 3-5 WORKING DAYS	8	5%
6 OR MORE WORKING DAYS	6	4%
	168	100%

5. HOW DO YOU FEEL ABOUT HOW LONG YOU NORMALLY HAVE TO WAIT TO BE SEEN?		
DON'T NORMALLY HAVE TO WAIT THAT LONG	61	37%
ABOUT RIGHT	51	31%
SOMETIMES HAVE TO WAIT TOO LONG	48	29%
ALWAYS HAVE TO WAIT TOO LONG	4	2%
NOT APPLICABLE	2	1%
	166	100%

7. HOW SATISFIED WERE YOU WITH YOUR LAST APPOINTMENT WITH THIS DOCTOR AT THE SURGERY?

ALLOWED YOU ENOUGH TIME		
VERY SATISFIED	93	61%
SATISFIED	52	34%
NEITHER SATISFIED OR DISSATISFIED	6	4%
DISATISFIED	1	1%
VERY DISSATISFIED	1	1%
	153	100%

ASKED ABOUT YOU SYMPTOMS		
VERY SATISFIED	87	61%
SATISFIED	49	35%
NEITHER SATISFIED OR DISSATISFIED	4	3%
DISATISFIED	1	1%
VERY DISSATISFIED	1	1%
	142	100%

LISTENED TO YOU		
VERY SATISFIED	92	64%
SATISFIED	43	30%
NEITHER SATISFIED OR DISSATISFIED	5	3%
DISATISFIED	2	1%
VERY DISSATISFIED	1	1%
	143	100%
EXPLAINED ABOUT TESTS AND TREATMENTS		
VERY SATISFIED	72	61%
SATISFIED	39	33%
NEITHER SATISFIED OR DISSATISFIED	5	4%
DISATISFIED	0	0%
VERY DISSATISFIED	2	2%
	118	100%
INVOLVED YOU IN DECISIONS ABOUT YOUR CARE		
VERY SATISFIED	76	58%
SATISFIED	43	33%
NEITHER SATISFIED OR DISSATISFIED	10	8%
DISATISFIED	1	1%
VERY DISSATISFIED	1	1%
	131	100%
TREATED YOU WITH CARE AND RESPECT		
VERY SATISFIED	90	66%
SATISFIED	45	33%
NEITHER SATISFIED OR DISSATISFIED	2	1%
DISATISFIED	0	0%
VERY DISSATISFIED	0	0%
	137	100%
TOOK YOUR PROBLEMS SERIOUSLY		
VERY SATISFIED	90	66%
SATISFIED	40	29%
NEITHER SATISFIED OR DISSATISFIED	3	2%
DISATISFIED	3	2%
VERY DISSATISFIED	1	1%
	137	100%
DID YOU HAVE TRUST & CONFIDENCE IN THE DOCTOR YOU SAW		
VERY SATISFIED	105	69%
SATISFIED	37	24%
NEITHER SATISFIED OR DISSATISFIED	8	5%
DISATISFIED	1	1%
VERY DISSATISFIED	1	1%
	152	100%

WERE YOU HAPPY WITH THE PRIVACY OF YOUR CONVERSATION WITH THE DOCTOR		
VERY SATISFIED	99	71%
SATISFIED	36	26%
NEITHER SATISFIED OR DISSATISFIED	4	3%
DISATISFIED	1	1%
VERY DISSATISFIED	0	0%
	140	100%
11. OVERALL HOW WELL DOES THE SURGERY HELP YOU TO:		
UNDERSTAND YOUR HEALTH PROBLEMS		
VERY WELL	83	57%
WELL	52	36%
UNSURE	6	4%
NOT VERY WELL	2	1%
NOT APPLICABLE	3	2%
	146	100%
COPE WITH YOUR HEALTH PROBLEMS		
VERY WELL	73	50%
WELL	53	37%
UNSURE	8	6%
NOT VERY WELL	5	3%
NOT APPLICABLE	6	4%
	145	100%
KEEP YOURSELF HEALTHY		
VERY WELL	67	50%
WELL	50	37%
UNSURE	13	10%
NOT VERY WELL	1	1%
NOT APPLICABLE	4	3%
	135	100%
FIND INFORMATION ABOUT SERVICES THEY PROVIDE I.E. TEST RESULTS, REPEAT PRESCRIPTIONS ETC.		
VERY WELL	76	56%
WELL	51	38%
UNSURE	6	4%
NOT VERY WELL	0	0%
NOT APPLICABLE	3	2%
	136	100%
UNDERSTAND THE PRACTICE'S COMPLIMENT AND COMPLAINT PROCEDURE		
VERY WELL	55	41%
WELL	46	35%
UNSURE	17	13%
NOT VERY WELL	3	2%
NOT APPLICABLE	12	9%
	133	100%

ACCESS INFORMATION ABOUT STAYING HEALTHY AND PREVENTING ILLNESS		
VERY WELL	62	46%
WELL	51	38%
UNSURE	13	10%
NOT VERY WELL	1	1%
NOT APPLICABLE	7	5%
	134	100%
12. HOW HELPFUL DO YOU FIND THE RECEPTIONISTS AT THE SURGERY		
VERY HELPFUL	103	71%
FAIRLY HELPFUL	40	27%
NOT VERY HELPFUL	2	1%
DON'T KNOW	1	1%
	146	100%
13. CAN OTHER PATIENTS OVERHEAR PRIVATE CONVERSATIONS WITH RECEPTIONISTS?		
YES BUT I DON'T MIND	103	61%
YES AND I'M NOT HAPPY ABOUT IT	21	13%
NO, OTHER PATIENTS CAN'T HEAR	19	11%
DON'T KNOW	25	15%
	168	100%
14. WITH REGARD TO THE PRACTICE BUILDING:		
HOW CLEAN IS THE SURGERY?		
VERY	115	79%
FAIRLY	30	21%
NOT VERY	0	0%
NOT AT ALL (COMMENTS ON SEPERATE SHEET)	0	0%
	145	100%
HOW EASY IS IT TO GET INTO THE SURGERY BUILDING?		
VERY	101	72%
FAIRLY	31	22%
NOT VERY	5	4%
NOT AT ALL (COMMENTS ON SEPERATE SHEET)	3	2%
	140	100%
HOW COMFORTABLE IS THE WAITING AREA?		
VERY	82	60%
FAIRLY	51	37%
NOT VERY	4	3%
NOT AT ALL (COMMENTS ON SEPERATE SHEET)	0	0%
	137	100%
HOW CLEAR ARE THE SIGNS INSIDE AND OUTSIDE THE BUILDING?		
VERY	91	66%
FAIRLY	47	34%
NOT VERY	0	0%
NOT AT ALL (COMMENTS ON SEPERATE SHEET)	0	0%
	138	100%

15. HOW LONG HAVE YOU BEEN ATTENDING THIS PRACTICE?		
0-5 YRS	36	28%
6-10 YRS	12	9%
11-15 YRS	8	6%
16-20 YRS	8	6%
21-25 YRS	8	6%
26-30 YRS	12	9%
31-35 YRS	4	3%
36-40 YRS	5	4%
41+ YRS	37	28%
	130	100%
16. GENERALLY HOW WOULD YOU RATE YOUR OVERALL SATISFACTION WITH THE SURGERY?		
EXCELLENT	78	54%
VERY GOOD	52	36%
GOOD	14	10%
SATISFACTORY	0	0%
POOR	0	0%
	144	100%
17. HAVE YOU EVER VISITED ANY OF THE FOLLOWING:		
OUR SURGERY WEBSITE		
YES	41	29%
NO	101	71%
	142	100%
RIDGEWAY SURGERY FACEBOOK PAGE		
YES	9	7%
NO	125	93%
	134	100%
RIDGEWAY SURGERY TWITTER PAGE		
YES	4	3%
NO	128	97%
	132	100%
ABOUT YOU		
MALE	39	27%
FEMALE	105	73%
	144	100%
UNDER 16	0	0%
16-44	55	41%
45-64	23	17%
65-74	25	19%
75 AND OVER	31	23%
	134	100%
WHITE	131	99%
BLACK OR BLACK BRITISH	0	0%
ASIAN OR ASIAN BRITISH	0	0%
MIXED	1	1%
CHINESE	0	0%
OTHER ETHNIC GROUP	0	0%
	132	100%

HOW WOULD YOU DESCRIBE HOW OFTEN YOU COME TO THE PRACTICE?

REGULARLY (6 OR MORE TIMES A YEAR)	50	37%
OCCASIONALLY (3-5 TIMES)	45	33%
RARELY (2-3 TIMES)	30	22%
VERY RARELY (ONCE A YEAR OR LESS)	10	7%
	135	100%