LATHAM HOUSE MEDICAL PRACTICE

Sage Cross Street
MELTON MOWBRAY

PATIENT EXPERIENCE SURVEY
OCTOBER/NOVEMBER 2011

COMPLETED BY PATIENTS OF THE PRACTICE

Accessibility:

Q1. How do you usually book your appointments to see a doctor or nurse at the surgery?

In person	**365**
By Phone	**413**
Online	**45**
Other method	**3**

Q2. Which of the following methods would you prefer to use to book an appointment at the surgery?

In person	**310**
By Phone	**344**
Online	**117**
No preference	**93**

Q3. How satisfied are you with the opening hours at the Surgery?

Very	**334**
Fairly	**331**
Neither satisfied or dissatisfied	**80**
Quite dissatisfied	**38**
Very dissatisfied	**13**
Don't know opening hours	**31**

Q4. Would you like the surgery to be open at additional times?

Yes	**392**
No	**238**
Don't know	**217**

If yes please state when you would like the surgery to be open

Q5. In the past six months how easy have you found the following?

	Haven't tried	Very easy	Fairly easy	Not very easy	Not at all easy	Don't know
Speaking to a doctor on the telephone	**286**	**214**	**230**	**50**	**18**	**5**
Obtaining blood results on the telephone	**350**	**170**	**114**	**29**	**12**	**53**
Speaking to a nurse	**337**	**126**	**117**	**19**	**7**	**34**

Q6. How often do you get to see the doctor you prefer?

Always or most of the time	**545**
A lot of the time	**141**
Some of the time	**137**
Never or almost never	**23**

Q7. The last time you saw your doctor at the surgery how would you rate them in the following areas?

Who do you see……(NAMES SHOWN IN TABLE BELOW)

	Very good	Good	Neither good nor poor	Poor	Very Poor	Doesn't apply
Giving you enough time	475	279	47	12	1	1
Asking about your symptoms	440	283	39	17	4	4
Listening	469	231	45	22	5	3
Explaining test and treatments	407	254	41	18	4	43
Involving you in decisions about your care	383	231	66	17	6	62
Treating you with care and concern	455	246	58	18	5	11
Taking problems seriously	436	216	67	22	9	10
Helping to manage your illness after appointment	331	183	71	44	8	122

Dr D M Lovett	29	Dr T A Wyatt	71	Dr B Miri	32
Dr J Harris/Dr G Hirani	28	Dr D P Bennison	33	Dr F Dhanji	28
Dr J M Harvey	34	Dr S Hirani	21	Dr G Dabali	37
Dr P Riley	7	Dr P J Atkinson	26	Dr C E Nunns	8
Dr E A Loughridge/Dr F Wong	31	Dr M Riley	43	Dr S J Wong	38

Q8. If you were not able to be seen on the same day or within two working days what was the reason?

There weren't any appointments	**440**
Times offered didn't suit	**97**
Appointment was with a doctor I didn't want to see	**35**
A nurse was free but I wanted to see a doctor	**31**
Another reason – please state	**10**

Experience

Q9. Do you find staff approachable professional and courteous?

Yes	**791**
No	**34**
Don't know	**12**

If not please give detail of ways we could improve:

Q10. Do you feel we have sufficient staff on duty to deal with your needs?

Yes	**704**
No	**86**
Don't know	**54**

If not please detail what we could do to improve:

Q11. In general how satisfied are you with the care you get from the Minor Injuries Unit at the surgery?

Very satisfied	**519**
Fairly satisfied	**211**
Dissatisfied	**11**
Never attended	**104**

Q12. Think about the last time you needed to be seen fairly quickly, *ie* on same day or within two working days.
Were you able to see a doctor or nurse on the same day or within two working days, excluding Saturday and Sundays?

Yes	**633**
No	**79**

Can't remember	**95**

Q13. In general how satisfied are you with the care you get at the surgery?

Very satisfied	**509**
Fairly satisfied	**266**
Neither satisfied nor dissatisfied	**33**
Quite dissatisfied	**8**
Very dissatisfied	**1**

Q14. Would you recommend the surgery to someone who has just moved into the area?

Yes	**721**
Might	**62**
Not sure	**26**
Probably not	**17**
Definitely not	**1**
Don't know	**7**

Q14 Are there any aspects of the care and services we provide that you particularly like?

Q15. Are there any aspects of the care and services we provide that you think could be improved and if so what are they?

Premises:

Q16. Are you happy with the cleanliness and décor of the building?

Yes	**799**
No	**14**
Not applicable	**9**

Q17. Please could you indicate which doctor you are registered with?

Dr D M Lovett	40	Dr T A Wyatt	94	Dr B Miri	69
Dr J Harris/Dr G Hirani	53	Dr D P Bennison	61	Dr F Dhanji	53
Dr J M Harvey	57	Dr S Hirani	35	Dr G Dabali	60
Dr P Riley	41	Dr P J Atkinson	52	Dr C E Nunns	23
Dr E A Loughridge/Dr F Wong	55	Dr M Riley	55	Dr S J Wong	59

We do not require your name but would appreciate you to complete the 3 short questions below to ensure we cover a far range of our patient population.

1. **How old are you?**
2. **Are you Male or Female?**
3. **How long have you been registered as a patient of the Practice?**