

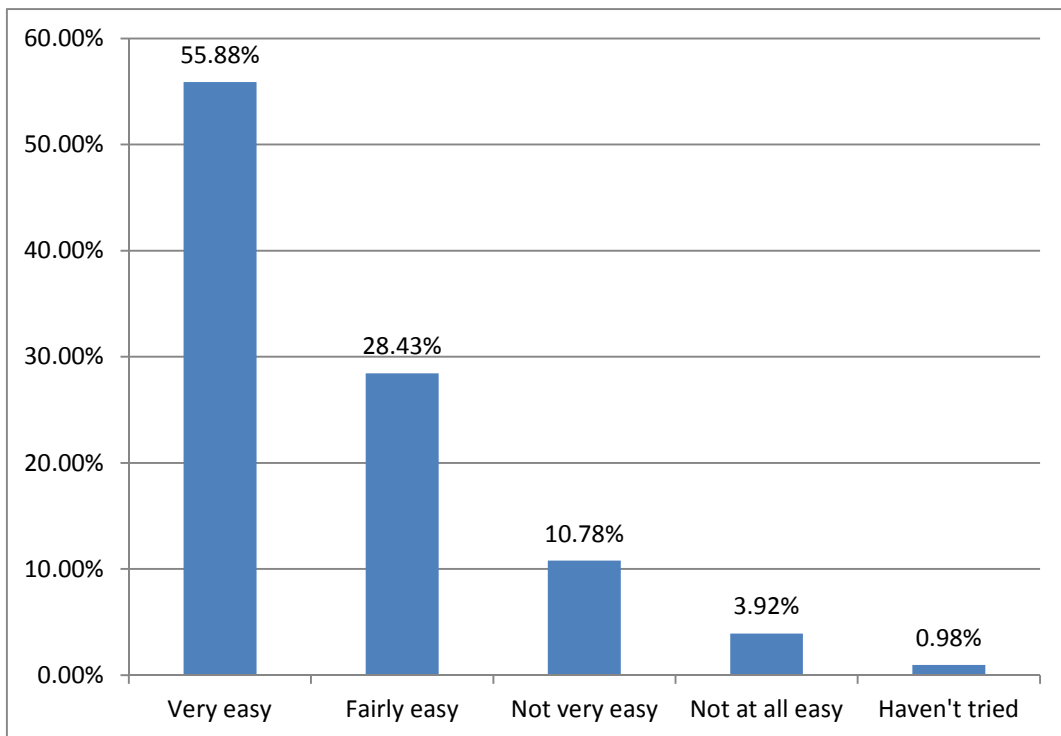
SHEFA MEDICAL PRACTICE

Patient Experience Survey Results 2014 – 15

Total – 102 responses

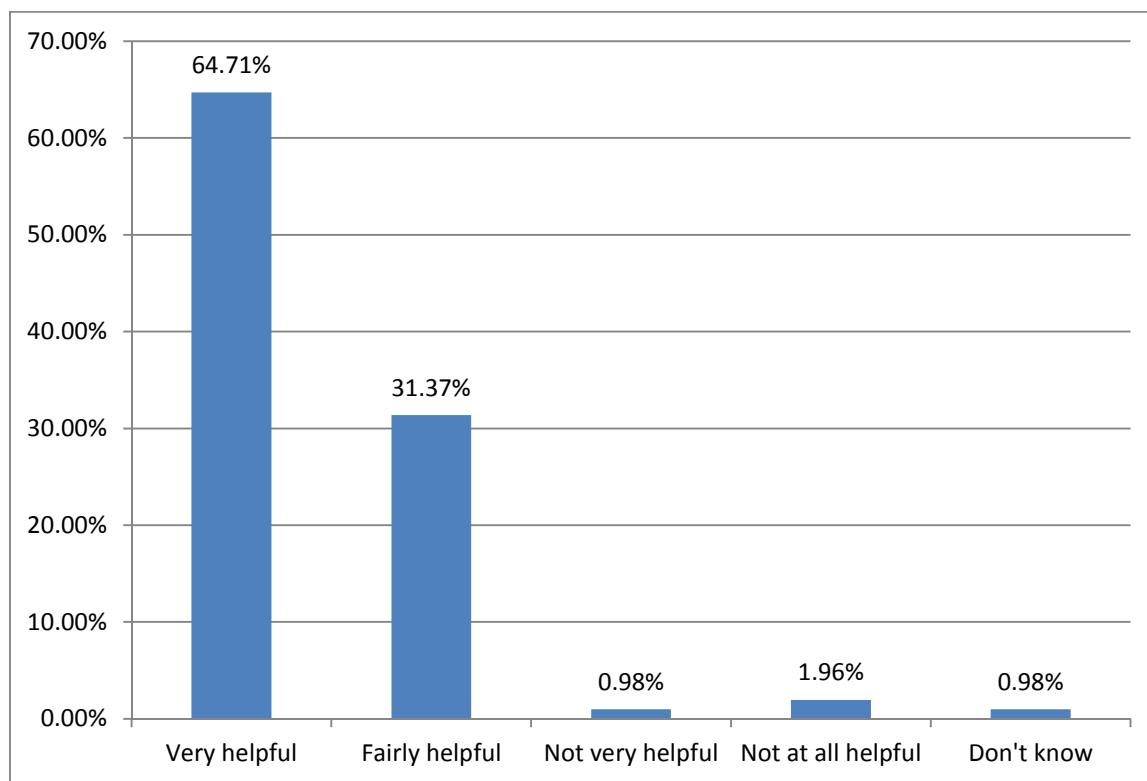
Q1 - Generally, how easy is it to get through to someone at your GP surgery on the phone?

Answers	Count %	Count Total
Very easy	55.88%	57
Fairly easy	28.43%	29
Not very easy	10.78%	11
Not at all easy	3.92%	4
Haven't tried	0.98%	1
Total	100.00%	102



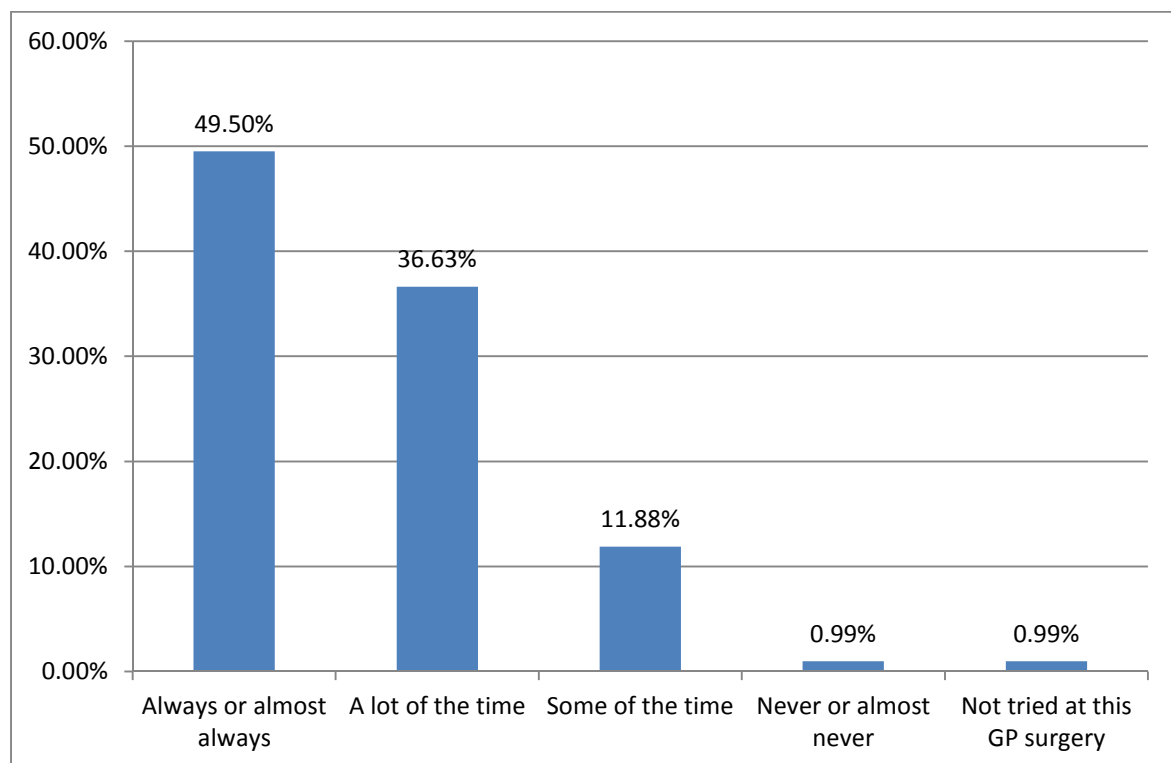
Q2 - How helpful do you find the receptionists at your GP surgery?

Answer	Count %	Count
Very helpful	64.71%	66
Fairly helpful	31.37%	32
Not very helpful	0.98%	1
Not at all helpful	1.96%	2
Don't know	0.98%	1
Total	100.00%	102



Q3 - How often do you see or speak to the GP you prefer?

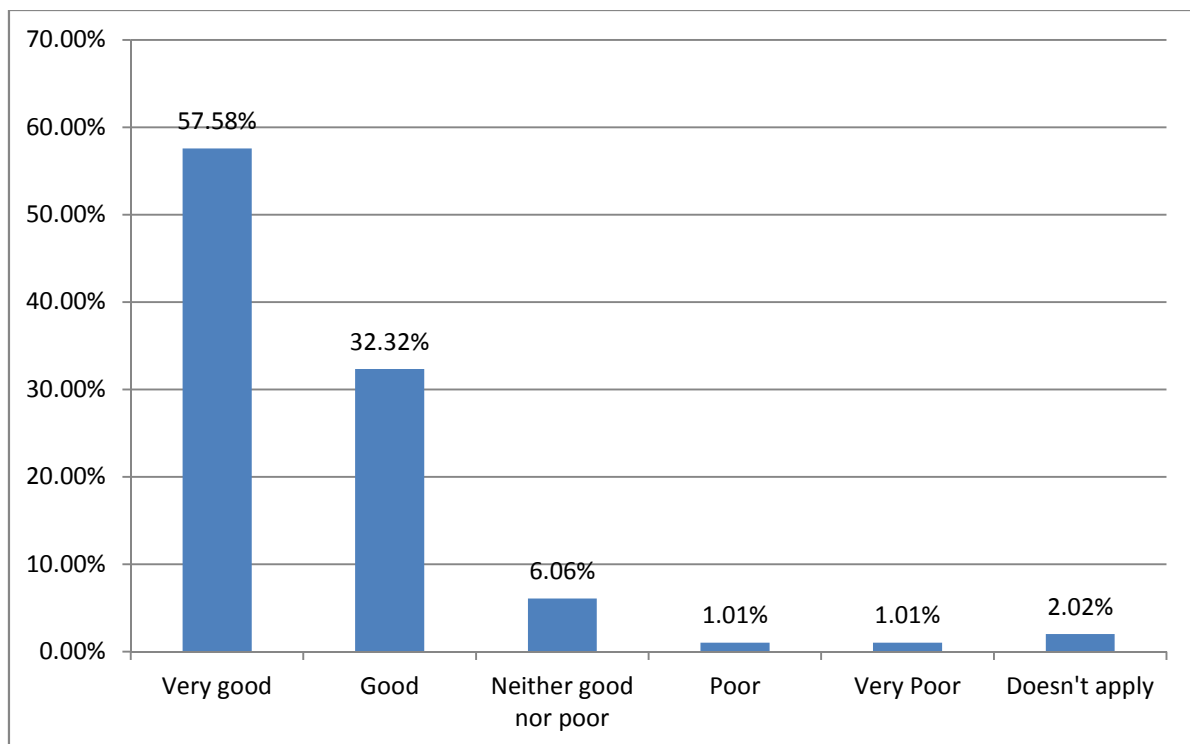
Answer	Count %	Count
Always or almost always	49.50%	50
A lot of the time	36.63%	37
Some of the time	11.88%	12
Never or almost never	0.99%	1
Not tried at this GP surgery	0.99%	1
Total	100.00%	101



Q4 - Last time you saw or spoke to a GP from your GP surgery, how good was that GP at the following? Giving you enough time

Answer	Count %	Count
Very good	57.58%	57
Good	32.32%	32
Neither good nor poor	6.06%	6
Poor	1.01%	1
Very Poor	1.01%	1
Doesn't apply	2.02%	2
Total	100.00%	99

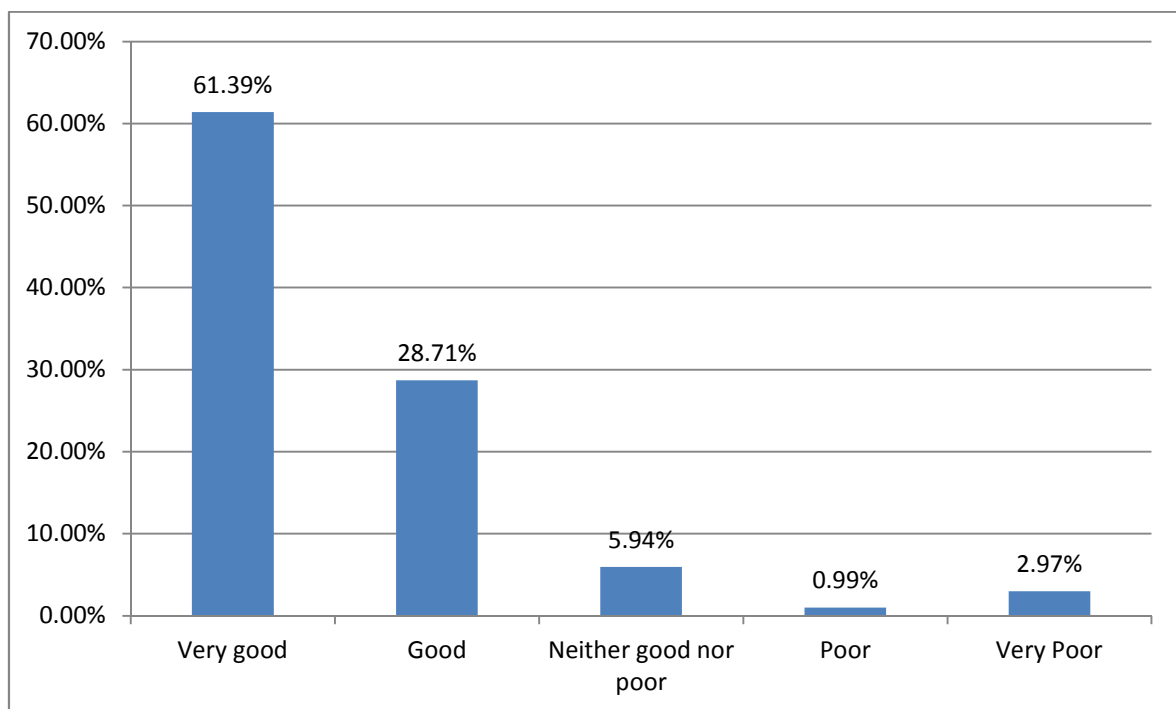
Question Skipped - 3



Q5 - Last time you saw or spoke to a GP from your GP surgery, how good was that GP at the following? Involving you in decisions about your care

Answer	Count %	Count
Very good	61.39%	62
Good	28.71%	29
Neither good nor poor	5.94%	6
Poor	0.99%	1
Very Poor	2.97%	3
Total	100.00%	101

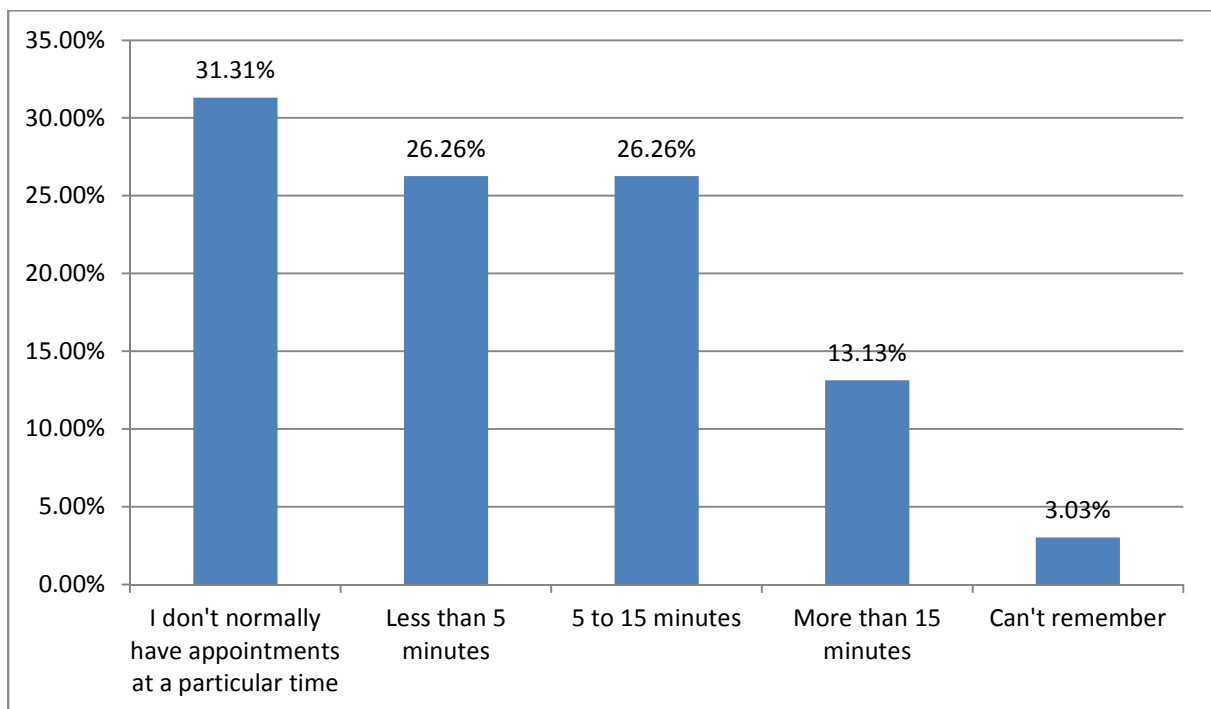
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Question 6 - How long after your appointment time do you normally wait to be seen?

Answer	Count %	Count
I don't normally have appointments at a particular time	31.31%	31
Less than 5 minutes	26.26%	26
5 to 15 minutes	26.26%	26
More than 15 minutes	13.13%	13
Can't remember	3.03%	3
Total	100.00%	99

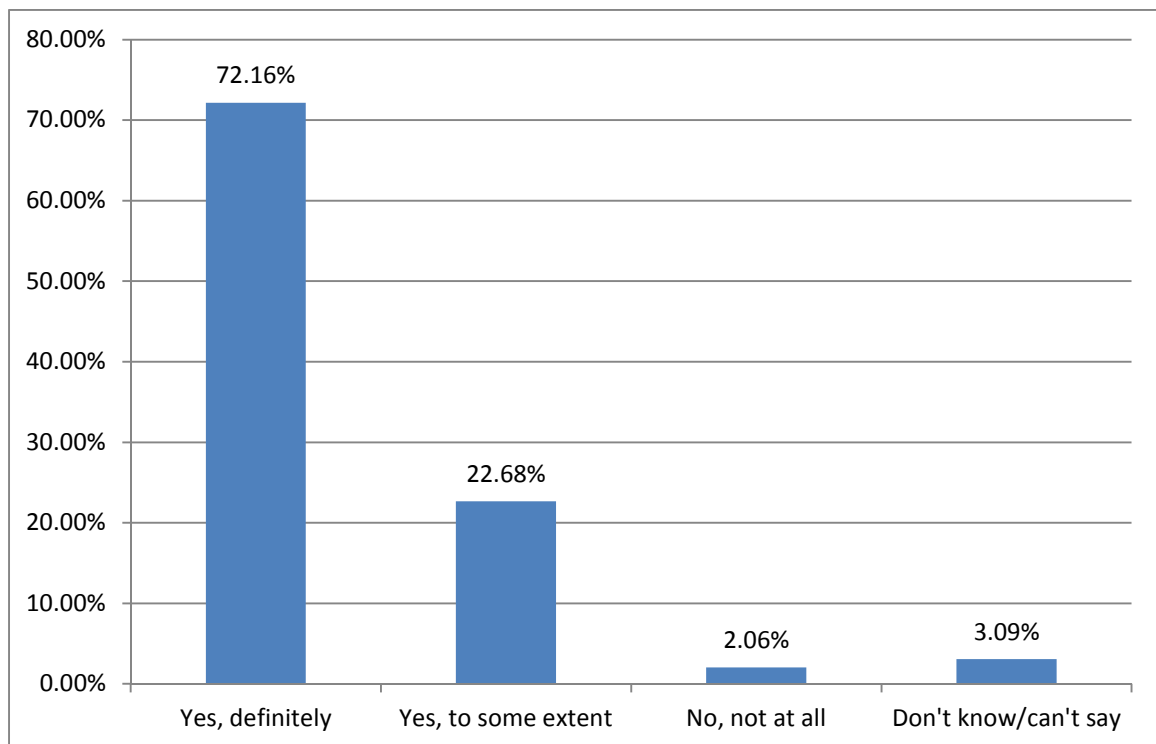
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Q7 - Did you have confidence and trust in the GP you saw or spoke to?

Answer	Count %	Count
Yes, definitely	72.16%	70
Yes, to some extent	22.68%	22
No, not at all	2.06%	2
Don't know/can't say	3.09%	3
Total	100.00%	97

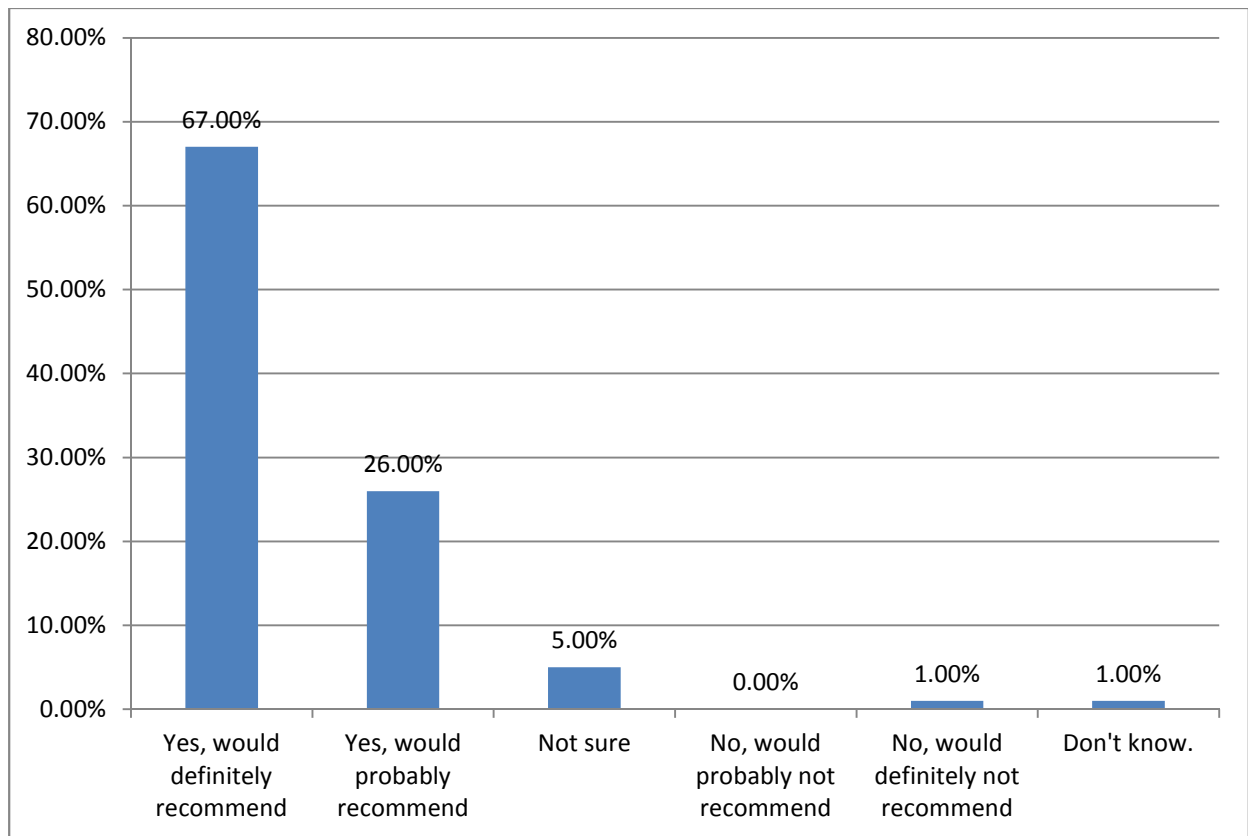
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Q8 - Would you recommend your GP surgery to someone who has just moved to your local area?

Answer	Count %	Count
Yes, would definitely recommend	67.00%	67
Yes, would probably recommend	26.00%	26
Not sure	5.00%	5
No, would probably not recommend	0.00%	0
No, would definitely not recommend	1.00%	1
Don't know.	1.00%	1
Total	100.00%	100

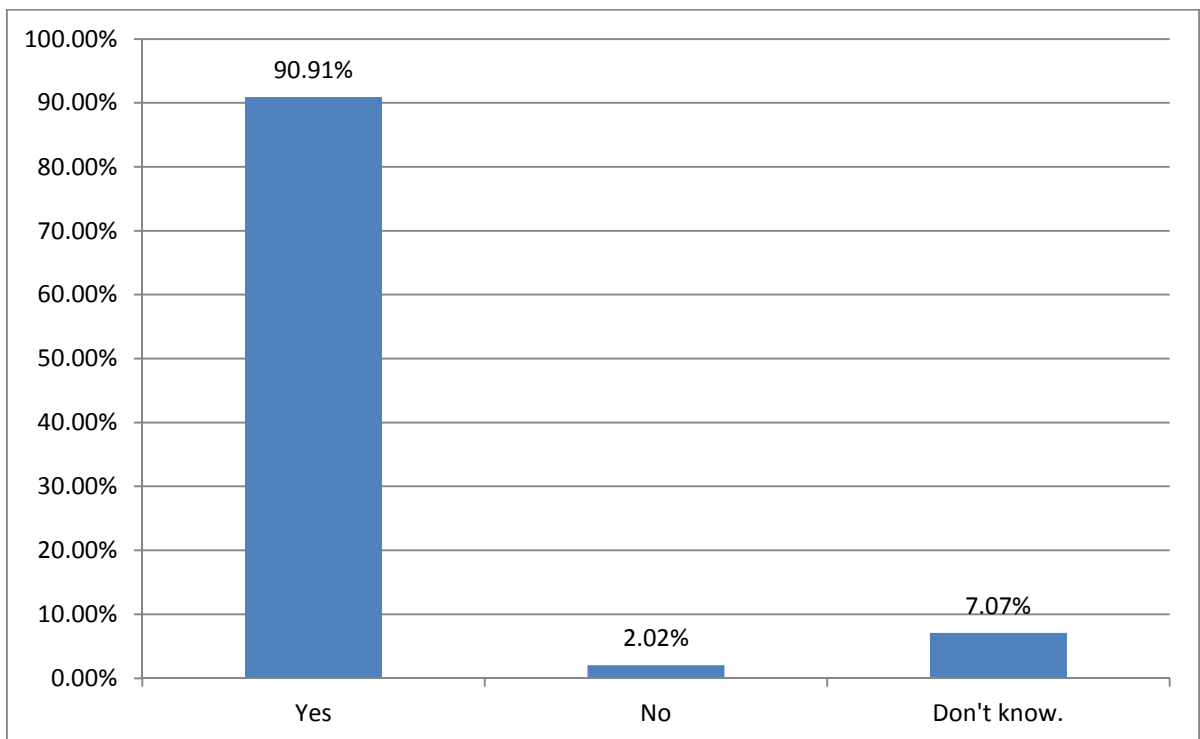
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Q9 - Is your GP Surgery currently open at times that are convenient for you?

Answer	Count %	Count
Yes	90.91%	90
No	2.02%	2
Don't know.	7.07%	7
Total	100.00%	99

Question Skipped – 3



Q10 - Overall, how would you describe your experience of your GP SURGERY?

Answer	Count %	Count
Very Good	61.62%	61
Fairly Good	32.32%	32
Neither Good or Poor	3.03%	3
Fairly Poor	2.02%	2
Very Poor	1.01%	1
Total	100.00%	99

Question Skipped – 3

