

## PATIENT OPINION SURVEYS – LITTLE COMMON & OLD TOWN SURGERIES

<b>SURVEY TYPE</b>	<b>G.P. PATIENT</b>		<b>P.P.G.</b>		<b>PRACTICE</b>
<b>YEAR</b>	2014/2015	2013/2014	2013/2014	2012/2013	2011/2012
No. of Responses	142	155	889	966	428

### **OVERVIEW**

% who would recommend practice	84% (78%)*	83%			81%
% whose overall experience is good/very good	91% (87%)	91%	97%	92%	94%
% satisfied with opening hours	81% (77%)	86%			91%

### **MAKING AN APPOINTMENT**

% who found it easy to get an appointment last time	92% (77%)	89%	87%	70%	81%
% who find receptionists helpful/very helpful	96% (89%)	95%	97%	95%	97%
% who gets to see/speak to preferred G.P.	83% (70%)	90%			
% who get to see/speak to someone	95% (90%)	93%	88%		
% who said that the last appt. was convenient	98% (94%)	100%			
% good overall experience of making an appt.	93% (80%)	89%	88%	88%	

### **WAITING FOR AN APPOINTMENT**

% who waited less than 15 minutes	78% (66%)	76%	86%	85%	82%
% who thought that they did not wait too long	69% (62%)				

### **SEEING THE DOCTOR**

% thought the G.P. gave them enough time	90% (85%)	89%	94%	92%	92%
% thought G.P. good at listening	88% (87%)	88%	93%	89%	94%
% thought G.P. good at explaining tests	86% (85%)	83%	90%	85%	92%
% thought G.P. involved them in decisions	84% (82%)	90%	89%	84%	87%
% thought G.P. treated them with care and concern	88% (83%)	80%	91%	86%	91%
% who have trust and confidence in G.P.	96% (94%)	92%	99%	98%	98%

**PATIENT OPINION SURVEYS – LITTLE COMMON & OLD TOWN SURGERIES**

<b>SURVEY TYPE</b>	<b>G.P. PATIENT</b>		<b>P.P.G.</b>		<b>PRACTICE</b>
<b>YEAR</b>	2014/2015	2013/2014	2013/2014	2012/2013	2011/2012
No. of Responses	142	155	889	966	428

**SEEING THE NURSE/H.C.A**

% thought the nurse gave them enough	92% (92%)	83%	97%	97%	98%
% thought the nurse good at listening	92% (91%)	83%	92%	94%	99%
% thought the nurse good at explaining tests	91% (90%)	85%	91%	90%	86%
% thought the nurse involved them in decisions	81% (86%)	67%	89%	88%	89%
% thought the nurse treated them with care & concern	91% (91%)	84%	94%	94%	94%
% who have trust and confidence in nurse	99% (97%)	92%			97%

\*NOTE – the numbers in the brackets refer to the average for the Hastings and Rother C.C.G. area