

BCPG Patient Survey results analysis 2015

NB: Nos. in black are respondents, red percentages and purple percentages 2014

1 If you have had an urgent medical problem were you able to be seen on the same day?	<i>yes</i>	<i>no</i>	<i>never needed</i>	<i>can't remember</i>		
	42	9	77	2		
	%	82.35	17.65			
	% 2014	87.93	12.07			
2 When you ask to see a doctor or nurse practitioner are you usually able to have an appointment within 48 hours with any doctor or nurse practitioner?	<i>yes</i>	<i>no</i>	<i>never needed</i>	<i>can't remember</i>		
	94	19	17	1		
	%	71.76	14.50			
	% 2014	88.2	11.8			
3 Approximately how long do you wait to see the doctor of your choice?	<i>same day</i>	<i>within 48h</i>	<i>up to 1 wk</i>	<i>up to 2 wks</i>	<i>longer</i>	
	9	32	58	23	4	
	%	7.14	25.40	46.03	18.25	3.17
	% 2014	8.12	39.09	44.67	6.09	2.03
4 Are you satisfied with the times of appointments offered to you?	<i>yes</i>	<i>no</i>				
	115	13				
	%	89.84	10.16			
	% 2014	93.33	6.67			

5 If you have had experience of the out-of-hours service (Shropdoc), were you:	<i>very satisfied</i>	<i>satisfied</i>	<i>neither</i>	<i>diss</i>	<i>v diss</i>	
	10	14	7	3	2	
	% 27.78	38.89	19.44	8.33	5.56	
Please rate the following services available at the surgery:	<i>very good</i>	<i>g</i>	<i>av</i>	<i>poor</i>	<i>very poor</i>	
6a Doctor telephone consultation	37	28	10	1	0	
	% 48.68	36.84	13.16	1.32	0.00	
	% 2014	51.09	30.66	13.87	4.38	0.00
6b on line appointment booking	26	15	8	3	5	
	% 45.61	26.32	14.04	5.26	8.77	
	% 2014	52.22	33.33	6.67	6.67	1.11
6c telephone appointment booking	49	49	10	5	3	
	% 42.24	42.24	8.62	4.31	2.59	
	% 2014	60.66	27.87	8.2	2.19	1.09
6d ordering repeat prescription	57	29	14	2	0	
	% 55.88	28.43	13.73	1.96	0.00	
	% 2014	64.09	26.52	8.29	0.55	0.55
7 How likely are you to recommend the Practice to friends and family?	<i>extrem. likely</i>	<i>likely</i>	<i>neither</i>	<i>unlikely</i>	<i>extrem. unlikely</i>	
	56	44	16	7	2	
	% 44.80	35.20	12.80	5.60	1.60	

If you have had a hospital referral and / or hospital transport in the last 12 months, how satisfied were you with the following?	<i>very satisfied</i>	<i>satisfied</i>	<i>neither</i>	<i>dis-satisfied</i>	<i>very dis-satisfied</i>	
8a first communications with hospital	21	35	7	2	0	
	% 32.31	53.85	10.77	3.08	0.00	
	% 2014 36.7	49.54	6.42	4.59	2.75	
8b waiting time for first consultation	13	29	15	7	2	
	% 19.70	43.94	22.73	10.61	3.03	
	% 2014 25.69	40.37	11.01	17.43	5.5	
8c location of consultation	16	38	8	3	0	
	% 24.62	58.46	12.31	4.62	0.00	
	% 2014 32.08	56.6	7.55	2.83	0.94	
8d courtesy received at hospital	31	31	3	0	0	
	% 47.69	47.69	4.62	0.00	0.00	
	% 2014 49.07	43.52	5.56	0.93	0.93	
8e time to reach final diagnosis and treatment	8	34	8	4	1	
	% 14.55	61.82	14.55	7.27	1.82	
	% 2014 29.25	41.51	16.04	8.49	4.72	
8f emergency ambulance service	5	6	6	1	2	
	% 25.00	30.00	30.00	5.00	10.00	
8g non-emergency patient transport service	7	3	7	2	0	
	% 36.84	15.79	36.84	10.53	0.00	

9a I am aware of proposals (Future Fit) to re- vise hospital and health provision in the area.	<i>agree</i>	<i>neither</i>	<i>disagree</i>			
	76	18	29			
	% 61.79	14.63	23.58			
9b I am aware of the existence of Bishop's Castle Patients Group.	105	10	9			
	% 84.68	8.06	7.26			
	% 2014 76.41	6.67	16.92			
9c I am aware of what the Patients Group does.	76	30	17			
	% 61.79	24.39	13.82			
	% 2014 43.59	19.49	36.92			
Age range	<18	18-30	31-50	51-65	>65	
	17	1	5	35	73	
	% 12.98	0.76	3.82	26.72	55.73	
	% 2014 9.09	3.03	9.6	29.29	48.99	
Employment status	student	f/t	p/t	no work	retired	
	17	14	22	1	77	
	% 12.98	10.69	16.79	0.76	58.78	
	% 2014 9.09	19.19	13.13	1.52	57.07	
Gender / internet status	male	female	internet	no internet		
	51	80	103	28		
	% 38.93	61.07	78.63	21.37		
	% 2014 36.36	63.64	75.25	24.75		
Resident in:	Powys	Shropshire				
	25	106				
	% 19.08	80.92				