

BCPG Patient Survey results analysis 2016

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>	
	15	7	29	0	
	% 68.18	31.82			
	% 2015	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>	
	33	9	9	0	
	% 64.71	17.65			
	% 2015	71.76	14.5		
	% 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>
	1	9	25	12	4
	% 1.96	17.65	49.02	23.53	7.84
	% 2015	7.14	25.4	46.03	18.25
	% 2014	8.12	39.09	44.67	6.09
4 Are you satisfied with the times of appointments offered to you?	<i>yes</i>	<i>no</i>			
	44	7			
	% 86.27	13.73			
	% 2015	93.33	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	2	2	2	2	
	% 55.56	11.11	11.11	11.11	11.11	
	% 2015	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	18	4	3	1	2	
	% 64.29	14.29	10.71	3.57	7.14	
	% 2015	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	20	7	0	4	0	
	% 64.52	22.58	0.00	12.90	0.00	
	% 2015	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	27	10	6	0	0	
	% 62.79	23.26	13.95	0.00	0.00	
	% 2015	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	35	5	1	2	0	
	% 81.40	11.63	2.33	4.65	0.00	
	% 2015	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>	
	30	11	5	0	5	
	% 58.82	21.57	9.80	0.00	9.80	
	% 2015	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	7	10	4	3	0	
%	29.17	41.67	16.67	12.50	0.00	
% 2015	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	7	5	2	6	6	
%	26.92	19.23	7.69	23.08	23.08	
% 2015	19.7	43.94	22.73	10.61	3.03	
% 2014	25.69	40.37	11.01	17.43	5.50	
8c location of consultation	10	11	2	1	3	
%	37.04	40.74	7.41	3.70	11.11	
% 2015	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	13	10	3	1	0	
%	48.15	37.04	11.11	3.70	0.00	
% 2015	47.69	47.69	4.62	0	0.00	
% 2014	49.07	43.52	5.56	0.93	0.93	
8e time to reach final diagnosis and treatment	9	6	2	5	4	
%	34.62	23.08	7.69	19.23	15.38	
% 2015	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	4	1	2	1	3	
%	36.36	9.09	18.18	9.09	27.27	
% 2015	25	30	30	5	10.00	

8g non-emergency patient transport service	1	0	2	0	4	
	14.29	0.00	28.57	0.00	57.14	
	36.84	15.79	36.84	10.53	0.00	
8h A&E services (Shrewsbury or Telford)	6	2	1	0	1	
	60.00	20.00	10.00	0.00	10.00	
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>			
	32	10	7			
	65.31	20.41	14.29			
	61.79	14.63	23.58			
9b I support the idea of an urgent care centre at BC Community Hospital.	46	3	0			
	93.88	6.12	0.00			
9c I am aware of what the Patients Group does.	42	4	3			
	85.71	8.16	6.12			
	61.79	24.39	13.82			
	43.59	19.49	36.92			
Age range	<18	18-30	31-50	51-65	>65	
	1	2	3	14	31	
	1.96	3.92	5.88	27.45	60.78	
	12.98	0.76	3.82	26.72	55.73	
	9.09	3.03	9.6	29.29	48.99	
Employment status	student	f/t	p/t	no work	retired	
	1	12	3	1	34	
	1.96	23.53	5.88	1.96	66.67	
	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		
		21	30	41	10		
	%	41.18	58.82	80.39	19.61		
	% 2015	38.93	61.07	78.63	21.37		
	% 2014	36.36	63.64	75.25	24.75		
Resident in:		Powys	Shropshire				
		22	29				
	%	43.14	56.86				
	% 2015	19.08	80.92				