

BCPG Patient Survey results analysis 2017

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 tried</i>	<i>can't remember</i>		
	49	3	53	1		
	% 94.23	5.77				
	% 2016	68.18	31.82			
	% 2015	82.35	17.65			
2 When you ask to see a doctor or nurse practitioner are you usually able to have an appointment within 48 hours with <i>any</i> doctor or nurse practitioner?	<i>yes</i>	<i>no</i>	<i>never tried</i>	<i>can't remember</i>		
	83	13	10	0		
	% 86.46	13.54				
	% 2016	64.71	17.65			
	% 2015	71.76	14.50			
3 Approximately how long do you wait to see the doctor of your choice?	<i>same day</i>	<i>within 48 h</i>	<i>up to 1 week</i>	<i>up to 2 weeks</i>		<i>longer</i>
	11	22	43	26		1
	% 10.68	21.36	41.75	25.24		0.97
	% 2016	1.96	17.65	49.02		23.53
	% 2015	7.14	25.40	46.03		18.25
4 Are you satisfied with the times of appointments offered to you?	<i>yes</i>	<i>no</i>				
	103	3				
	% 97.17	2.83				
	% 2016	86.27	13.73			
	% 2015	93.33	10.16			
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>	
	21	21	3	2	1	
	% 43.75	43.75	6.25	4.17	2.08	
	% 2016	55.56	11.11	11.11	11.11	
	% 2015	27.78	38.89	19.44	8.33	
6 Please rate the following services available at the surgery:	<i>very good</i>	<i>good</i>	<i>average</i>	<i>poor</i>	<i>very poor</i>	<i>not used</i>
a. Doctor telephone consultation	40	22	5	2	1	36
	% 57.14	31.43	7.14	2.86	1.43	
	% 2016	64.29	14.29	10.71	3.57	7.14
	% 2015	48.68	36.84	13.16	1.32	0.00
b. On-line appointment booking	29	11	6	8	4	48
	% 50.00	18.97	10.34	13.79	6.90	
	% 2016	64.52	22.58	0.00	12.90	0.00
	% 2015	45.61	26.32	14.04	5.26	8.77
c. Telephone appointment booking	60	30	6	1	1	8
	% 61.22	30.61	6.12	1.02	1.02	
	% 2016	62.79	23.26	13.95	0.00	0.00
	% 2015	42.24	42.24	8.62	4.31	2.59
d. Ordering repeat prescription	62	16	4	0	1	28
	% 74.70	19.28	4.82	-	1.20	
	% 2016	81.40	11.63	2.33	4.65	0.00
	% 2015	55.88	28.43	13.73	1.96	0.00
7 How likely are you to recommend Practice to friends and family?	<i>extrem. likely</i>	<i>likely</i>	<i>neither</i>	<i>unlikely</i>	<i>extrem. unlikely</i>	
	62	26	11	7		
	% 58.49	24.53	10.38	6.60		
	% 2016	58.82	21.57	9.80	0.00	
	% 2015	44.80	35.20	12.80	5.60	
8 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>	
a. First communications with hospital	17	32	5	5	-	47
	% 28.82	54.24	8.47	8.47		
	% 2016	29.17	41.67	16.67	12.50	
	% 2015	32.31	53.85	10.77	3.08	
b. Waiting time for first consultation	15	22	8	10	4	47
	% 25.42	37.29	13.56	16.95	4.78	
	% 2016	26.92	19.23	7.69	23.08	
	% 2015	19.70	43.94	22.73	10.61	

c. Location of consultation	15	29	10	3	2	47
	% 25.42	49.15	16.95	5.09	3.39	
	% 2016	37.04	40.74	7.41	3.70	11.11
	% 2015	24.62	58.46	12.31	4.62	0.00
d. Courtesy received at hospital	27	30	1	-	-	48
	% 46.55	51.72	1.73			
	% 2016	48.15	37.04	11.11	3.70	0.00
	% 2015	47.69	47.69	4.62	0.00	0.00
e. Time to reach final diagnosis and treatment	18	20	7	5	-	56
	% 36.00	40.08	14.00	10.00		
	% 2016	34.62	23.08	7.69	19.23	15.38
	% 2015	14.55	61.82	14.55	7.27	1.82
f. Emergency ambulance service	6	6	4	1	1	88
	% 33.33	33.33	22.22	5.56	5.56	
	% 2016	36.36	9.09	18.18	9.09	27.27
	% 2015	25.00	30.00	30.00	5.00	10.00
g. Non-emergency patient transport service	1	4	4	2	1	94
	% 8.33	33.33	33.33	16.68	8.33	
	% 2016	14.29	0.00	28.57	0.00	57.14
	% 2015	36.84	15.79	36.84	10.53	0.00
h. A&E (Shrewsbury or Telford)	6	8	2	3	1	
	% 30.00	40.00	10.00	15.00	5.00	
	% 2016	60.00	20.00	10.00	0.00	10.00
9 Miscellaneous	<i>agree</i>	<i>neither</i>	<i>disagree</i>			
9a I am aware of the proposals (Sustainability and Transformation Plan/Future Fit to revise hospital and health provision in the area)	46	19	41			
	% 43.40	51.92	36.68			
9b I support the idea of a Community Hub incorporating the BC Community Hospital	80	20	6			
	% 75.47	18.87	5.66			
9c I am aware of the existence of the Bishop' s Castle Patients Group	91	9	6			
	% 85.85	8.49	5.66			
Age range	u 18	18-30	31-50	51-65	over 65	
	0	4	13	28	61	
	% 3.71	12.26	26.42	57.55		
	% 2016	1.96	3.92	5.88	27.45	60.78
	% 2015	12.98	0.76	3.82	26.72	55.73
Employment status	student	f/t	p/t	no work	retired	
	0	17	16	2	71	
	% -	16.03	15.10	1.89	66.98	%
	% 2016	1.96	25.53	5.88	1.96	66.67
	% 2015	12.98	10.69	16.79	0.76	58.78
Gender	male	female				
	38	68				
	% 35.85	64.15				
	% 2016	41.18	58.87			
	% 2015	38.93	61.07			
Internet access	yes	no				
	87	19				
	% 82.08	17.92				
	% 2016	80.39	19.61			
	% 2015	78.63	21.37			
Resident in	Powys	Salop				
	9	97				
	% 8.49*	91.51				
	% 2016	43.14	56.86			
	% 2015	19.08	80.98			
* Low figure because of poor uptake of survey due to alterations at Tuffins Churchstoke.						