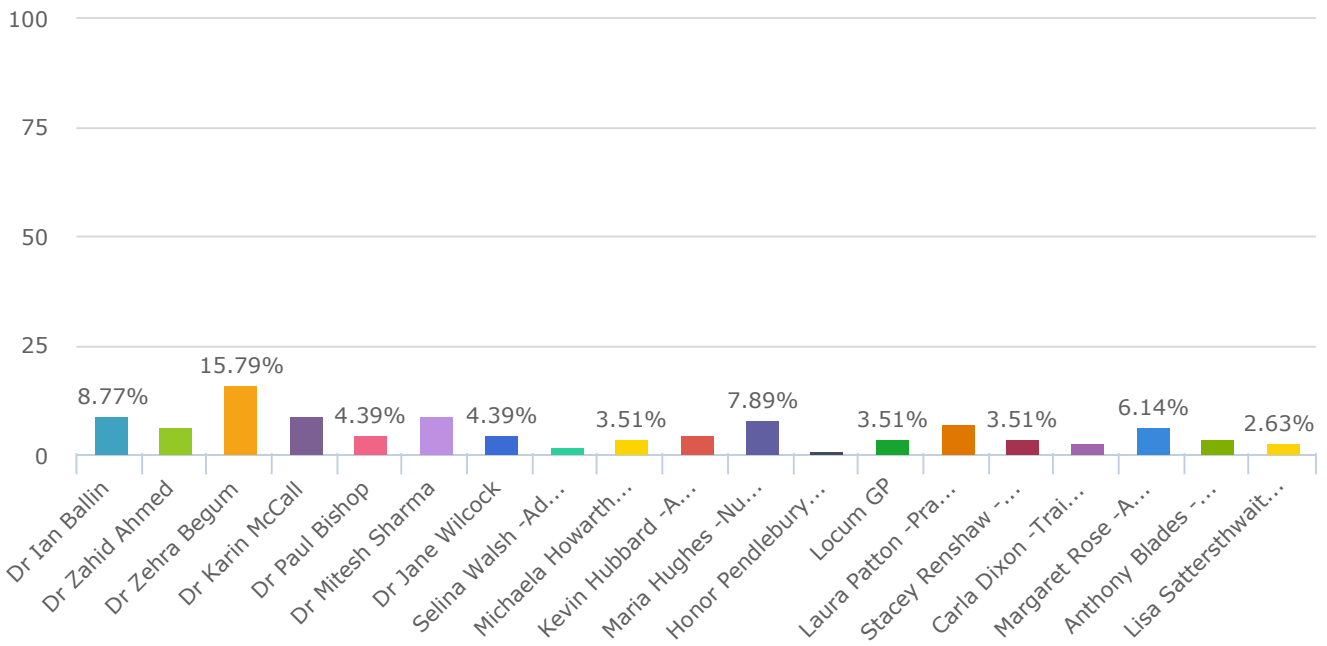












Summary Report

Silverdale Patient Questionnaire

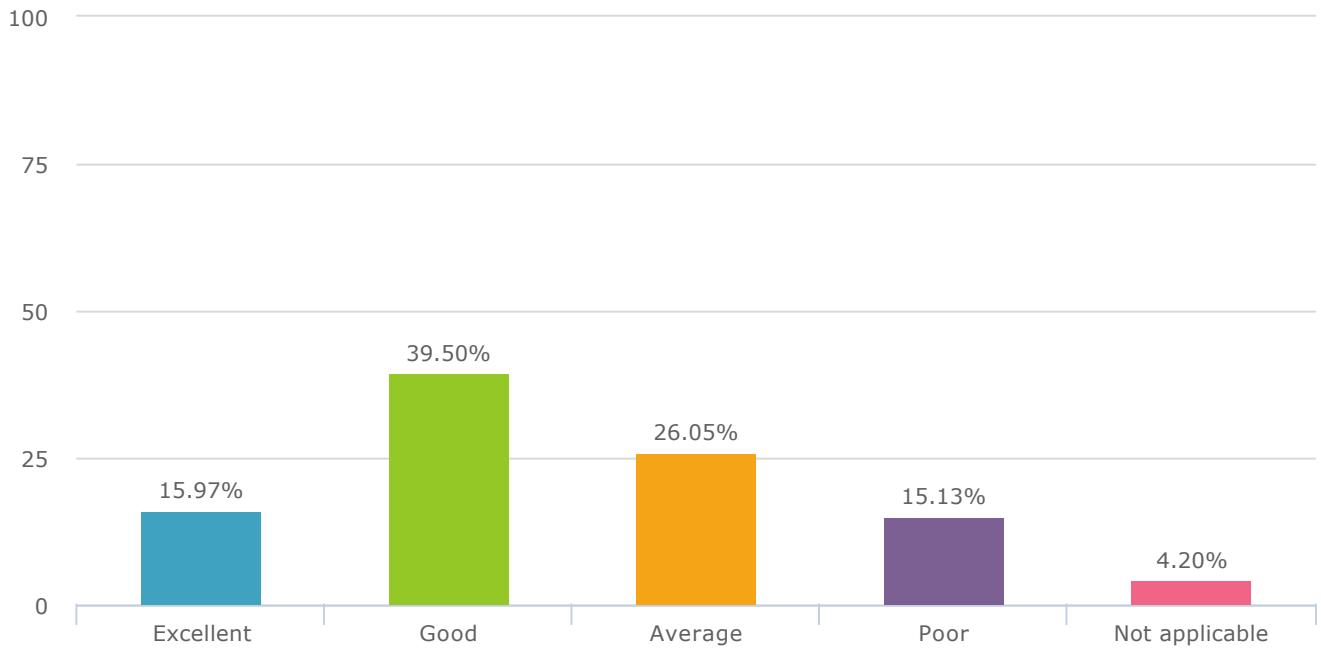
1. Please indicate who the last clinician is that you saw at the practice. Answer all the questions based on your last consultation with that clinician at the practice:



Dr Ian Ballin	8.77%	<div style="width: 8.77%;"></div>	10
Dr Zahid Ahmed	6.14%	<div style="width: 6.14%;"></div>	7
Dr Zehra Begum	15.79%	<div style="width: 15.79%;"></div>	18
Dr Karin McCall	8.77%	<div style="width: 8.77%;"></div>	10
Dr Paul Bishop	4.39%	<div style="width: 4.39%;"></div>	5
Dr Mitesh Sharma	8.77%	<div style="width: 8.77%;"></div>	10
Dr Jane Wilcock	4.39%	<div style="width: 4.39%;"></div>	5
Selina Walsh - Advanced Nurse Practitioner	1.75%	<div style="width: 1.75%;"></div>	2
Michaela Howarth - Advanced Nurse Practitioner	3.51%	<div style="width: 3.51%;"></div>	4

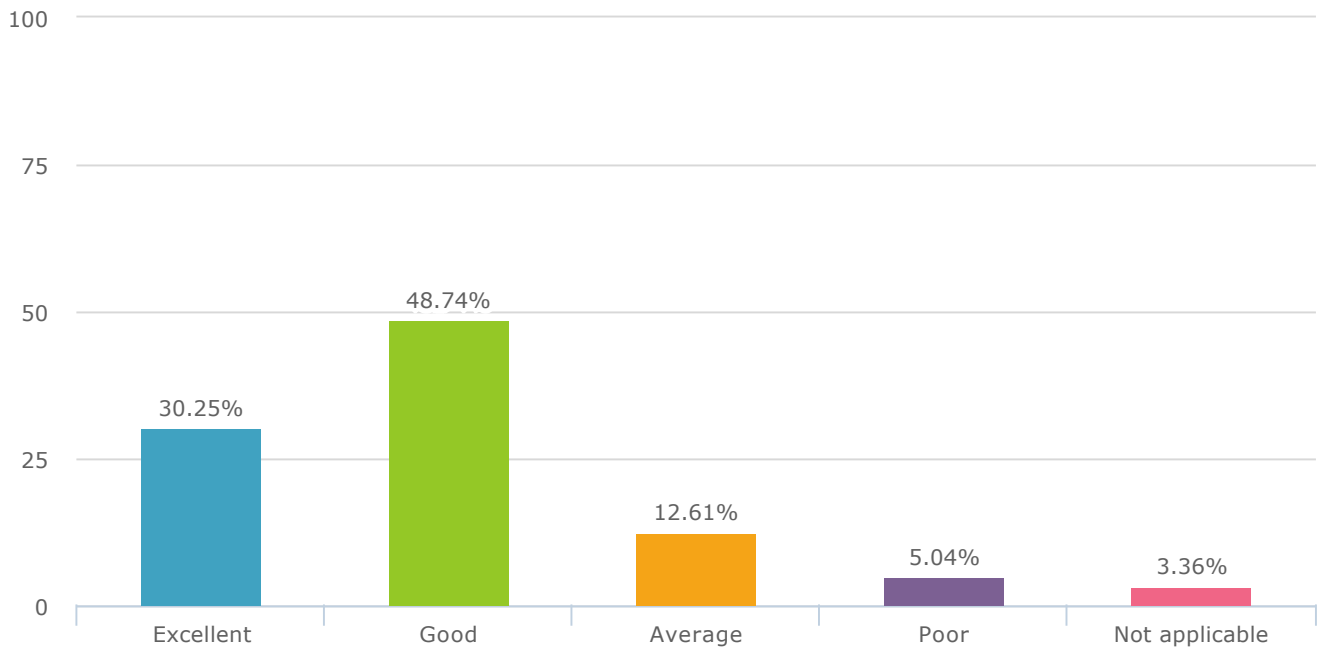
Kevin Hubbard - Advanced Nurse Practitioner	4.39%		5
Maria Hughes - Nurse Practitioner	7.89%		9
Honor Pendlebury - Trainee Advanced Nurse Practitioner	0.88%		1
Locum GP	3.51%		4
Laura Patton - Practice Nurse	7.02%		8
Stacey Renshaw - Practice Nurse	3.51%		4
Carla Dixon - Trainee Practice Nurse	2.63%		3
Margaret Rose - Assistant Practitioner	6.14%		7
Anthony Blades - Healthcare Assistant	3.51%		4
Lisa Sattersthwaite - Healthcare Assistant	2.63%		3
Total Responses			114
Skipped			7

2. When telephoning the practice how happy are you with the time it takes for your call to be answered?



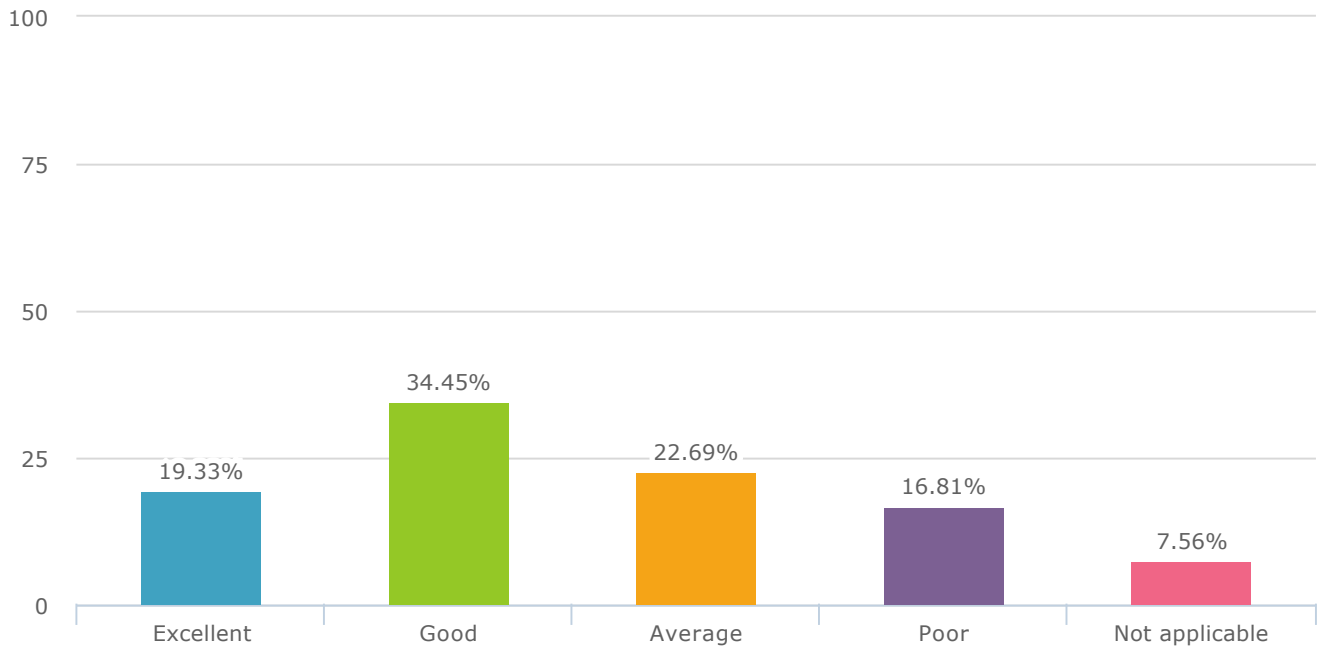
Excellent	15.97%		19
Good	39.50%		47
Average	26.05%		31
Poor	15.13%		18
Not applicable	4.20%		5
Total Responses			119
Skipped			2

3. How do you feel about the customer service of our receptionists over the telephone?



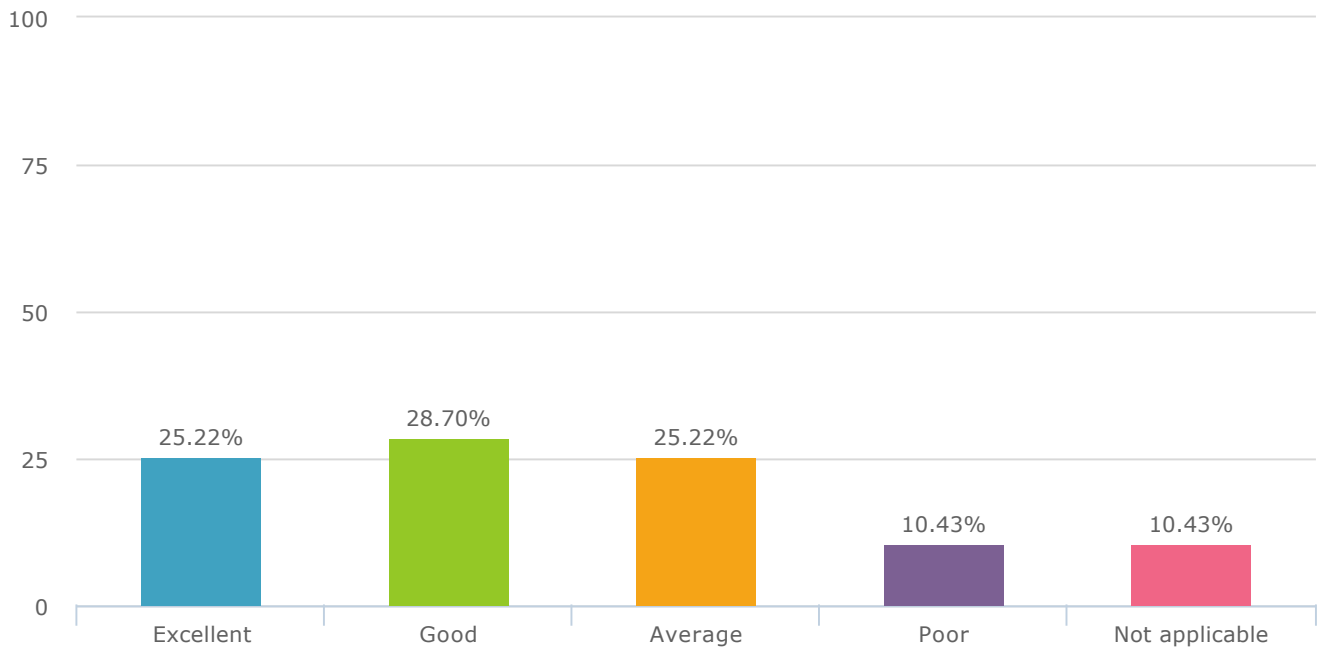
Excellent	30.25%		36
Good	48.74%		58
Average	12.61%		15
Poor	5.04%		6
Not applicable	3.36%		4
Total Responses			119
Skipped			2

4. How easy is it to obtain a routine appointment (this is where you **do not** need to be seen the same day)?



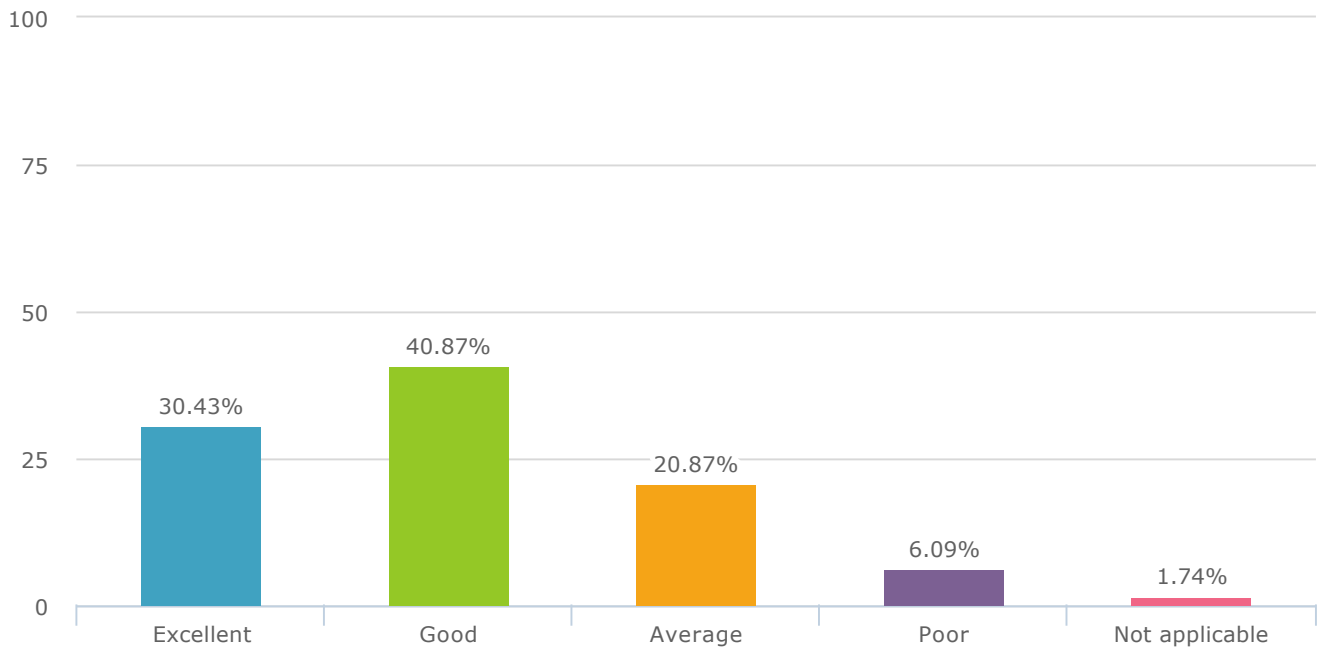
Excellent	19.33%		23
Good	34.45%		41
Average	22.69%		27
Poor	16.81%		20
Not applicable	7.56%		9
Total Responses			119
Skipped			2

5. How easy is it to obtain a same day appointment for an urgent medical problem?



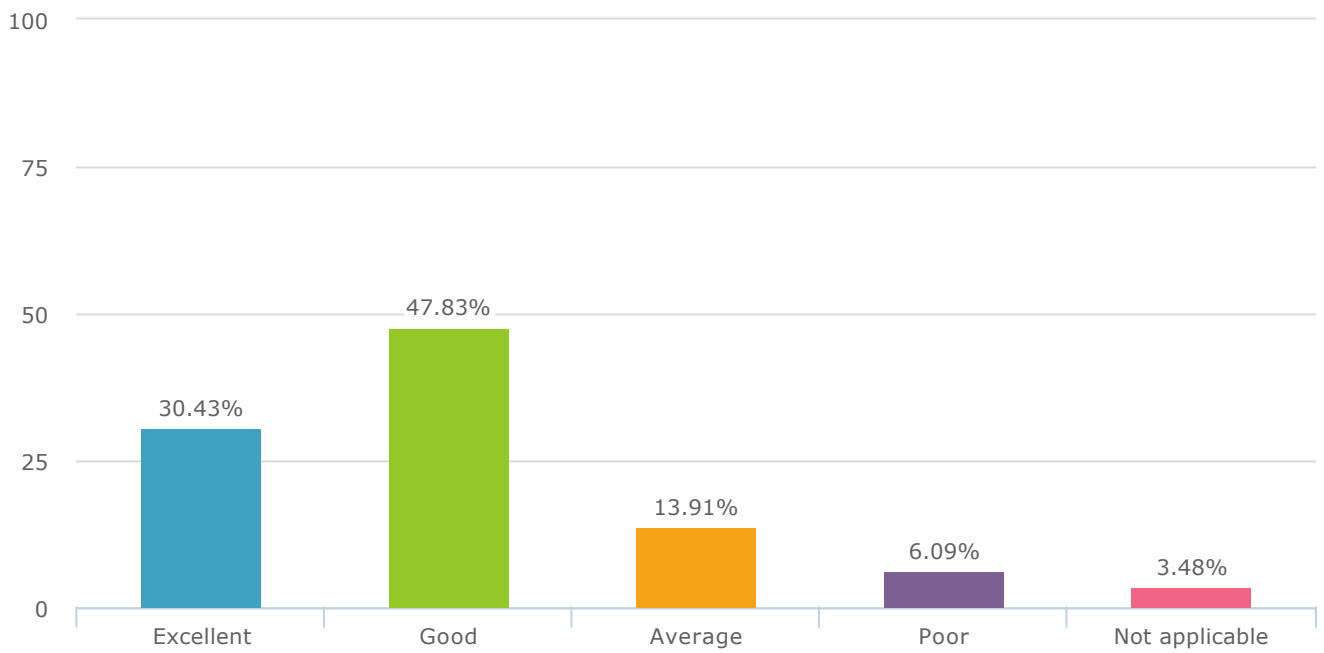
Excellent	25.22%		29
Good	28.70%		33
Average	25.22%		29
Poor	10.43%		12
Not applicable	10.43%		12
Total Responses			115
Skipped			6

6. How do you rate our reception desk for efficiency?



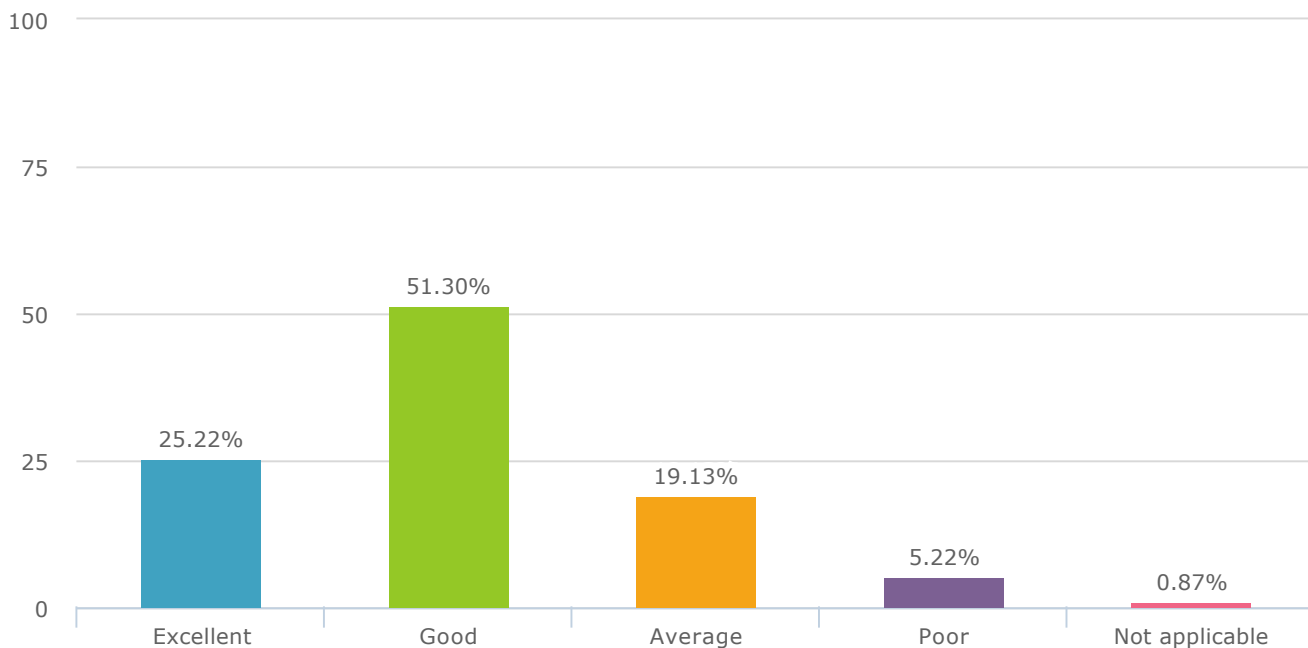
Excellent	30.43%		35
Good	40.87%		47
Average	20.87%		24
Poor	6.09%		7
Not applicable	1.74%		2
Total Responses			115
Skipped			6

7. How do you rate the customer service you receive at our reception desk?



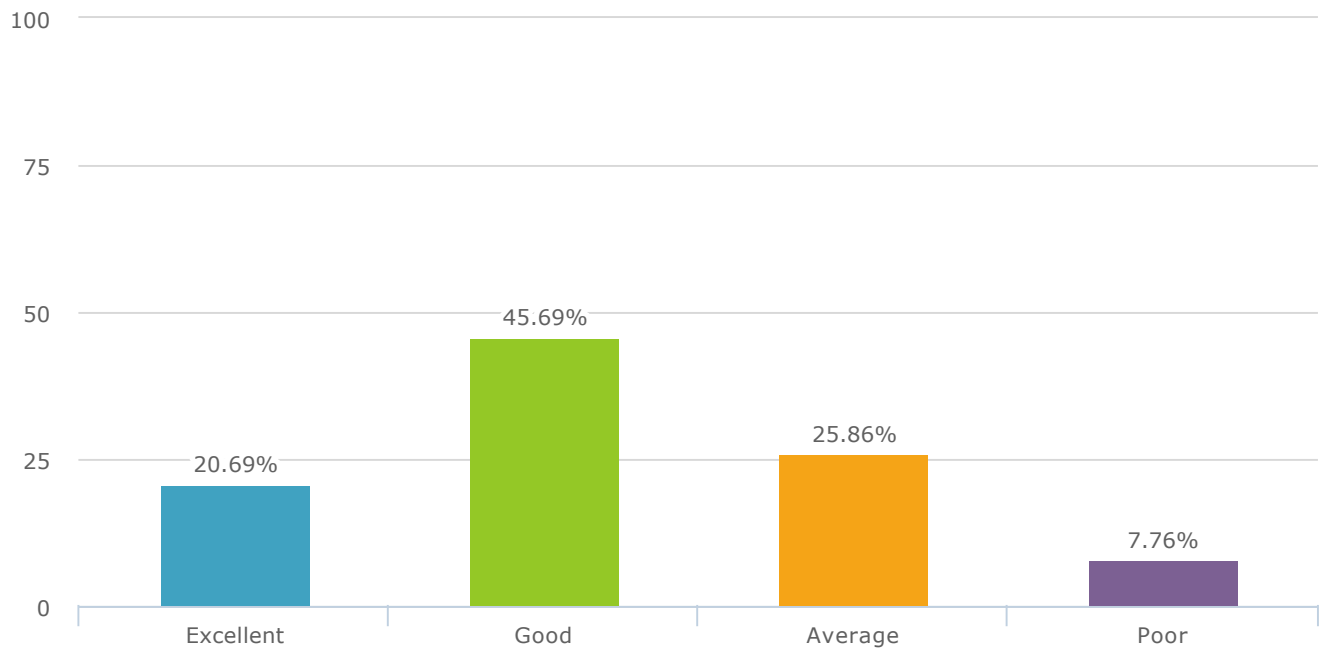
Excellent	30.43%		35
Good	47.83%		55
Average	13.91%		16
Poor	6.09%		7
Not applicable	3.48%		4
Total Responses			115
Skipped			6

8. How do you rate our waiting area for patient information, the patient information screen?



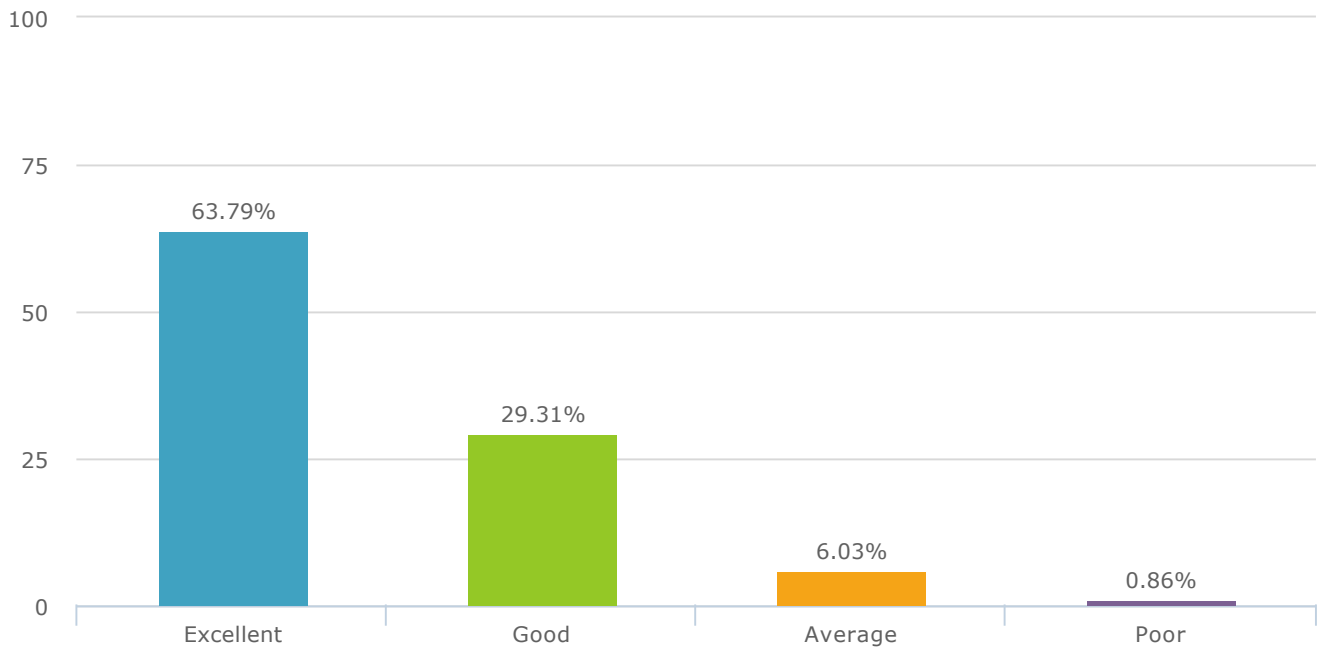
Excellent	25.22%		29
Good	51.30%		59
Average	19.13%		22
Poor	5.22%		6
Not applicable	0.87%		1
Total Responses			115
Skipped			6





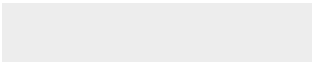
9. When waiting to see the clinician how do you rate the length of time you waited in the waiting room ? (This should be measured from the time of your appointment and not when you arrived at the practice).



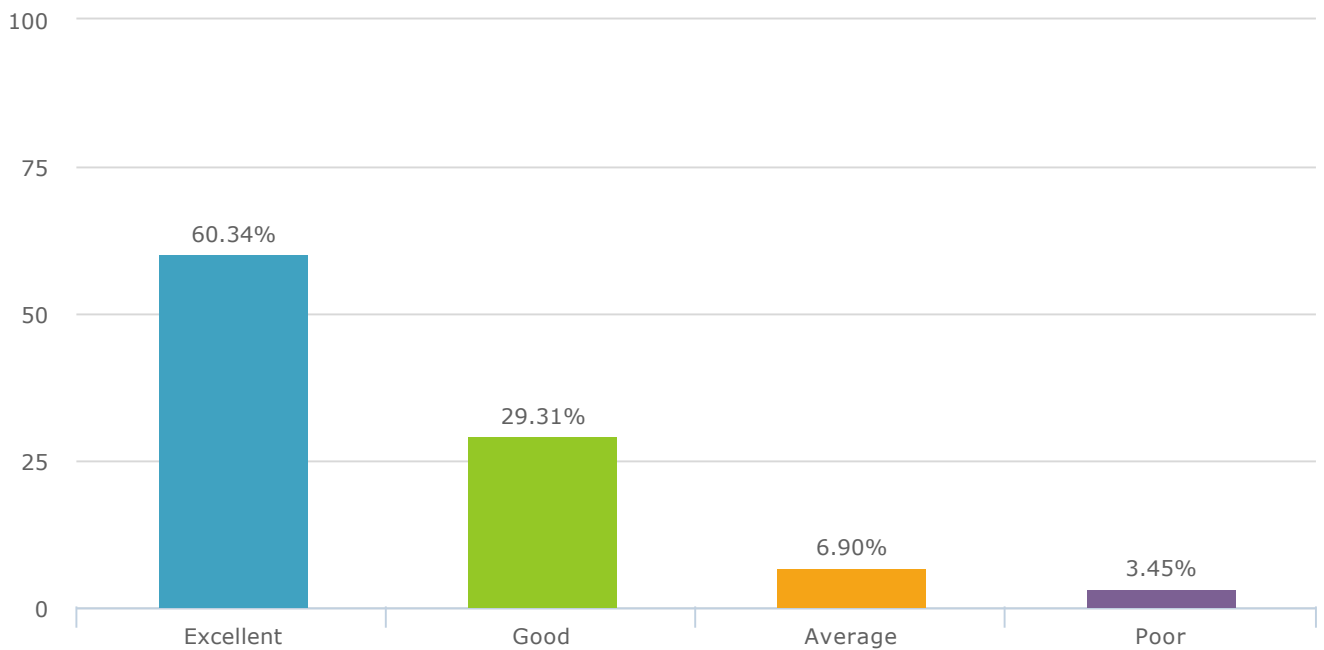
Excellent	20.69%		24
Good	45.69%		53
Average	25.86%		30
Poor	7.76%		9
Not applicable	0.00%		0
Total Responses			116
Skipped			5

10. How do you rate the clinician you saw in treating you with dignity and respect?



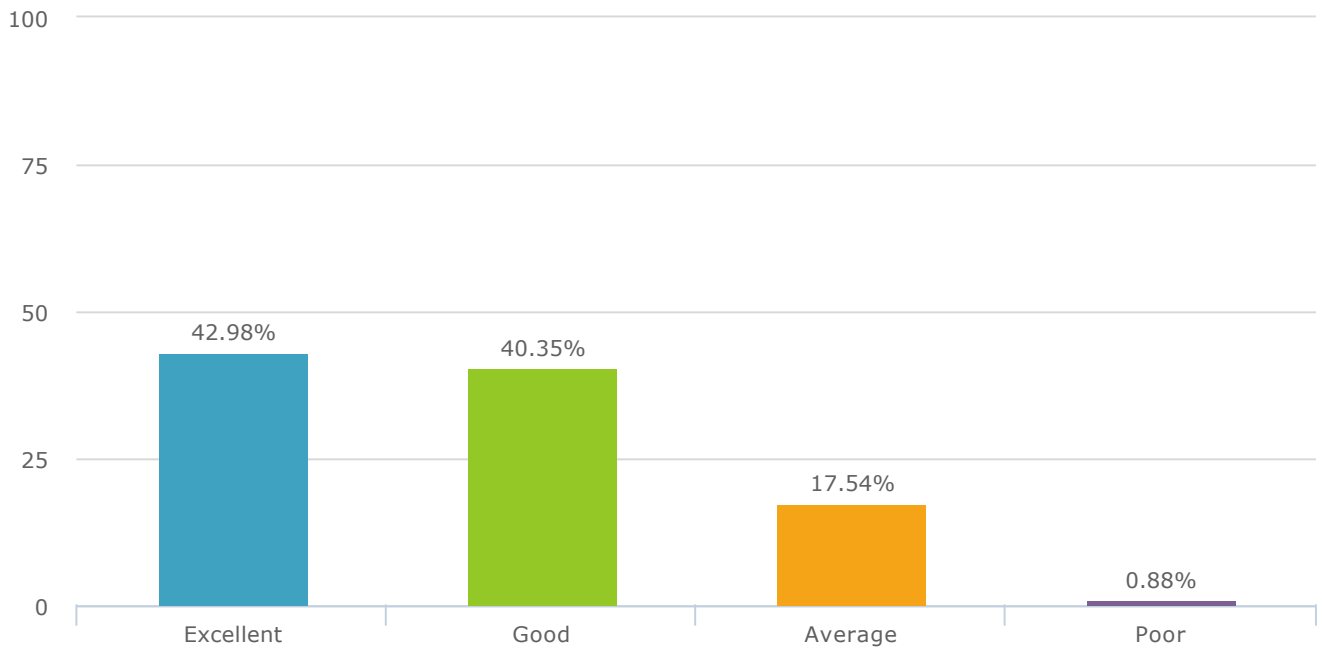
Excellent	63.79%		74
Good	29.31%		34
Average	6.03%		7
Poor	0.86%		1
Not applicable	0.00%		0
Total Responses			116
Skipped			5

11. How do you rate the clinician you saw in listening to your concerns?



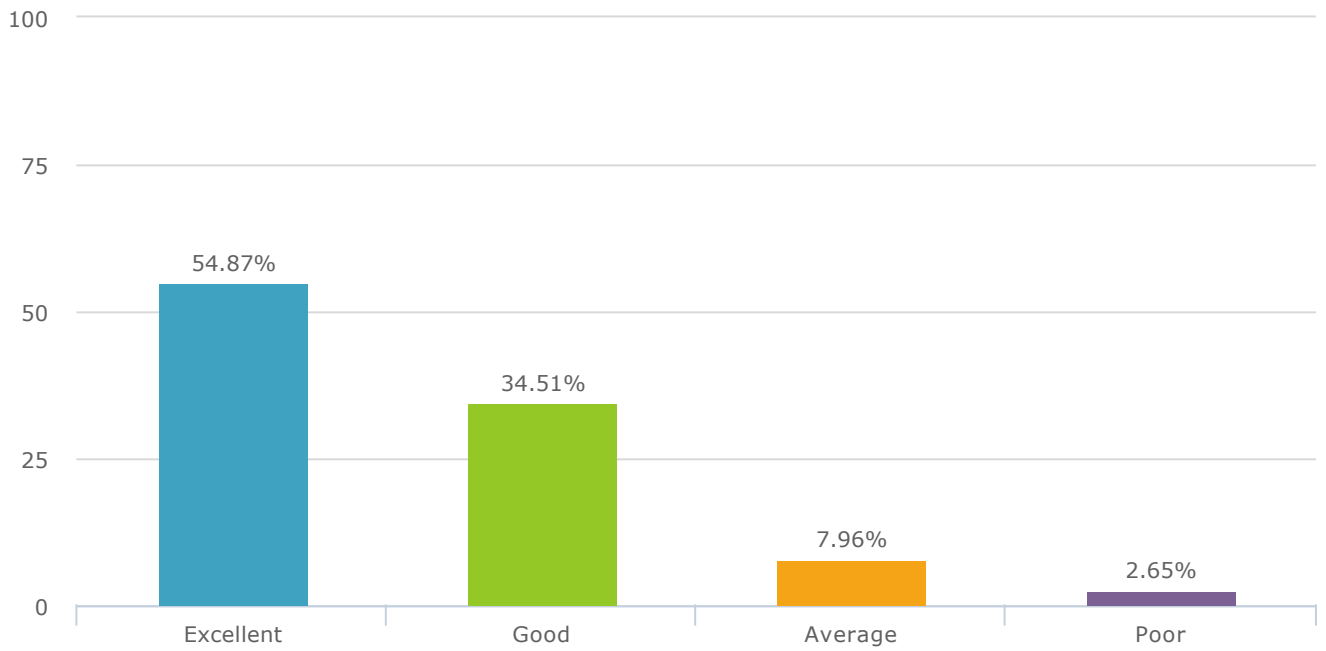
Excellent	60.34%		70
Good	29.31%		34
Average	6.90%		8
Poor	3.45%		4
Not applicable	0.00%		0
Total Responses			116
Skipped			5

12. How do you rate the amount of time you got with the last clinician you saw at the practice?



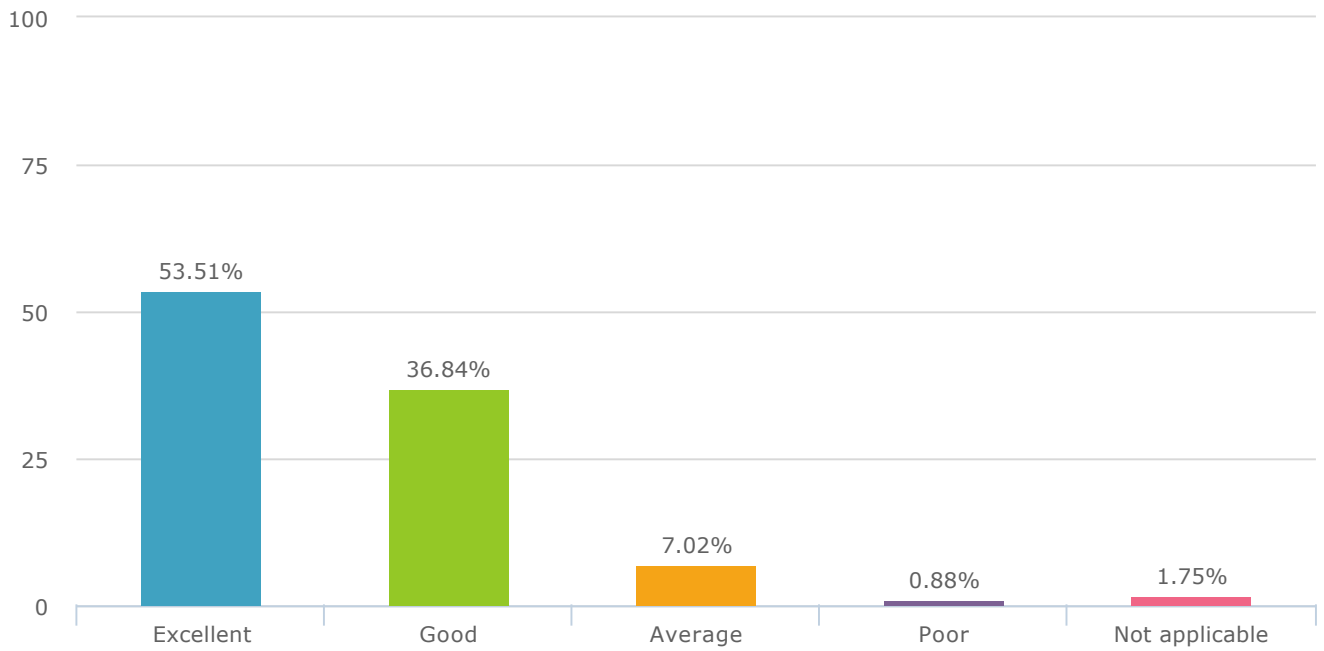
Excellent	42.98%		49
Good	40.35%		46
Average	17.54%		20
Poor	0.88%		1
Not applicable	0.00%		0
Total Responses			114
Skipped			7

13. How do you rate your confidence in the care you received from the last clinician you saw?



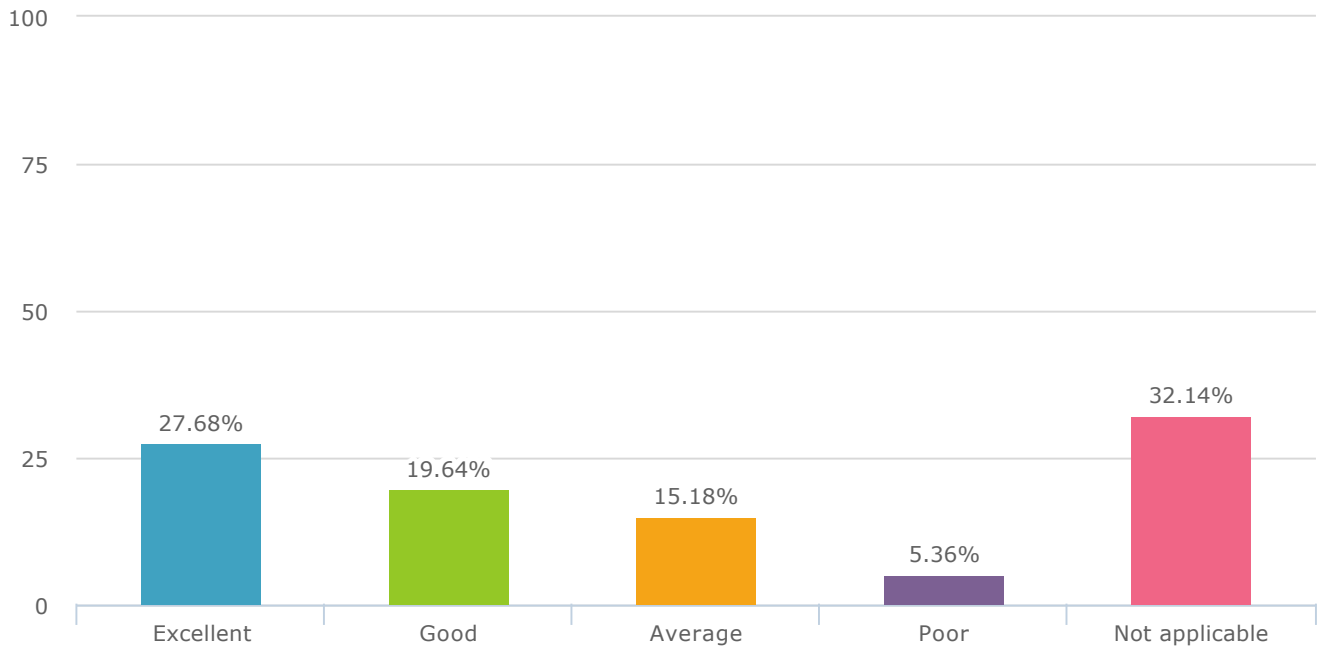
Excellent	54.87%		62
Good	34.51%		39
Average	7.96%		9
Poor	2.65%		3
Not applicable	0.00%		0
Total Responses			113
Skipped			8

14. How do you rate the last clinician you saw in involving you in decisions about your care?



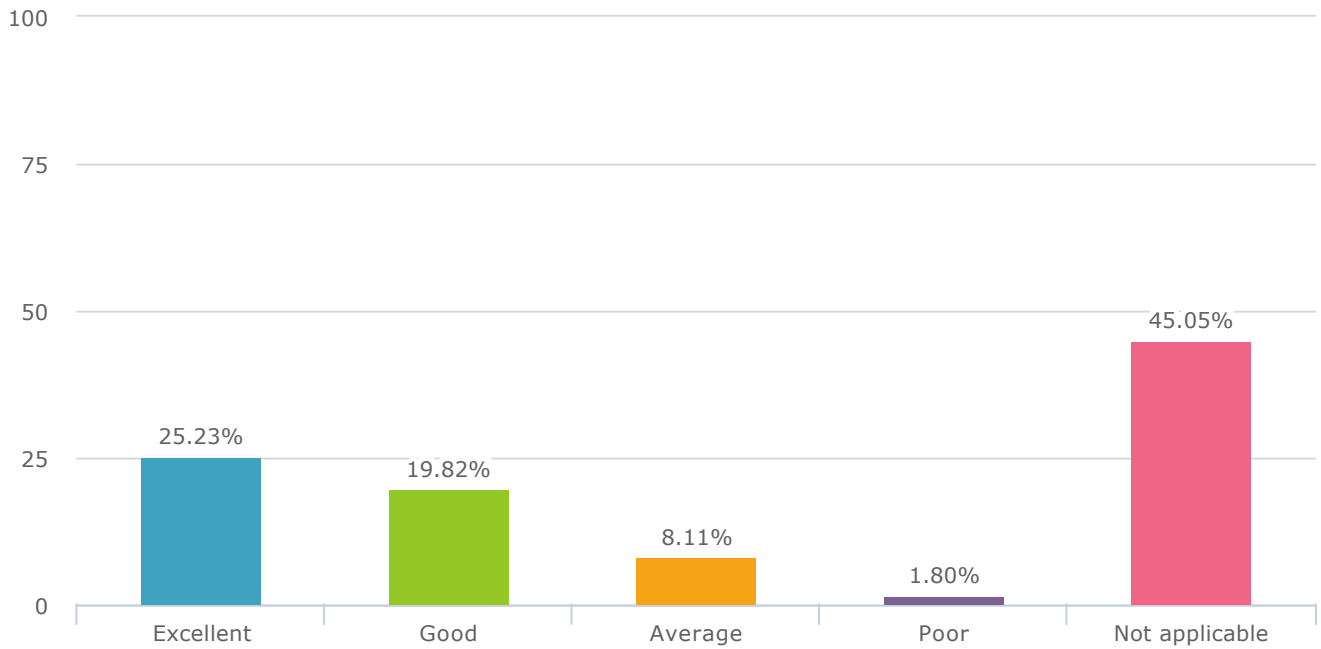
Excellent	53.51%		61
Good	36.84%		42
Average	7.02%		8
Poor	0.88%		1
Not applicable	1.75%		2
Total Responses			114
Skipped			7

15. How do you rate our repeat prescription service (paper based) where you pick up your prescription and take it to the chemist?



Excellent	27.68%		31
Good	19.64%		22
Average	15.18%		17
Poor	5.36%		6
Not applicable	32.14%		36
Total Responses			112
Skipped			9

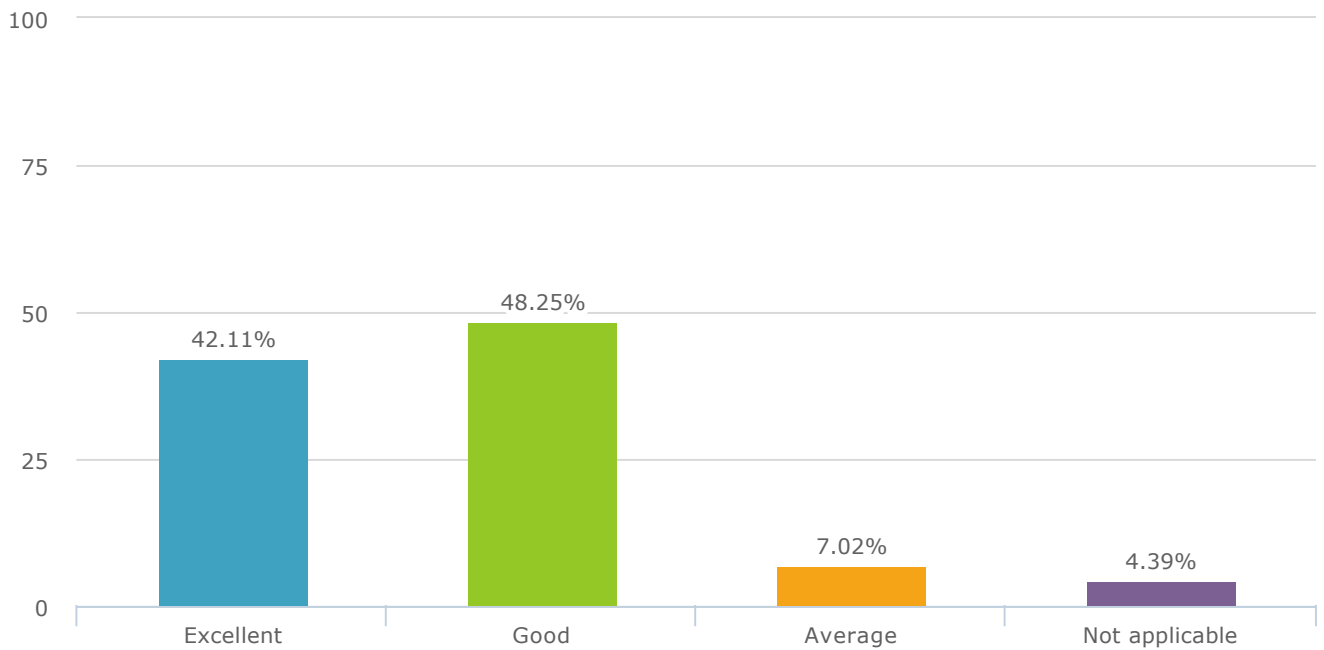
16. How do you rate our electronic prescription service where it goes electronically for you to collect at your chosen pharmacy?



Excellent	25.23%		28
Good	19.82%		22
Average	8.11%		9
Poor	1.80%		2
Not applicable	45.05%		50
Total Responses			111
Skipped			10

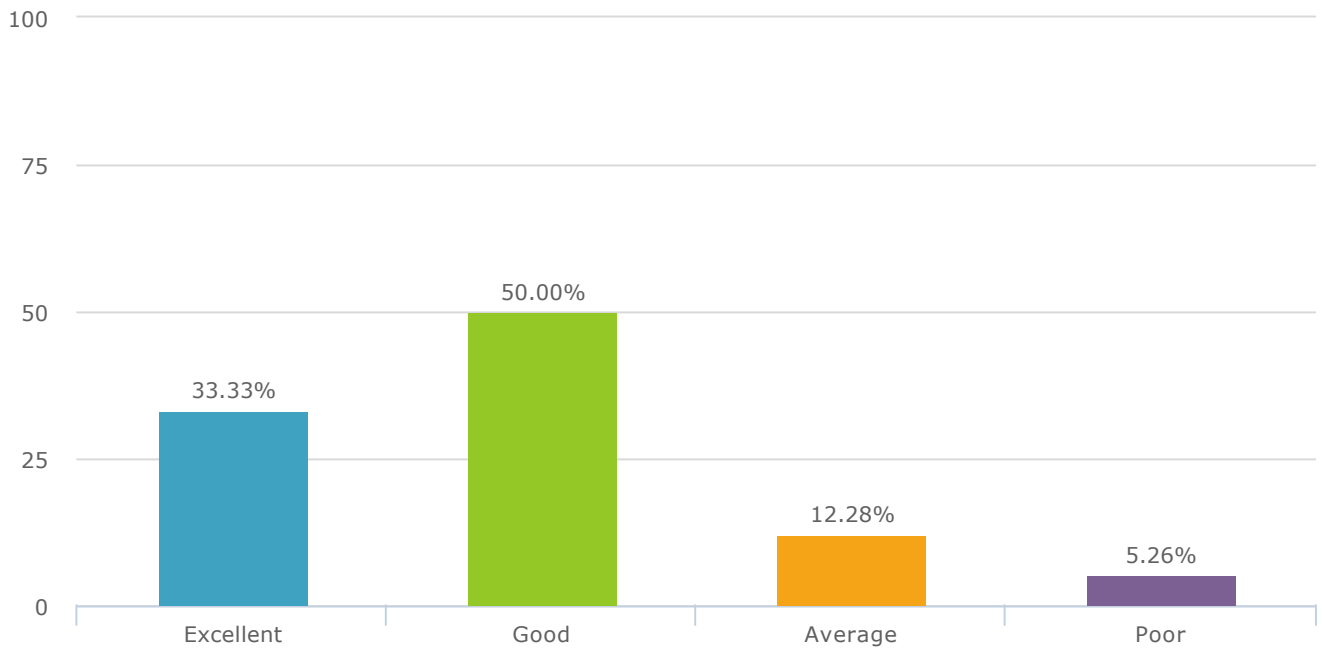
17. How do you rate the opening hours of the practice? 8.00am - 6.30pm Monday to Friday.

We also offer some extended hours on a Saturday morning, early morning 7.00am - 8.00am and an evening from 6.30pm - 8.00pm.



Excellent	42.11%		48
Good	48.25%		55
Average	7.02%		8
Poor	0.00%		0
Not applicable	4.39%		5
Total Responses			114
Skipped			7

18. What is your overall impression of our Practice?

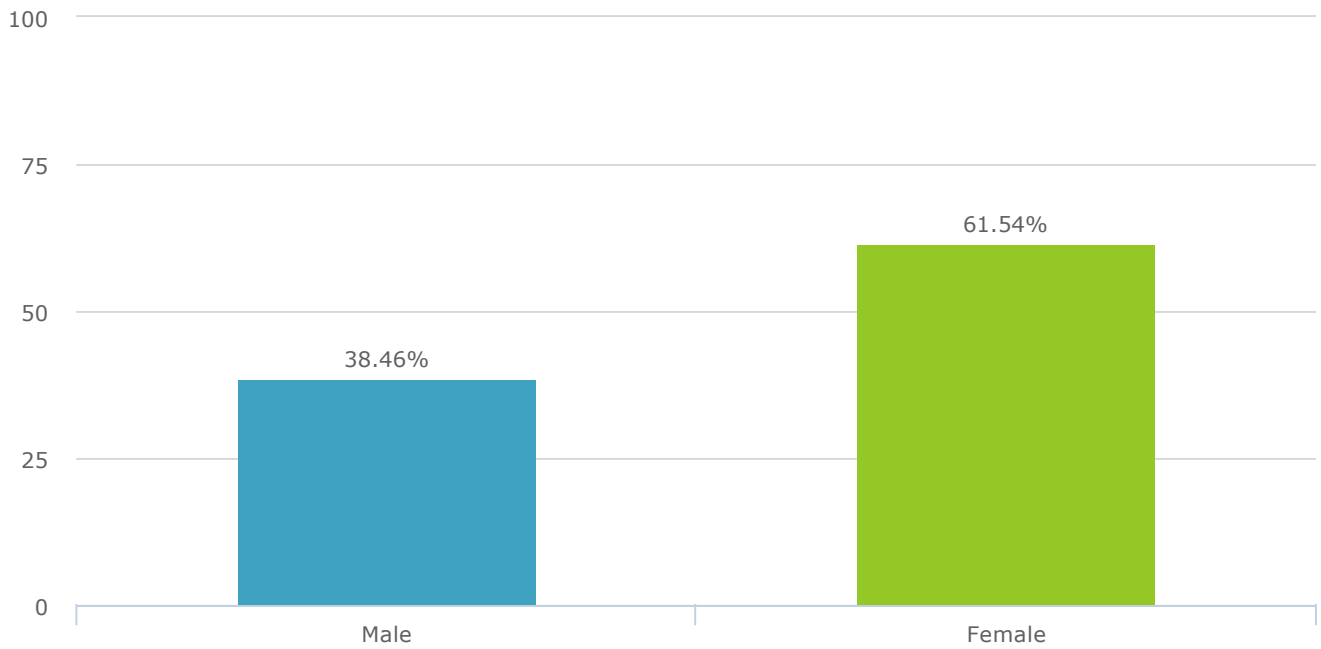


Excellent	33.33%		38
Good	50.00%		57
Average	12.28%		14
Poor	5.26%		6
Not applicable	0.00%		0
Total Responses			114
Skipped			7

19. Do you have any comments you wish to share about our Practice?

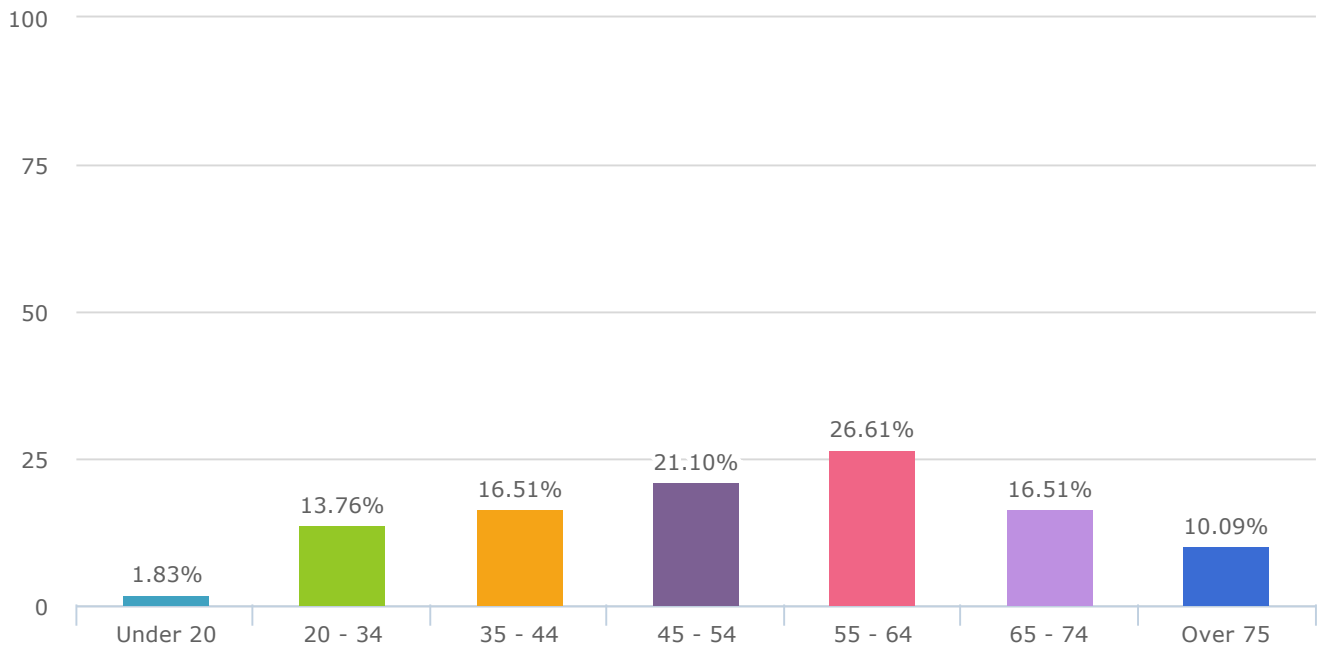
Total Responses	50
Skipped	71

20. Are you:



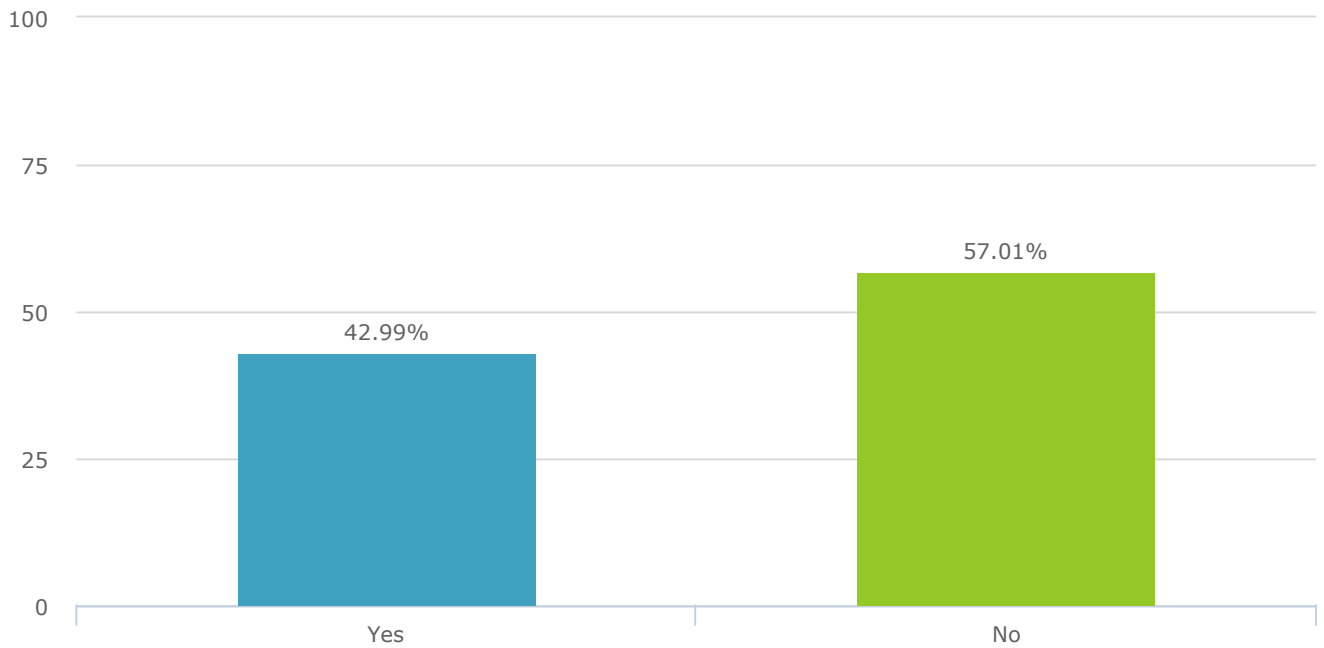
Male	38.46%		35
Female	61.54%		56
		Total Responses	91
		Skipped	30


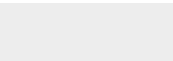

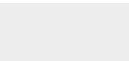
21. Age:



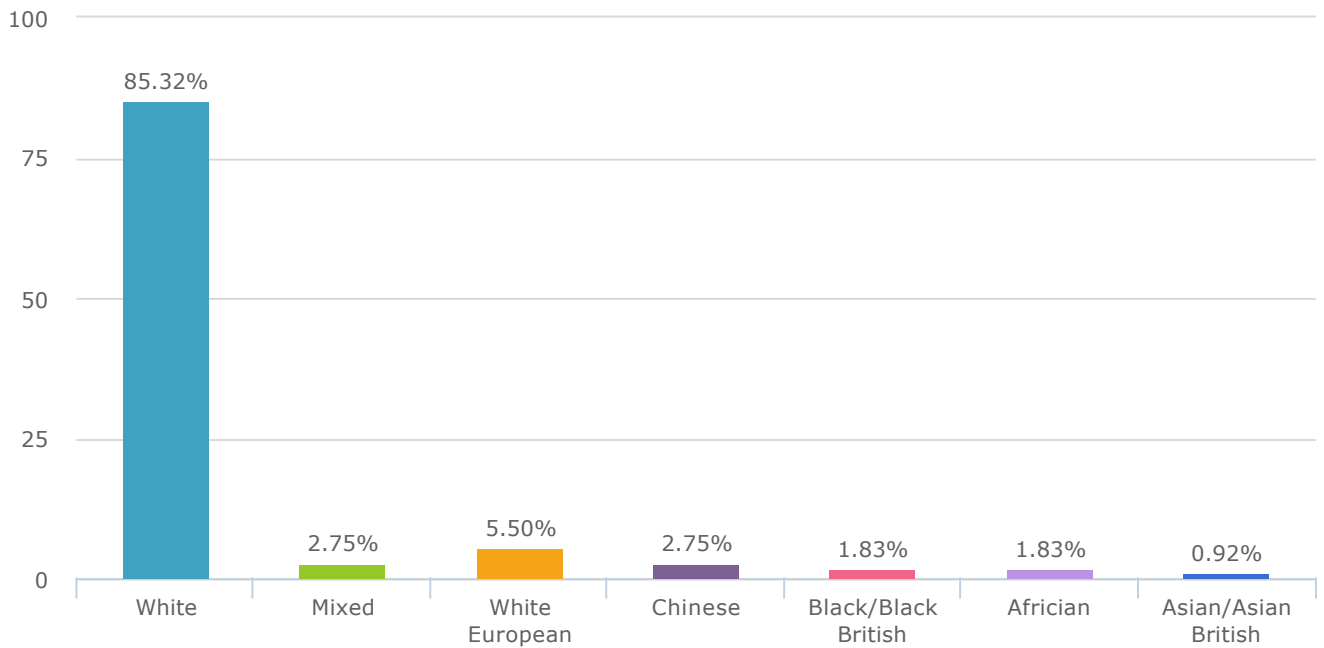
Under 20	1.83%	2
20 - 34	13.76%	15
35 - 44	16.51%	18
45 - 54	21.10%	23
55 - 64	26.61%	29
65 - 74	16.51%	18
Over 75	10.09%	11
Total Responses		109
Skipped		12

22. Do you have any longstanding illnesses or disabilities?



Yes	42.99%			46
No	57.01%			61
Total Responses				107
Skipped				14

23. Which ethnic group do you belong to?



White	85.32%		93
Mixed	2.75%		3
White European	5.50%		6
Chinese	2.75%		3
Black/Black British	1.83%		2
Africian	1.83%		2
Asian/Asian British	0.92%		1
Other ethnic group	0.00%		0
Total Responses			109
Skipped			12