

Summary Report

Client: **Nottinghamshire County Teaching**

Total Surveys: **251** of **257**

Surveys: **Linden Medical Centre Patient Survey**

Quarantined: **6**

Locations: **Nottingham West**

Date Range: **07-Feb-2012 to 19-Feb-2012**

Time Range: **00:00 to 23:59**

Question ID	Question Text	Sample Size	All Responses	
1	1. Your level of satisfaction with the practice's opening hours (257)	(257)	All Responses	
	Very good		35.4%	91
	Good		47.1%	121
	Fair		12.8%	33
	Poor		2.3%	6
	NA		2.3%	6
2	2. Ease of arranging to see a doctor or nurse in advance (257)	(257)	All Responses	
	Very good		24.5%	63
	Good		40.1%	103
	Fair		24.9%	64
	Poor		7.4%	19
	NA		3.1%	8
3	3. Ease of contacting the practice on the telephone (257)	(257)	All Responses	
	Very good		25.3%	65
	Good		47.1%	121
	Fair		18.3%	47
	Poor		5.8%	15
	NA		3.5%	9
4	4. Length of time waiting in the practice to see the doctor or nurse (257)	(257)	All Responses	
	Very good		16.7%	43
	Good		44.7%	115
	Fair		27.2%	70
	Poor		6.2%	16
	NA		5.1%	13
5	5. If you need to see a GP urgently, ease of getting an appointment for the same day (257)	(257)	All Responses	
	Very good		25.3%	65
	Good		31.1%	80
	Fair		21.4%	55
	Poor		7.8%	20
	NA		14.4%	37
6	6. Opportunity of speaking to a doctor or nurse on the telephone when necessary (257)	(257)	All Responses	
	Very good		10.5%	27
	Good		32.7%	84
	Fair		22.6%	58
	Poor		7.4%	19
	NA		26.8%	69
7	General Information - 7. The manner in which you are treated by the reception staff (257)	(257)	All Responses	
	Very good		58.4%	150
	Good		34.2%	88
	Fair		4.7%	12
	Poor		0.8%	2
	NA		1.9%	5
8	8. Respect shown for privacy and confidentiality in the waiting area (257)	(257)	All Responses	
	Very good		35.8%	92
	Good		38.5%	99
	Fair		15.2%	39
	Poor		3.1%	8
	NA		7.4%	19

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9	9. Comfort level of waiting area for all ages (257)	All Responses
	Very good	26.8% 69
	Good	51.0% 131
	Fair	14.0% 36
	Poor	1.6% 4
	NA	6.6% 17
10	10. Information provided by the practice about its services (e.g opening times, repeat prescriptions, website) (257)	All Responses
	Very good	27.2% 70
	Good	49.0% 126
	Fair	16.3% 42
	Poor	1.9% 5
	NA	5.4% 14
11	11. How would you rate the overall care you receive (257)	All Responses
	Very good	45.5% 117
	Good	45.5% 117
	Fair	4.7% 12
	Poor	1.2% 3
	NA	3.1% 8
12	12. Any comments about how this Practice could improve the service provided? (257)	All Responses
	Open Ended - Answered	0.0% 0
	Open Ended - Unanswered	0.0% 0
13	13. About your most recent consultation with a Doctor/Nurse: The warmth of their greeting was... (257)	All Responses
	Very good	70.8% 182
	Good	21.0% 54
	Fair	0.8% 2
	Poor	0.0% 0
	NA	7.4% 19
14	14. I would rate their ability to really listen to me as... (257)	All Responses
	Very good	71.6% 184
	Good	19.8% 51
	Fair	0.8% 2
	Poor	0.0% 0
	NA	7.8% 20
15	15. Their explanation of things to me was... (257)	All Responses
	Very good	72.8% 187
	Good	17.9% 46
	Fair	1.2% 3
	Poor	0.0% 0
	NA	8.2% 21
16	16. My confidence and trust in this Doctor/Nurse is.. (257)	All Responses
	Very good	74.3% 191
	Good	16.0% 41
	Fair	1.2% 3
	Poor	0.4% 1
	NA	8.2% 21
17	17. The extent to which I felt involved in decisions about my care was... (257)	All Responses
	Very good	65.0% 167
	Good	23.3% 60
	Fair	2.7% 7
	Poor	0.0% 0
	NA	8.9% 23

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Question ID	Question Text	Response Category	Percentage	Count
18	18. The opportunity given to express my concerns or fears was... (257)	All Responses		
		Very good	66.5%	171
		Good	21.0%	54
		Fair	3.1%	8
		Poor	0.0%	0
		NA	9.3%	24
19	19. The respect shown to me was... (257)	All Responses		
		Very good	78.2%	201
		Good	13.2%	34
		Fair	0.4%	1
		Poor	0.0%	0
		NA	8.2%	21
20	20. The concern shown to me as a person in this visit was... (257)	All Responses		
		Very good	74.7%	192
		Good	16.7%	43
		Fair	0.8%	2
		Poor	0.0%	0
		NA	7.8%	20
21	21. The amount of time given to me for this visit was... (257)	All Responses		
		Very good	63.4%	163
		Good	25.7%	66
		Fair	3.5%	9
		Poor	0.0%	0
		NA	7.4%	19
22	22. Any comments about how the doctor or nurse could improve? (257)	All Responses		
		Open Ended - Answered	17.5%	45
		Open Ended - Unanswered	82.5%	212
23	Which branch of the Linden Group do you usually attend? (257)	All Responses		
		Wollaton	31.1%	80
		Stapleford	45.5%	117
		NA	23.3%	60
24	Are you... (257)	All Responses		
		Male	31.1%	80
		Female	53.3%	137
		NA	15.6%	40
25	Age group: (257)	All Responses		
		Under 16	1.9%	5
		17-24	3.5%	9
		25-34	7.4%	19
		35-44	7.4%	19
		45-54	12.1%	31
		55-64	16.7%	43
		65-74	19.1%	49
		75-84	12.5%	32
		85+	7.8%	20
		NA	11.7%	30
26	Which ethnic background do you most closely identify with? (257)	All Responses		
		White (i.e. British)	82.5%	212
		Mixed (i.e. White and Black Caribbean)	1.9%	5
		Asian or Asian British	0.8%	2
		Black or Black British	0.0%	0
		Chinese	0.0%	0
		Other	1.9%	5
		NA	12.8%	33