

Summary Report

Client: **Nottinghamshire County Teaching**

Total Surveys: **130** of **130**

Surveys: **Online - Linden Medical Survey FINAL 2013**

Quarantined: **0**

Locations: **Nottingham West**

Date Range: **04-Feb-2013 to 24-Feb-2013**

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

1	Were you aware you can book appointments & order repeat prescriptions through the practice website? (130)	All Responses		
	Yes	41.5%	54	
	No	52.3%	68	
	NA	6.2%	8	
2	Were you aware that the surgery had a patients participation group? (130)	All Responses		
	Yes	43.8%	57	
	No	53.1%	69	
	NA	3.1%	4	
3	Have you made contact to the out of hours service in the last 2 years? (130)	All Responses		
	Yes	19.2%	25	
	No	76.2%	99	
	NA	4.6%	6	
4	How would you obtain medical advice out of normal GP practice hours? (130)	All Responses		
	GP	16.2%	21	
	A&E	16.2%	21	
	Pharmacy	22.3%	29	
	NHS Direct	62.3%	81	
	NA	17.7%	23	
5	If you have made contact out of hours, was the outcome of your action satisfactory? (130)	All Responses		
	Open Ended - Answered	28.5%	37	
	Open Ended - Unanswered	71.5%	93	
6	Did you take other action? (130)	All Responses		
	Calling 999	7.7%	10	
	Self care	20.0%	26	
	No	21.5%	28	
	Not applicable	50.8%	66	
7	Ease of contacting the practice on the telephone? (130)	All Responses		
	Poor	5.4%	7	
	Fair	16.2%	21	
	Good	53.1%	69	
	Very good	22.3%	29	
	NA	3.1%	4	
8	If you need to see a GP urgently, ease of getting an appointment for the same day? (130)	All Responses		
	Poor	8.5%	11	
	Fair	23.8%	31	
	Good	32.3%	42	
	Very good	22.3%	29	
	Not applicable	13.1%	17	
9	Ease of arranging to see a doctor in advance? (130)	All Responses		
	Poor	7.7%	10	
	Fair	18.5%	24	
	Good	39.2%	51	
	Very good	26.2%	34	
	Not applicable	8.5%	11	
10	How easy was it to get a nurse appointment at our surgery? (130)	All Responses		
	Poor	3.8%	5	
	Fair	13.1%	17	
	Good	44.6%	58	
	Very good	18.5%	24	
	Not applicable	20.0%	26	

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Question	All Responses		
11 Ease of arranging to see a doctor or nurse of your choice? (130)			
	Poor	13.8%	18
	Fair	33.8%	44
	Good	28.5%	37
	Very good	12.3%	16
	Not applicable	11.5%	15
12 Opportunity of speaking to a doctor or nurse on the telephone when necessary? (130)			
	Poor	9.2%	12
	Fair	15.4%	20
	Good	22.3%	29
	Very good	7.7%	10
	Not applicable	45.4%	59
13 Overall, how do you rate our appointment availability? (130)			
	Poor	7.7%	10
	Fair	23.8%	31
	Good	40.8%	53
	Very good	22.3%	29
	NA	5.4%	7
14 If needed, how convenient was it to get a blood sample taken with us? (130)			
	Poor	3.8%	5
	Fair	10.8%	14
	Good	39.2%	51
	Very good	28.5%	37
	Not applicable	17.7%	23
15 The manner in which you are treated by the reception staff? (130)			
	Poor	0.0%	0
	Fair	8.5%	11
	Good	36.9%	48
	Very good	53.8%	70
	NA	0.8%	1
16 Overall, how would you rate our receptionists? (130)			
	Poor	0.8%	1
	Fair	9.2%	12
	Good	33.1%	43
	Very good	53.8%	70
	Not applicable	3.1%	4
17 Respect shown for privacy and confidentiality in the waiting area? (130)			
	Poor	7.7%	10
	Fair	16.9%	22
	Good	42.3%	55
	Very good	31.5%	41
	NA	1.5%	2
18 Comfort level of waiting area for all ages? (130)			
	Poor	3.8%	5
	Fair	15.4%	20
	Good	56.2%	73
	Very good	23.8%	31
	NA	0.8%	1

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Question ID	Question Text	All Responses		
19	How would you rate the waiting area? (130)			
	Poor	6.2%	8	
	Fair	16.9%	22	
	Good	47.7%	62	
	Very good	25.4%	33	
	NA	3.8%	5	
20	Which Doctor or Nurse did you see today? (130)			
	Dr Perko	10.0%	13	
	Dr Mraheel	15.4%	20	
	Dr Muthoot	8.5%	11	
	Dr Rees	2.3%	3	
	Dr Gallivan	10.8%	14	
	Dr Adl	13.8%	18	
	Dr Messenger	18.5%	24	
	Sr Nurse Karen Kidger	2.3%	3	
	Sr Nurse Jackie Ford	2.3%	3	
	Nurse Helen Jones	0.8%	1	
	Nurse Angela Vardy	6.9%	9	
	Nurse Pat Clarke	0.0%	0	
	HCA Pauline Tilley	0.0%	0	
	NA	8.5%	11	
21	The warmth of their greeting to me was... (130)			
	Poor	0.0%	0	
	Fair	4.6%	6	
	Good	28.5%	37	
	Very good	60.8%	79	
	NA	6.2%	8	
22	I would rate their ability to really listen to me as... (130)			
	Poor	0.0%	0	
	Fair	4.6%	6	
	Good	26.9%	35	
	Very good	60.8%	79	
	NA	7.7%	10	
23	Their explanation of things to me was... (130)			
	Poor	0.0%	0	
	Fair	6.2%	8	
	Good	27.7%	36	
	Very good	58.5%	76	
	NA	7.7%	10	
24	My confidence and trust in this doctor/nurse is... (130)			
	Poor	1.5%	2	
	Fair	3.8%	5	
	Good	27.7%	36	
	Very good	60.0%	78	
	NA	6.9%	9	
25	The extent to which I felt involved in decisions about my care was... (130)			
	Poor	0.8%	1	
	Fair	4.6%	6	
	Good	36.2%	47	
	Very good	50.8%	66	
	NA	7.7%	10	

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26	The opportunity given to express my concerns or fears was... (130)	All Responses	
	Poor	1.5%	2
	Fair	4.6%	6
	Good	33.1%	43
	Very good	52.3%	68
	Not applicable	8.5%	11
27	The respect shown to me was... (130)	All Responses	
	Poor	0.0%	0
	Fair	3.1%	4
	Good	27.7%	36
	Very good	61.5%	80
	NA	7.7%	10
28	The concern shown to me as a person in this visit was... (130)	All Responses	
	Poor	0.8%	1
	Fair	5.4%	7
	Good	24.6%	32
	Very good	62.3%	81
	NA	6.9%	9
29	The amount of time given to me for this visit was... (130)	All Responses	
	Poor	2.3%	3
	Fair	7.7%	10
	Good	23.8%	31
	Very good	58.5%	76
	NA	7.7%	10
30	Any comments about how the doctor or nurse could improve? (type in answer below) (130)	All Responses	
	Open Ended - Answered	13.8%	18
	Open Ended - Unanswered	86.2%	112
31	Any further general comments you wish to make? (type answer below) (130)	All Responses	
	Open Ended - Answered	31.5%	41
	Open Ended - Unanswered	68.5%	89
32	Which branch of the Linden Practice do you usually attend? (130)	All Responses	
	Stapleford	39.2%	51
	Wollaton	41.5%	54
	NA	19.2%	25
33	Are you? (130)	All Responses	
	Male	37.7%	49
	Female	53.8%	70
	NA	8.5%	11
34	Age group? (130)	All Responses	
	Under 16	0.8%	1
	17-24	3.1%	4
	25-34	3.1%	4
	35-44	8.5%	11
	45-54	12.3%	16
	55-64	20.8%	27
	65-74	27.7%	36
	75-84	13.8%	18
	Over 84	6.2%	8
	NA	3.8%	5

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35	Which ethnic background you would most closely identify with? (130)	All Responses	
	White	90.8%	118
	Mixed (i.e White and Black Caribbean)	0.8%	1
	Asian or Asian British	3.8%	5
	Black or Black British	0.0%	0
	Chinese	0.8%	1
	Other	0.8%	1
	NA	3.1%	4