

Leatside Surgery

Patient Feedback Questionnaire

Number of Responses: 174



[Excel Report \(click here for full dataset\)](#)

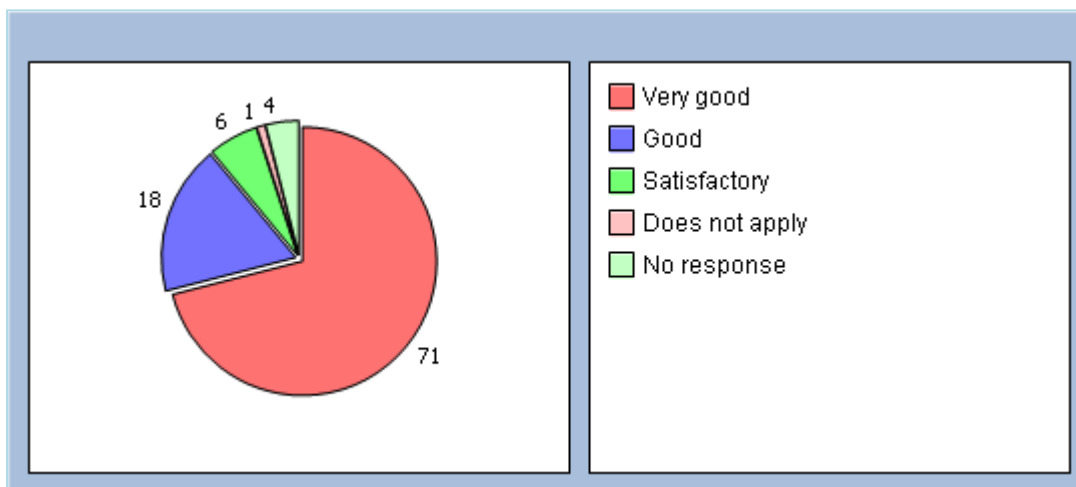
We would be grateful if you would complete this survey about your doctor and general practice. They want to provide the highest standard of care. A summary from this survey will be fed back to them to help them identify areas for improvement. Your opinions are very valuable. Please answer ALL the questions you can. There are no right or wrong answers and your doctor will NOT be able to identify your individual answers. Thank you.

About Your Visit to the GP

How good was the GP at

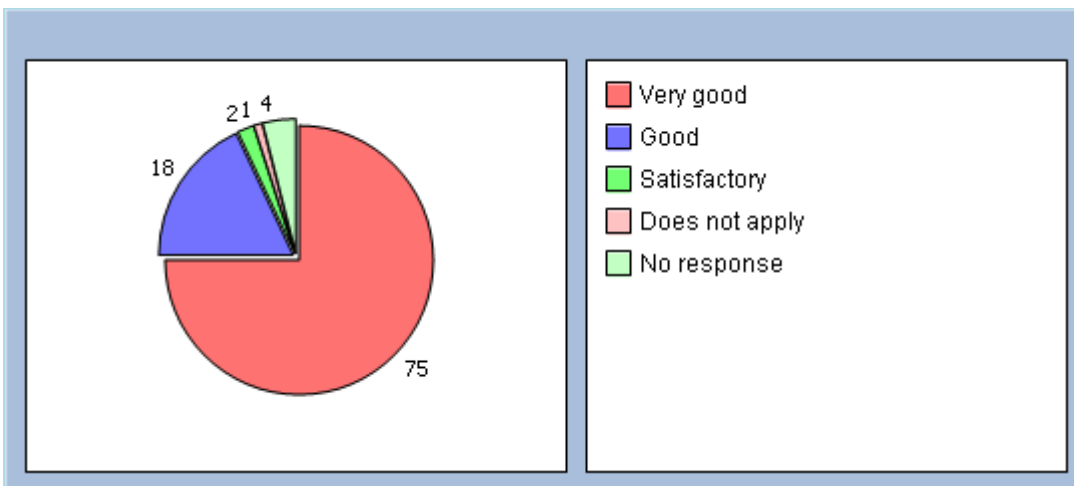
Q1 Putting you at ease?

Very good	71%
Good	18%
Satisfactory	6%
Poor	0%
Very poor	0%
Does not apply	1%
No response	4%



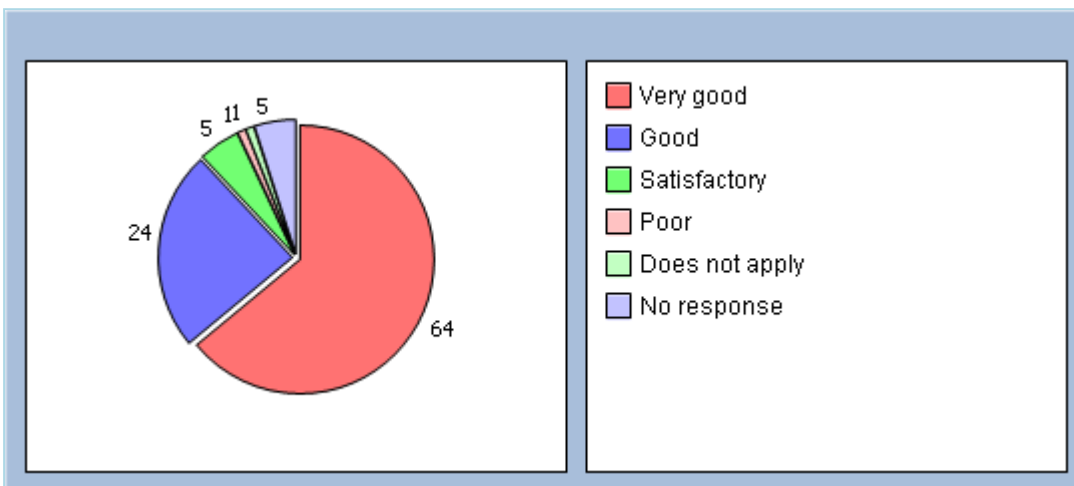
Q2 Being polite and considerate?

Very good	75%
Good	18%
Satisfactory	2%
Poor	0%
Very poor	0%
Does not apply	1%
No response	4%



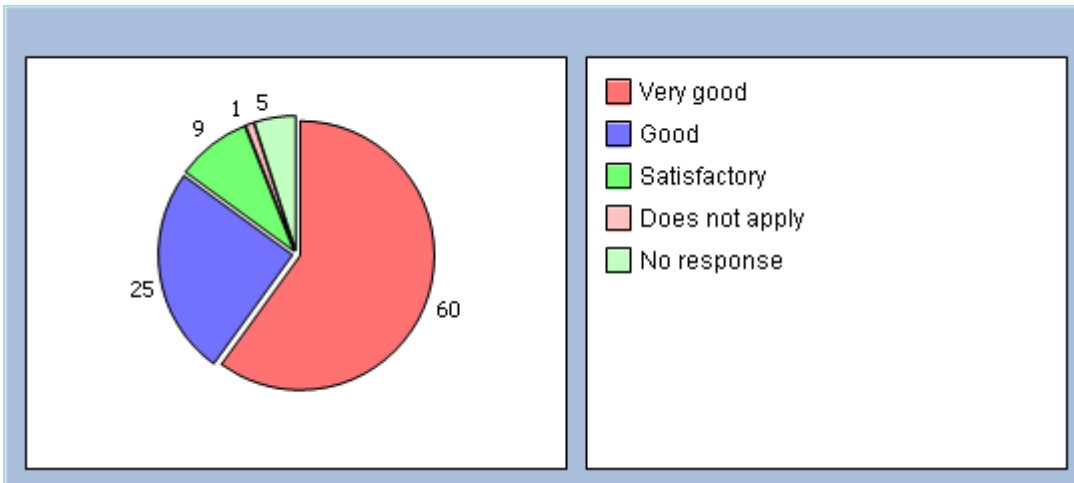
Q3 Listening to you?

Very good	64%
Good	24%
Satisfactory	5%
Poor	1%
Very poor	0%
Does not apply	1%
No response	5%



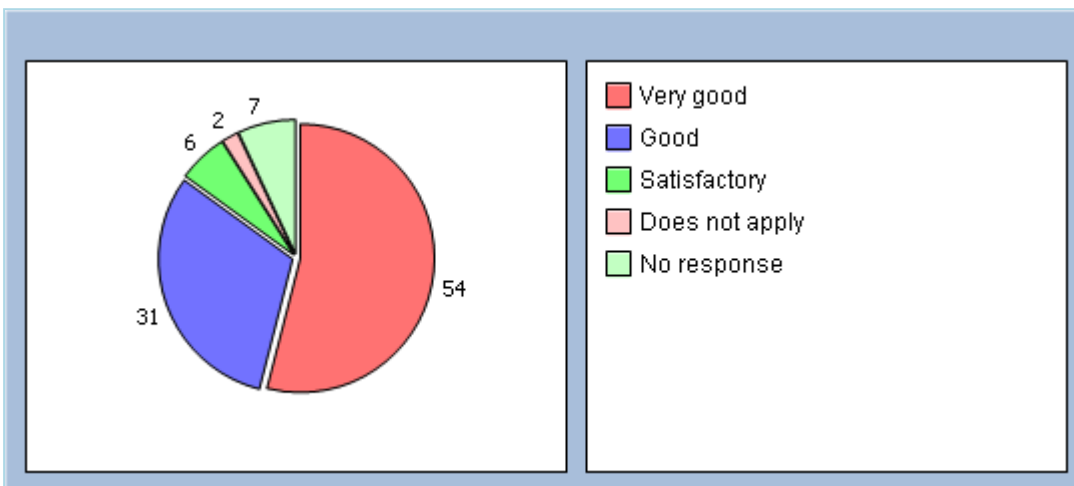
Q4 Giving you enough time?

Very good	60%
Good	25%
Satisfactory	9%
Poor	0%
Very poor	0%
Does not apply	1%
No response	5%



Q5 Assessing your medical condition?

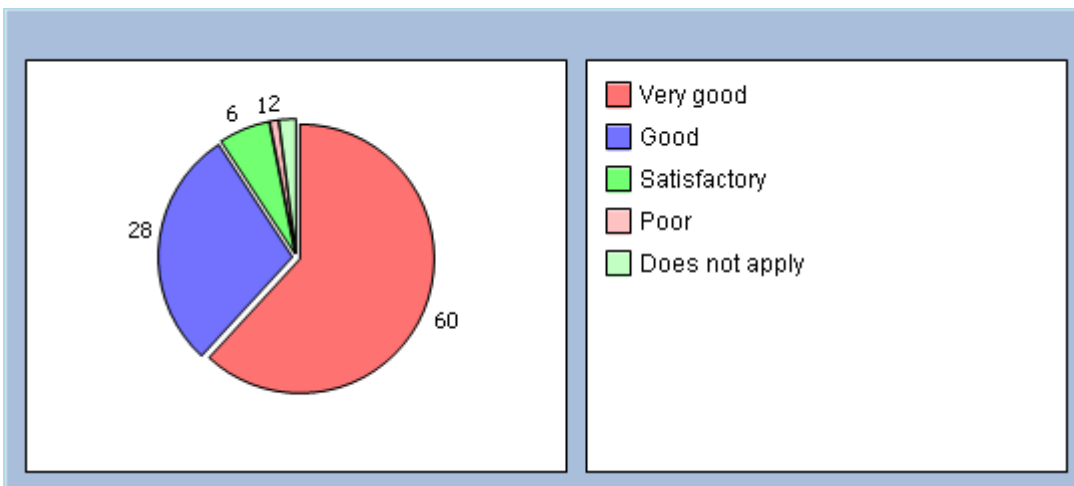
Very good	54%
Good	31%
Satisfactory	6%
Poor	0%
Very poor	0%
Does not apply	2%
No response	7%



How good was the GP at:

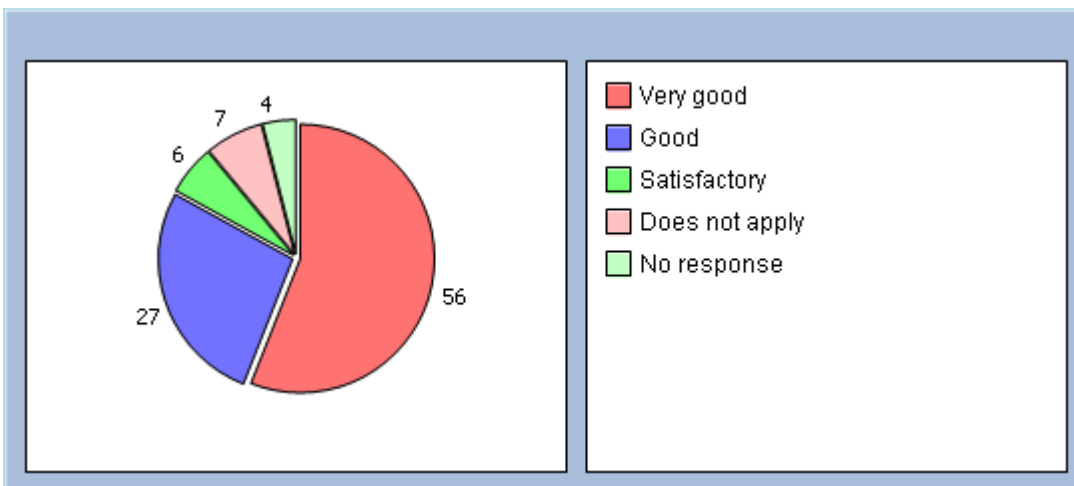
Q6 Explaining your condition and treatment?

Very good	60%
Good	28%
Satisfactory	6%
Poor	1%
Very poor	0%
Does not apply	2%



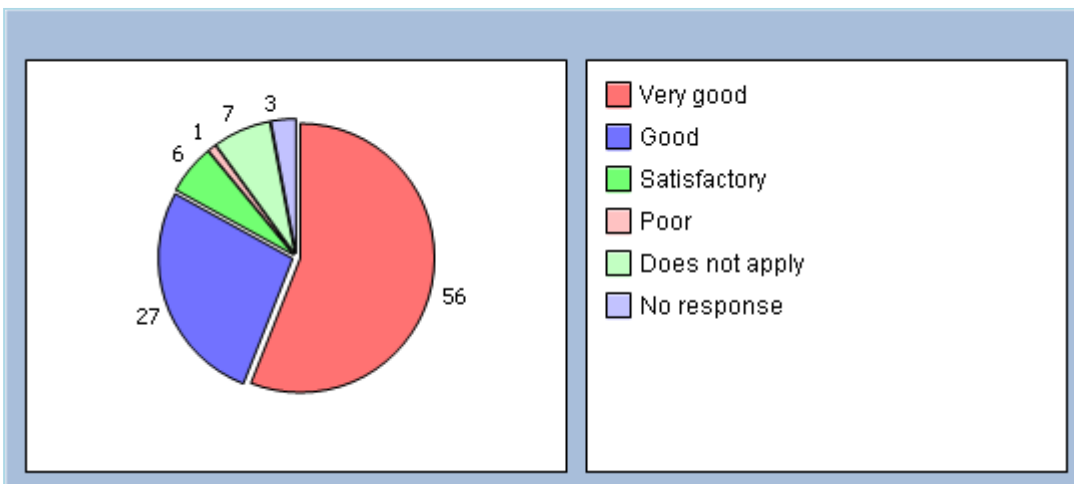
Q7 Involving you in decisions about your care?

Very good	56%
Good	27%
Satisfactory	6%
Poor	0%
Very poor	0%
Does not apply	7%
No response	4%



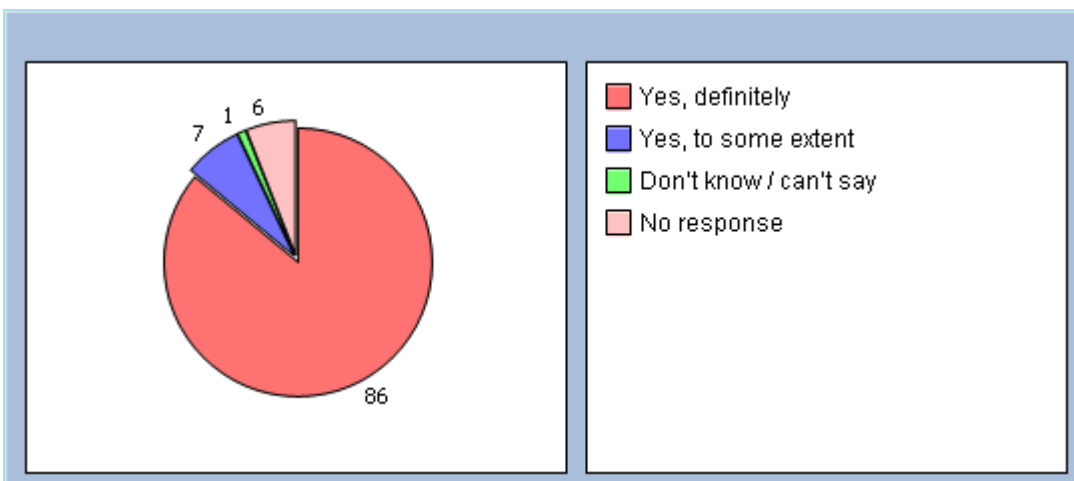
Q8 Providing or arranging treatment for you?

Very good	56%
Good	27%
Satisfactory	6%
Poor	1%
Very poor	0%
Does not apply	7%
No response	3%



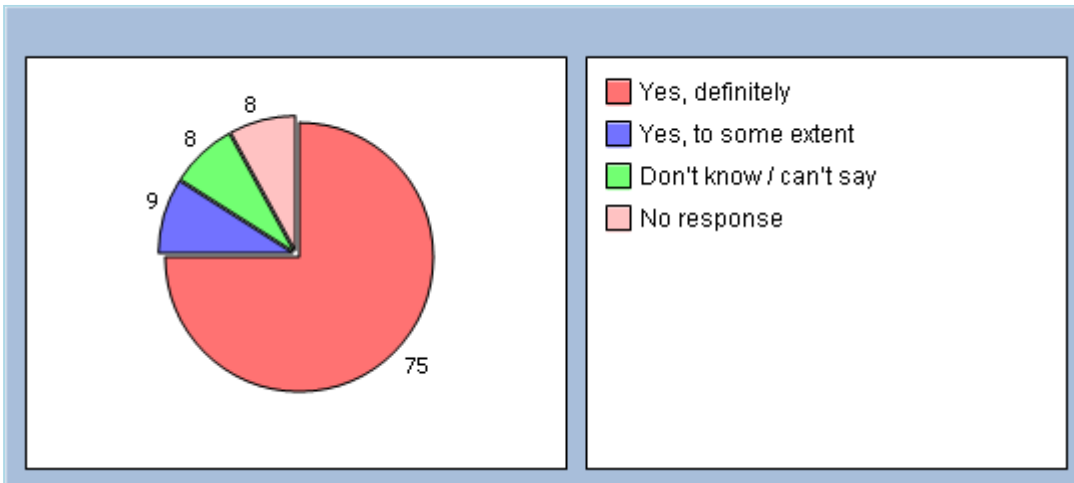
Q9 Did you have confidence that the GP is honest and trustworthy?

Yes, definitely	86%
Yes, to some extent	7%
No, not at all	0%
Don't know / can't say	1%
No response	6%



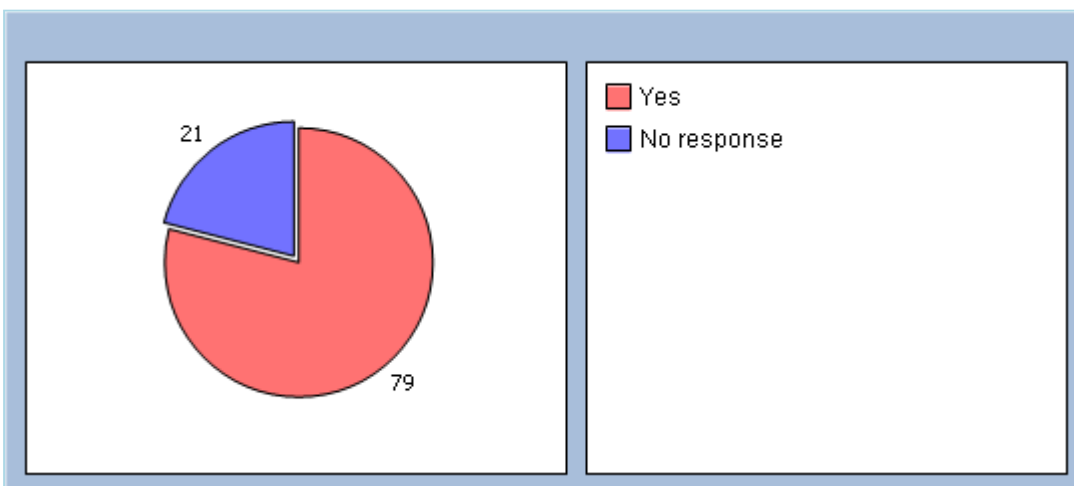
Q10 Did you have confidence that the doctor will keep your information confidential?

Yes, definitely	75%
Yes, to some extent	9%
No, not at all	0%
Don't know / can't say	8%
No response	8%



Q11 Would you be completely happy to see this GP again?

Yes	79%
No	0%
No response	21%



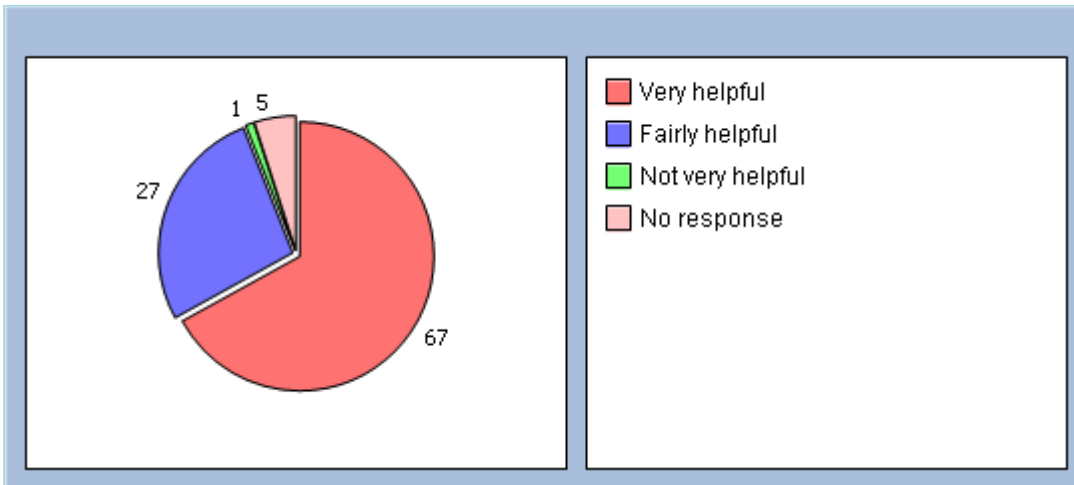
Please enter the name of the GP/Nurse you recently saw and add any additional comments:

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About Receptionists and Appointments

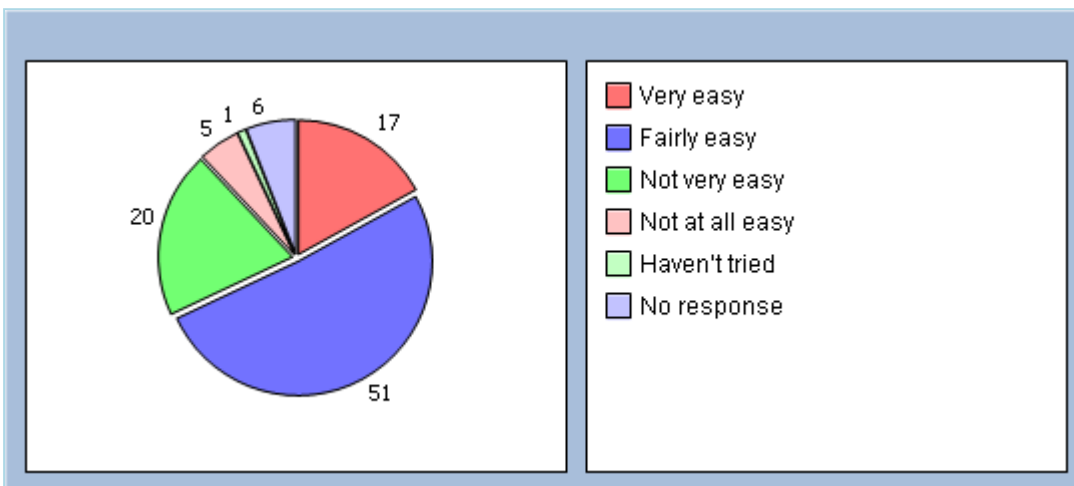
Q12 How helpful do you find the receptionists at your GP practice?

Very helpful	67%
Fairly helpful	27%
Not very helpful	1%
Not at all helpful	0%
Don't know	0%
No response	5%



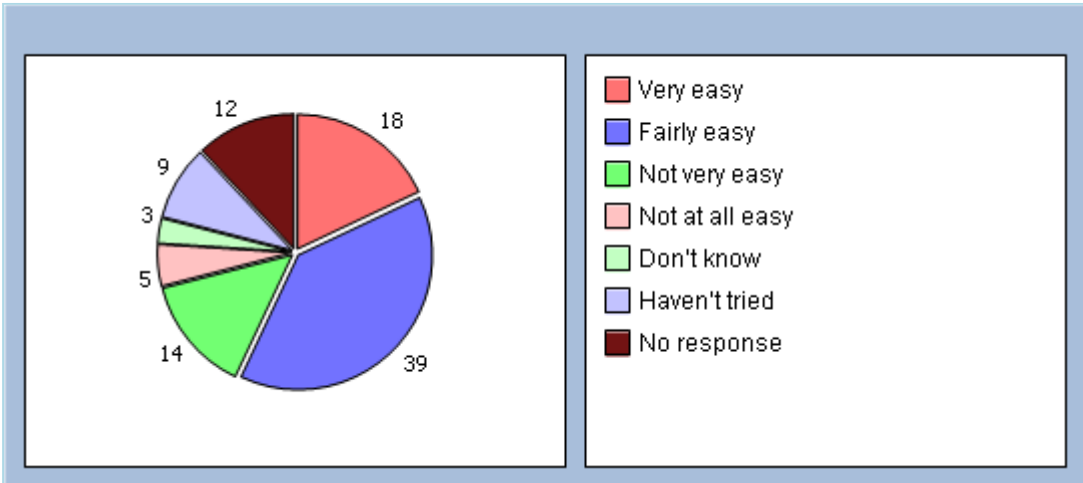
Q13 How easy is it to get through to someone at your GP practice on the phone?

Very easy	17%
Fairly easy	51%
Not very easy	20%
Not at all easy	5%
Don't know	0%
Haven't tried	1%
No response	6%



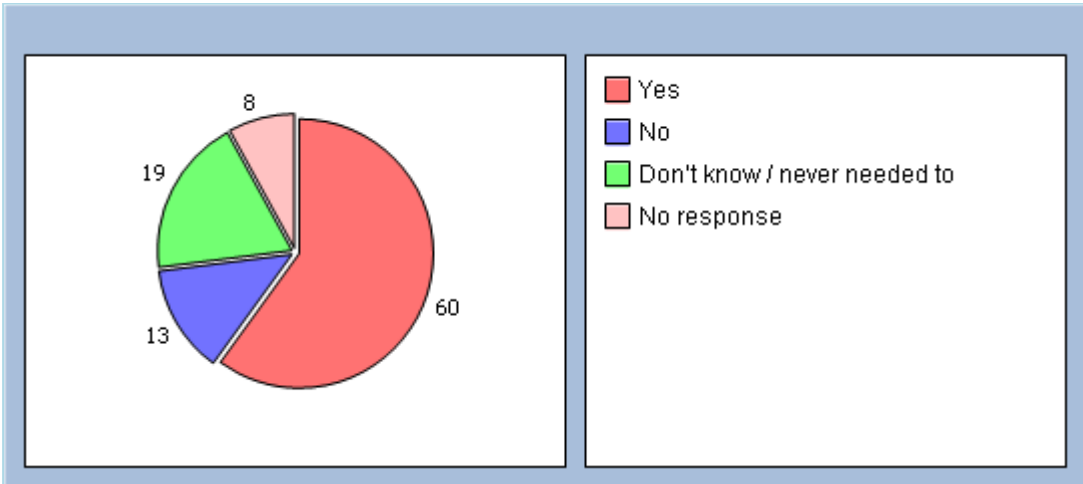
Q14 How easy is it to speak to a doctor or nurse on the phone at your GP practice?

Very easy	18%
Fairly easy	39%
Not very easy	14%
Not at all easy	5%
Don't know	3%
Haven't tried	9%
No response	12%



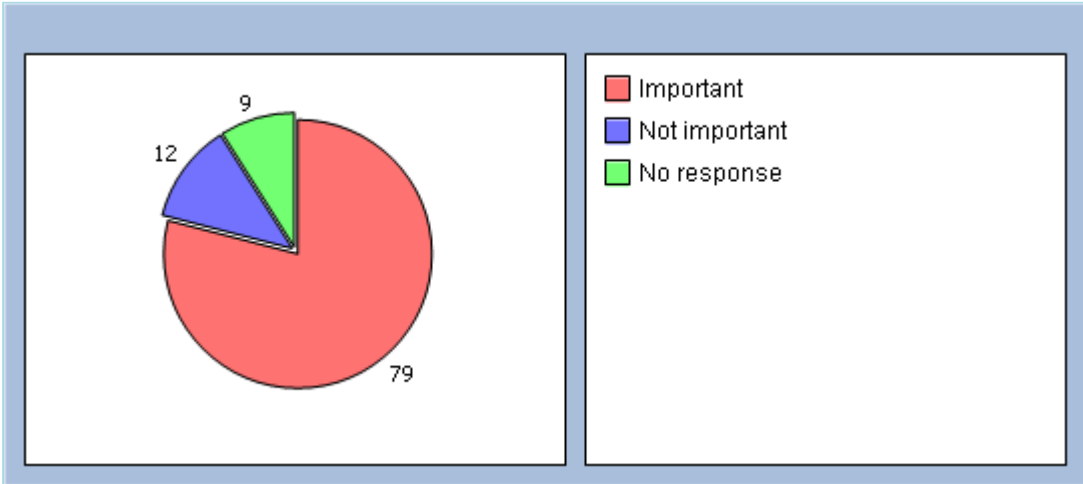
Q15 If you need to see a GP urgently, can you normally get seen on the same day?

Yes	60%
No	13%
Don't know / never needed to	19%
No response	8%



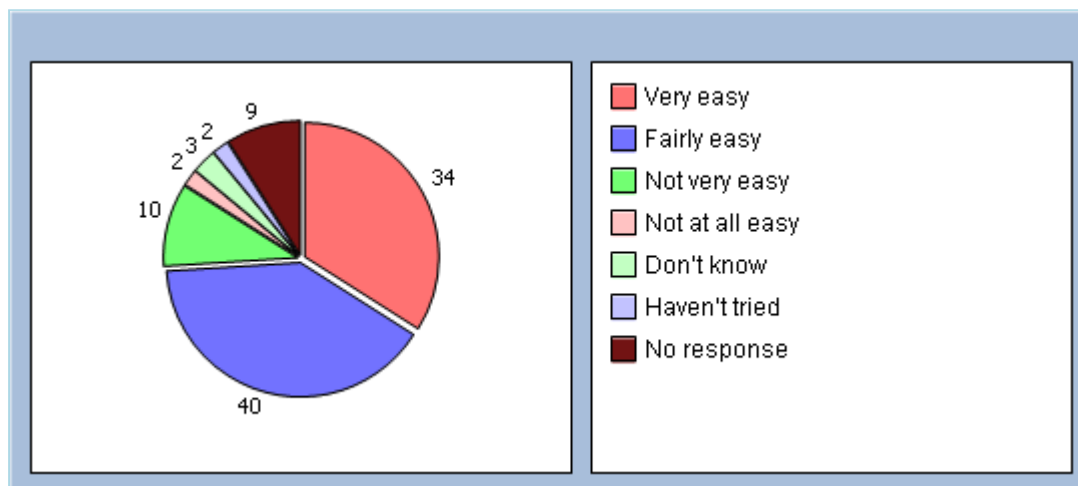
Q16 How important is it to you to be able to book appointments ahead of time in your practice?

Important	79%
Not important	12%
No response	9%



Q17 How easy is it to book ahead in your practice?

Very easy	34%
Fairly easy	40%
Not very easy	10%
Not at all easy	2%
Don't know	3%
Haven't tried	2%
No response	9%



Q18 How do you normally book your appointments at your practice? (please X all boxes that apply)

In person	33%
By phone	78%
Online	13%
Doesn't apply	0%

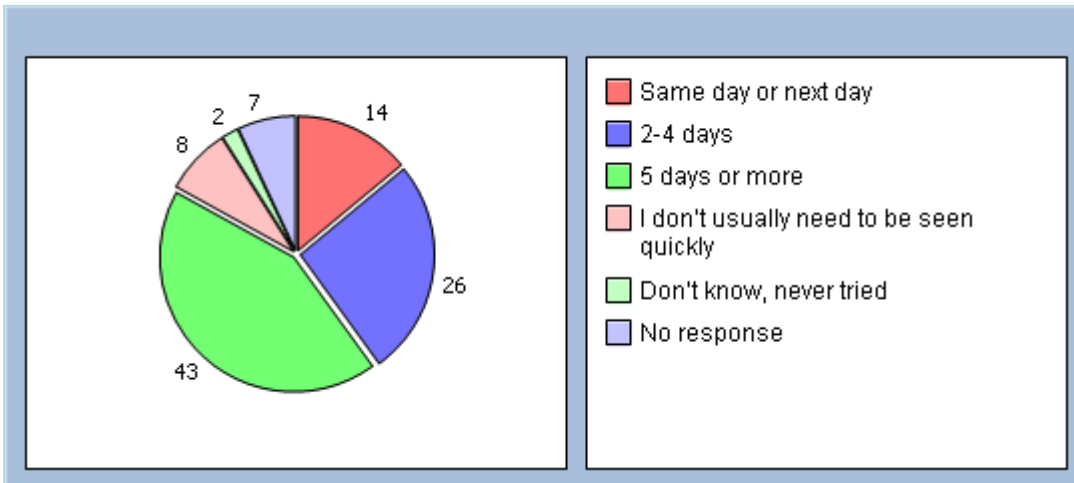
Q19 Which of the following methods would you prefer to use to book appointments at your practice? (please X all boxes that apply)

In person	30%
By phone	77%
Online	27%
Doesn't apply	0%

Thinking of times when you want to see a particular doctor:

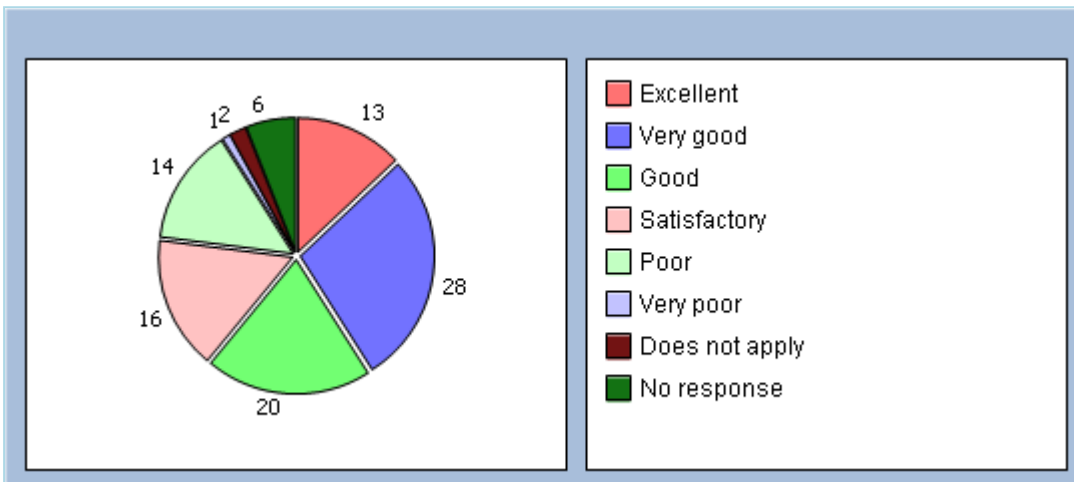
Q20 How quickly do you usually get seen?

Same day or next day	14%
2-4 days	26%
5 days or more	43%
I don't usually need to be seen quickly	8%
Don't know, never tried	2%
No response	7%



Q21 How do you rate how quickly you were seen?

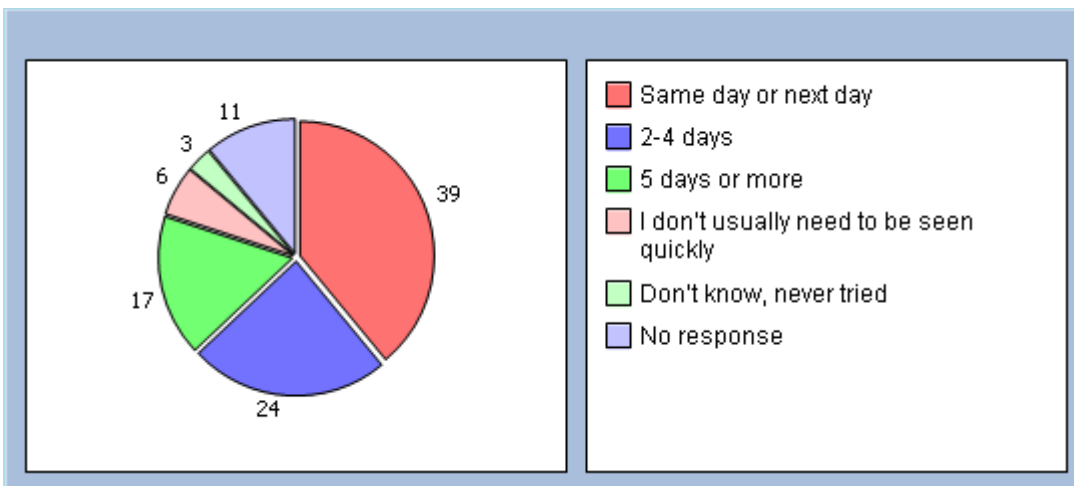
Excellent	13%
Very good	28%
Good	20%
Satisfactory	16%
Poor	14%
Very poor	1%
Does not apply	2%
No response	6%



Thinking of times when you are willing to see any doctor:

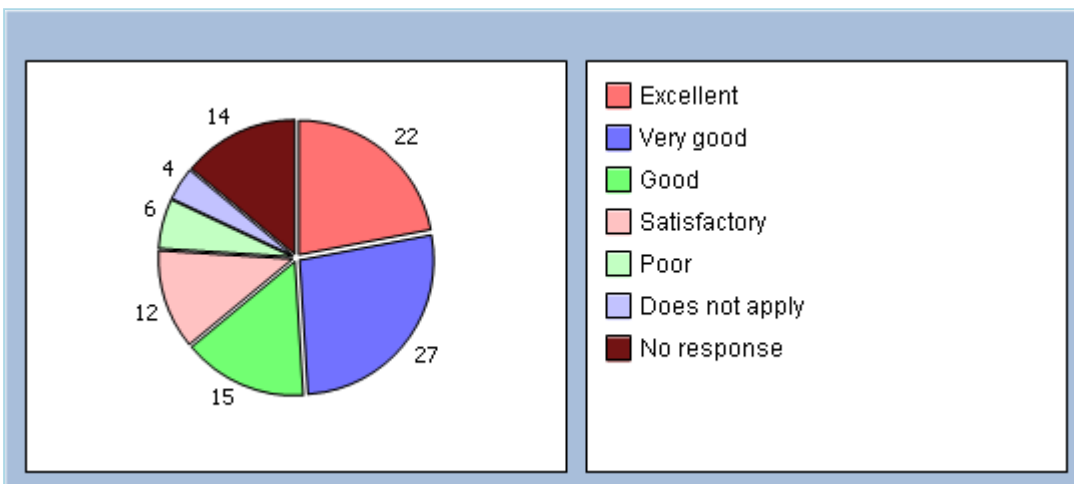
Q22 How quickly do you usually get seen?

Same day or next day	39%
2-4 days	24%
5 days or more	17%
I don't usually need to be seen quickly	6%
Don't know, never tried	3%
No response	11%



Q23 How do you rate how quickly you were seen?

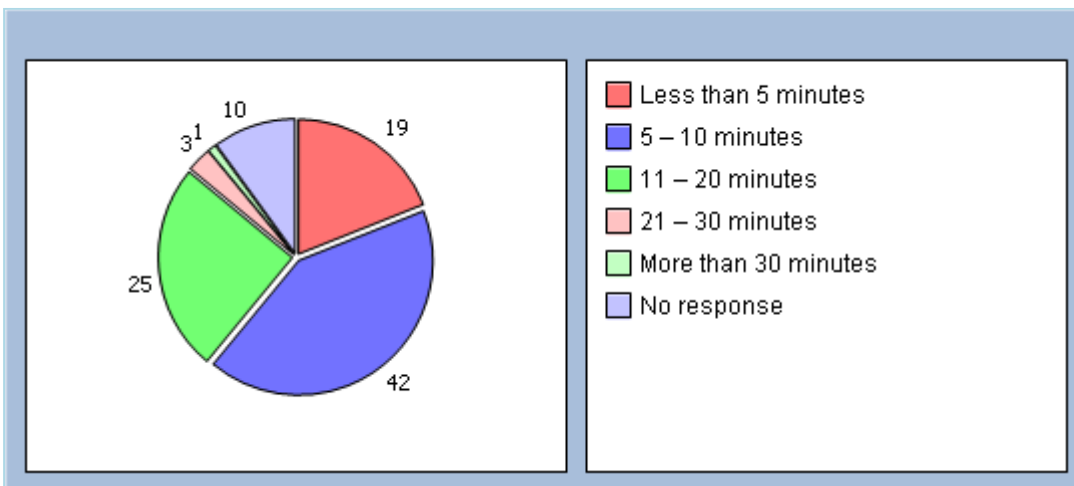
Excellent	22%
Very good	27%
Good	15%
Satisfactory	12%
Poor	6%
Very poor	0%
Does not apply	4%
No response	14%



Thinking of your most recent consultation with a doctor or nurse

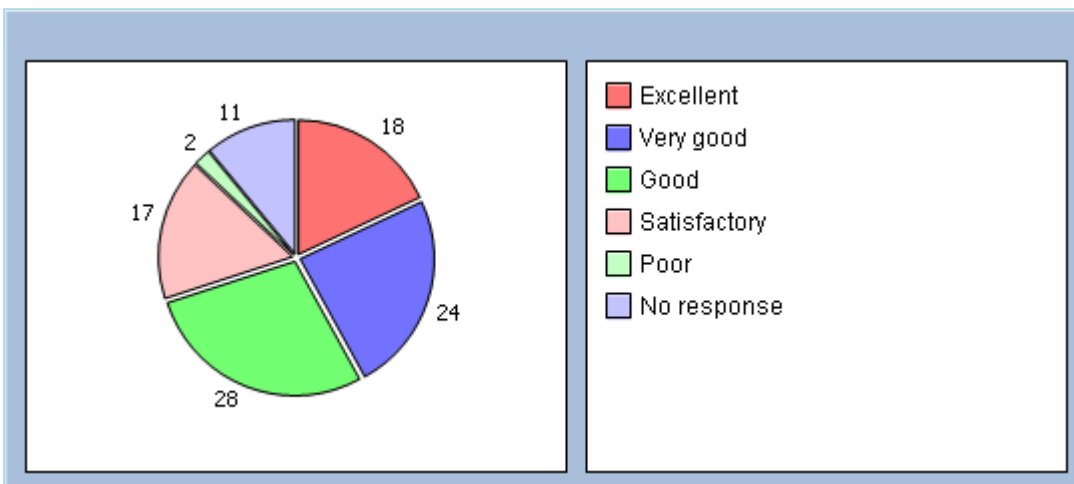
Q24 How long did you wait for your consultation to start?

Less than 5 minutes	19%
5 – 10 minutes	42%
11 – 20 minutes	25%
21 – 30 minutes	3%
More than 30 minutes	1%
There was no set time for my consultation	0%
No response	10%



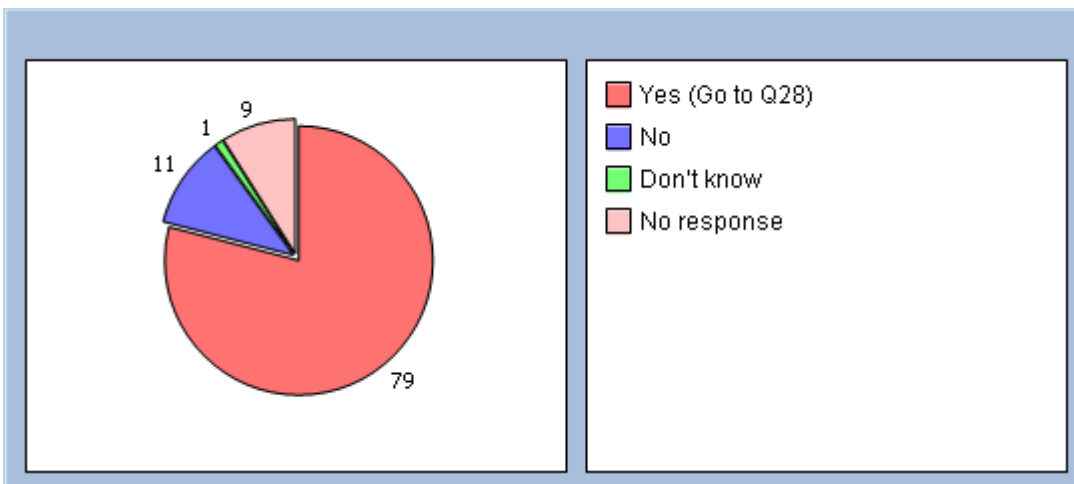
Q25 How do you rate how long you waited?

Excellent	18%
Very good	24%
Good	28%
Satisfactory	17%
Poor	2%
Very poor	0%
Does not apply	0%
No response	11%



Q26 Is your GP practice currently open at times that are convenient to you?

Yes (Go to Q28)	79%
No	11%
Don't know	1%
No response	9%

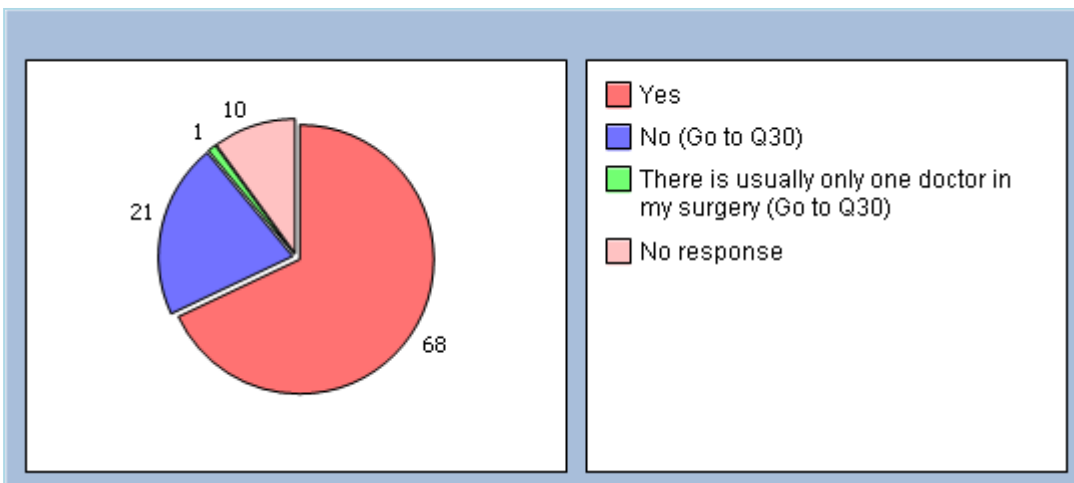


Q27 Which of the following additional opening hours would make it easier for you to see or speak to someone? (please X all boxes that apply)

Before 8am	4%
At lunchtime	5%
After 6.30pm	9%
On a Saturday	17%
On a Sunday	4%
None of these	2%

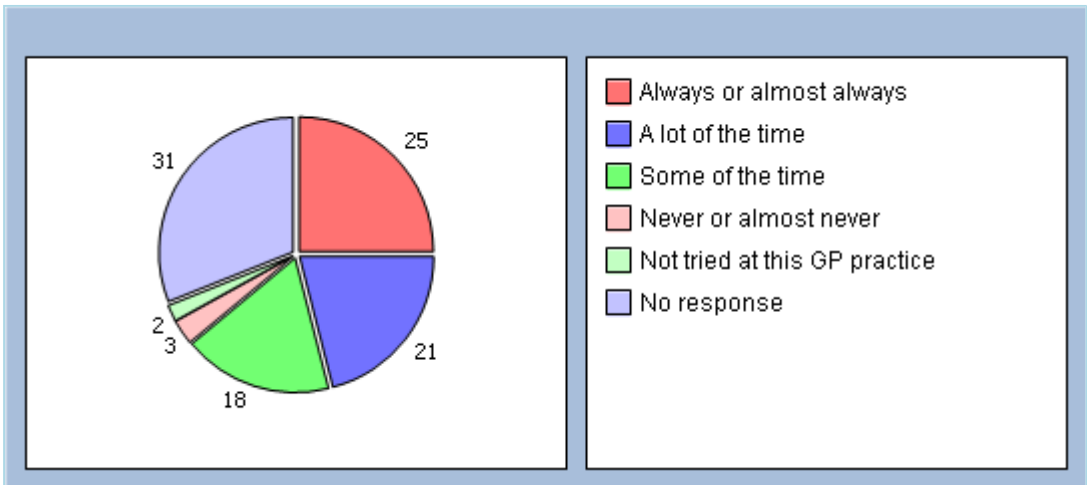
Q28 Is there a particular GP you usually prefer to see or speak to?

Yes	68%
No (Go to Q30)	21%
There is usually only one doctor in my surgery (Go to Q30)	1%
No response	10%



Q29 How often do you see or speak to the GP you prefer?

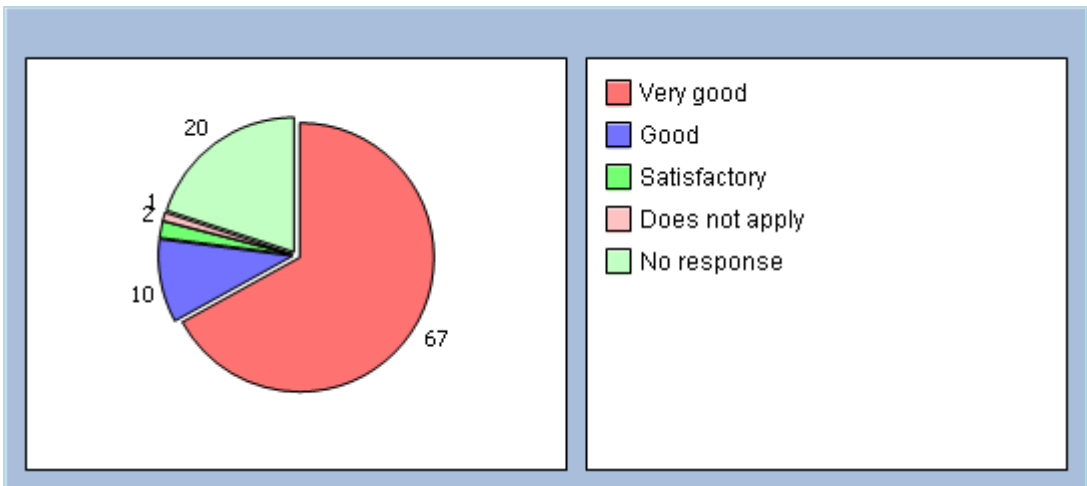
Always or almost always	25%
A lot of the time	21%
Some of the time	18%
Never or almost never	3%
Not tried at this GP practice	2%
No response	31%



**If you haven't seen a nurse in the last 6 months please go to Q37.
How good was the Nurse you last saw at:**

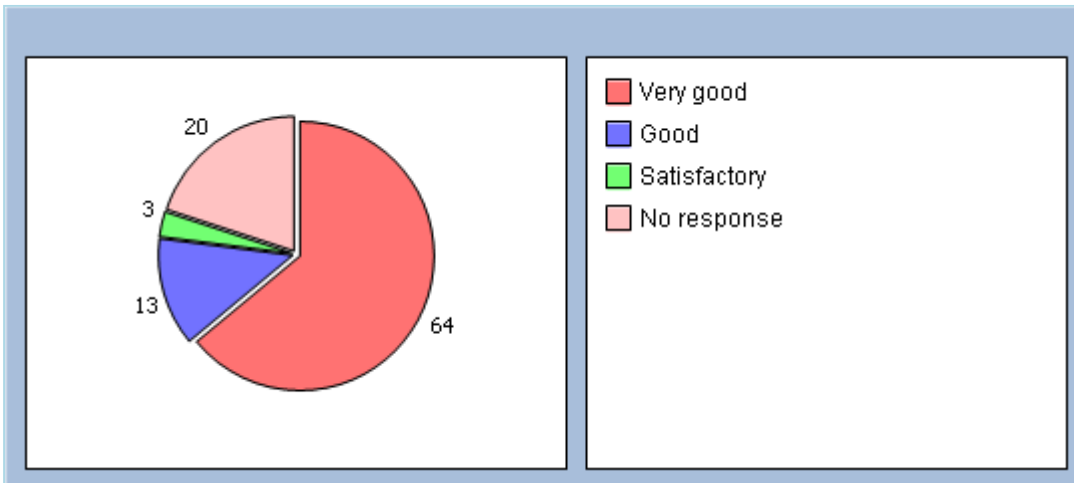
Q30 Putting you at ease?

Very good	67%
Good	10%
Satisfactory	2%
Poor	0%
Very poor	0%
Does not apply	1%
No response	20%



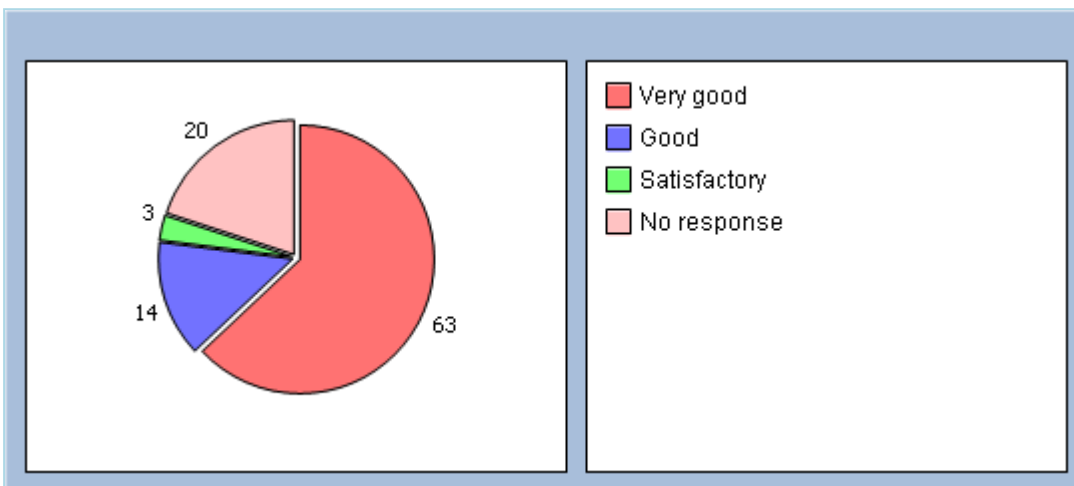
Q31 Giving you enough time?

Very good	64%
Good	13%
Satisfactory	3%
Poor	0%
Very poor	0%
Does not apply	0%
No response	20%



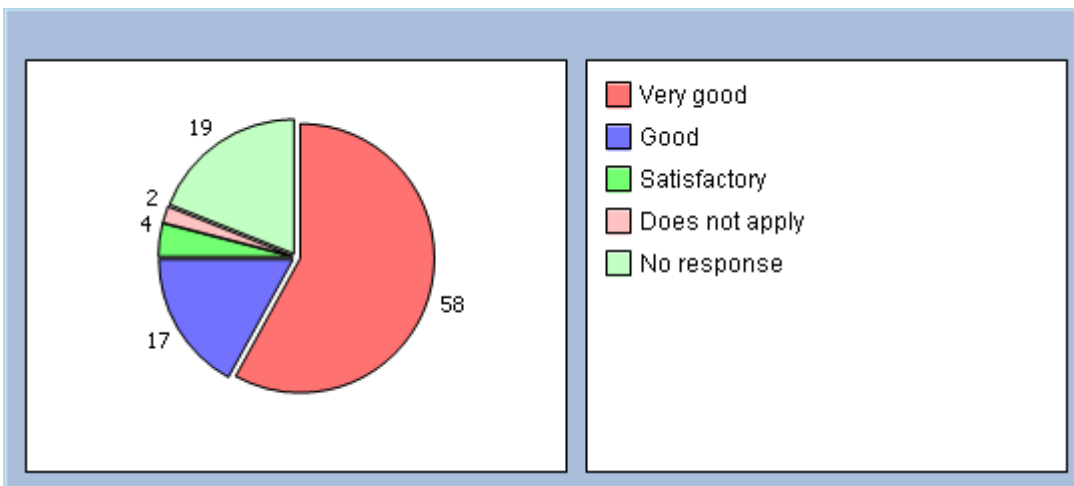
Q32 Listening to you?

Very good	63%
Good	14%
Satisfactory	3%
Poor	0%
Very poor	0%
Does not apply	0%
No response	20%



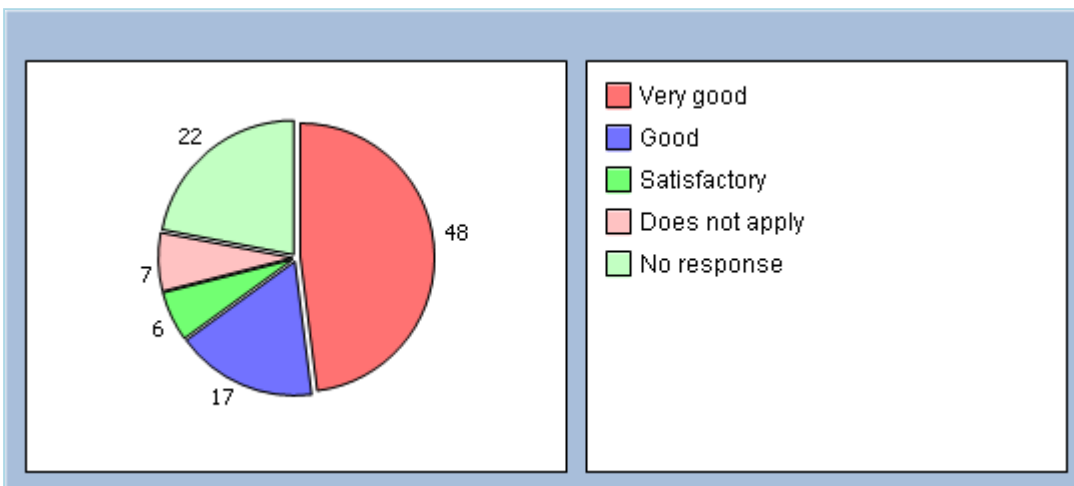
Q33 Explaining your condition and treatment?

Very good	58%
Good	17%
Satisfactory	4%
Poor	0%
Very poor	0%
Does not apply	2%
No response	19%



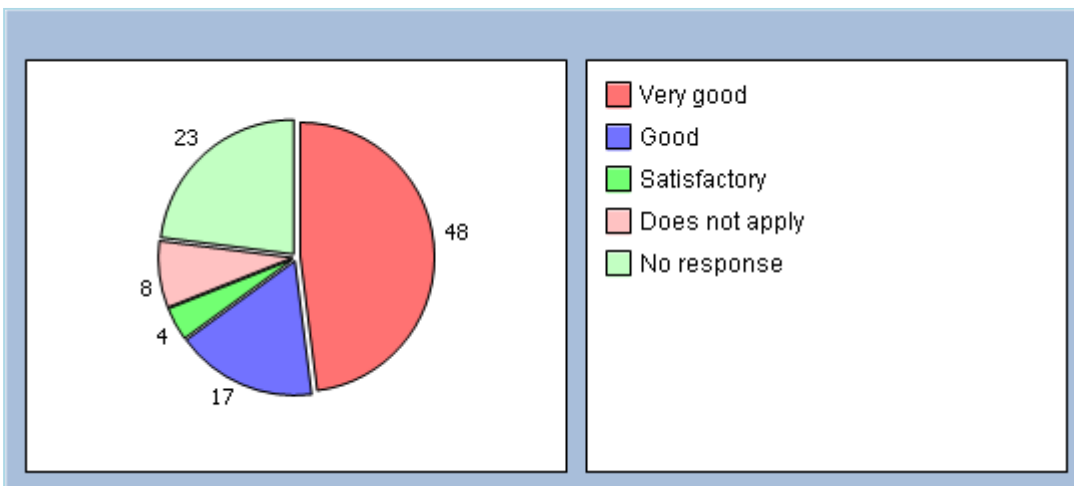
Q34 Involving you in decisions about your care?

Very good	48%
Good	17%
Satisfactory	6%
Poor	0%
Very poor	0%
Does not apply	7%
No response	22%



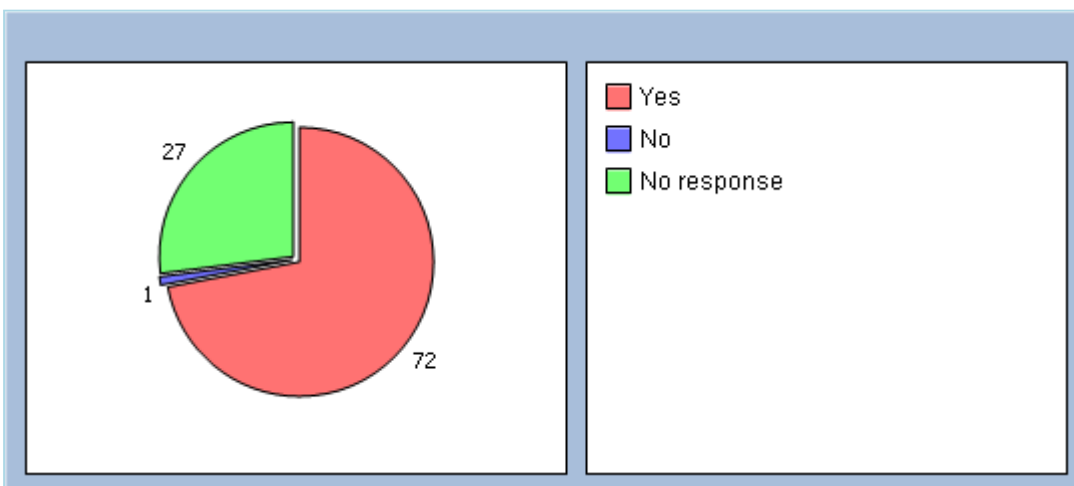
Q35 Providing or arranging treatment for you?

Very good	48%
Good	17%
Satisfactory	4%
Poor	0%
Very poor	0%
Does not apply	8%
No response	23%



Q36 Would you be completely happy to see this nurse again?

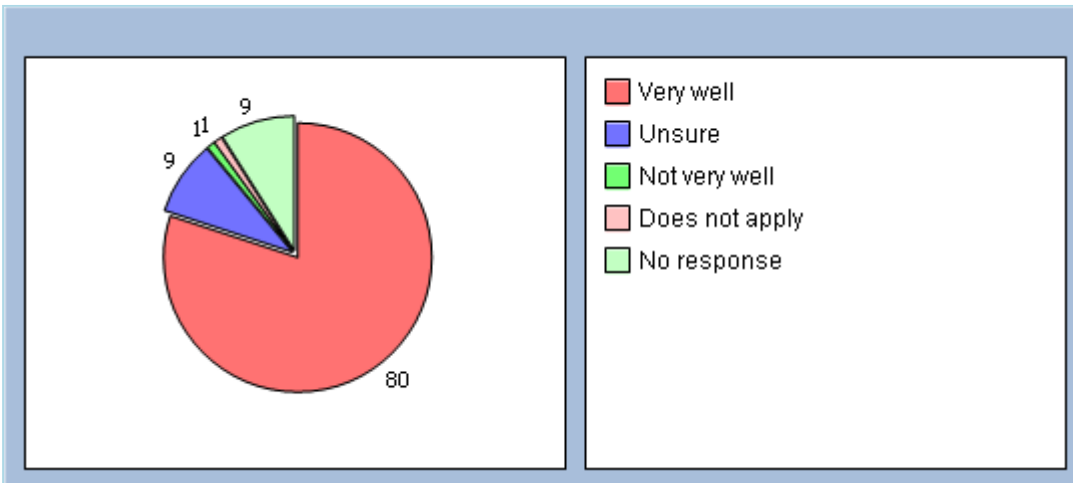
Yes	72%
No	1%
No response	27%



Thinking about the care you get from your doctors and nurses overall, how well does the practice help you to:

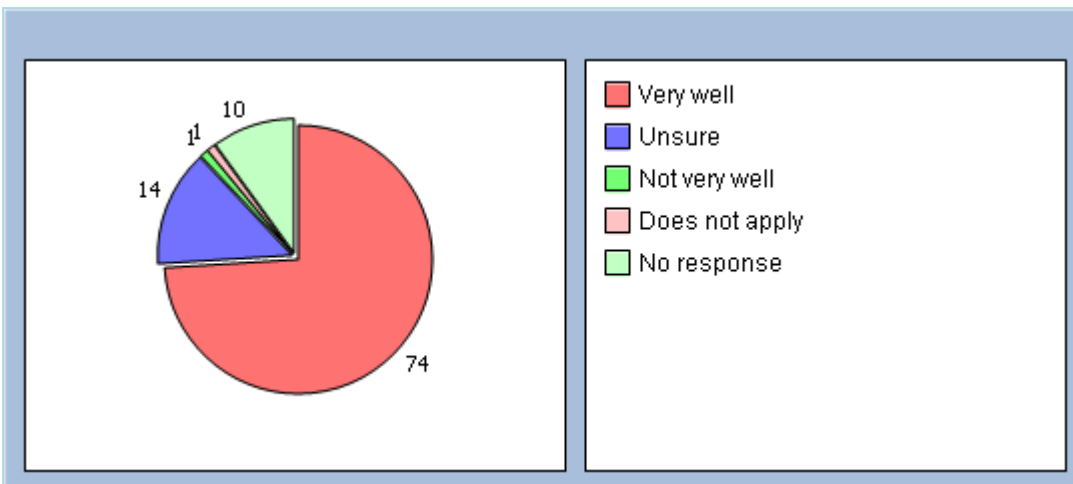
Q37 Understand your health problems?

Very well	80%
Unsure	9%
Not very well	1%
Does not apply	1%
No response	9%



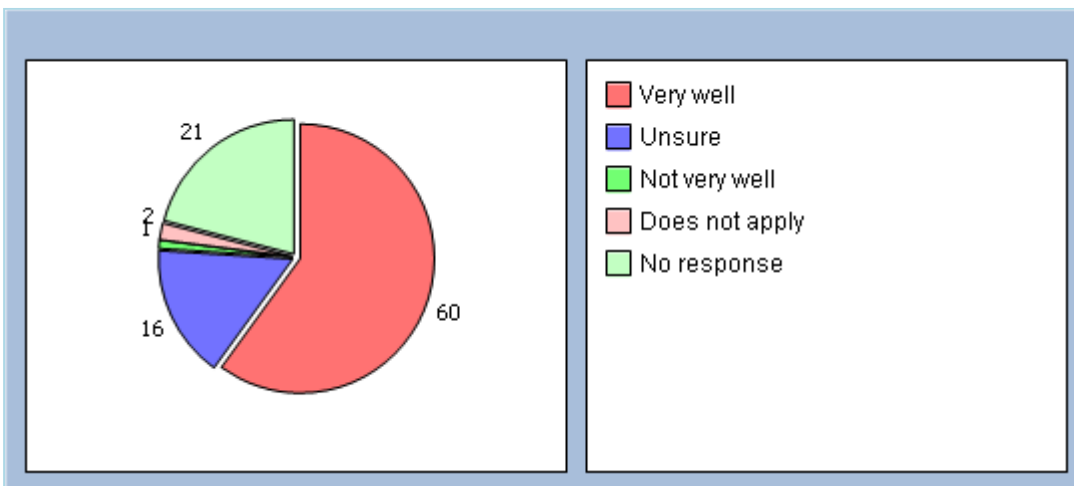
Q38 Cope with your health problems

Very well	74%
Unsure	14%
Not very well	1%
Does not apply	1%
No response	10%



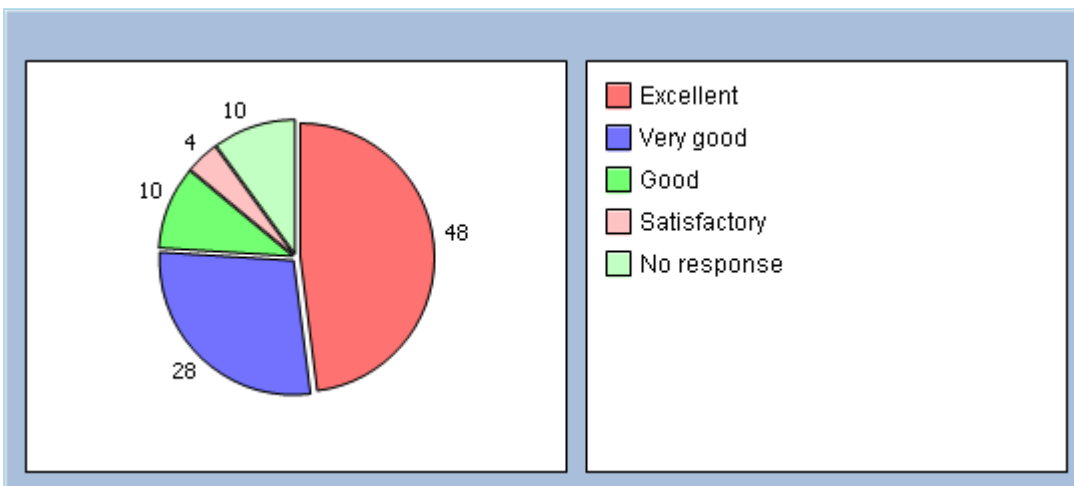
Q39 Keep yourself healthy

Very well	60%
Unsure	16%
Not very well	1%
Does not apply	2%
No response	21%



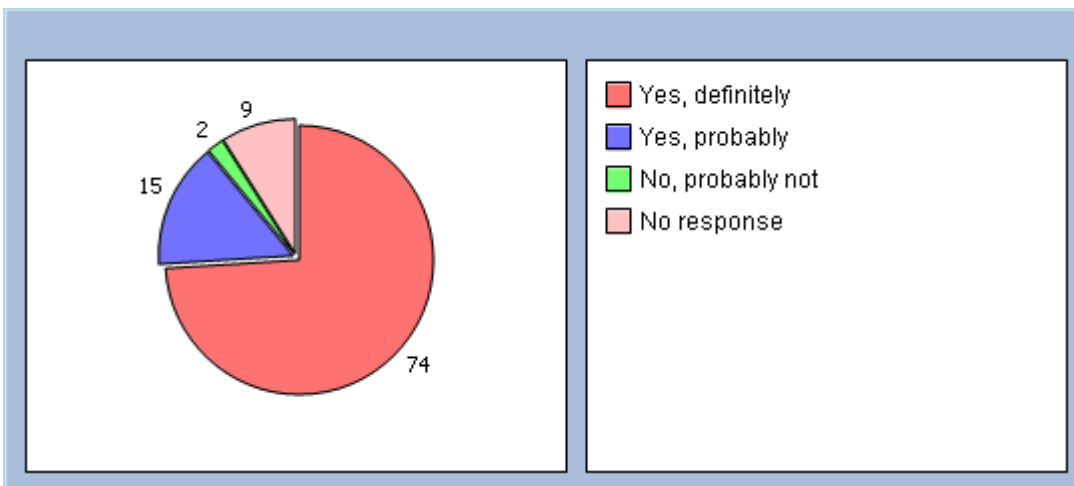
Q40 Overall, how would you describe your experience of your GP surgery?

Excellent	48%
Very good	28%
Good	10%
Satisfactory	4%
Poor	0%
Very poor	0%
No response	10%



Q41 Would you recommend your GP surgery to someone who has just moved to your local area?

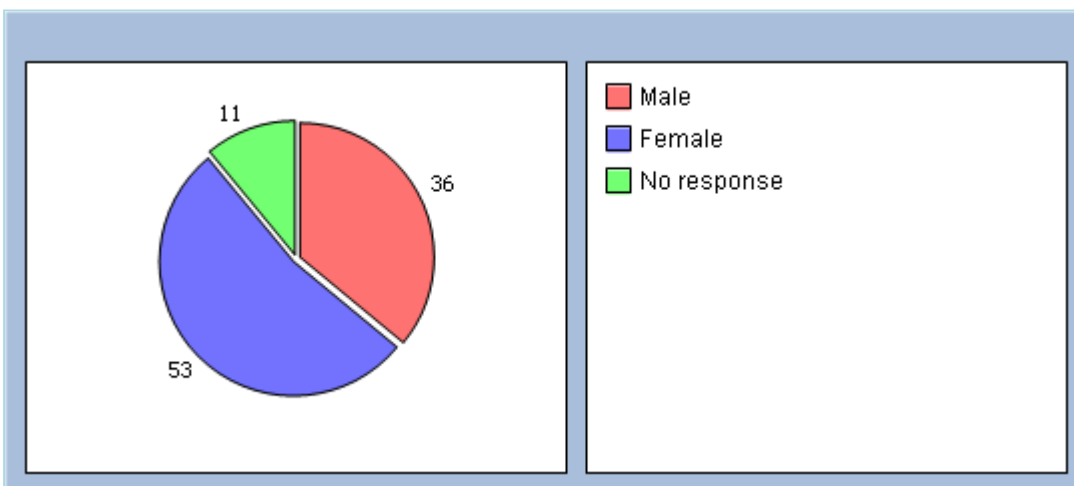
Yes, definitely	74%
Yes, probably	15%
No, probably not	2%
No, definitely not	0%
Don't know	0%
No response	9%



It will help us to understand your answers if you could tell us a little about yourself

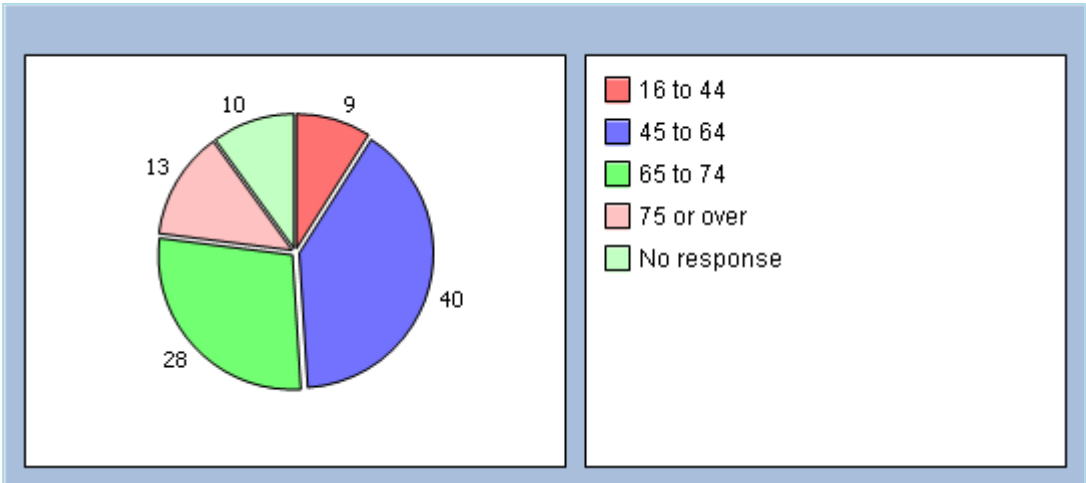
Q42 Are you ?

Male	36%
Female	53%
No response	11%



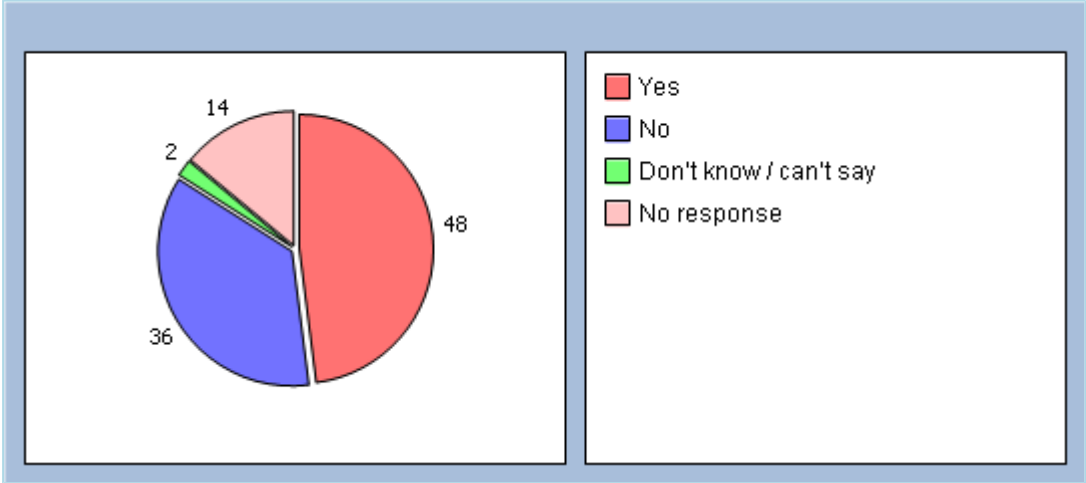
Q43 How old are you?

Under 16	0%
16 to 44	9%
45 to 64	40%
65 to 74	28%
75 or over	13%
No response	10%



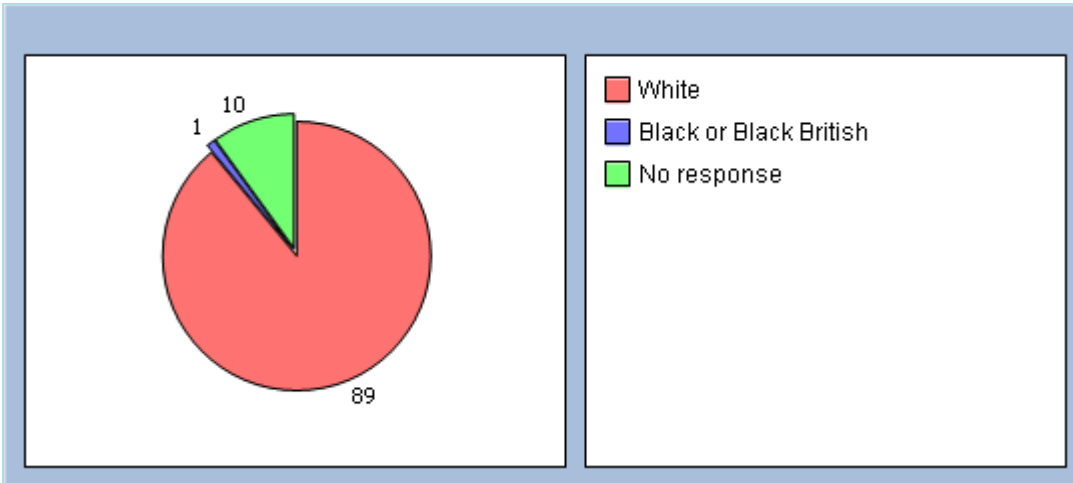
Q44 Do you have a long-standing health condition?

Yes	48%
No	36%
Don't know / can't say	2%
No response	14%



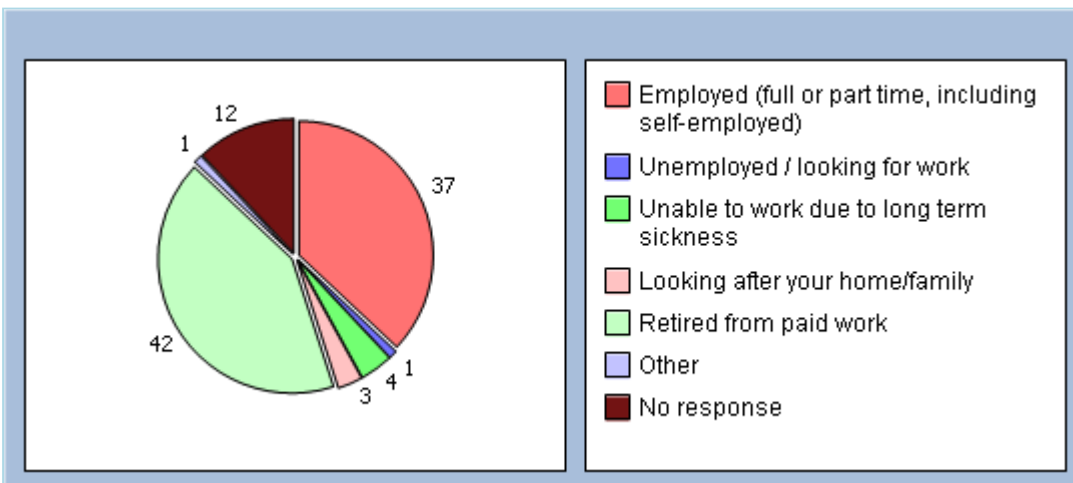
Q45 What is your ethnic group?

White	89%
Black or Black British	1%
Asian or Asian British	0%
Mixed	0%
Chinese	0%
Other ethnic group	0%
No response	10%



Q46 Which of the following best describes you?

Employed (full or part time, including self-employed)	37%
Unemployed / looking for work	1%
At school or in full time education	0%
Unable to work due to long term sickness	4%
Looking after your home/family	3%
Retired from paid work	42%
Other	1%
No response	12%



Finally, please add any other comments you would like to make about your GP practice:

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