

Responses by percentage of Holborn Medical Centre Assessment Survey March 2012

<p>1 How helpful do you find the receptionists?</p> <p>77% <i>Very helpful</i> 22% <i>Fairly helpful</i> 1% <i>Not very helpful</i> 0% <i>Not at all helpful</i> 0% <i>Don't know</i> 0% <i>No response</i></p>	<p>2 How easy is it to get through on the phone?</p> <p>33% <i>Very Easy</i> 46% <i>Fairly Easy</i> 10% <i>Not very easy</i> 3% <i>Not at all easy</i> 3% <i>Don't know</i> 4% <i>Haven't tried</i> 0% <i>No response</i></p>
<p>3 How easy is it to speak to a doctor or nurse on the phone?</p> <p>19% <i>Very Easy</i> 35% <i>Fairly Easy</i> 16% <i>Not very easy</i> 3% <i>Not at all easy</i> 9% <i>Don't know</i> 19% <i>Haven't tried</i> 0% <i>No response</i></p>	<p>4 If you need to see a GP urgently can you normally get seen on the same day?</p> <p>45% <i>Yes</i> 25% <i>No</i> 30% <i>Don't know/never need to</i> 0% <i>No response</i></p>
<p>5 How important is it to you to be able to book appts ahead of time?</p> <p>90% <i>Important</i> 9% <i>Not important</i> 1% <i>No response</i></p>	<p>6 How easy is it to book ahead?</p> <p>28% <i>Very Easy</i> 46% <i>Fairly Easy</i> 12% <i>Not very easy</i> 7% <i>Not at all easy</i> 1% <i>Don't know</i> 6% <i>Haven't tried</i> 0% <i>No response</i></p>
<p>7 How do you normally book your appointments?</p> <p>36% <i>In person</i> 61% <i>By phone</i> 0% <i>Online</i> 1% <i>Doesn't apply</i> 1% <i>No response</i></p>	<p>8 Which of the following methods would you prefer?</p> <p>33% <i>In person</i> 59% <i>By phone</i> 7% <i>Online</i> 0% <i>Doesn't apply</i> 0% <i>No response</i></p>

<p>8B Which of the following methods would you prefer?</p> <p>0% <i>In person</i> 30% <i>By phone</i> 23% <i>Online</i> 0% <i>Doesn't apply</i> 46% <i>No response</i></p>	<p>9 How quickly do you normally get seen by a particular doctor?</p> <p>12% <i>Same day or next day</i> 35% <i>2-4 days</i> 35% <i>5 days or more</i> 7% <i>I don't usually need to be seen quickly</i> 12% <i>Don't know, never tried</i> 0% <i>No Response</i></p>
<p>10 How do you rate this (q9)?</p> <p>9% <i>Excellent</i> 33% <i>Very Good</i> 22% <i>Good</i> 16% <i>Fair</i> 4% <i>Poor</i> 1% <i>Very poor</i> 12% <i>Does not apply</i> 3% <i>No response</i></p>	<p>11 How quickly do you usually get seen by ANY doctor?</p> <p>32% <i>Same day or next day</i> 28% <i>2-4 days</i> 23% <i>5 days or more</i> 6% <i>I don't usually need to be seen quickly</i> 9% <i>Don't know, never tried</i> 3% <i>No response</i></p>
<p>12 How do you rate this (q11)?</p> <p>12% <i>Excellent</i> 26% <i>Very Good</i> 19% <i>Good</i> 25% <i>Fair</i> 4% <i>Poor</i> 0% <i>Very poor</i> 12% <i>Does not apply</i> 3% <i>No response</i></p>	<p>13 How long do you normally wait for your consultation to start?</p> <p>20% <i>Less than 5 minutes</i> 38% <i>5-10 minutes</i> 14% <i>11-20 minutes</i> 13% <i>21-30 minutes</i> 7% <i>More than 30 minutes</i> 4% <i>There was no set time for my consultation</i> 3% <i>No reponse</i></p>
<p>14 How do you rate this (q13)</p> <p>14% <i>Excellent</i> 26% <i>Very Good</i> 14% <i>Good</i> 16% <i>Fair</i> 7% <i>Poor</i> 10% <i>Very poor</i> 7% <i>Does not apply</i> 4% <i>No response</i></p>	<p>15 If there was a delay before, were you informed by the staff?</p> <p>35% <i>There was no delay</i> 7% <i>There was a delay and I was informed</i> 41% <i>There was a delay and I was NOT informed</i> 10% <i>I don't remember if there was a delay</i> 7% <i>No response</i></p>

<p>16 How easy do you find requesting a repeat prescription?</p> <p>36% <i>Very Easy</i> 26% <i>Easy</i> 13% <i>Fair</i> 1% <i>Difficult</i> 0% <i>Very difficult</i> 23% <i>No response</i></p>	<p>17 Is your GP practice currently open at times convenient to you?</p> <p>72% <i>Yes</i> 20% <i>No</i> 3% <i>Don't know</i> 4% <i>No response</i></p>
<p>18 Which of would make it easier for you to see or speak to someone?</p> <p>7% <i>Before 8am</i> 1% <i>At lunchtime</i> 6% <i>After 6:30pm</i> 9% <i>On a Saturday</i> 1% <i>On a Sunday</i> 3% <i>None of these</i> 72% <i>No response</i></p>	<p>19 Is there a particular GP you prefer to see?</p> <p>64% <i>Yes</i> 32% <i>No</i> 0% <i>There is only one GP in my surgery</i> 4% <i>No response</i></p>
<p>20 How often do you see or speak to your preferred GP?</p> <p>16% <i>Always or almost always</i> 16% <i>A lot of the time</i> 22% <i>Some of the time</i> 4% <i>Never or almost never</i> 9% <i>Not tried at this GP practice</i> 33% <i>No response</i></p>	<p>21 At your last visit, how good was the GP at giving you enough time?</p> <p>62% <i>Very Good</i> 17% <i>Good</i> 4% <i>Fair</i> 0% <i>Poor</i> 0% <i>Very poor</i> 4% <i>Does not apply</i> 12% <i>No response</i></p>
<p>22 At your last visit, how good was the GP at listening to you?</p> <p>64% <i>Very Good</i> 12% <i>Good</i> 7% <i>Fair</i> 0% <i>Poor</i> 0% <i>Very poor</i> 4% <i>Does not apply</i> 13% <i>No response</i></p>	<p>23 At your last visit, how good was the GP at explaining tests & treatment?</p> <p>54% <i>Very Good</i> 19% <i>Good</i> 3% <i>Fair</i> 1% <i>Poor</i> 0% <i>Very poor</i> 14% <i>Does not apply</i> 9% <i>No response</i></p>

<p>24 At your last visit, how good was the GP at involving you in your care?</p> <p>51% <i>Very Good</i> 20% <i>Good</i> 7% <i>Fair</i> 0% <i>Poor</i> 0% <i>Very poor</i> 12% <i>Does not apply</i> 10% <i>No response</i></p>	<p>25 At your last visit, how good was the GP at treating you with care?</p> <p>58% <i>Very Good</i> 16% <i>Good</i> 7% <i>Fair</i> 0% <i>Poor</i> 0% <i>Very poor</i> 13% <i>Does not apply</i> 6% <i>No response</i></p>
<p>26 At your last visit, did you have confidence in the GP?</p> <p>70% <i>Yes, definitely</i> 13% <i>Yes, to some extent</i> 1% <i>No, not at all</i> 9% <i>Don't know/can't say</i> 7% <i>No response</i></p>	<p>26B The name of the GP you saw last</p> <p>0% <i>Dr Moghissi</i> 0% <i>Dr Davé</i> 0% <i>Dr Machu-Curtis</i> 0% <i>Dr Mahungu</i> 0% <i>Dr Yaxley</i> 1% <i>Dr Hazon</i> 0% <i>Dr Romito</i> 0% <i>Dr Collier-Dyson</i> 99% <i>No response</i></p>
<p>27 At your last visit, how good was the Nurse at giving you enough time?</p> <p>36% <i>Very Good</i> 19% <i>Good</i> 6% <i>Fair</i> 1% <i>Poor</i> 0% <i>Very poor</i> 22% <i>Does not apply</i> 16% <i>No response</i></p>	<p>28 At your last visit, how good was the Nurse at listening to you?</p> <p>35% <i>Very Good</i> 14% <i>Good</i> 6% <i>Fair</i> 1% <i>Poor</i> 0% <i>Very poor</i> 26% <i>Does not apply</i> 17% <i>No response</i></p>
<p>29 At your last visit, how good was the Nurse at explaining tests & treatment?</p> <p>29% <i>Very Good</i> 20% <i>Good</i> 6% <i>Fair</i> 0% <i>Poor</i> 0% <i>Very poor</i> 29% <i>Does not apply</i> 16% <i>No response</i></p>	<p>30 At your last visit, how good was the Nurse at involving you?</p> <p>25% <i>Very Good</i> 20% <i>Good</i> 7% <i>Fair</i> 0% <i>Poor</i> 0% <i>Very poor</i> 30% <i>Does not apply</i> 17% <i>No response</i></p>

<p>31 At your last visit, how good was the Nurse at treating you with care?</p> <p>41% <i>Very Good</i> 14% <i>Good</i> 9% <i>Fair</i> 0% <i>Poor</i> 0% <i>Very poor</i> 23% <i>Does not apply</i> 13% <i>No response</i></p>	<p>32 At your last visit, did you have confidence in the nurse?</p> <p>46% <i>Yes, definitely</i> 13% <i>Yes, to some extent</i> 1% <i>No, not at all</i> 26% <i>Don't know/can't say</i> 13% <i>No response</i></p>
<p>32B Nurse name</p> <p>100% <i>No response</i></p>	<p>33 How well does the Practice help you understand your health problems?</p> <p>71% <i>Very well</i> 10% <i>Unsure</i> 1% <i>Not very well</i> 10% <i>Does not apply</i> 7% <i>No response</i></p>
<p>34 How well does the Practice help you cope your health problems?</p> <p>68% <i>Very well</i> 13% <i>Unsure</i> 1% <i>Not very well</i> 10% <i>Does not apply</i> 7% <i>No response</i></p>	<p>35 How well does the Practice help you keep yourself healthy?</p> <p>57% <i>Very well</i> 16% <i>Unsure</i> 3% <i>Not very well</i> 14% <i>Does not apply</i> 10% <i>No response</i></p>
<p>36 Overall, how would you describe your experience of the Practice?</p> <p>36% <i>Excellent</i> 36% <i>Very Good</i> 14% <i>Good</i> 3% <i>Fair</i> 1% <i>Poor</i> 0% <i>Very poor</i> 9% <i>No response</i></p>	<p>37 Out of Hours service - do they help you understand your problem?</p> <p>12% <i>Very well</i> 3% <i>Unsure</i> 1% <i>Not very well</i> 59% <i>Does not apply</i> 25% <i>No response</i></p>

<p>38 Out of Hours service - do they help you cope with your problem?</p> <p>12% <i>Very well</i> 3% <i>Unsure</i> 3% <i>Not very well</i> 57% <i>Does not apply</i> 26% <i>No response</i></p>	<p>39 Overall, how would you describe your experience of the Out of Hours service?</p> <p>6% <i>Excellent</i> 7% <i>Very Good</i> 7% <i>Good</i> 3% <i>Fair</i> 1% <i>Poor</i> 0% <i>Very poor</i> 0% <i>Does not apply</i> 39% <i>Does not apply</i> 36% <i>No response</i></p>
<p>40 Your gender?</p> <p>23% <i>Male</i> 72% <i>Female</i> 4% <i>No response</i></p>	<p>41 Your age?</p> <p>1% <i>Under 16</i> 55% <i>16-44</i> 17% <i>45-64</i> 12% <i>65-74</i> 10% <i>75 or over</i> 4% <i>No response</i></p>
<p>42 Do you have a long standing health condition?</p> <p>48% <i>Yes</i> 39% <i>No</i> 7% <i>Don't know/can't say</i> 6% <i>No response</i></p>	<p>43 Your ethnicity?</p> <p>65% <i>White</i> 7% <i>Black or Black British</i> 13% <i>Asian or Asian British</i> 3% <i>Mixed</i> 1% <i>Chinese</i> 6% <i>Other ethnic group</i> 4% <i>No response</i></p>
<p>44 Which best describes you?</p> <p>32% <i>Employed</i> 3% <i>Unemployed</i> 22% <i>At School or FTE</i> 9% <i>Unable to work due to sickness</i> 9% <i>Looking after family</i> 19% <i>Retired</i> 3% <i>other</i> 4% <i>No response</i></p>	<p>45 Would you recommend the Practice?</p> <p>68% <i>Yes, definitely</i> 19% <i>Yes, probably</i> 3% <i>No, probably not</i> 0% <i>No, definitely not</i> 1% <i>Don't know</i> 9% <i>No response</i></p>

46 Did you know about the practice website?

36% *Yes*
58% *No*
6% *No response*

47 Did you know about the Patient Participation Group?

13% *Yes*
83% *No*
4% *No response*

48 Do You have any other comments?

29% *Yes*
67% *No*
4% *No response*