

HIGHTOWN SURGERY

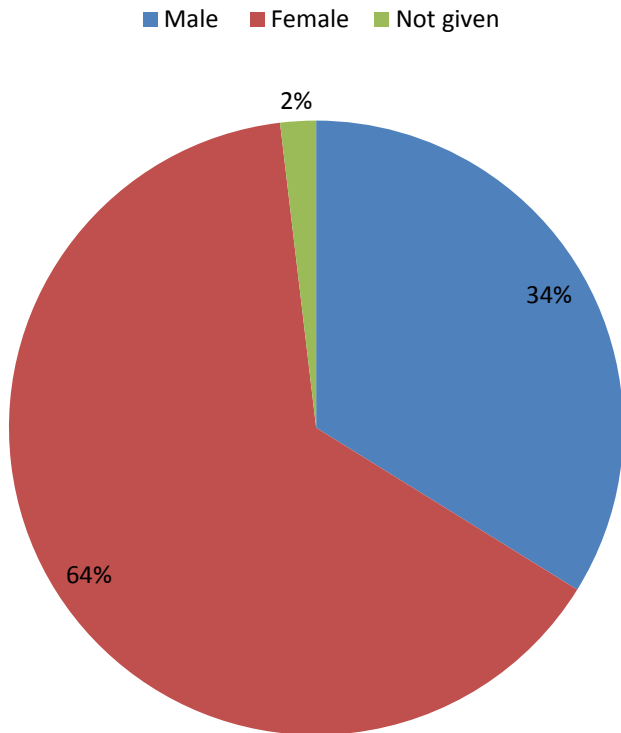
PATIENT SURVEY 2014

Details of Hightown Surgery Survey

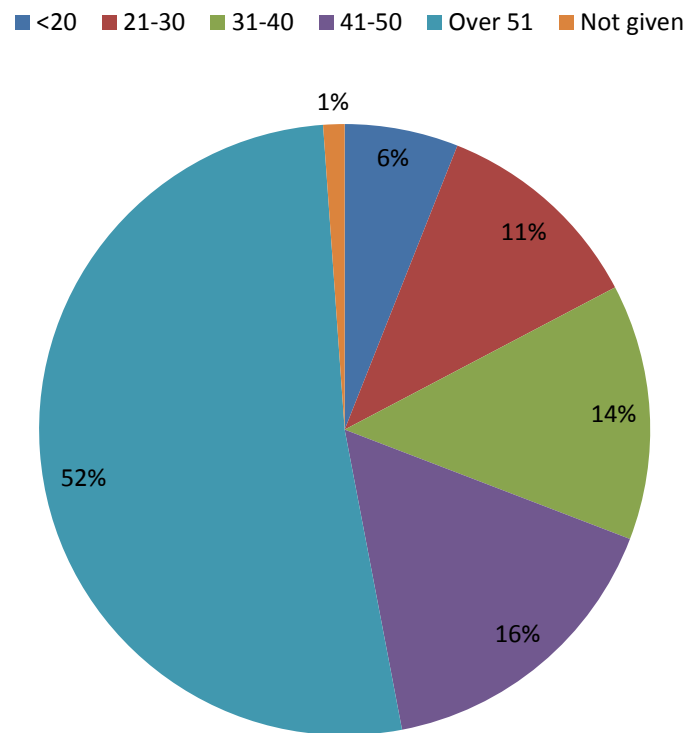
- Hightown Surgery ran its patient survey over 2 weeks in February and March 2014.
- Patients completed the survey when attending the Surgery for an appointment.
- Patients completed the survey on paper or online.
- This document shows the results of the survey. The results in this report are based on data collected between 24th February and 7th March 2014.
- 266 surveys were completed.

Survey Demographics

Gender of patients completing the survey

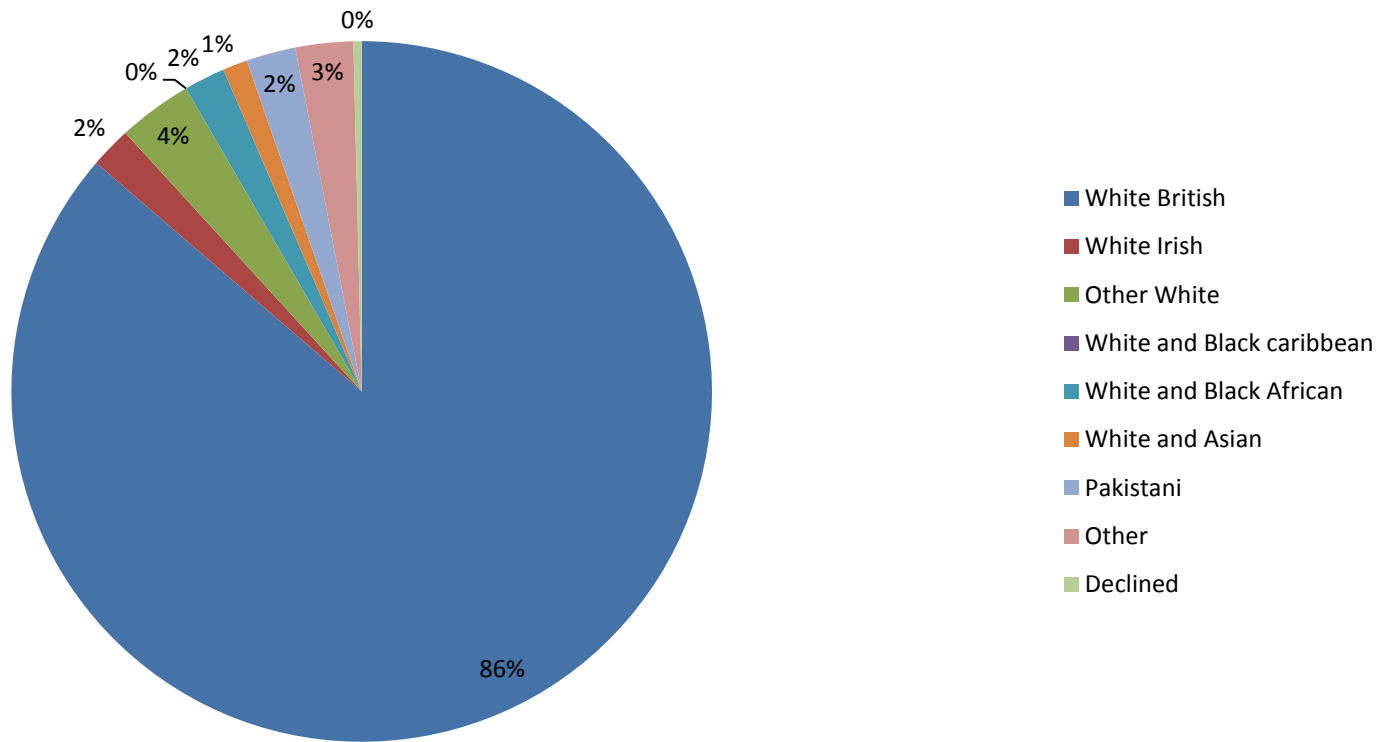


Age of patients completing the survey

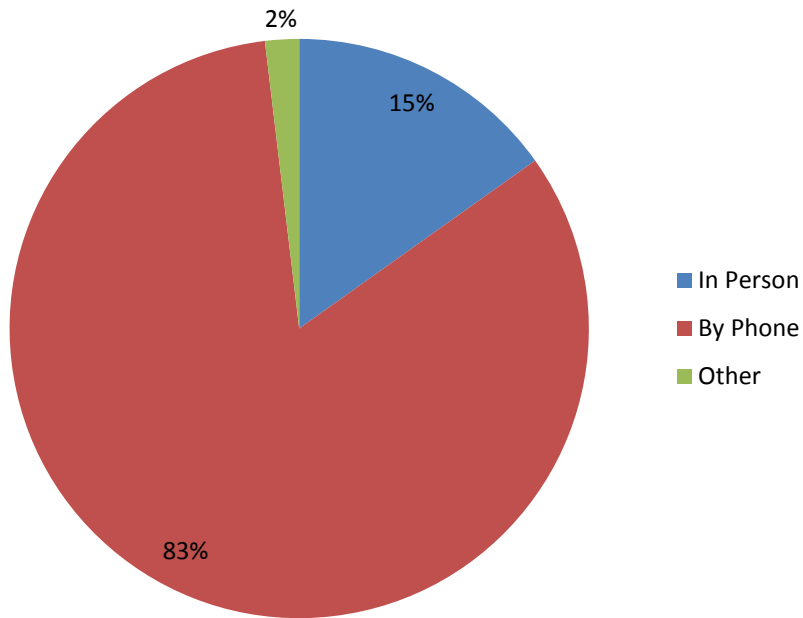


Survey Demographics

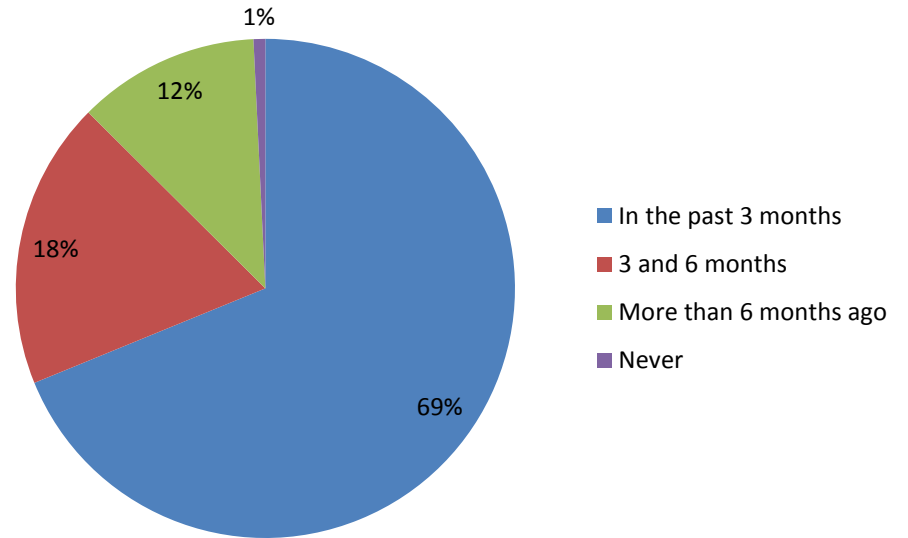
Ethnicity



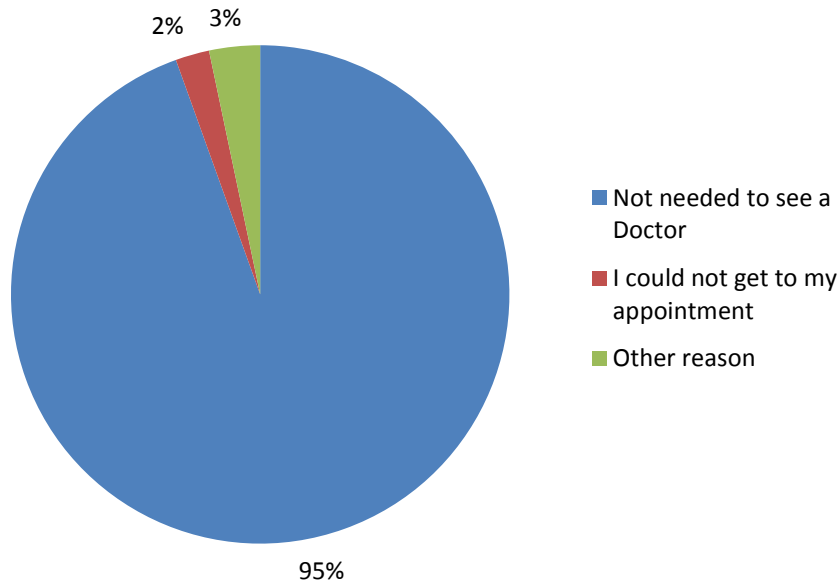
1. How did you book your most recent appointment to see a Doctor, Nurse or Health Care Assistant?



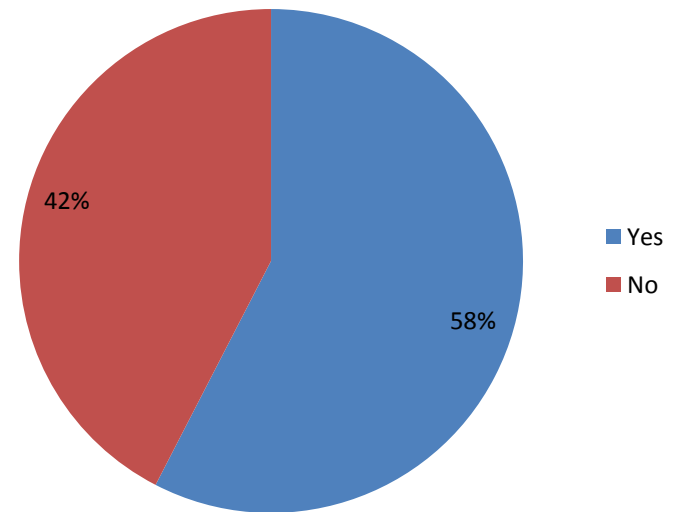
2. When did you last see a Doctor at the Surgery?



3. If you have not seen a Doctor in the past 6 months, why is that?

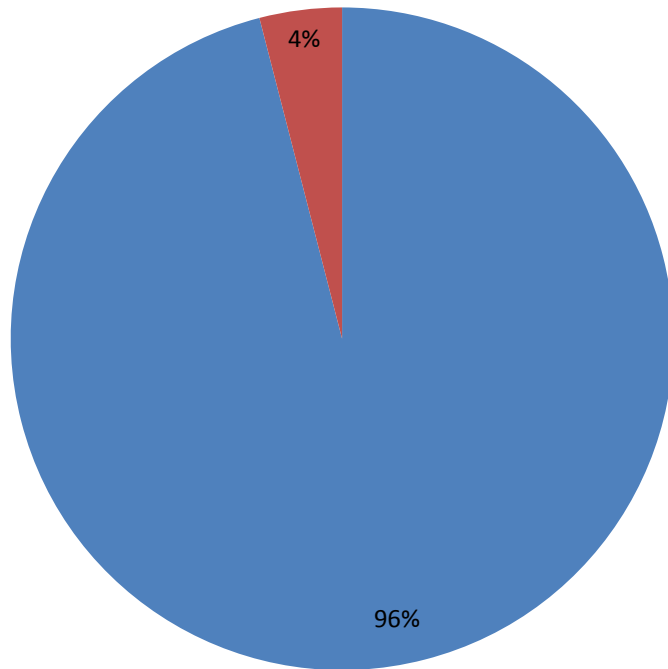


4. Do you know that we are open from 7.30 am on Mon, Tues, Thurs and until 7pm on Mon and Thurs?

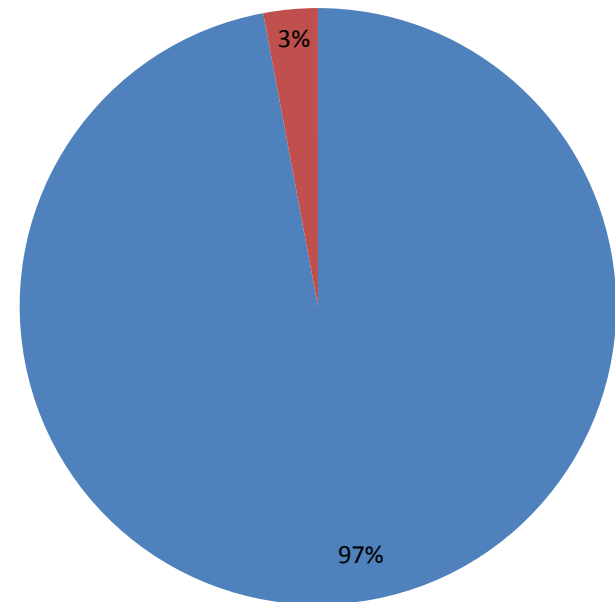


5. In your last appointment with your Doctor, did they?

Give you enough time?



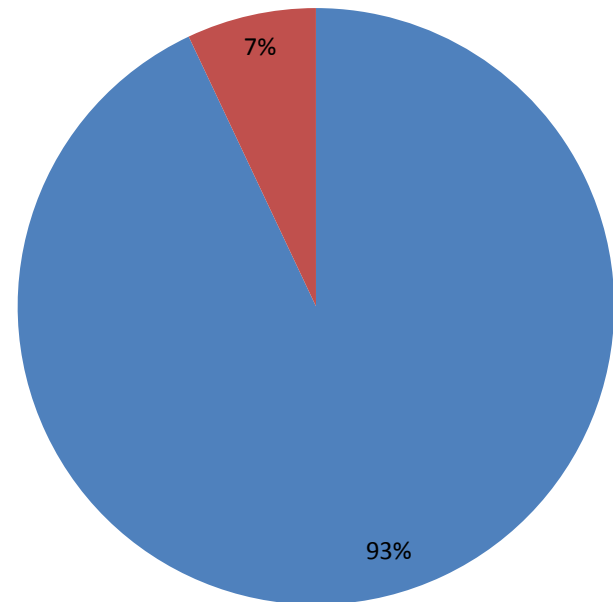
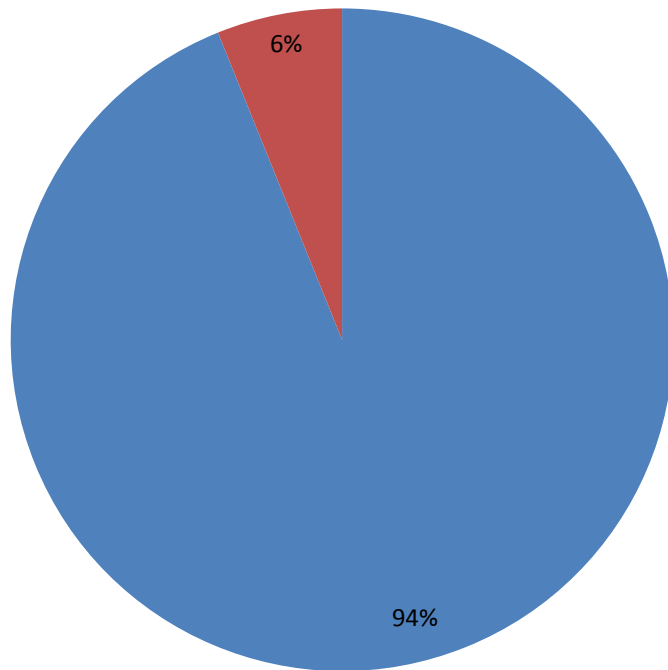
Listen to you?



5. In your last appointment with your Doctor, did they?

Explain tests and treatments?

Involve you in decisions about your care?

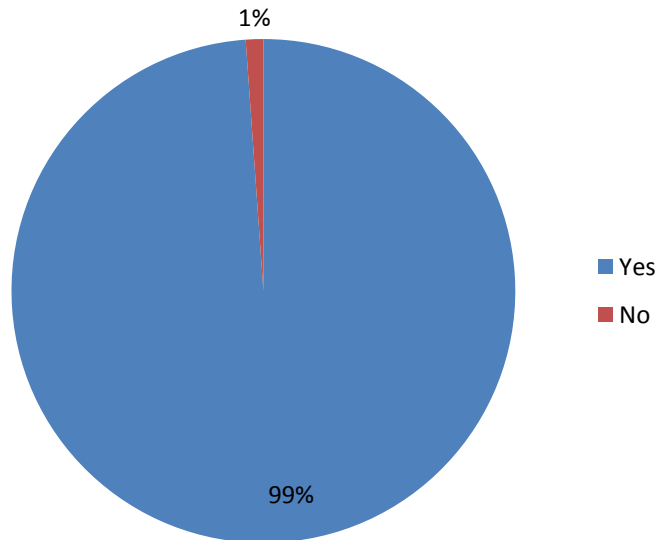


■ Yes
■ No
■
■

■ Yes
■ No

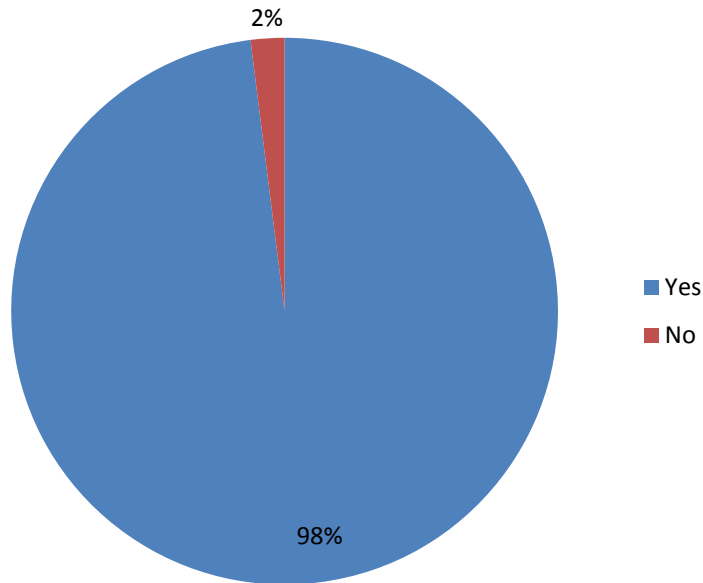
5. In your last appointment with your Doctor, did they?

**Treat you with care, concern
and respect**

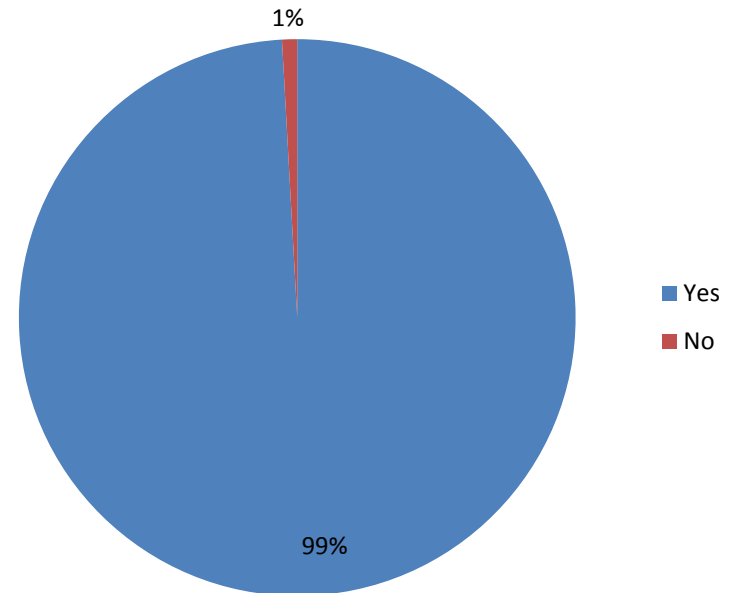


6. In your last appointment with the Nurse, did they?

Give you enough time

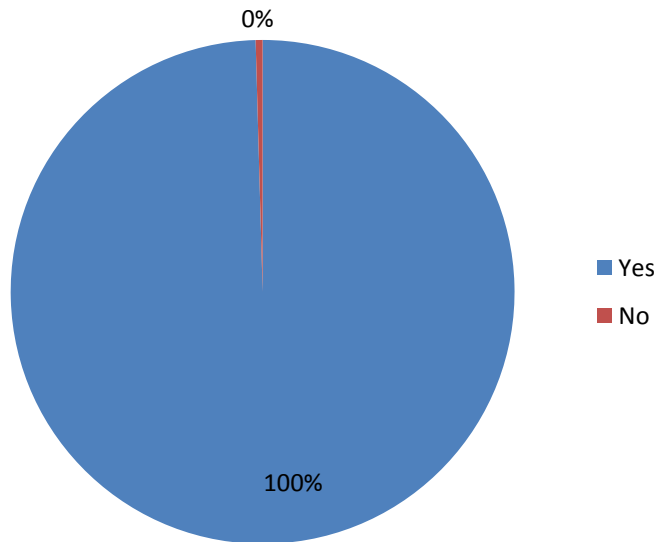


Listen to you

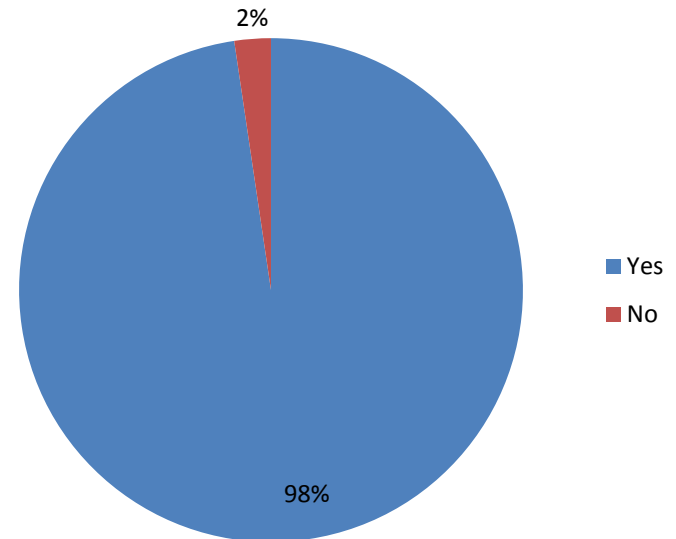


6. In your last appointment with the Nurse, did they?

Explain tests and treatments

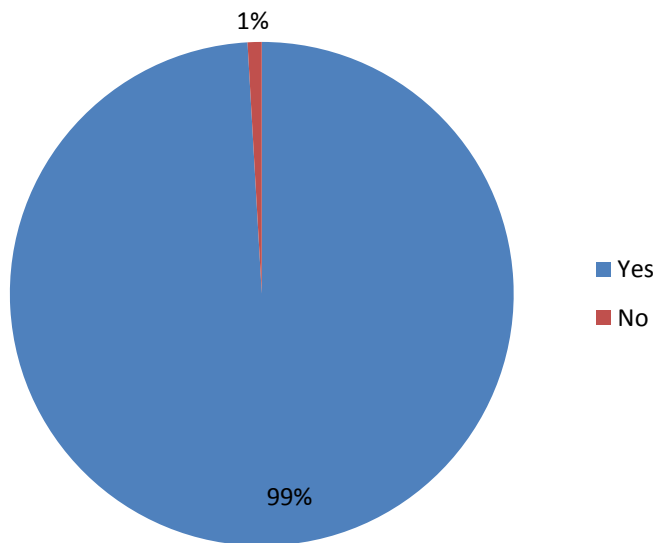


Involve you in decisions about your care

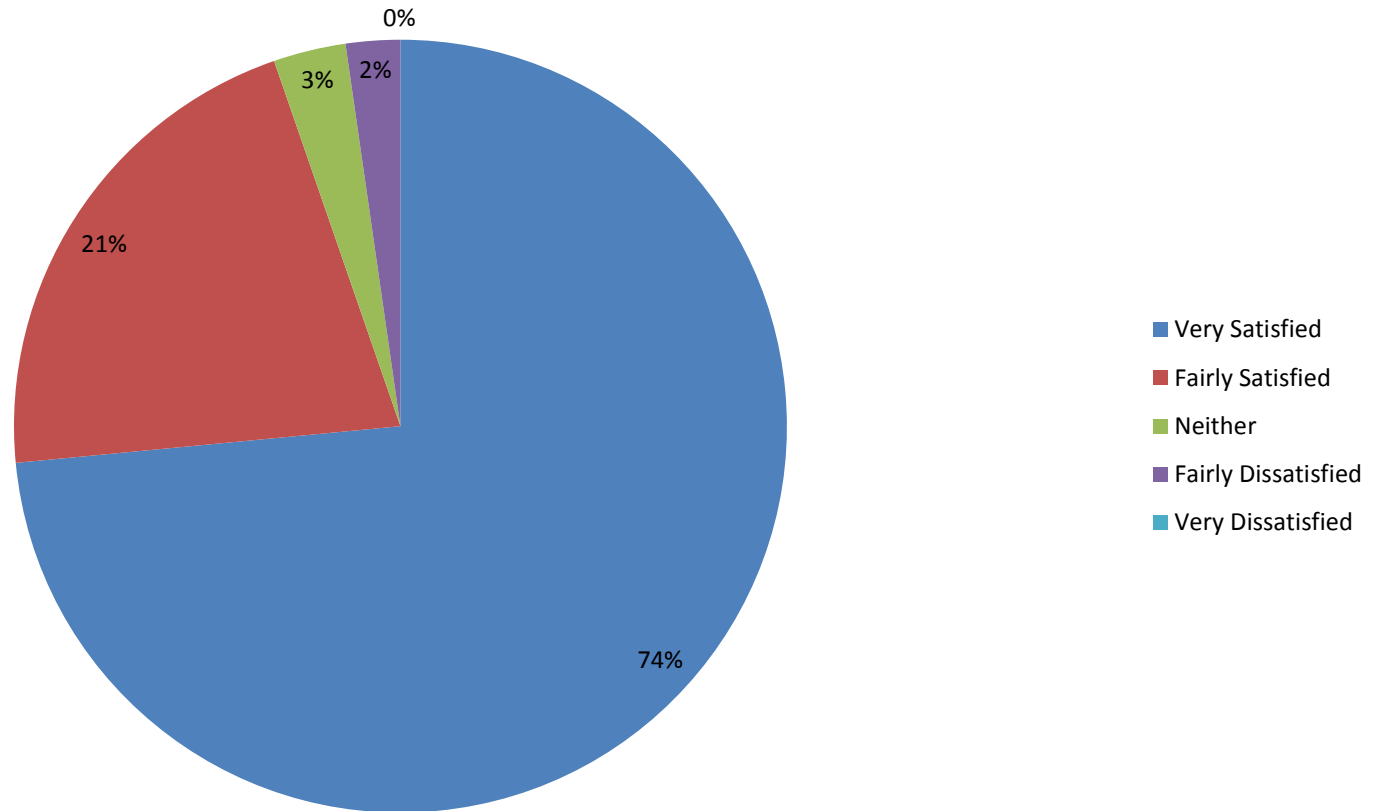


6. In your last appointment with the Nurse, did they?

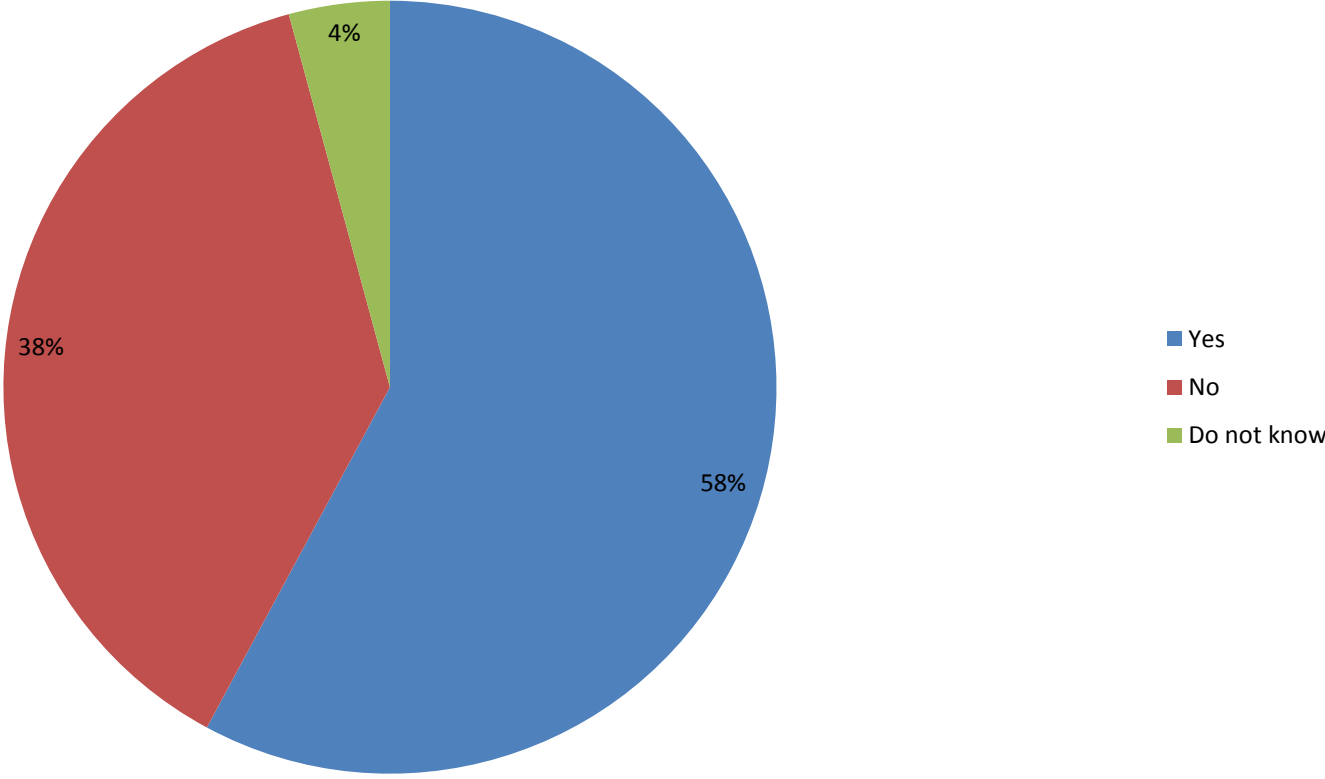
**Treat you with care, concern
and respect**



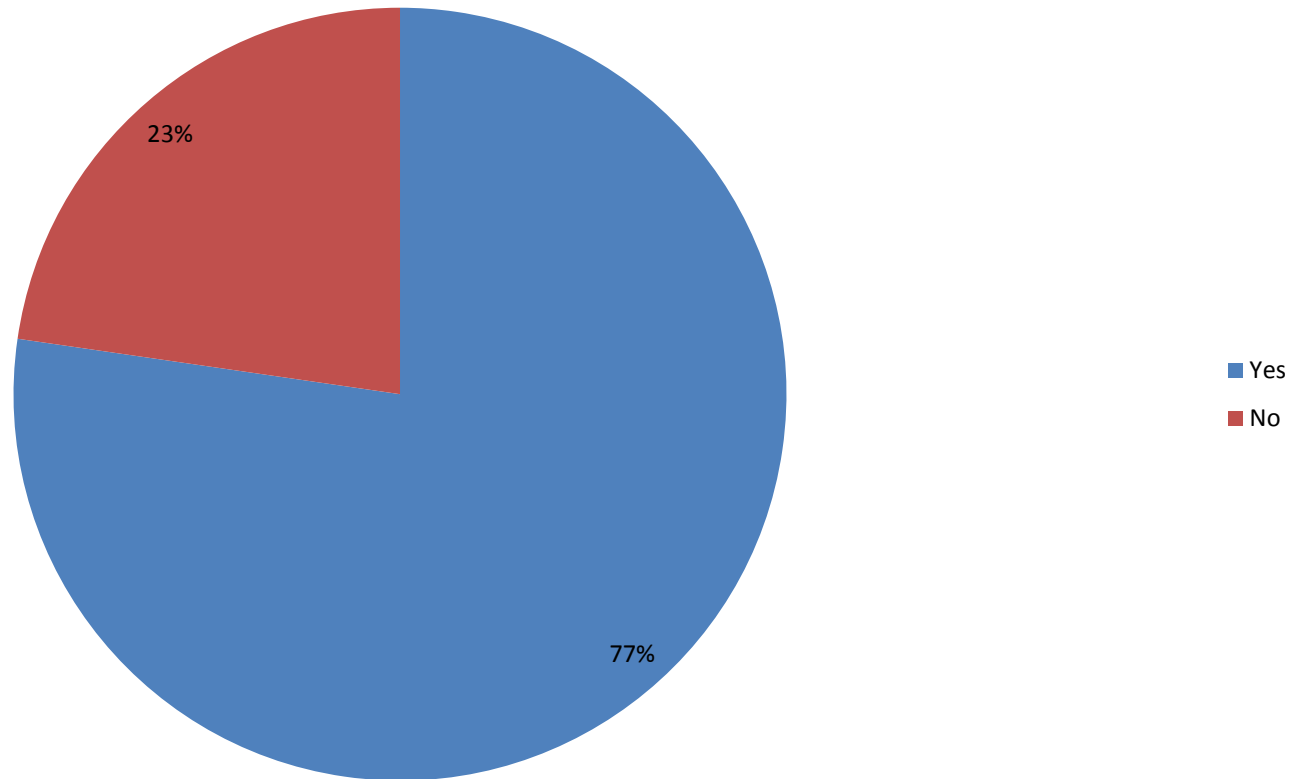
7. In general, how satisfied are you with the care you get at Hightown Surgery



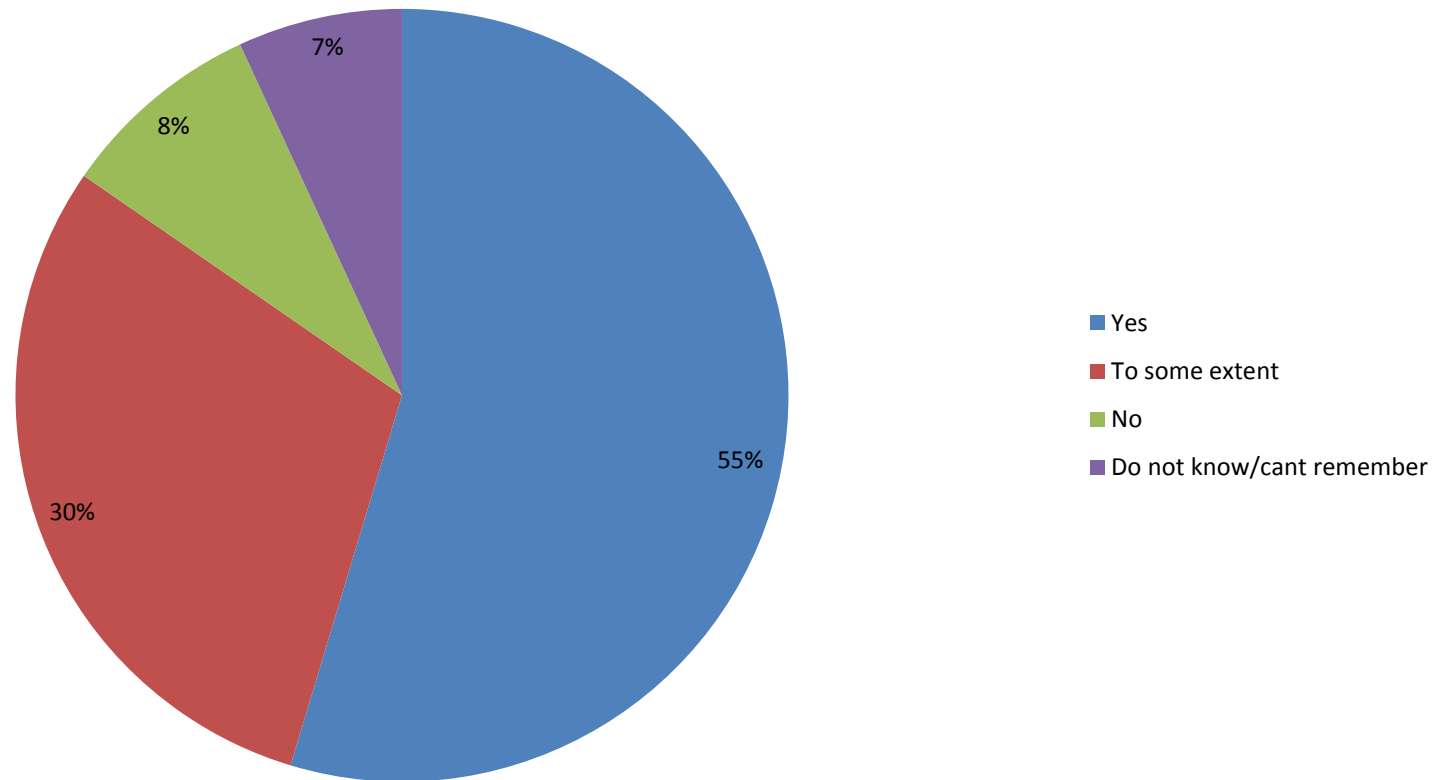
8. Do you have a long standing health problem, disability or infirmity?



9. Have you had discussions in the past 12 months with a Doctor or Nurse about how best to deal with your health problems?



10. Do you think that having these discussions with your Doctor or Nurse has helped improve how you manage your health problems?



If you have any questions about the survey or the results, please contact Diane Stringer, Practice Manager.