

PATIENT SURVEY RESULTS for 2012-13: THE DATA

Introduction:

The information provided below is from data collected in the first quarter of 2013 compared against the previous set of information collected in the 2011-12 year. The same questionnaire was used to survey patients that had used the service in the preceding 6 months of the survey. The data was collected from The Mathews Practice in Sheffield.

Question One A:

I have been registered with the practice for:

		2011-12	2012-13
A	Less than one year	6.5%	2%
B	1-2 years	11%	0%
C	More than 2 years	82.5%	98%

Question One B:

My reason for joining:

		2011-12	2012-13
A	I heard good reports	23%	23%
B	It's close to where I live	61%	52%
C	I don't remember registering	8%	9%
D	Other	8%	16%

Question One C:

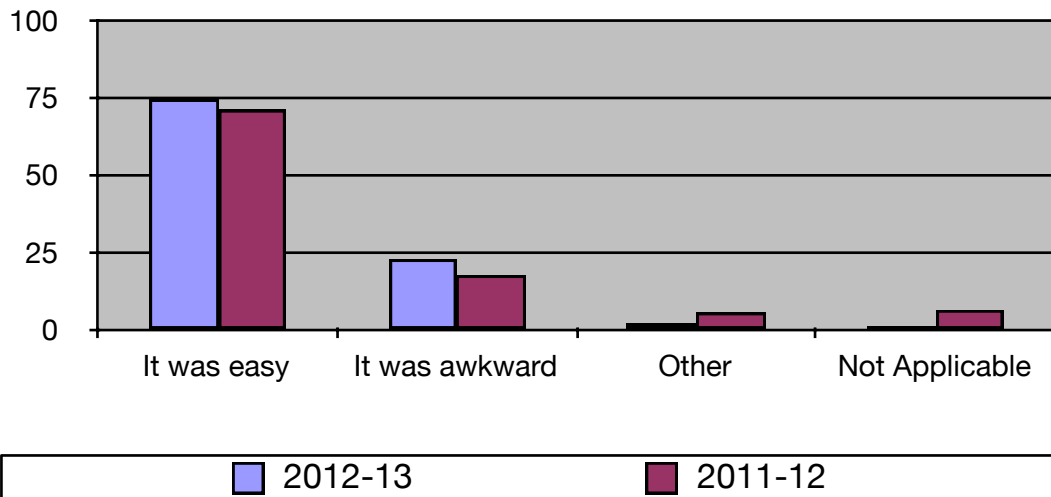
I heard about the Mathews Practice via:

		2011-12	2012-13
A	Word of mouth	27%	51%
B	Another patient	28%	30%
C	Via the internet	3%	3%
D	I received a flyer	1%	0
E	Skipped question	24%	16%

Question Two A:

If you have made an appointment within the last 6 months, how did you find the process?

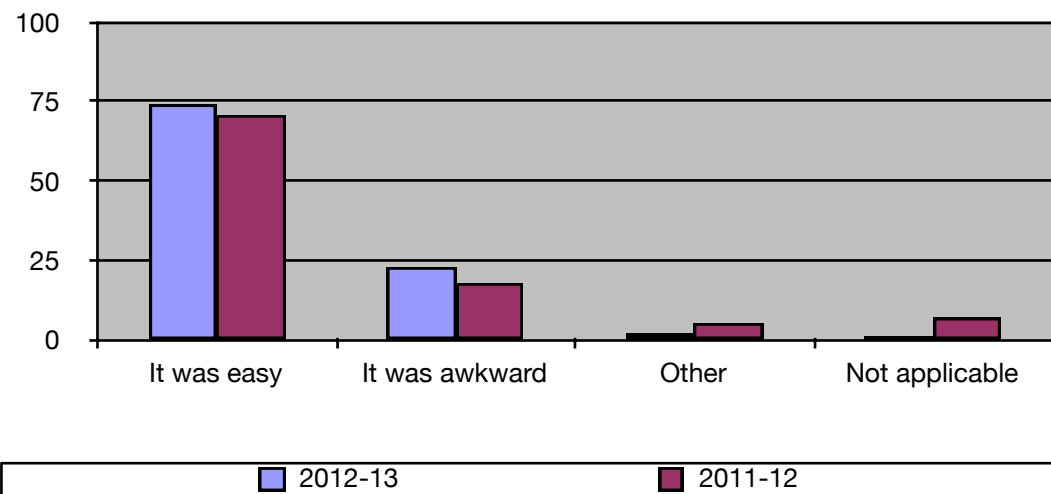
		2011-12	2012-13
A	Easy	71%	74%
B	Awkward	17.5%	23%
C	Other	5%	2%
D	Not applicable	6.5%	1%



Question Two B:

How do you feel about discussing details with the receptionist?

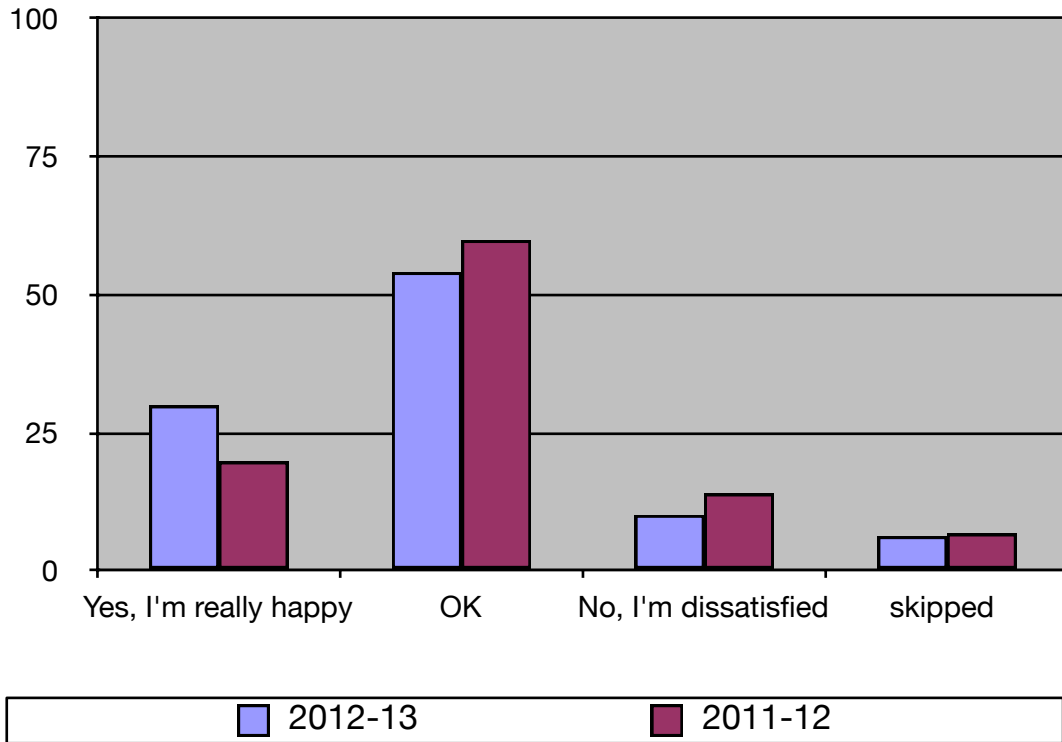
		2011-12	2012-13
A	I don't mind	71%	79%
B	I feel embarrassed	4%	2%
C	I avoid it	12.5%	17%
D	Skipped question	12.5%	2%



Question Three:

Are you satisfied with the waiting time between booking an appointment and actually seeing the Doctor / Nurse?

		2011-12	2012-13
A	Yes, I'm really happy	19.5%	30%
B	It's OK	60%	54%
C	No, I'm really dissatisfied	14%	10%
D	Skipped question	6.5%	6%



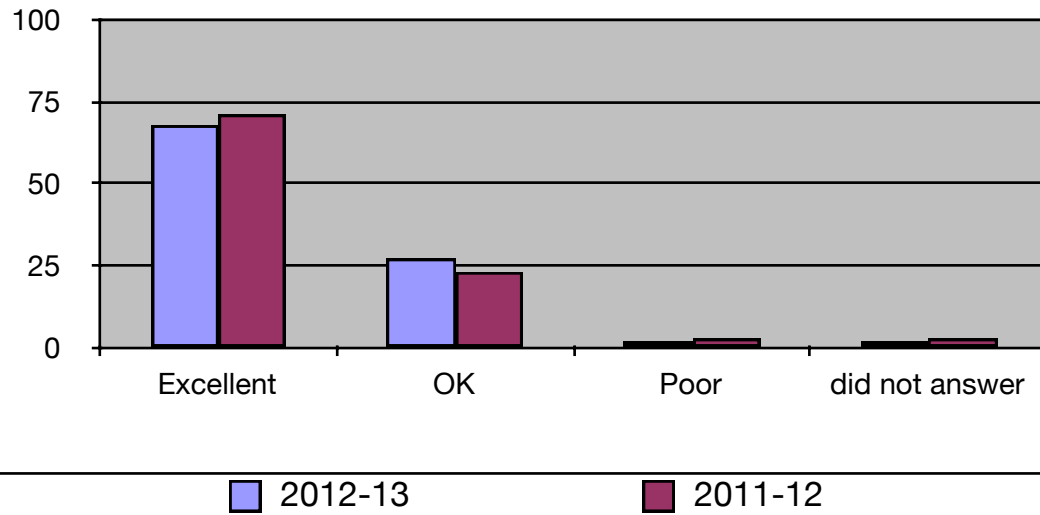
Please rate the service provided to you by our receptionists:

Friendliness:

2011-12

2012-13

A	Excellent	71%	68%
B	OK	23%	27%
C	Poor	3%	2%
D	Skipped question	3%	2%

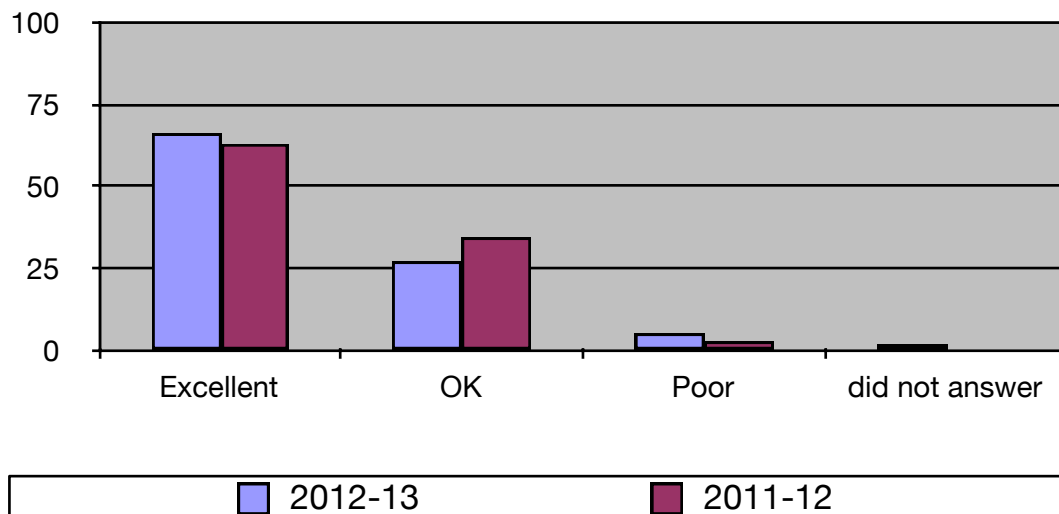


Helpfulness:

2011-12

2012-13

A	Excellent	63%	66%
B	OK	34%	27%
C	Poor	3%	5%
D	Skipped question	0%	2%



Question Five A:

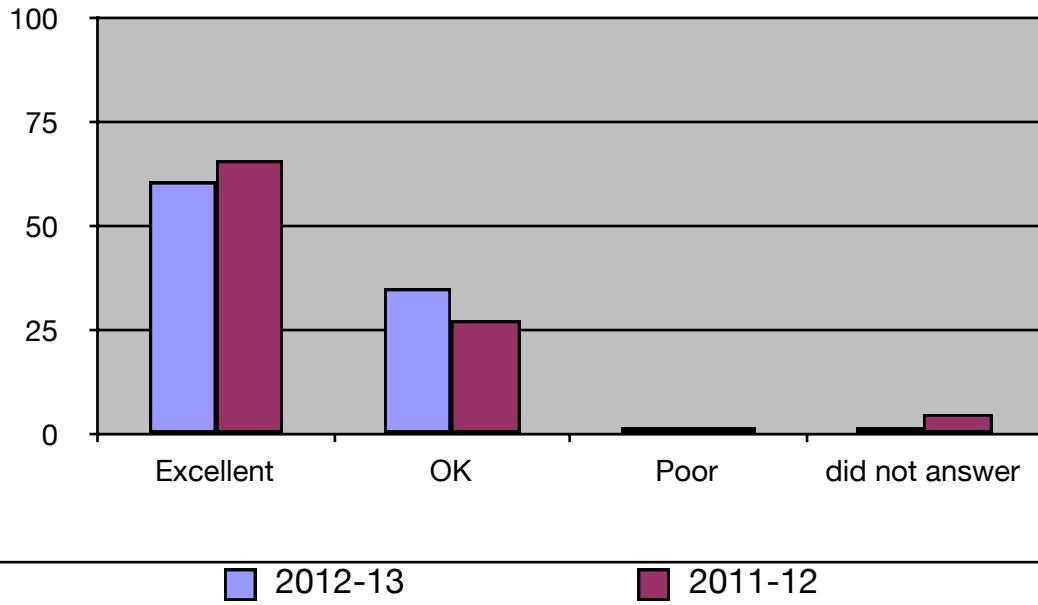
Please rate the service provided to you by our Doctors:

Friendliness:

2011-12

2012-13

A	Excellent	66%	61%
B	OK	27.5%	35%
C	Poor	1.5%	2%
D	Skipped question	5%	2%

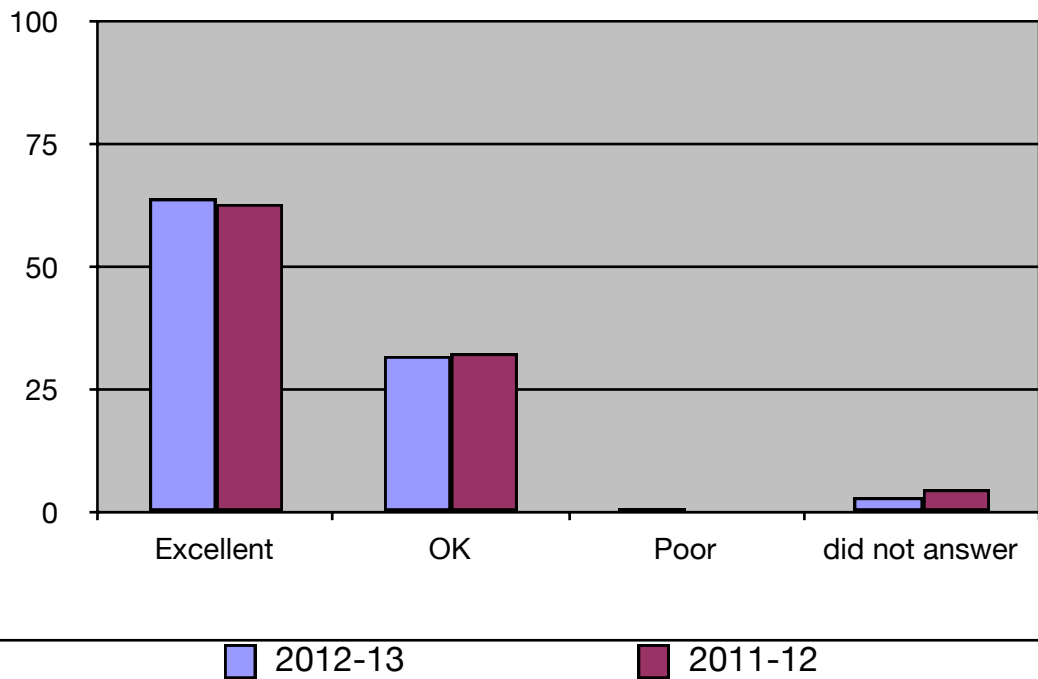


Helpfulness:

2011-12

2012-13

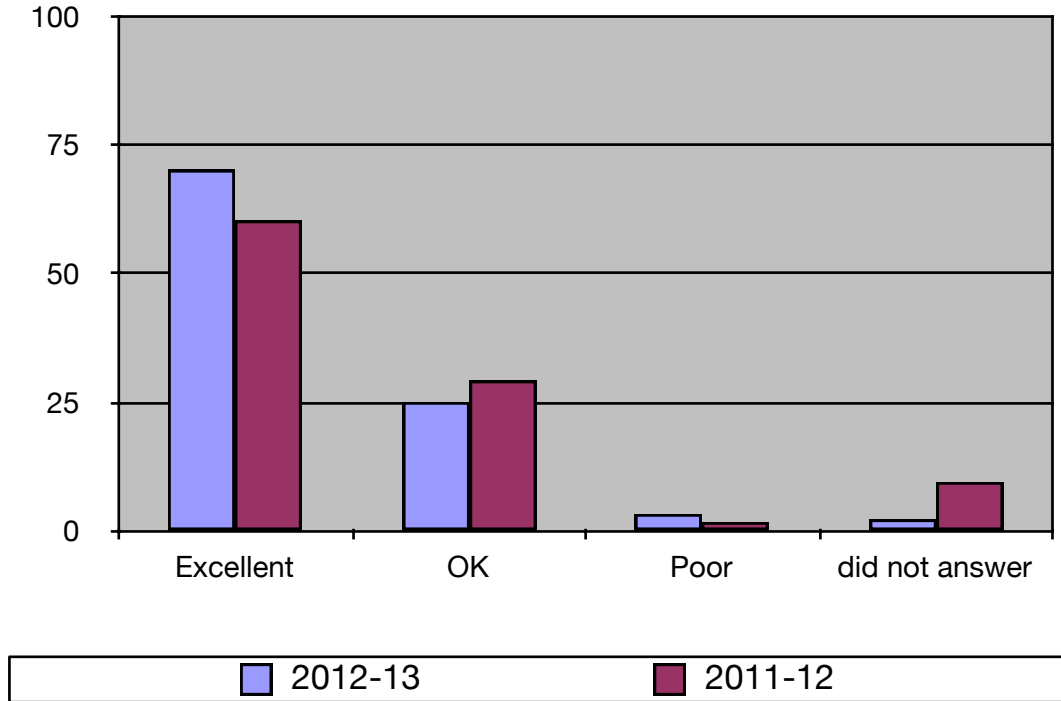
A	Excellent	63%	64%
B	OK	32.5%	32%
C	Poor	0%	1%
D	Skipped question	4.5%	3%



Clinical Ability:

2011-12 2012-13

A	Excellent	60%	70%
B	OK	29%	25%
C	Poor	1.5%	3%
D	Skipped question	9.5%	2%



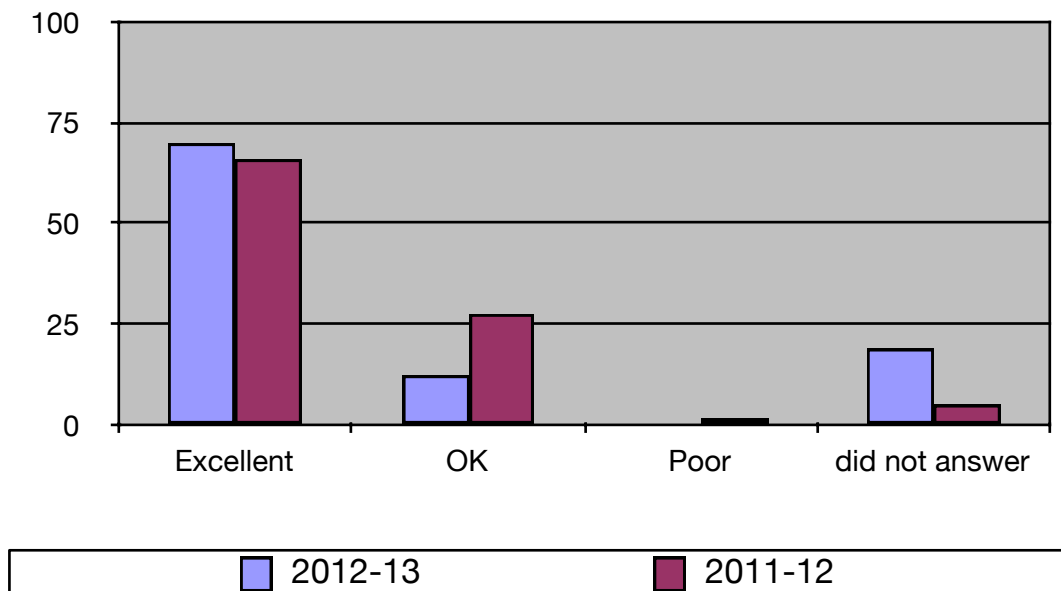
Question Five C:

Please rate the service provided to you by our Nurses:

Friendliness:

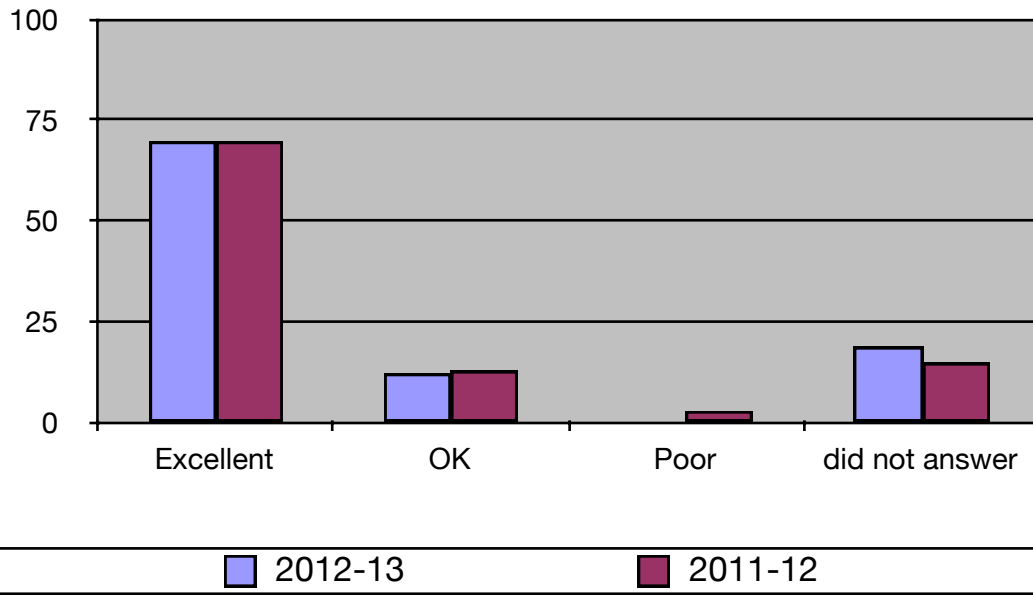
2011-12 2012-13

A	Excellent	66%	70%
B	OK	27.5%	12%
C	Poor	1.5%	0%
D	Skipped question	5%	19%

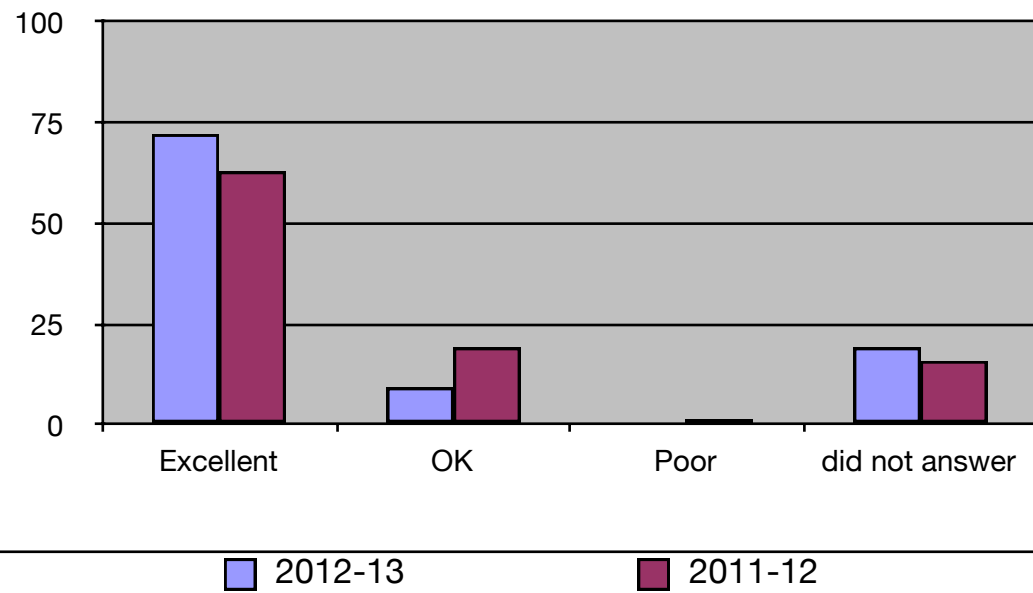


Helpfulness:**2011-12 2012-13**

A	Excellent	69.5%	70%
B	OK	13%	12%
C	Poor	3%	0%
D	Skipped question	14.5%	19%

**Clinical Ability:****2011-12 2012-13**

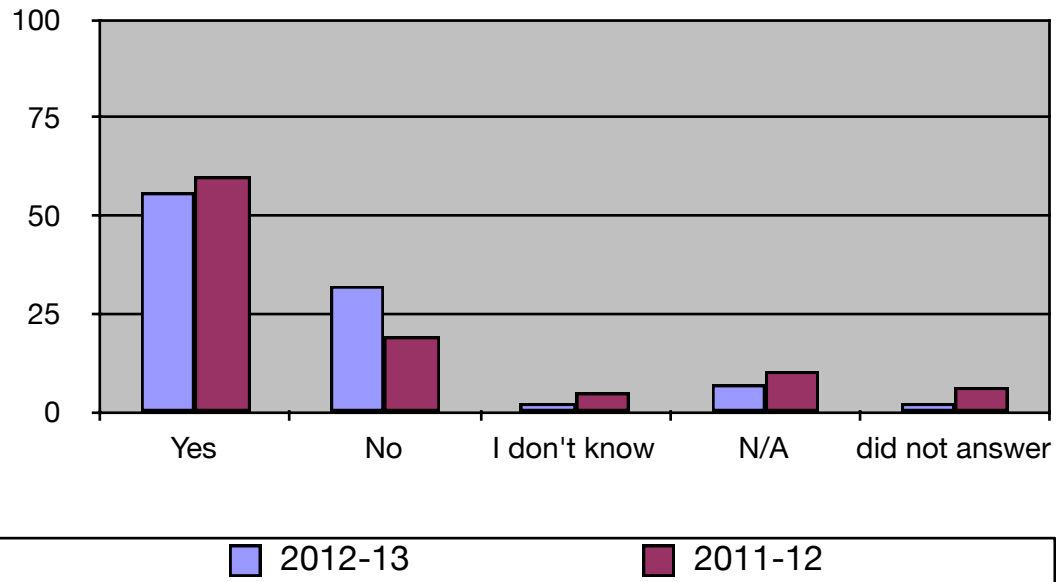
A	Excellent	63%	72%
B	OK	19.5%	9%
C	Poor	1.5%	0%
D	Skipped question	16%	19%



Question Six:

Are you satisfied that you see the Doctor of your choice at each visit?

		2011-12	2012-13
A	Yes	60%	56%
B	No	19%	32%
C	I don't know	5%	2%
D	Not applicable	10%	7%
E	Skipped question	6%	2%

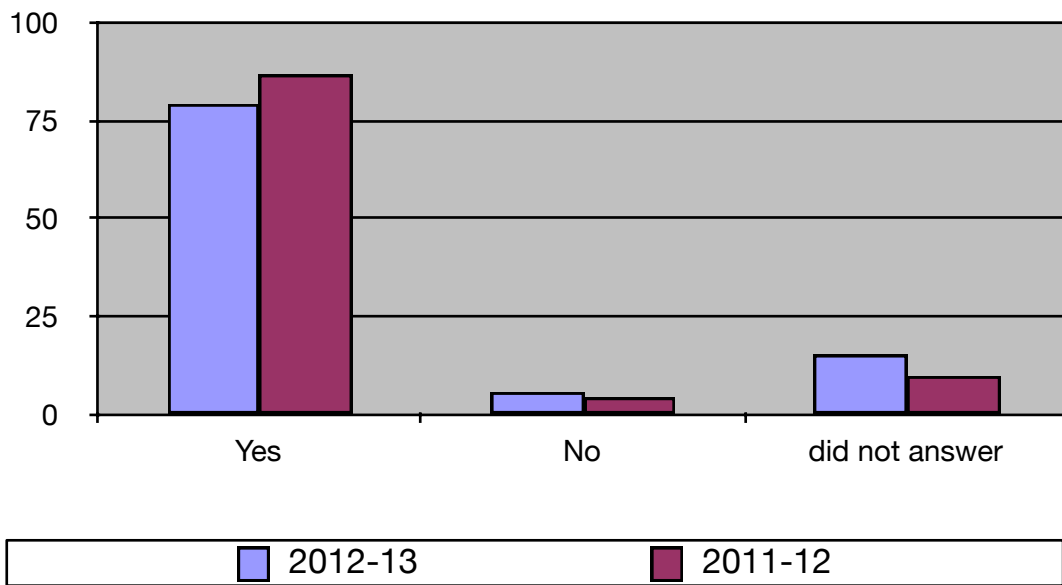


Question Seven:

We are keen to provide our patients with sufficient information relating to any medical conditions that may be diagnosed.

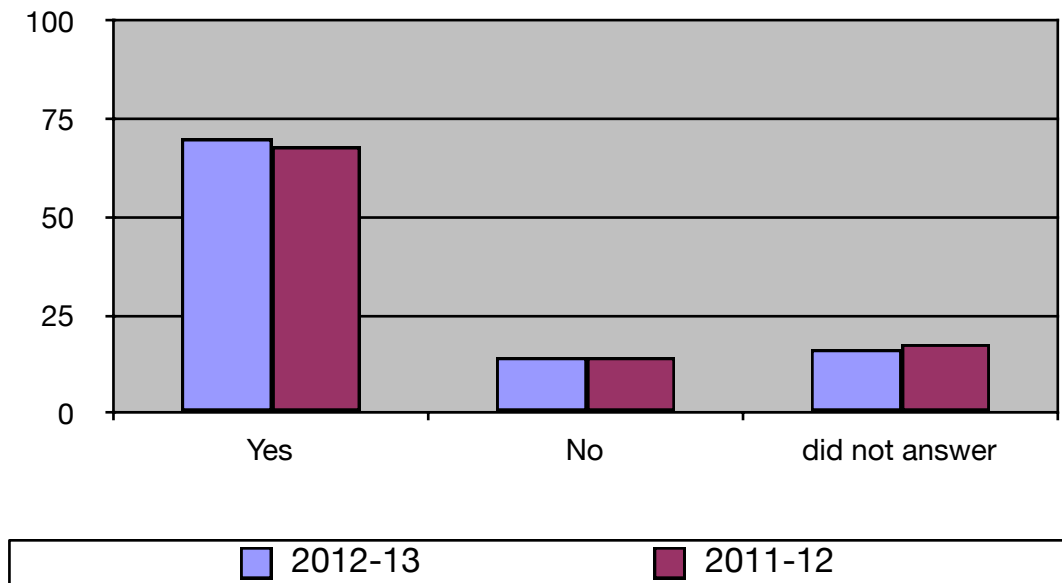
A. Did we give you enough information?

		2011-12	2012-13
A	Yes	87%	79%
B	No	4.5%	6%
C	Skipped question	9.5%	15%



B. Did we offer any help? 2011-12 2012-13

A	Yes	68%	70%
B	No	14.5%	14%
C	Skipped question	17.5%	16%



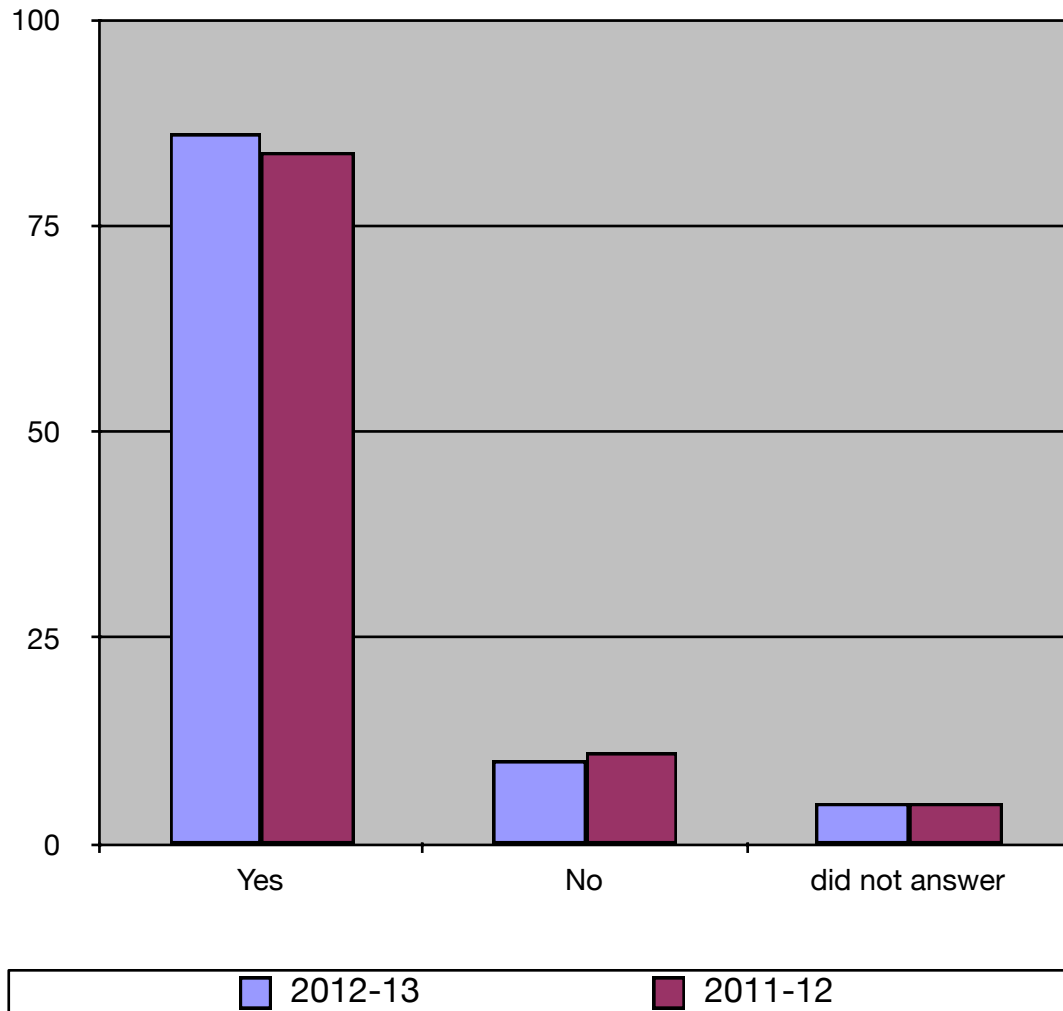
Question Eight:

Question Eight related to the pharmacy services experienced by our patients. As this information relates to other businesses the practice has chosen not to publish the results here.

Question Nine:

Would you recommend The Mathews Practice to friends and family?

		2011-12	2012-13
A	Yes	84%	86%
B	No	11%	10%
C	Skipped question	5%	5%



These results have been discussed both internally and also by our Patient Participation Group (PPG) to inform our strategies for the next 12 months. The practice welcomes feedback at any time of the year and if you wish to talk to us, please don't wait for the survey to voice your concerns, suggestions or feedback.