**St George’s Medical Practice Survey**

The survey had **224** responses.

### The practice's opening hours

* Poor - **5** *(2.2%)*.
* Fair - **7** *(3.1%)*.
* Good - **75** *(33.5%)*.
* Very Good - **92** *(41.1%)*.
* Excellent - **45** *(20.1%)*.
* No response - **0** *(0.0%)*.

### The ease of contacting the practice on the telephone

* Poor - **3** *(1.3%)*.
* Fair - **15** *(6.7%)*.
* Good - **54** *(24.1%)*.
* Very Good - **87** *(38.8%)*.
* Excellent - **62** *(27.7%)*.
* No response - **3** *(1.3%)*.

### The chances of seeing a GP within 48 hours

* Poor - **19** *(8.5%)*.
* Fair - **32** *(14.3%)*.
* Good - **63** *(28.1%)*.
* Very Good - **70** *(31.3%)*.
* Excellent - **37** *(16.5%)*.
* No response - **3** *(1.3%)*.

### The chances of seeing a GP of YOUR choice

* Poor - **26** *(11.6%)*.
* Fair - **33** *(14.7%)*.
* Good - **68** *(30.4%)*.
* Very Good - **67** *(29.9%)*.
* Excellent - **25** *(11.2%)*.
* No response - **5** *(2.2%)*.

### The opportunity to speak to a GP on the telephone

* Poor - **6** *(2.7%)*.
* Fair - **33** *(14.7%)*.
* Good - **78** *(34.8%)*.
* Very Good - **74** *(33.0%)*.
* Excellent - **29** *(12.9%)*.
* No response - **4** *(1.8%)*.

### The ease of access into the building

* Poor - **12** *(5.4%)*.
* Fair - **4** *(1.8%)*.
* Good - **47** *(21.0%)*.
* Very Good - **81** *(36.2%)*.
* Excellent - **78** *(34.8%)*.
* No response - **2** *(0.9%)*.

### The level of cleanliness in the building

* Poor - **1** *(0.4%)*.
* Fair - **9** *(4.0%)*.
* Good - **42** *(18.8%)*.
* Very Good - **83** *(37.1%)*.
* Excellent - **85** *(37.9%)*.
* No response - **4** *(1.8%)*.

### The comfort of the waiting room

* Poor - **10** *(4.5%)*.
* Fair - **30** *(13.4%)*.
* Good - **75** *(33.5%)*.
* Very Good - **65** *(29.0%)*.
* Excellent - **38** *(17.0%)*.
* No response - **6** *(2.7%)*.

### The length of time you have to wait to be called in for your appointment

* Poor - **9** *(4.0%)*.
* Fair - **46** *(20.5%)*.
* Good - **78** *(34.8%)*.
* Very Good - **68** *(30.4%)*.
* Excellent - **21** *(9.4%)*.
* No response - **2** *(0.9%)*.

### Thinking about the last time you saw a GP/Nurse/HCA at the practice please rate how good the clinician was at:

### Giving you enough time

* Poor - **5** *(2.2%)*.
* Fair - **12** *(5.4%)*.
* Good - **56** *(25.0%)*.
* Very Good - **67** *(29.9%)*.
* Excellent - **63** *(28.1%)*.
* No response - **21** *(9.4%)*.

### Asking about your symptoms

* Poor - **3** *(1.3%)*.
* Fair - **10** *(4.5%)*.
* Good - **56** *(25.0%)*.
* Very Good - **71** *(31.7%)*.
* Excellent - **60** *(26.8%)*.
* No response - **24** *(10.7%)*.

### Listening to you

* Poor - **4** *(1.8%)*.
* Fair - **10** *(4.5%)*.
* Good - **50** *(22.3%)*.
* Very Good - **66** *(29.5%)*.
* Excellent - **70** *(31.3%)*.
* No response - **24** *(10.7%)*.

### Explaining tests and treatments

* Poor - **3** *(1.3%)*.
* Fair - **11** *(4.9%)*.
* Good - **55** *(24.6%)*.
* Very Good - **66** *(29.5%)*.
* Excellent - **66** *(29.5%)*.
* No response - **23** *(10.3%)*.

### Involving you in decisions about your care

* Poor - **5** *(2.2%)*.
* Fair - **11** *(4.9%)*.
* Good - **64** *(28.6%)*.
* Very Good - **62** *(27.7%)*.
* Excellent - **60** *(26.8%)*.
* No response - **22** *(9.8%)*.

### Treating you with respect

* Poor - **2** *(0.9%)*.
* Fair - **7** *(3.1%)*.
* Good - **40** *(17.9%)*.
* Very Good - **62** *(27.7%)*.
* Excellent - **87** *(38.8%)*.
* No response - **26** *(11.6%)*.

### Allowing you time to express concerns or fears

* Poor - **5** *(2.2%)*.
* Fair - **10** *(4.5%)*.
* Good - **55** *(24.6%)*.
* Very Good - **58** *(25.9%)*.
* Excellent - **72** *(32.1%)*.
* No response - **24** *(10.7%)*.

### Name of clinician (Optional):

This is a free-text question, so analysis cannot be performed.

The following free-text responses were declared:

* Dr Baines (4)
* Sharon Jackson (2)
* Dr Baines has been outstanding in supporting me with mental health difficulties. I keep meaning to write to him, but no words can ever explain how grateful I am to him. The village is extremely fortunate to have him as a GP. (1)
* dr.ana ramos (1)
* Dr Kate Oxley (2)
* Dr Patrick Holmes (1)
* Gemma (2)
* Dr Ramos (2)
* Ana Ramos (2)
* Dr Ana Ramos (3)
* Dr Ramos Rebecca nurse (1)
* Asthma Nurse (1)
* Dr PHolmes (1)
* DR RAMOS (1)
* Nurse (2)
* Dr. P Holmes (1)
* Dr Holmes (2)
* Dr Holmes (5)
* Rebekah (1)
* New girl recently started (1)
* Sharon, New doctor (Alastair?) Dr Holmes. All fantastic. (1)
* Dr Oxley (1)
* Anabel Alakakone (1)
* Sam (1)

### The manner in which you were treated by the reception staff

* Poor - **6** *(2.7%)*.
* Fair - **8** *(3.6%)*.
* Good - **33** *(14.7%)*.
* Very Good - **90** *(40.2%)*.
* Excellent - **67** *(29.9%)*.
* No response - **20** *(8.9%)*.

### The knowledge the staff had to direct you to the correct information/appointment

* Poor - **6** *(2.7%)*.
* Fair - **8** *(3.6%)*.
* Good - **51** *(22.8%)*.
* Very Good - **80** *(35.7%)*.
* Excellent - **54** *(24.1%)*.
* No response - **25** *(11.2%)*.

### The respect shown for your privacy and confidentiality

* Poor - **9** *(4.0%)*.
* Fair - **12** *(5.4%)*.
* Good - **50** *(22.3%)*.
* Very Good - **81** *(36.2%)*.
* Excellent - **49** *(21.9%)*.
* No response - **23** *(10.3%)*.

### The information provided about the practice’s services (such as repeat prescriptions, test results etc.)

* Poor - **9** *(4.0%)*.
* Fair - **11** *(4.9%)*.
* Good - **52** *(23.2%)*.
* Very Good - **75** *(33.5%)*.
* Excellent - **54** *(24.1%)*.
* No response - **23** *(10.3%)*.

### The opportunity for making complaints or compliments to the practice about its service and quality of care

* Poor - **5** *(2.2%)*.
* Fair - **19** *(8.5%)*.
* Good - **70** *(31.3%)*.
* Very Good - **65** *(29.0%)*.
* Excellent - **39** *(17.4%)*.
* No response - **26** *(11.6%)*.

### The information provided about how to prevent illness and stay healthy

* Poor - **6** *(2.7%)*.
* Fair - **12** *(5.4%)*.
* Good - **67** *(29.9%)*.
* Very Good - **78** *(34.8%)*.
* Excellent - **37** *(16.5%)*.
* No response - **24** *(10.7%)*.

### The reminder systems for ongoing health checks

* Poor - **7** *(3.1%)*.
* Fair - **13** *(5.8%)*.
* Good - **56** *(25.0%)*.
* Very Good - **53** *(23.7%)*.
* Excellent - **69** *(30.8%)*.
* No response - **26** *(11.6%)*.

### The practices respect of your right to seek a second opinion or complimentary medicine

* Poor - **6** *(2.7%)*.
* Fair - **12** *(5.4%)*.
* Good - **85** *(37.9%)*.
* Very Good - **62** *(27.7%)*.
* Excellent - **26** *(11.6%)*.
* No response - **33** *(14.7%)*.

### The online services available e.g booking appointments, ordering medication

* Poor - **6** *(2.7%)*.
* Fair - **10** *(4.5%)*.
* Good - **55** *(24.6%)*.
* Very Good - **58** *(25.9%)*.
* Excellent - **64** *(28.6%)*.
* No response - **31** *(13.8%)*.

### The eConsultation service which allows you to consult with a GP online

* Poor - **11** *(4.9%)*.
* Fair - **14** *(6.3%)*.
* Good - **72** *(32.1%)*.
* Very Good - **48** *(21.4%)*.
* Excellent - **37** *(16.5%)*.
* No response - **42** *(18.8%)*.

### The website and Facebook page as ways of keeping you informed

* Poor - **3** *(1.3%)*.
* Fair - **17** *(7.6%)*.
* Good - **72** *(32.1%)*.
* Very Good - **57** *(25.4%)*.
* Excellent - **39** *(17.4%)*.
* No response - **36** *(16.1%)*.

### The GP Access Scheme which provides appointments on evenings and weekends

* Poor - **4** *(1.8%)*.
* Fair - **12** *(5.4%)*.
* Good - **75** *(33.5%)*.
* Very Good - **57** *(25.4%)*.
* Excellent - **41** *(18.3%)*.
* No response - **35** *(15.6%)*.

### Thanks to our Patient Participation Group for helping us to pull this survey together. If you are interested in becoming a member please contact Practice Manager, Liz Stewart.

### The following questions provide us only with general information about the range of people who have responded to this survey. No-one at the practice will be able to identify your personal responses.

### Age:

* Under 18 - **2** *(0.9%)*.
* 18-25 - **11** *(4.9%)*.
* 26-35 - **25** *(11.2%)*.
* 36-45 - **23** *(10.3%)*.
* 46-55 - **24** *(10.7%)*.
* 56-65 - **43** *(19.2%)*.
* 66-75 - **53** *(23.7%)*.
* 76+ - **12** *(5.4%)*.
* Prefer not to say - **0** *(0.0%)*.
* No response - **31** *(13.8%)*.

### Gender:

* Male - **65** *(29.0%)*.
* Female - **127** *(56.7%)*.
* Prefer not to say - **0** *(0.0%)*.
* No response - **32** *(14.3%)*.

### Ethnicity:

* British or mixed British - **184** *(82.1%)*.
* Irish - **2** *(0.9%)*.
* Caribbean - **0** *(0.0%)*.
* African - **0** *(0.0%)*.
* Chinese - **0** *(0.0%)*.
* Asian - **1** *(0.4%)*.
* Indian - **0** *(0.0%)*.
* Pakistani - **0** *(0.0%)*.
* Bangladeshi - **0** *(0.0%)*.
* Other White background - **1** *(0.4%)*.
* Other Mixed background - **1** *(0.4%)*.
* Other Black background - **0** *(0.0%)*.
* Prefer not to say - **3** *(1.3%)*.
* No response - **32** *(14.3%)*.

### How long have you been registered with the practice:

* Under 1 year - **11** *(4.9%)*.
* 1-5 years - **29** *(12.9%)*.
* 5+ years - **138** *(61.6%)*.
* Prefer not to say - **1** *(0.4%)*.
* No response - **45** *(20.1%)*.