

Dr S Laybourn and Partners - PRG Survey Results Report for 2015/16

This year there has once again not been a requirement to carry out a Patient Survey Report but we have we devised an add on series of questions to the Friends and Family Test so that additional patient feedback could be received. Once again there are some interesting results which the PRG will look into deeper over the coming year.

We asked our patients:-

1. We would like you to think about your recent experiences of our service.
How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?
59.21 % of patients said that they were extremely likely to recommend our GP Practice.
34.90 % of patients said that they were likely to recommend our GP Practice.
5.50 % of patients said they were neither likely nor unlikely to recommend our GP Practice
0.39 % of patients said that they were unlikely to recommend our GP Practice.
0 % of patients said that they were extremely unlikely to recommend our GP Practice.
0 % of patients said that they don't know to recommend our GP Practice.
2. If you have given Unlikely, Extremely Unlikely or Don't know as your answer, please could you expand on why you chose this answer?
As we did not receive any of these categories we do not have any suggestions to print.
3. Have you attended hospital, used an ambulance, visited A&E, a clinical clinic, outpatients, Social Services or any other NHS service recently?
13% said Yes to this question indicating a low number using the expensive NHS resource.
87% said No which is a marker to show that the surgery is seeing a high proportion of sick and ill patients rather than then using the other NHS services.
4. If you answered yes, were you happy with your treatment?
12 % said their experience was poor
31 % said their experience was fair
39 % said their experience was good
18 % said their experience was very good

We then offered patients to give us more information about their recent medical visit by completing a Quality Yellow Card System Questionnaire specifically for these comments.

5. As well as the paper system, we also operate an online system for ordering your repeat prescriptions by going onto the Practice website at www.leedsgps.com and making your request online.
46 % of patients said that they did know it existed.
51 % of patients said that they did not know it existed.
35 % of patients said that they have used it.
24 % of patients said that they have not used it.
25% of patients said that they have not used it but may in future.
16 % of patients said that they have not used and are unsure of using it in the future.

- 6.** We operate an online appointment booking system that you can use by going onto the Practice website at www.leedsgps.com.
43 % of patients said that they have used it?
19 % of patients said that they had not used it but may in the future.
32 % of patients said that they have not used and are unsure of using it in the future.
- 7.** How do you think the Opening Hours that the Practice operates rates?
25 % of patients said that they are excellent
39 % of patients said that they are very good
29 % of patients said that they are good
5 % of patients said that they are fair
2 % of patients said that they are poor
- 8.** Are there any additional hours you would like to see the Practice to be open for?
72 % of patients said that the Practice opening hours are fine as they are.
7 % of patients said that the Practice opening hours earlier in the morning.
7 % of patients said that the Practice opening hours lunch times.
6 % of patients said that the Practice opening hours later in the evening.
6 % of patients said that the Practice opening hours Saturday morning.
4 % of patients said that the Practice opening hours could be open at other times.
- 9.** Do you consider yourself to have a disability?
89 % answered no
11 % answered yes
- 10.** What age group do you fit into?
0 % of patients are in the 0 to 15
4 % of patients are in the 16 to 24
13 % of patients are in the 25 to 34
18 % of patients are in the 35 to 44
44 % of patients are in the 45 to 54
16 % of patients are in the 55 to 64
5 % of patients are in the 65 to 74
0 % of patients are in the 75 to 84
0 % of patients are in the 85 and over