**CITY OF COVENTRY HEALTH CENTRE**

***DR R BANO & DR I C AGARWAL***

**Patient Survey Results 2012**

Below are the results of our recent patient survey undertaken in October 2012. It includes the findings of ninety-eight patients views. Our patient panel helped to formulate the questions so that all appropriate areas of importance were given to our patient population. There is some very positive and encouraging feedback from the final

results, but also areas that require some development. If you completed a patient questionnaire, thank you on behalf of the doctors, nurses and staff.

# About Receptionists and Appointments

**1. How helpful do you find the receptionists your practice?**

**2.** **How easy is it to get through to someone at your GP practice on the phone?**

**3. How easy is it to speak to a doctor or nurse on the phone at your GP practice?**

**4. If you need to see a GP urgently, can you normally get seen on the same day?**

**5. How important is it to you to be able to book appointments ahead of time in your practice?**

**6. How easy is it to book ahead in your practice?**

**7. How do you normally book your appointments at your practice?**

**8. Which of the following methods would you prefer to use to book appointments at your**

**practice?**

**Thinking of times when you want to see a particular doctor:**

**9. How quickly do you usually get seen?**

**10. How do you rate this?**

**Thinking of times when you are willing to see any doctor:**

**11. How quickly do you usually get seen?**

**12. How do you rate this?**

Thinking of your most recent consultation with a doctor or nurse:

**13. How long did you wait for your consultation to start?**

**14. How do you rate this?**

# About Opening Times

**15. Is your GP practice currently open at times that are convenient to you?**

**This question was only answered by those who said ‘no’ to Q15**

**16. Which of the following additional opening hours would make it easier for you to**

**See or speak to someone?**

# About Seeing the Doctor of your Choice

**17. Is there a particular GP you usually prefer to see or speak to?**

**18. How often do you see or speak to the GP you prefer?**

# About how Good the GP Last Seen was at each of the Following

**Those who had not seen a GP in the last 6 months were asked to go straight to Q25.**

**19. Giving you enough time**

**20. Listening to you**

**21. Explaining tests and treatments**

**22. Involving you in decisions about your care**

**23. Treating you with care and concern**

**24. Did you have confidence and trust in the GP you saw/spoke to**

# About how Good the Nurse Last Seen was at each of the Following

**Those who had not seen a Nurse in the last 6 months were asked to go straight to Q31.**

**25. Giving you enough time**

**26. Listening to you**

**27. Explaining tests and treatments**

**28. Involving you in decisions about your care**

**29. Treating you with care and concern**

**30. Did you have confidence and trust in the Nurse you saw/spoke to**

# About Care from your Doctors and Nurses

**Thinking about the care you get overall, how well does the practice help you to:**

**31. Understand your health problems?**

**32. Cope with your health problems**

**33. Keep yourself healthy**

**34. Overall, how would you describe your experience of your GP surgery?**

**35. Would you recommend your GP surgery to someone who has just moved to your local area?**

# Demographics

**36. Gender**

**37. Age**

**38. Do you have a long standing health condition?**

**39. What is your ethnic group?**

**40. Which of the following best describes you?**