

The Willows Medical Practice

Questionnaire's analysis

1412 Questionnaires sent out via email.

Completed internet questionnaires received back 16

Thinking of when you have wanted to see a particular Doctor?

1a.

Same day- 1

Next working day- 0

Within 2 working days- 3

Within 3 working days- 2

Within 4 working days- 0

Within 5 working days- 8

Does not apply- 2

1b.

Very Poor- 2

Poor- 6

Fair- 3

Good- 2

Very good- 1

Excellent- 1

Does not apply- 1

Thinking of the times you are willing to see any Doctor

2a. How quickly are you seen?

Same day- 9

Next working day- 1

Within 2 working days- 1

Within 3 working days- 1

Within 4 working days- 1

Within 5 working days- 1

Does not apply- 2

2b. How do you rate this?

Very Poor- 2

Poor- 6

Fair- 3

Good- 1

Very good- 1

Excellent- 2

Does not apply- 1

2c. If you need to see a GP urgently, can you normally get an appointment for the same day?

Yes- 9

No- 3

Don't know/never necessary- 4

2d.

In general, how often do you see your usual doctor?

Always- 2

Almost always- 3

A lot of the time- 3

Some of the time- 5

Almost never- 2

Never- 1

2e. (1b. mistake on paper)

How do you rate this?

Very Poor- 1

Poor- 3

Fair- 3

Good- 3

Very good- 5

Excellent- 0

Not answered- 1

Thinking about when you consult your usual Doctor, how do you rate the following?

Q3.

How thoroughly the Doctor asks about your symptoms and how you are feeling?

Very Poor- 0

Poor- 0

Fair- 1

Good- 2

Very good- 2

Excellent- 11

NA- 0

How well the Doctor listens to what you have to say?

Very Poor- 0

Poor- 1

Fair- 0

Good- 2

Very good- 3

Excellent- 10

NA- 0

How well the Doctor puts you at ease during your physical examination?

Very Poor- 0

Poor- 0

Fair- 1

Good- 2

Very good- 2

Excellent- 10

NA- 1

How much the Doctor involves you in decisions about your care?

Very Poor- 0

Poor- 1

Fair- 0

Good- 2

Very good- 3

Excellent- 9

NA- 0

How well the Doctor explains your problem or any treatment that you need?

Very Poor- 0

Poor- 1

Fair- 0

Good- 1

Very good- 5

Excellent- 9

NA- 0

The amount of time the Doctor spends with you?

Very Poor- 1

Poor- 0

Fair- 1

Good- 4

Very good- 3

Excellent- 7

NA- 0

How patient the Doctor is with your questions or worries?

Very Poor- 0

Poor- 0

Fair- 1

Good- 3

Very good- 2

Excellent- 10

NA- 0

Does the Doctor display care and concern for you?

Very Poor- 0

Poor- 0

Fair- 1

Good- 1

Very good- 5

Excellent- 9

NA- 0

Thinking about the practice nurse you have seen, how do you rate the following?

Q4.

How well he/she listens to you?

Very Poor- 0

Poor- 0

Fair- 2

Good- 1

Very good- 5

Excellent- 5

NA- 2

The quality of care provided?

Very Poor- 0

Poor- 0

Fair- 2

Good- 1

Very good- 5

Excellent- 5

NA- 2

How well he/she explains your health problems or any treatment needed?

Very Poor- 0

Poor- 0

Fair- 2

Good- 1

Very good- 5

Excellent- 5

NA- 2

150 questionnaires handed out at reception.

Completed by hand questionnaires received back 42

Thinking of when you have wanted to see a particular Doctor?

1a.

Same day- 6

Next working day- 0

Within 2 working days- 2

Within 3 working days- 3

Within 4 working days- 4

Within 5 working days- 22

More than 5- 2

Does not apply- 3

1b.

Very Poor- 8

Poor- 12

Fair- 10

Good- 2

Very good- 6

Excellent- 2

Does not apply- 2

Thinking of the times you are willing to see any Doctor

2a. How quickly are you seen?

Same day- 11

Next working day- 4

Within 2 working days- 4

Within 3 working days- 4

Within 4 working days- 6

Within 5 working days- 7

Does not apply- 6

2b. How do you rate this?

Very Poor- 4

Poor- 7

Fair- 9

Good- 6

Very good- 7

Excellent- 3

Does not apply- 6

2c. If you need to see a GP urgently, can you normally get an appointment for the same day?

Yes- 17

No- 15

Don't know/never necessary- 10

2d.

In general, how often do you see your usual doctor?

Always- 4

Almost always- 7

A lot of the time- 4

Some of the time- 16

Almost never- 5

Never- 3

NA-3

2e. (1b. mistake on paper)

How do you rate this?

Very Poor- 3

Poor- 6

Fair- 11

Good- 9

Very good- 4

Excellent- 5

Not answered- 4

Thinking about when you consult your usual Doctor, how do you rate the following?

Q3.

How thoroughly the Doctor asks about your symptoms and how you are feeling?

Very Poor- 0

Poor- 1

Fair- 3

Good- 9

Very good- 15

Excellent- 10

NA- 4

How well the Doctor listens to what you have to say?

Very Poor- 0

Poor- 1

Fair- 2

Good- 4

Very good- 18

Excellent- 13

NA- 5

How well the Doctor puts you at ease during your physical examination?

Very Poor- 0

Poor- 0

Fair- 2

Good- 5

Very good- 15

Excellent- 13

NA- 7

How much the Doctor involves you in decisions about your care?

Very Poor- 0

Poor- 0

Fair- 6

Good- 4

Very good- 17

Excellent- 10

NA- 5

How well the Doctor explains your problem or any treatment that you need?

Very Poor- 0

Poor- 0

Fair- 2

Good- 4

Very good- 18

Excellent- 14

NA- 4

The amount of time the Doctor spends with you?

Very Poor- 0

Poor- 0

Fair- 8

Good- 5

Very good- 14

Excellent- 11

NA- 4

How patient the Doctor is with your questions or worries?

Very Poor- 0

Poor- 0

Fair- 6

Good- 3

Very good- 15

Excellent- 14

NA- 4

Does the Doctor display care and concern for you?

Very Poor- 0

Poor- 0

Fair- 5

Good- 5

Very good- 14

Excellent- 14

NA- 4

Thinking about the practice nurse you have seen, how do you rate the following?

Q4.

How well he/she listens to you?

Very Poor- 0

Poor- 0

Fair- 0

Good- 11

Very good- 10

Excellent- 11

NA- 10

The quality of care provided?

Very Poor- 0

Poor- 0

Fair- 0

Good- 9

Very good- 12

Excellent- 11

NA- 10

How well he/she explains your health problems or any treatment needed?

Very Poor- 0

Poor- 0

Fair- 0

Good- 10

Very good- 9

Excellent- 13

NA- 10