

Sedlescombe & Westfield Surgeries Patient Survey – January - February 2018

DATA RESPONSES - Results are rounded and displayed as a percentage of the 194 responses received

1a	How important is it for you to book non urgent/routine appointments ahead of time?	<i>Important</i>	<i>Not Important</i>	<i>N/A</i>
		71	20	9
1b	How do you prefer to book your appointments?	<i>In Person</i>	<i>Telephone</i>	<i>On-Line</i>
		31	57	12
2	Is the telephone service easy to use if you have a hearing disability?	Yes	No	N/A
		18	2	80
3	Do you know that you can have a telephone appointment with a GP?	Yes	No	N/A
		68	30	2
4a	Do you use our surgery website and our online services (e.g. to book appointments with a Doctor)	Yes	No	N/A
		30	68	4
4b	Do you find our website easy to use?	Yes	No	N/A
		33	4	63
4c	Would you find it useful if we also had a Facebook page?	Yes	No	N/A
		15	72	13
5	Have there been any occasions where the receptionist has been unable to assist you with your request or enquiry?	Yes	No	
	<i>(Sedlescombe 39 people.. Westfield 56 people)</i>	6	89	
6a	On your most recent surgery visit were you kept waiting for GP or nurse for longer than 15 minutes from your appointment time?	Yes	No	N/A
		27	67	6
6b	If you were not seen at your given appointment time, did you think that this would be due to medical staff helping other patients?	Yes	No	N/A
		71	5	24
6c	Have you seen the presentation on the waiting room TV's regarding why the Doctor or Nurse may be running late?	Yes	No	N/A
		76	16	8
7	Have you always been treated with respect by all of our staff during your surgery visits or on the telephone?	Yes	No	N/A
		91	5	4
8	At your appointments, do you feel involved in the decisions about your health and future care?	Yes	No	N/A
		92	2	6

9	Do you feel surgery staff listen to you and give clear answers to your questions?	Yes	No	N/A
		92	3	5
10	Did all areas of the Surgeries appear clean and tidy on your last visit?	Yes	No	N/A
		98	1	1
11	Do you know you where you can get advice to assist your daily living needs?	Yes	No	N/A
		25	15	60
12a	Did you know our surgeries have a Patient Involvement Group (PIG)?	Yes	No	N/A
		45	42	13

Demographic information						
Age	Under 18	18-24	25-44	45-59	60+	Declined to answer
	1%	5%	11%	19%	52%	12%
Gender	Male	Female	Trans Male	Trans Female	Declined to answer	
	31%	55%	-	-	14%	
Marital Status	Single	Married/ Partnership	Widowed	Divorced	Separated	Declined to answer
	16%	59%	11%	5%	1%	8%

Returned Forms - 194
With contact details Ticks only 15% Comments 35%
Without contact details Ticks only 20% Comments 30%

Ethnic Origin - Responses					
White British	Irish	Any other white	European	Any other mixed background	Declined to Answer
80%	1%	1%	1%	1%	16%

Ethnic Origin – No responses			
Asian or Asian British	Bangladeshi	Indian	Pakistani
Chinese	Black or Black British	Any other Black background	Any other Asian Background