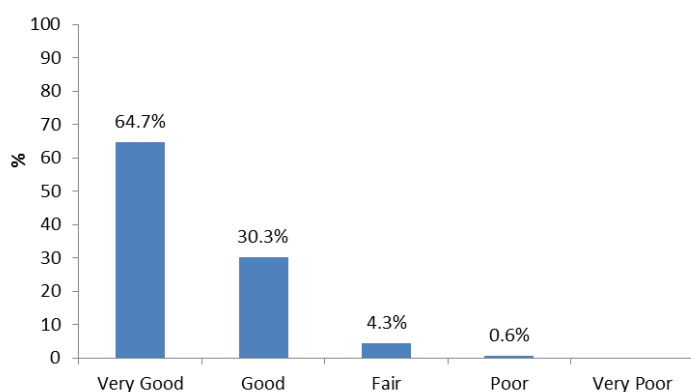


Hough Green Health Park

Patient Survey – September 2012



How do you rate the Practice as a whole? (number of responses 323)



Information in this dashboard about:

- The Practice
- Times when you want to see a particular Doctor
- Times when you are willing to see any Doctor
- Your usual Doctor and the Nurses

The Patient Survey was carried out in September 2012 by Halton Borough Council's Research & Intelligence team and Hough Green Health Park's Patient Participation Group.

In total, 363 patients responded to the paper questionnaire, this equates to about 10% of the entire patient base at the Practice.

Further analysis is available on request, such as breakdown by demographics.

*Please note that due to rounding some figures may not total 100%.

Hough Green Health Park – Patient Survey September 2012
Contact the Patient Participation Group via the surgery for further information

The Practice:

- 95% of patients rate the Practice as a whole as good or very good.
- Evenings and weekends were the times that most patients stated they would like the Practice to be open for additional hours.
- 20% of patients rated 'the hours the Practice is open' as Fair, Poor or Very Poor.
- When compared with the patient survey from May 2011 (at the Upton Medical Centre surgery), the % of patients rating; opening hours, parking facilities, seat availability and toilets as 'good' or 'very good' has increased.

Times when you want to see a particular Doctor:

- When wanting to see a particular Doctor, 4 in 10 patients are seen on the same day.
- Around 13% of patients are very or fairly dissatisfied with the length of time taken to see a particular Doctor.

Times when you are willing to see any Doctor:

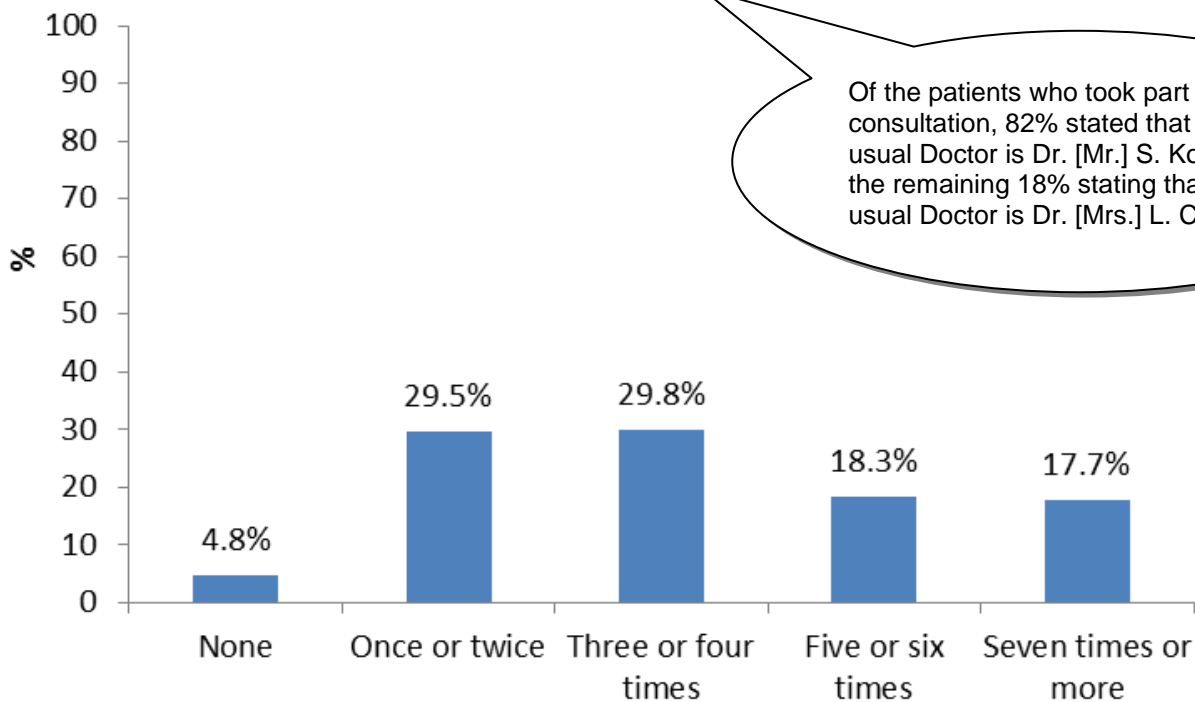
- When willing to see any Doctor, 62% of patients are seen on the same day or next working day (this has decreased from a figure of 74% in the patient survey from May 2011 - at the Upton Medical Centre surgery).
- Almost three quarters of patients are very or fairly satisfied with the length of time taken to see a particular Doctor.
- If they need to see a Doctor urgently, 15% of patients stated they cannot normally be seen on the same day.

Your usual Doctor and the nurses:

- More than 85% of patients rate each element of care provided by their usual Doctor and the Nurse(s) as good or very good.

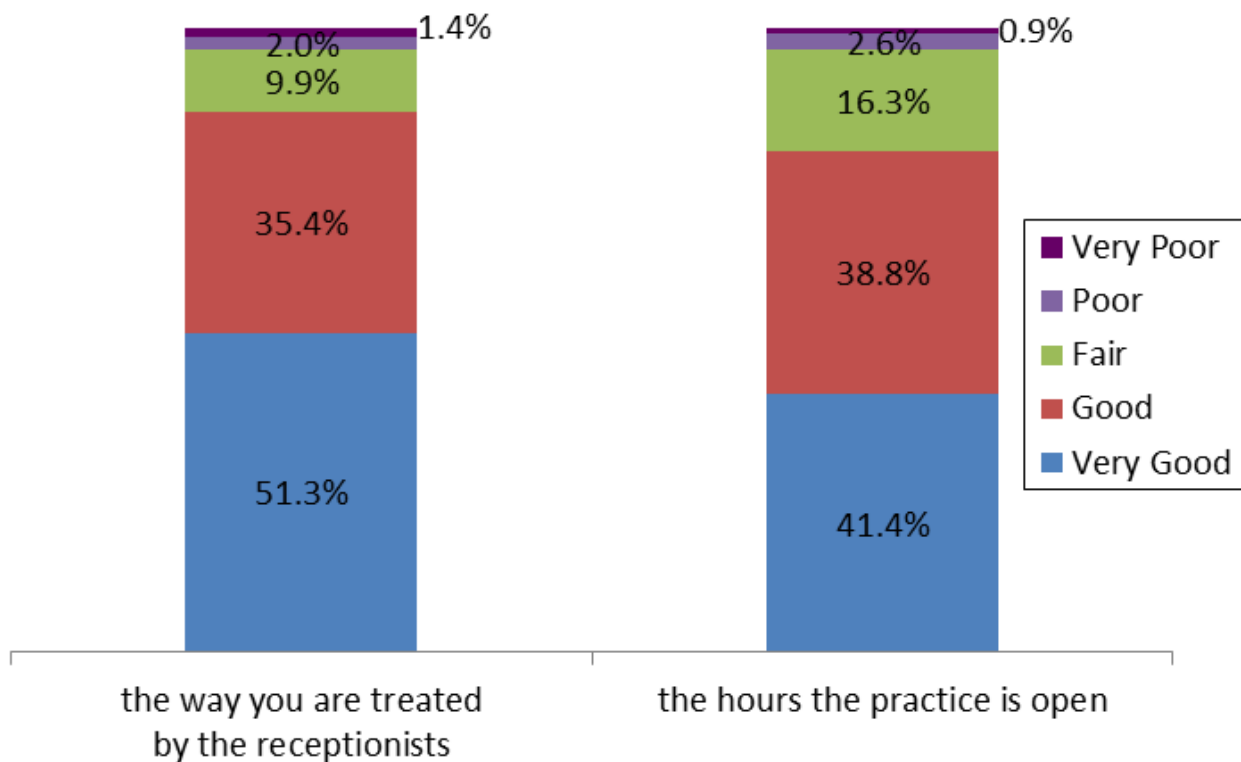
About the Practice:

In the past 12 months, how many times have you seen a Doctor from the Practice.....?
(number of responses 356)

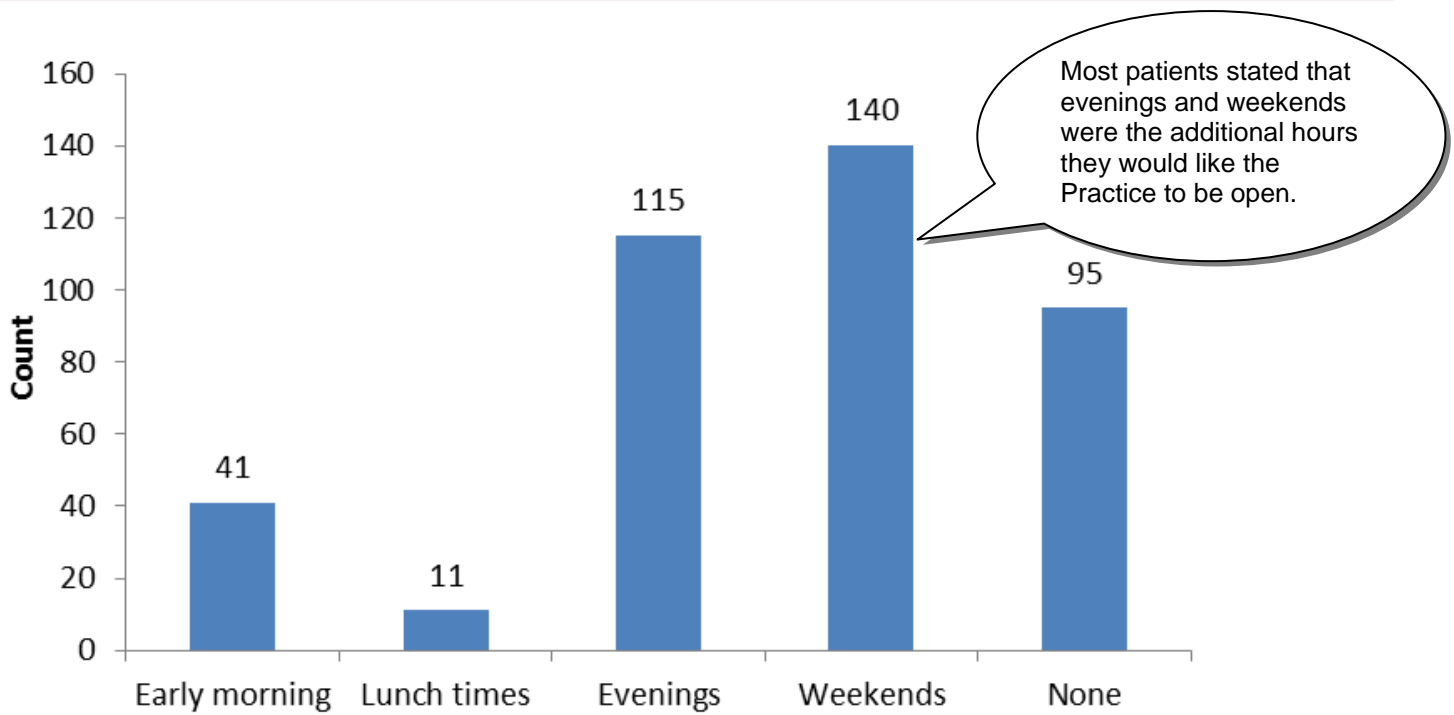


Of the patients who took part in the consultation, 82% stated that their usual Doctor is Dr. [Mr.] S. Koya with the remaining 18% stating that their usual Doctor is Dr. [Mrs.] L. Chalasani.

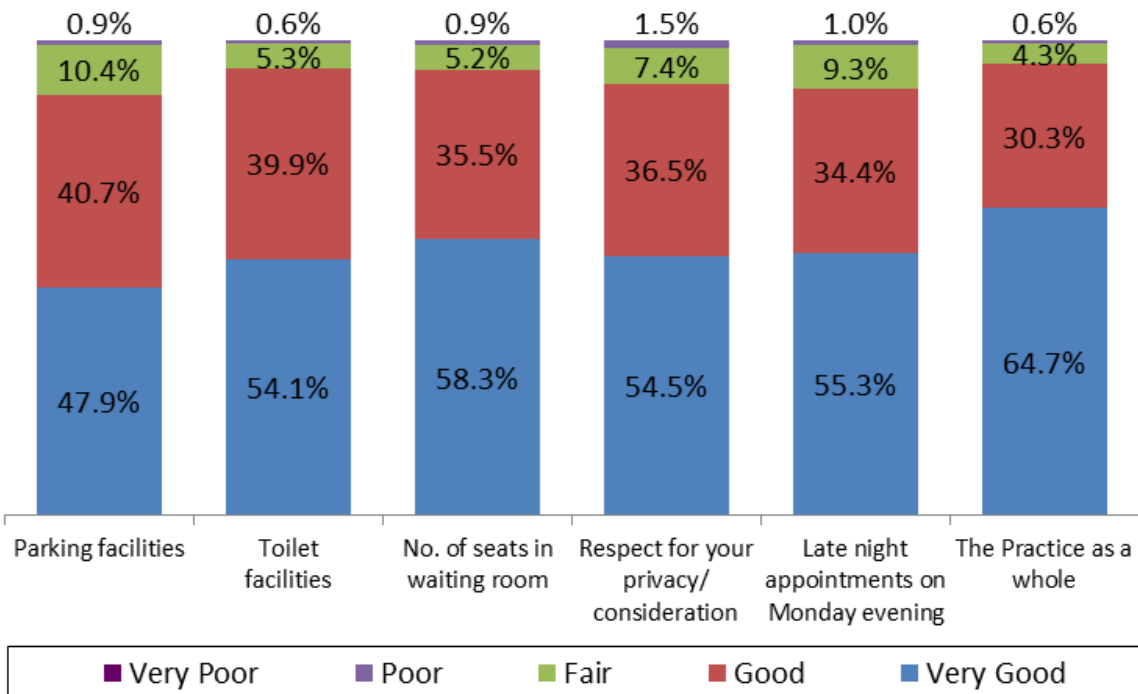
How do you rate the following.....? (number of responses 353)



What additional hours would you like the Practice to be open.....? (multiple response question)



Thinking about the Practice, how do you rate the following.....? (number of responses 324)



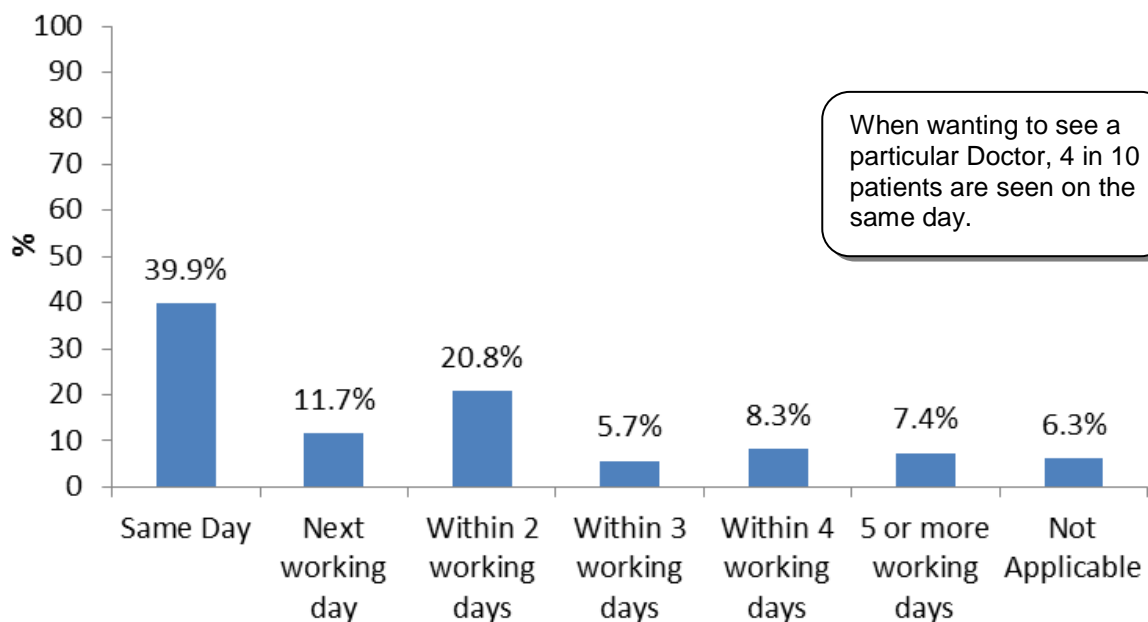
Around 1 in 10 patients rated the parking facilities and late night appointments on Monday evening as 'Fair'.

95% of patients rate the Practice as a whole as good or very good.

Times when you want to see a particular Doctor:

How quickly do you usually get to see that particular Doctor?

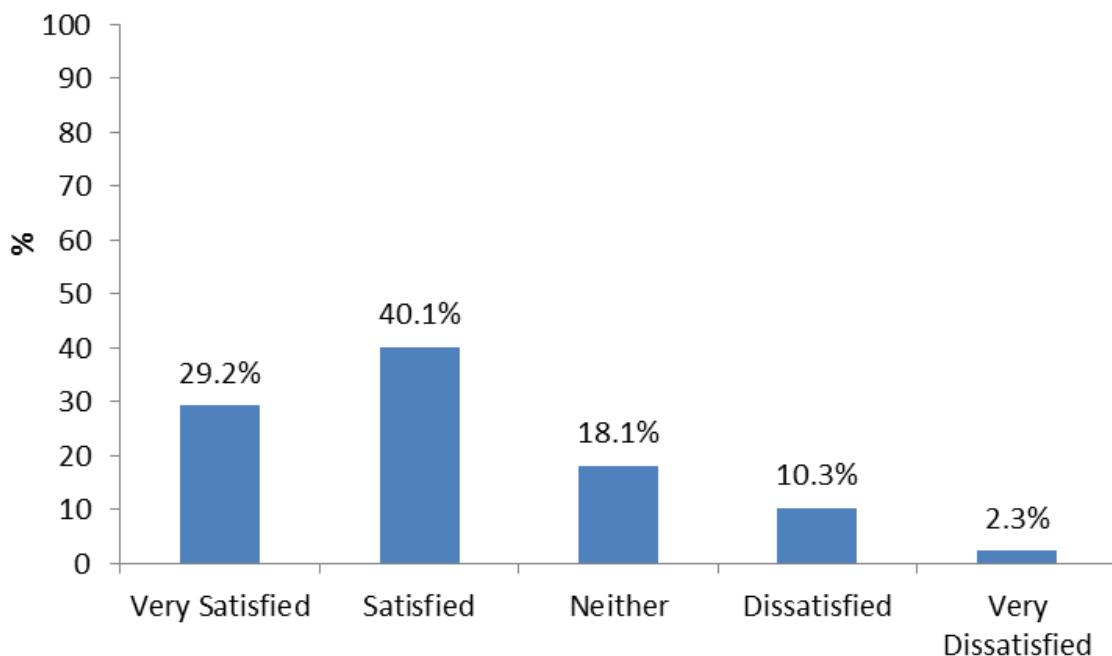
(number of responses 351)



How satisfied or dissatisfied are you with this length of time?

(number of responses 349)

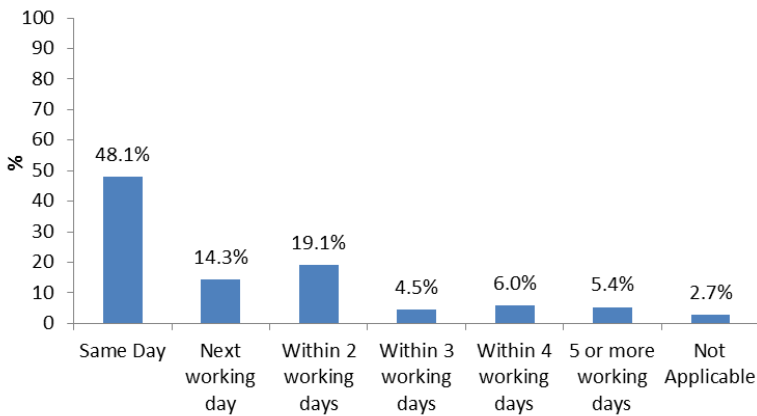
Around 13% of patients are very or fairly dissatisfied with the length of time taken to see a particular Doctor.



Times when you are willing to see any Doctor:

How quickly do you usually get seen by any Doctor?

(number of responses 335)

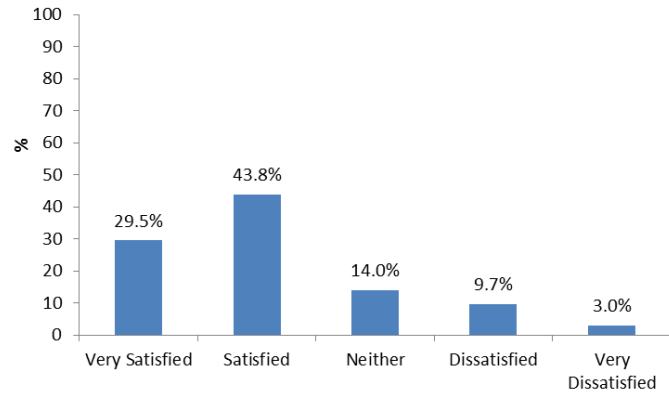


When willing to see any Doctor, almost half of patients are seen on the same day.

How satisfied or dissatisfied are you with this length of time?

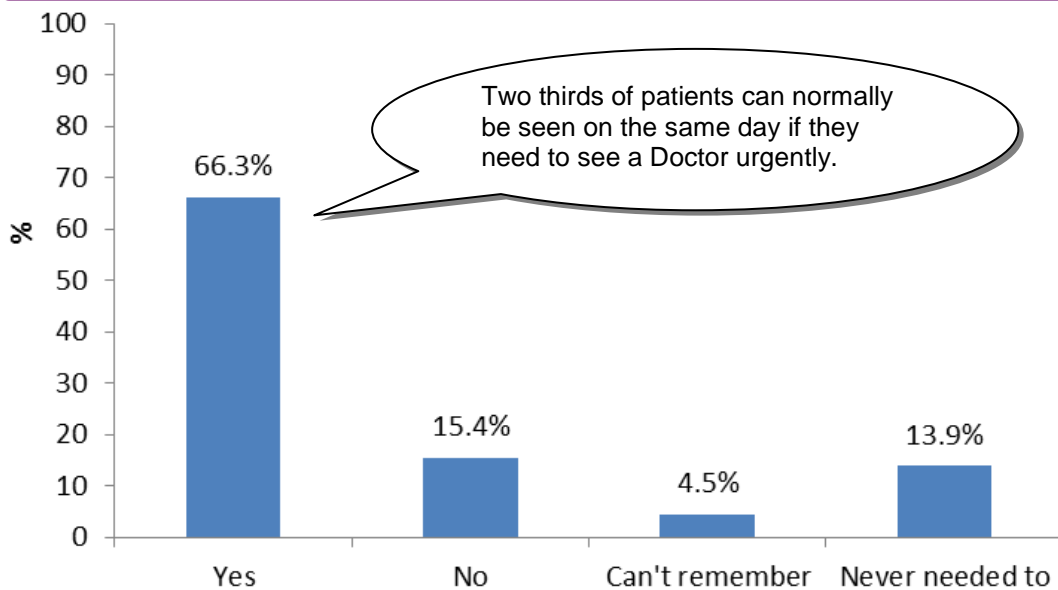
(number of responses 329)

Almost three quarters of patients are very or fairly satisfied with the length of time taken to see a particular Doctor.



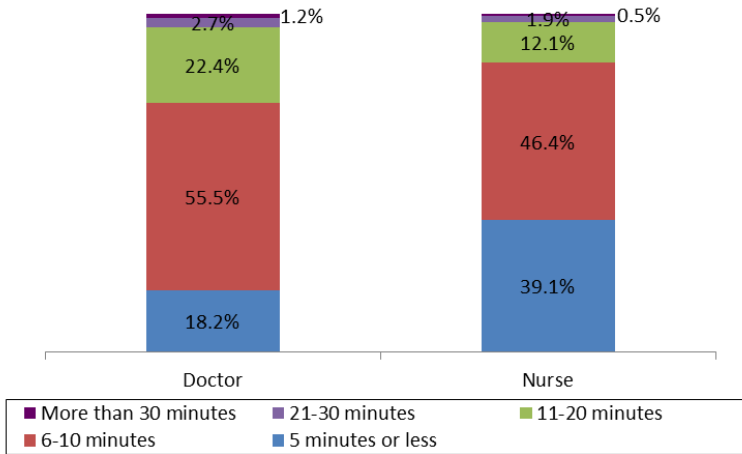
If you need to see a Doctor urgently can you normally get seen on the same day.....?

(number of responses 332)



Two thirds of patients can normally be seen on the same day if they need to see a Doctor urgently.

On average, how long do you usually have to wait at the Practice before you are seen for a scheduled appointment with a.....? (number of responses 335)

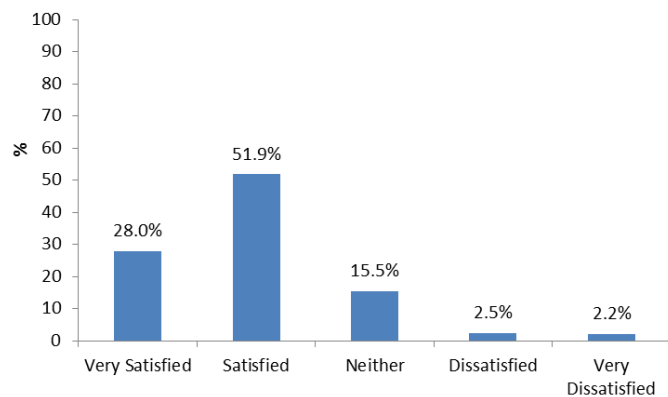


For a scheduled Doctor's appointment, almost three quarters (74%) of patients are seen within 10 minutes.

For a scheduled Nurse's appointment, 86% of patients are seen within 10 minutes.

How satisfied or dissatisfied are you with this length of time? (number of responses 322)

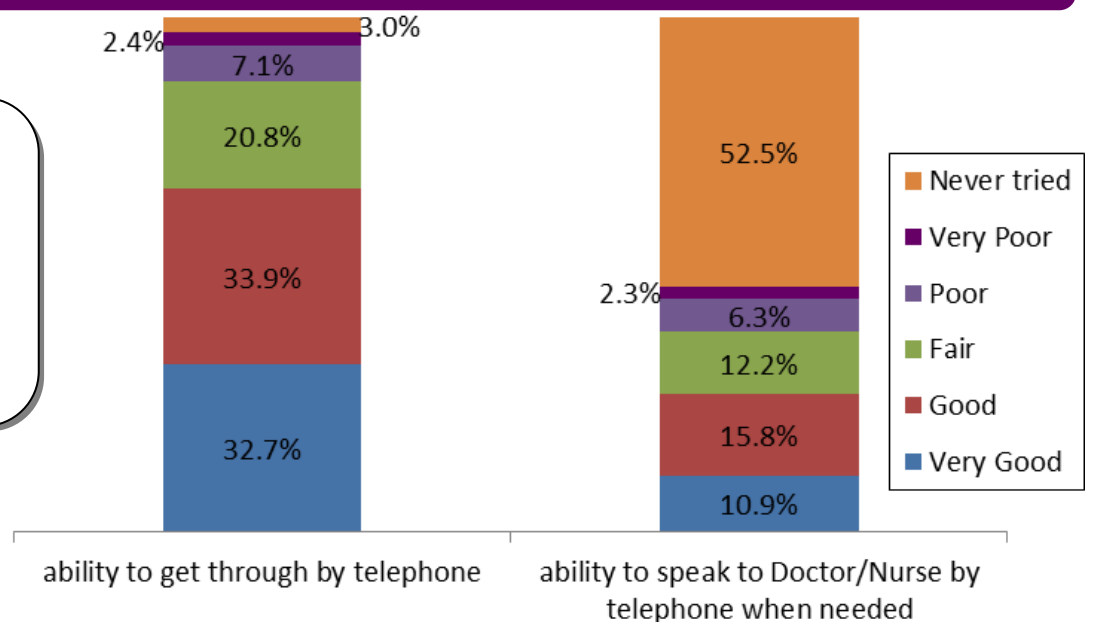
8 in 10 patients are very or fairly satisfied with the length of time they wait for a scheduled appointment at the Practice.



Thinking of the times when you have telephoned the Practice, how do you rate the following.....? (number of responses 336)

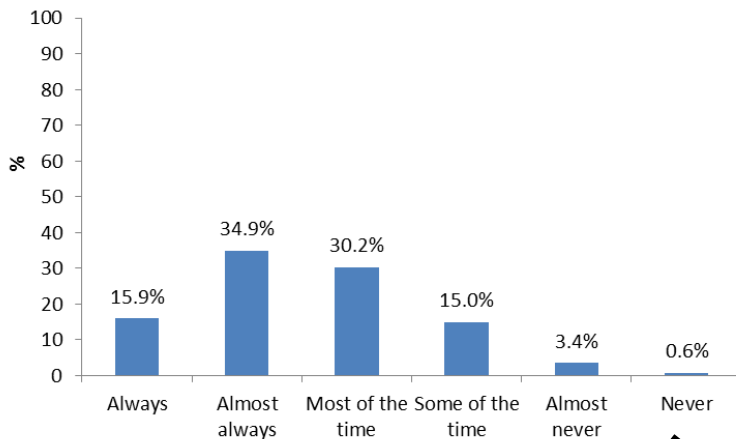
About two thirds of patients rated the ability to get through by telephone as good or very good.

Over half of patients who responded had never tried to speak to a Doctor or Nurse by telephone.



Your usual Doctor and the Nurses:

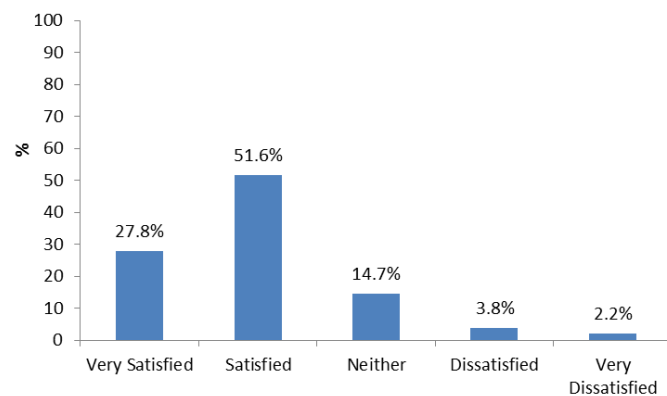
In general, when visiting the Practice how often do you see your usual Doctor.....? (number of responses 321)



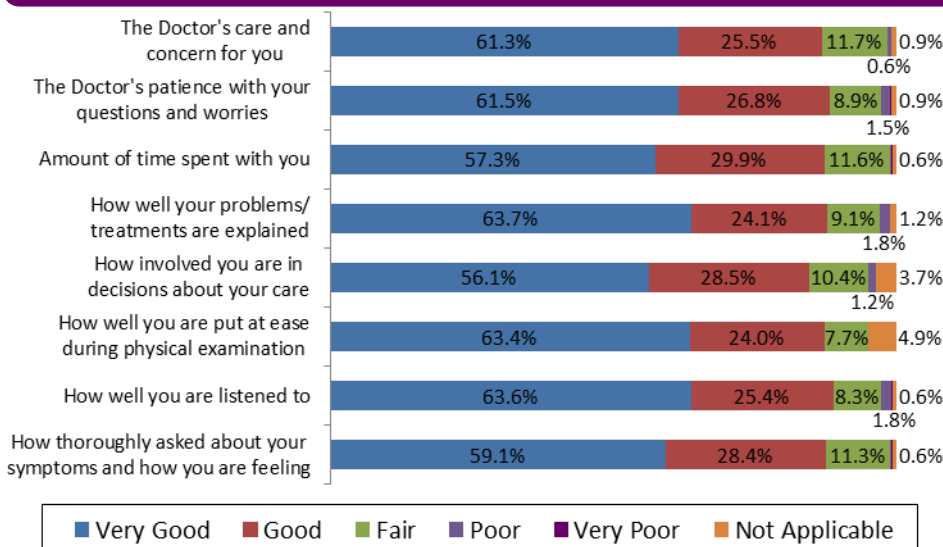
Just over half (51%) of patients always or almost always see their usual Doctor when visiting the Practice.

How satisfied or dissatisfied are you with this? (number of responses 320)

8 in 10 patients are very satisfied or satisfied with how often they see their usual Doctor when visiting the Practice.



Thinking about when you see your usual Doctor, how do you rate the following.....? (number of responses 328)

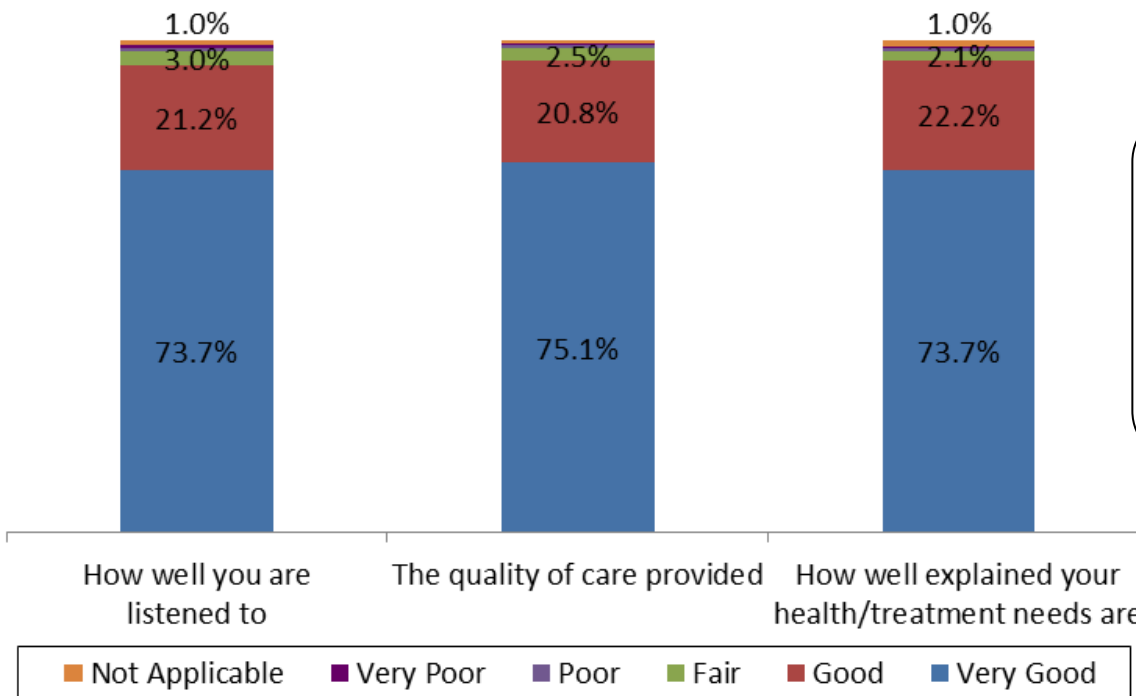


For each element of care listed, more than 50% of patients rate their usual Doctor as very good.

*Labels of less than 0.5% have not been shown on the graph.

Out of the 273 patients who answered the question, 153 (56%) said they had seen a nurse in the past 12 months, while 120 (44%) said they had not.

Thinking about the Nurse(s) you have seen at any time, how do you rate the following....?
(number of responses 198)



For each element of care listed, more than 95% of patients rate the Nurse(s) as good or very good.

**Labels of less than 0.5% have not been shown on the graph.*

About Yourself:

Are You.....?

(number of responses 342)

Male	101
Female	241

Do you have a Long-standing Illness, Disability or Infirmit.....?

(number of responses 317)

Yes	144
No	173

How old are you.....?

(number of responses 342)

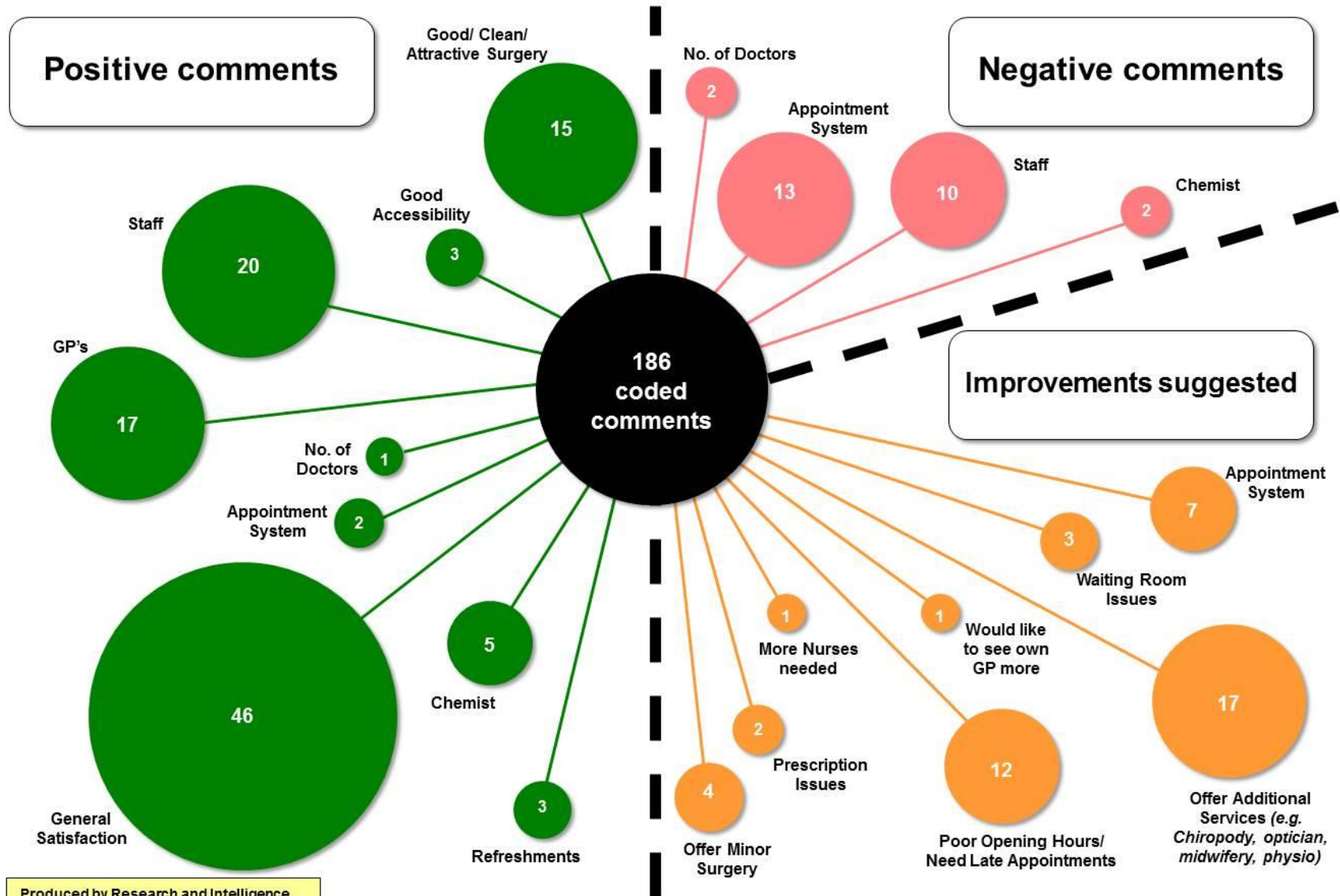
0-15	2
16-24	43
25-34	66
35-49	91
50-64	68
65 and over	72

Which ethnic group do you belong to.....?

(number of responses 333)

White	327
Asian or Asian British	2
Mixed	4

Hough Green Health Park Patient Survey – Open Comments Analysis



Produced by Research and Intelligence, part of Policy and Development Services
 E-mail: research@halton.gov.uk

In total, 127 comments were received to the question 'Please enter other comments you may have in the space below'. These comments were coded into categories and as a single comment may contain multiple points, each comment was coded into a maximum of 3 categories.