

**Horncastle Medical Group
The Old Vicarage
Spilsby Road
HORNCASTLE
LN9 6AL**

Practice Annual Patient Survey 2016

During the period 12 December 2015 to 29 February 2016, the Practice carried out an Annual Patient Survey. All areas of the Practice population were targeted, of which we received 252 completed questionnaires from the 390 that were circulated. The following are the results collated from the responses received.

Patient demographics

Age Range							
17-24	25-34	35-44	45-54	55-64	65-74	75-84	Over 84
15	29	27	29	54	58	32	8

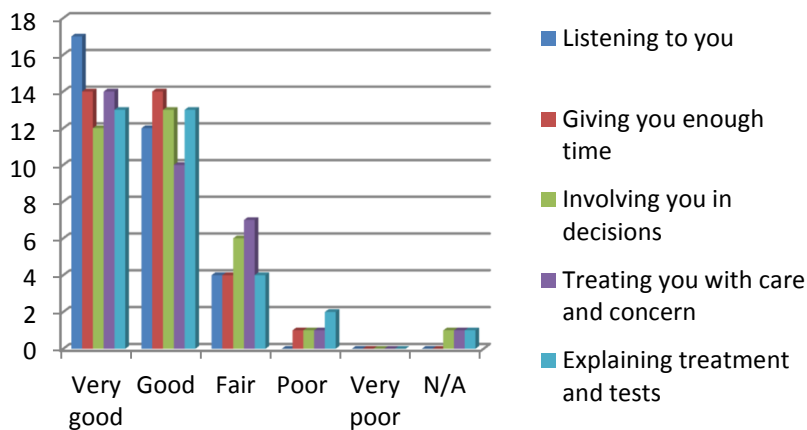
Gender	
Male	Female
101	151

Ethnicity						
White	Black or Black British	Asian or Asian British	Mixed	Chinese	Other ethnic group	no response
247	0	0	0	0	0	5

1. On your most recent visit to the surgery please state how good the clinician was at the following?

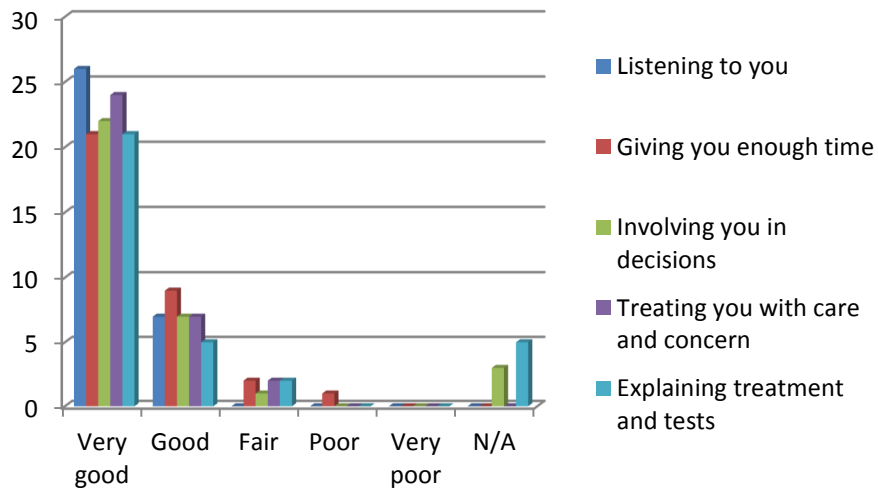
Dr Watkins

	Very good	Good	Fair	Poor	Very poor	N/A
Listening to you	17	12	4	0	0	0
Giving you enough time	14	14	4	1	0	0
Involving you in decisions	12	13	6	1	0	1
Treating you with care and concern	14	10	7	1	0	1
Explaining treatment and tests	13	13	4	2	0	1



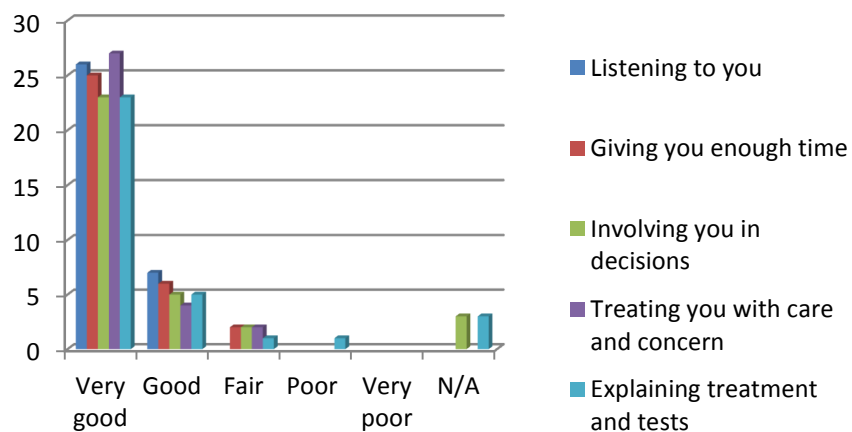
Dr Read

	Very good	Good	Fair	Poor	Very poor	N/A
Listening to you	26	7	0	0	0	0
Giving you enough time	21	9	2	1	0	0
Involving you in decisions	22	7	1	0	0	3
Treating you with care and concern	24	7	2	0	0	0
Explaining treatment and tests	21	5	2	0	0	5



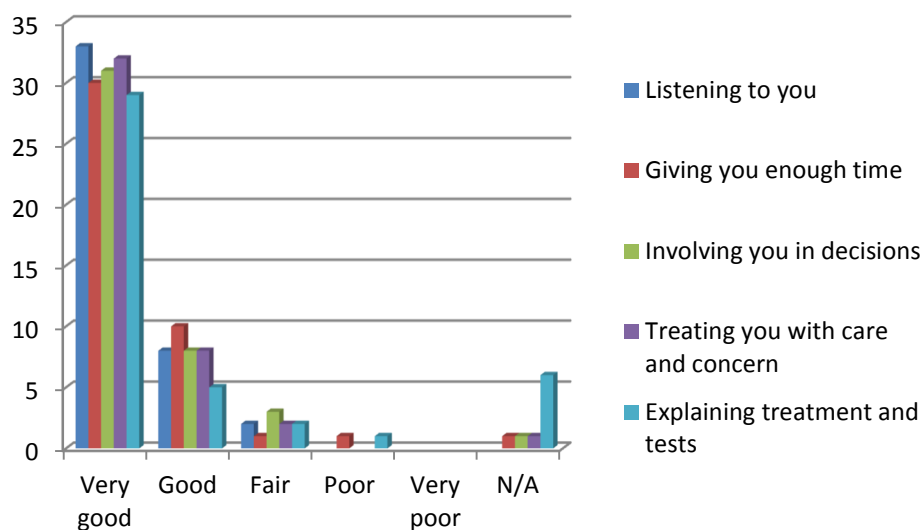
Dr Burman

	Very good	Good	Fair	Poor	Very poor	N/A
Listening to you	26	7	0	0	0	0
Giving you enough time	25	6	2	0	0	0
Involving you in decisions	23	5	2	0	0	3
Treating you with care and concern	27	4	2	0	0	0
Explaining treatment and tests	23	5	1	1	0	3



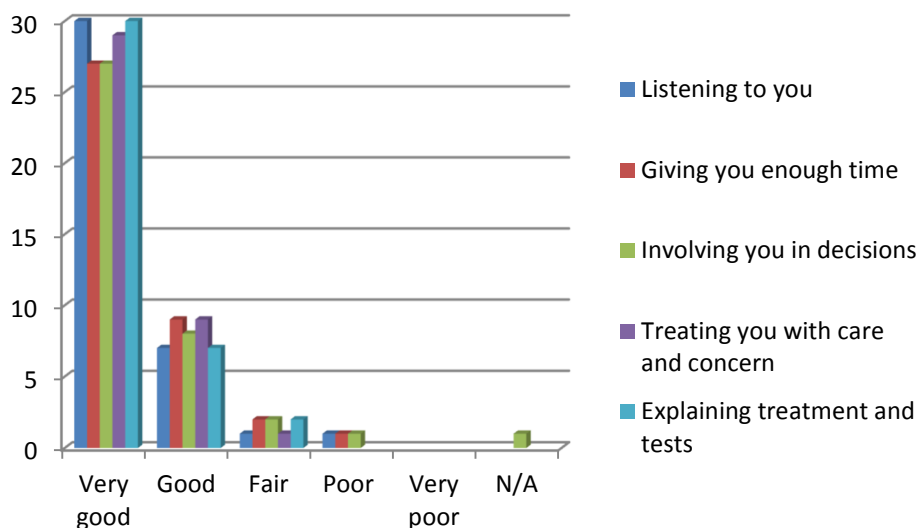
Dr Humphry

	Very good	Good	Fair	Poor	Very poor	N/A
Listening to you	33	8	2	0	0	0
Giving you enough time	30	10	1	1	0	1
Involving you in decisions	31	8	3	0	0	1
Treating you with care and concern	32	8	2	0	0	1
Explaining treatment and tests	29	5	2	1	0	6



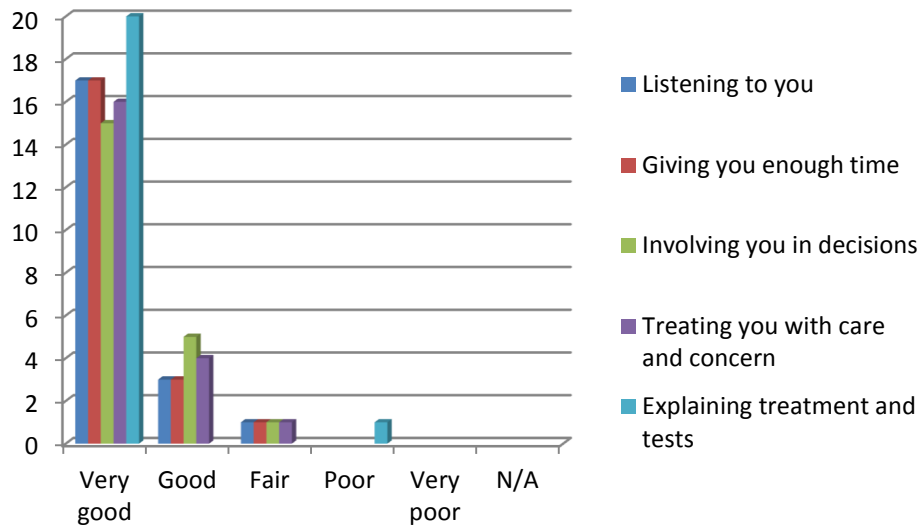
Dr Qadir – Locum

	Very good	Good	Fair	Poor	Very poor	N/A
Listening to you	30	7	1	1	0	0
Giving you enough time	27	9	2	1	0	0
Involving you in decisions	27	8	2	1	0	1
Treating you with care and concern	29	9	1	0	0	0
Explaining treatment and tests	30	7	2	0	0	0



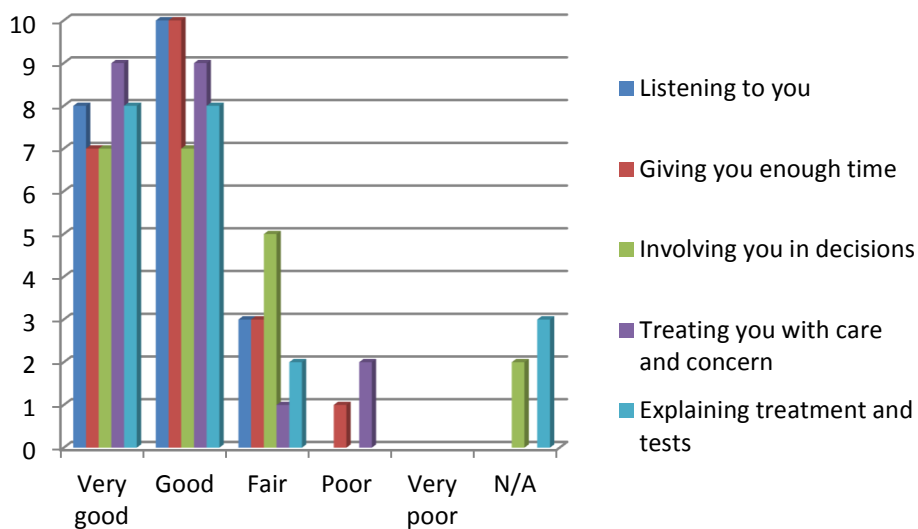
Elaine Humphry – Nurse Practitioner

	Very good	Good	Fair	Poor	Very poor	N/A
Listening to you	17	3	1	0	0	0
Giving you enough time	17	3	1	0	0	0
Involving you in decisions	15	5	1	0	0	0
Treating you with care and concern	16	4	1	0	0	0
Explaining treatment and tests	20	0	0	1	0	0



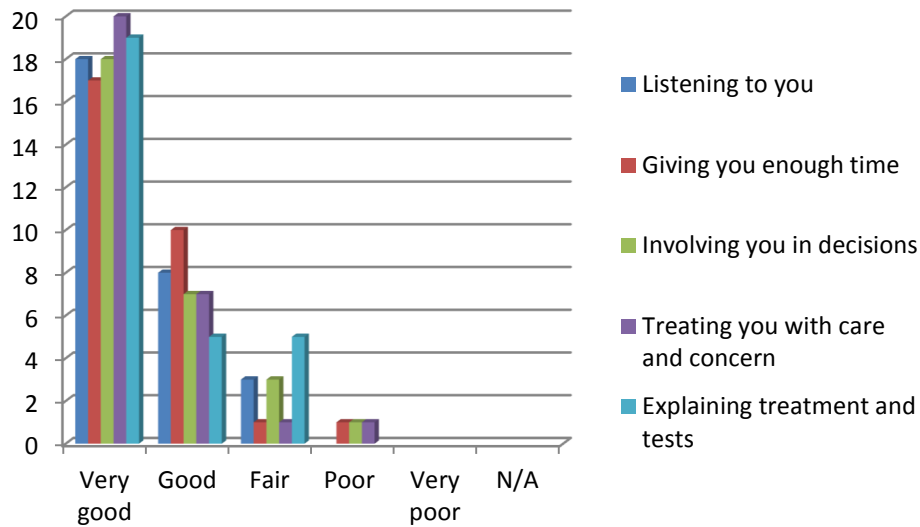
Helen McGinn – Nurse Practitioner

	Very good	Good	Fair	Poor	Very poor	N/A
Listening to you	8	10	3	0	0	0
Giving you enough time	7	10	3	1	0	0
Involving you in decisions	7	7	5	0	0	2
Treating you with care and concern	9	9	1	2	0	0
Explaining treatment and tests	8	8	2	0	0	3



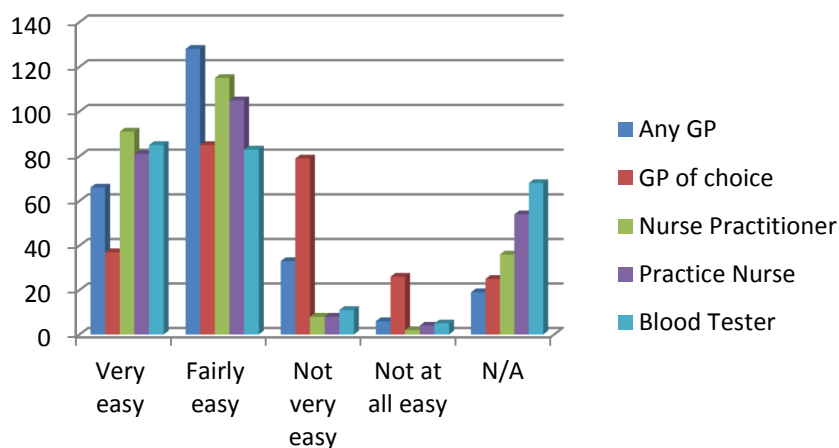
Chrissie Hewitt – Nurse Practitioner

	Very good	Good	Fair	Poor	Very poor	N/A
Listening to you	18	8	3	0	0	0
Giving you enough time	17	10	1	1	0	0
Involving you in decisions	18	7	3	1	0	0
Treating you with care and concern	20	7	1	1	0	0
Explaining treatment and tests	19	5	5	0	0	0



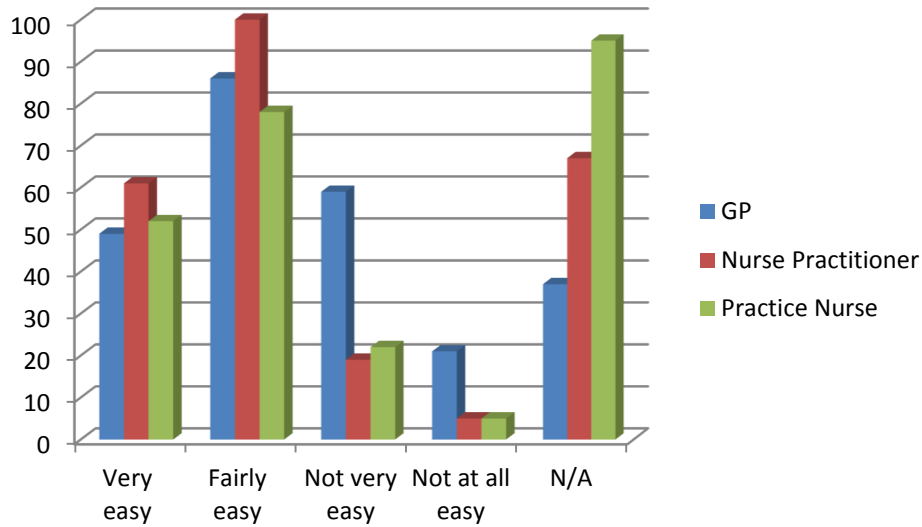
2. How easy is it to get a routine appointment in advance with the following healthcare professionals?

	Very easy	Fairly easy	Not very easy	Not easy at all	N/A
Any GP	66	128	33	6	19
GP of Choice	37	85	79	26	25
Nurse Practitioner	91	115	8	2	36
Practice Nurse	81	105	8	4	54
Blood Tester	85	83	11	5	68



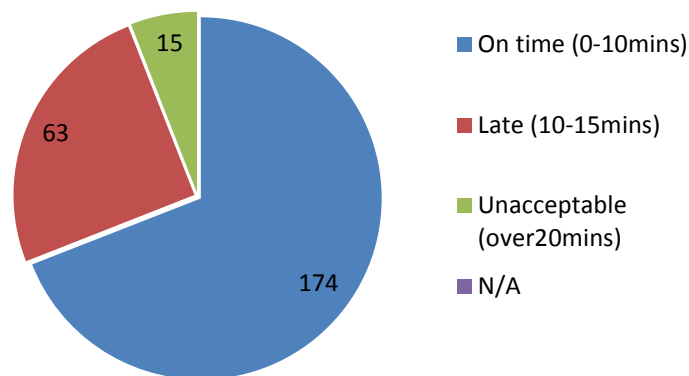
3. How easy is it to get an urgent appointment (same day), with the following healthcare professionals?

	Very easy	Fairly easy	Not very easy	Not easy at all	N/A
GP	49	86	59	21	37
Nurse Practitioner	61	100	19	5	67
Practice Nurse	52	78	22	5	95



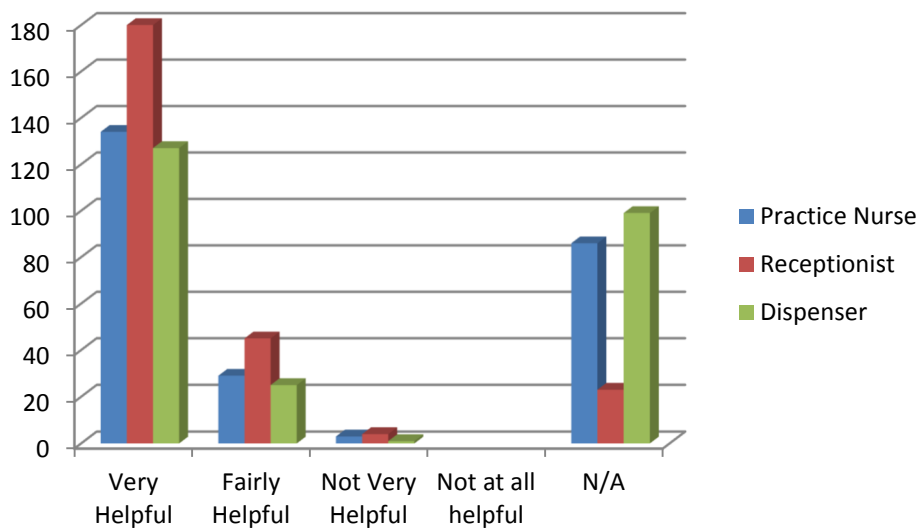
4. On your most recent visit to the surgery, how would you describe the length of time you have had to wait in the waiting room to see the healthcare professional? (Excluding occasions where there has been an emergency)

	On time (0-10mins)	Late (10-15mins)	Unacceptable (over 20mins)	N/A
	174	63	15	0



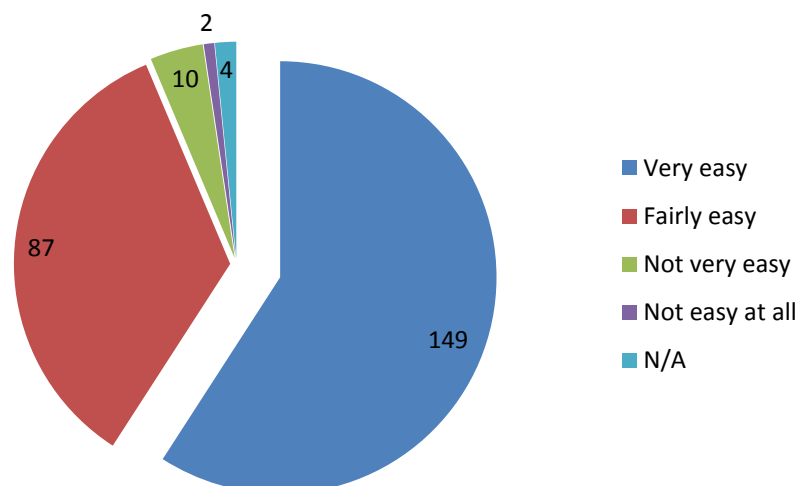
5. At your most recent visit to the Practice, how helpful did you find the following healthcare professionals and staff?

	Very helpful	Fairly helpful	Not very helpful	Not at all helpful	N/A
Practice Nurse	134	29	3	0	86
Receptionist	180	45	4	0	23
Dispenser	127	25	1	0	99



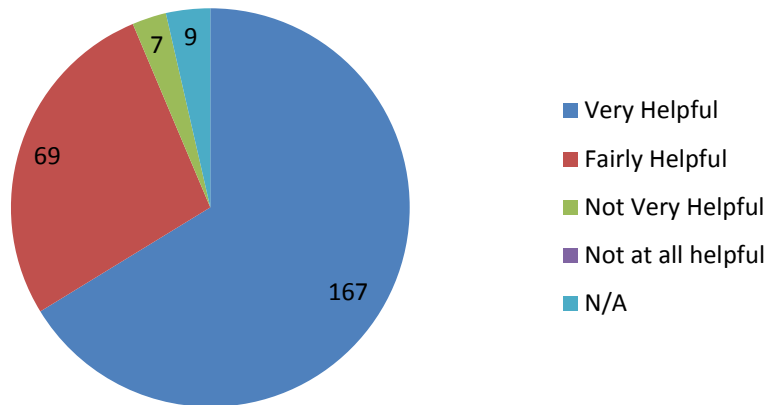
6. How easy is it to contact the Practice by telephone?

Very easy	Fairly easy	Not very easy	Not easy at all	N/A
149	87	10	2	4



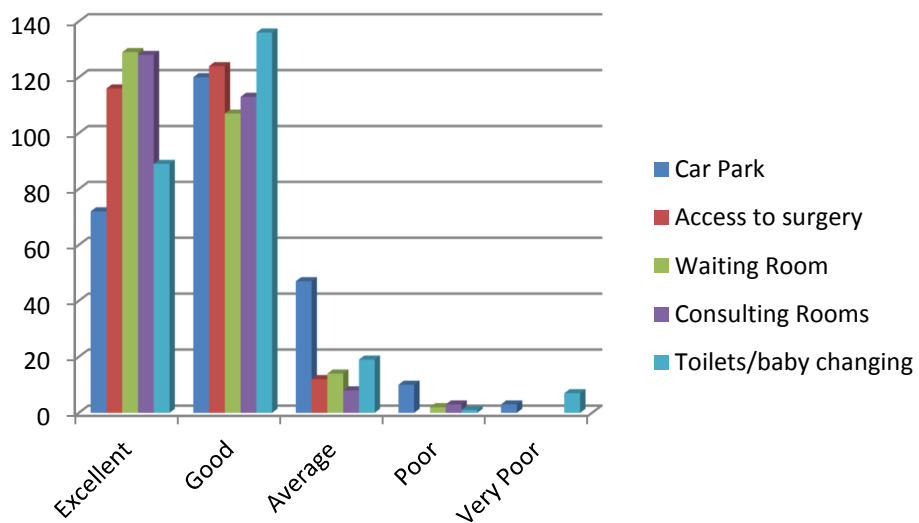
7. How would you describe the telephonist who dealt with your call?

	Very helpful	Fairly helpful	Not very helpful	Not at all helpful	N/A
	167	69	7	0	9



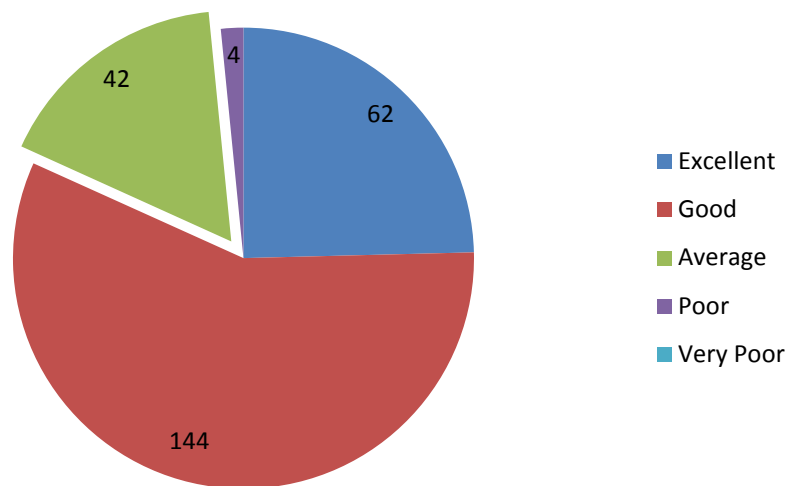
8. How do you rate the facilities provided by the Practice?

	Excellent	Good	Average	Poor	Very Poor
Car Park	72	120	47	10	3
Access to surgery	116	124	12	0	0
Waiting Room	129	107	14	2	0
Consulting Rooms	128	113	8	3	0
Toilets/Baby Changing	89	136	19	1	7



9. How do you find the current opening hours of the Practice?

Excellent	Good	Average	Poor	Very Poor
62	144	42	4	0



10. Online services for:

Ordering prescriptions

	Yes	No	N/A
Are you aware of service	186	66	0
Do you use this service	90	162	0
Do you find this service helpful	107	58	87

Booking Appointments

	Yes	No	N/A
Are you aware of service	166	86	0
Do you use this service	76	176	0
Do you find this service helpful	92	68	92

11. 'How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?'

Extremely Likely	Likely	Neither Likely or Unlikely	Unlikely	Extremely Unlikely	Don't know
117	103	27	4	1	0

