|  |  |  |  |
| --- | --- | --- | --- |
| **2012/2013 Survey Wideopen Medical Centre - Annual Birthday Review** | | | |
| **1. Thinking about the letter we sent to you, was the content easy to understand?** | | | |
| **Answer Options** | | **Response Percent** | **Response Count** |
| Yes, it was easy to understand | | 94.4% | 85 |
|  |  |  |  |
| No, it was difficult to understand | | 1.1% | 1 |
|  |  |  |  |
| Don't know / Can't remember | | 4.4% | 4 |
| ***answered question*** | | | **90** |
| ***skipped question*** | | | **0** |
|  |  |  |  |
|  |  |  |  |
| **2. Were you happy with the time and date of your appointment?** | | | |
| **Answer Options** | | **Response Percent** | **Response Count** |
| Yes | | 97.8% | 88 |
|  |  |  |  |
| No | | 2.2% | 2 |
| ***answered question*** | | | **90** |
| ***skipped question*** | | | **0** |
|  |  |  |  |
|  |  |  |  |
| **3. In most cases, patients are given an appointment with the Healthcare Assistant before seeing the Practice Nurse. Please choose from one of the following options:** | | | |
| **Answer Options** | | **Response Percent** | **Response Count** |
| I saw the Healthcare Assistant and then the Practice Nurse | | 26.7% | 24 |
|  |  |  |  |
| I saw only the Healthcare Assistant (Please ignore section C) | | 54.4% | 49 |
|  |  |  |  |
| I saw only the Practice Nurse (Please ignore section B) | | 18.9% | 17 |
| ***answered question*** | | | **90** |
| ***skipped question*** | | | **0** |
|  |  |  |  |
|  |  |  |  |
| **4. Did you wait long to be seen by the Healthcare Assistant?** | | | |
| **Answer Options** | | **Response Percent** | **Response Count** |
| Up to 5 minutes | | 54.2% | 39 |
|  |  |  |  |
| 6 - 10 minutes | | 33.3% | 24 |
|  |  |  |  |
| 11 - 20 minutes | | 8.3% | 6 |
|  |  |  |  |
| 21 - 30 minutes | | 1.4% | 1 |
|  |  |  |  |
| More than 30 minutes | | 0.0% | 0 |
|  |  |  |  |
| Can't remember | | 2.8% | 2 |
| ***answered question*** | | | **72** |
| ***skipped question*** | | | **18** |
|  |  |  |  |
|  |  |  |  |
| **5. Did the Healthcare Assistant explain the reasons for your Birthday Review or any treatment or action in a way that you could understand?** | | | |
| **Answer Options** | | **Response Percent** | **Response Count** |
| Yes, completely | | 68.1% | 49 |
|  |  |  |  |
| Yes, to some extent | | 2.8% | 2 |
|  |  |  |  |
| No | | 2.8% | 2 |
|  |  |  |  |
| I did not need an explanation | | 23.6% | 17 |
|  |  |  |  |
| Can't remember | | 2.8% | 2 |
| ***answered question*** | | | **72** |
| ***skipped question*** | | | **18** |
|  |  |  |  |
|  |  |  |  |
| **6. Did the Healthcare Assistant listen to what you had to say?** | | | |
| **Answer Options** | | **Response Percent** | **Response Count** |
| Yes, definitely | | 90.3% | 65 |
|  |  |  |  |
| Yes, to some extent | | 9.7% | 7 |
|  |  |  |  |
| No | | 0.0% | 0 |
| ***answered question*** | | | **72** |
| ***skipped question*** | | | **18** |
|  |  |  |  |
|  |  |  |  |
| **7. Did your appointment with the Healthcare Assistant help you feel that you could better manage your condition?** | | | |
| **Answer Options** | | **Response Percent** | **Response Count** |
| Yes, definitely | | 59.7% | 43 |
|  |  |  |  |
| Yes, to some extent | | 30.6% | 22 |
|  |  |  |  |
| No | | 9.7% | 7 |
| ***answered question*** | | | **72** |
| ***skipped question*** | | | **18** |
|  |  |  |  |
|  |  |  |  |
| **8. Were you given a follow-up appointment with the Practice Nurse?** | | | |
| **Answer Options** | | **Response Percent** | **Response Count** |
| No (Please ignore section C) | | 70.8% | 51 |
|  |  |  |  |
| Yes | | 29.2% | 21 |
| ***answered question*** | | | **72** |
| ***skipped question*** | | | **18** |
|  |  |  |  |
|  |  |  |  |
| **9. Did you wait long to be seen by the Practice Nurse?** | | | |
| **Answer Options** | | **Response Percent** | **Response Count** |
| Up to 5 minutes | | 55.3% | 21 |
|  |  |  |  |
| 6 - 10 minutes | | 34.2% | 13 |
|  |  |  |  |
| 11 - 20 minutes | | 7.9% | 3 |
|  |  |  |  |
| 21 - 30 minutes | | 2.6% | 1 |
|  |  |  |  |
| More than 30 minutes | | 0.0% | 0 |
|  |  |  |  |
| Can't remember | | 0.0% | 0 |
| ***answered question*** | | | **38** |
| ***skipped question*** | | | **52** |
|  |  |  |  |
|  |  |  |  |
| **10. Did the Practice Nurse explain the reasons for your Birthday Review or any treatment or action in a way that you could understand?** | | | |
| **Answer Options** | | **Response Percent** | **Response Count** |
| Yes, completely | | 78.9% | 30 |
|  |  |  |  |
| Yes, to some extent | | 0.0% | 0 |
|  |  |  |  |
| No | | 0.0% | 0 |
| I did not need an explanation | | 13.2% | 5 |
|  |  |  |  |
| Can't remember | | 7.9% | 3 |
| ***answered question*** | | | **38** |
| ***skipped question*** | | | **52** |
|  |  |  |  |
|  |  |  |  |
| **11. Did the Practice Nurse listen to what you had to say?** | | | |
| **Answer Options** | | **Response Percent** | **Response Count** |
| Yes, definitely | | 94.7% | 36 |
|  |  |  |  |
| Yes, to some extent | | 5.3% | 2 |
|  |  |  |  |
| No | | 0.0% | 0 |
| ***answered question*** | | | **38** |
| ***skipped question*** | | | **52** |
|  |  |  |  |
|  |  |  |  |
| **12. If you had important questions to ask the Nurse, did you get answers that you could understand?** | | | |
| **Answer Options** | | **Response Percent** | **Response Count** |
| Yes, definitely | | 65.8% | 25 |
|  |  |  |  |
| Yes, to some extent | | 10.5% | 4 |
|  |  |  |  |
| No | | 0.0% | 0 |
|  |  |  |  |
| I did not need to ask | | 23.7% | 9 |
|  |  |  |  |
| I did not have an opportunity to ask | | 0.0% | 0 |
| ***answered question*** | | | **38** |
| ***skipped question*** | | | **52** |
|  |  |  |  |
|  |  |  |  |
| **13. If you had any worries or fear about your condition or treatment, did the Nurse discuss them with you?** | | | |
| **Answer Options** | | **Response Percent** | **Response Count** |
| Yes, completely | | 44.7% | 17 |
|  |  |  |  |
| Yes, to some extent | | 5.3% | 2 |
|  |  |  |  |
| No | | 5.3% | 2 |
|  |  |  |  |
| I did not have any worries or fear | | 39.5% | 15 |
|  |  |  |  |
| Can't remember | | 5.3% | 2 |
| ***answered question*** | | | **38** |
| ***skipped question*** | | | **52** |
|  |  |  |  |
|  |  |  |  |
| **14. Did your appointment with the Practice Nurse help you feel that you could better manage your condition?** | | | |
| **Answer Options** | | **Response Percent** | **Response Count** |
| Yes, definitely | | 63.2% | 24 |
|  |  |  |  |
| Yes, to some extent | | 28.9% | 11 |
|  |  |  |  |
| No | | 7.9% | 3 |
| ***answered question*** | | | **38** |
| ***skipped question*** | | | **52** |
|  |  |  |  |
|  |  |  |  |
| **15. Overall, did you feel you were treated with respect and dignity while you were at the Surgery?** | | | |
| **Answer Options** | | **Response Percent** | **Response Count** |
| Yes | | 100.0% | 89 |
|  |  |  |  |
| No | | 0.0% | 0 |
| ***answered question*** | | | **89** |
| ***skipped question*** | | | **1** |
|  |  |  |  |
|  |  |  |  |
| **16. Overall, how would you rate the care you received regarding your Annual Birthday Review?** | | | |
| **Answer Options** | | **Response Percent** | **Response Count** |
| Excellent | | 50.6% | 45 |
|  |  |  |  |
| Very good | | 36.0% | 32 |
|  |  |  |  |
| Good | | 12.4% | 11 |
|  |  |  |  |
| Fair | | 1.1% | 1 |
|  |  |  |  |
| Poor | | 0.0% | 0 |
|  |  |  |  |
| Very poor | | 0.0% | 0 |
| ***answered question*** | | | **89** |
| ***skipped question*** | | | **1** |
|  |  |  |  |
|  |  |  |  |
| **17. Are you male or female?** | | | |
| **Answer Options** | | **Response Percent** | **Response Count** |
| Male | | 37.1% | 33 |
|  |  |  |  |
| Female | | 62.9% | 56 |
| ***answered question*** | | | **89** |
| ***skipped question*** | | | **1** |
|  |  |  |  |
|  |  |  |  |
| **18. How old are you?** | | | |
| **Answer Options** | | **Response Percent** | **Response Count** |
| Under 18 | | 0.0% | 0 |
|  |  |  |  |
| 18 - 24 | | 1.1% | 1 |
|  |  |  |  |
| 25 - 34 | | 0.0% | 0 |
|  |  |  |  |
| 35 - 44 | | 1.1% | 1 |
|  |  |  |  |
| 45 - 54 | | 14.6% | 13 |
|  |  |  |  |
| 55 - 64 | | 29.2% | 26 |
|  |  |  |  |
| 65 - 74 | | 22.5% | 20 |
|  |  |  |  |
| 75 - 84 | | 28.1% | 25 |
| Over 85 | | 3.4% | 3 |
| ***answered question*** | | | **89** |
| ***skipped question*** | | | **1** |
|  |  |  |  |
|  |  |  |  |
| **19. What is your ethnic group?** | | | |
| **Answer Options** | | **Response Percent** | **Response Count** |
| British | | 97.8% | 87 |
|  |  |  |  |
| Irish | | 0.0% | 0 |
|  |  |  |  |
| Caribbean | | 0.0% | 0 |
|  |  |  |  |
| African | | 0.0% | 0 |
|  |  |  |  |
| Asian | | 0.0% | 0 |
|  |  |  |  |
| Indian | | 1.1% | 1 |
|  |  |  |  |
| Pakistani | | 1.1% | 1 |
|  |  |  |  |
| Bangladeshi | | 0.0% | 0 |
|  |  |  |  |
| Chinese | | 0.0% | 0 |
|  |  |  |  |
| European | | 0.0% | 0 |
|  |  |  |  |
| Other ethnic group (please specify) | | 0.0% | 0 |
| ***answered question*** | | | **89** |
| ***skipped question*** | | | **1** |
|  |  |  |  |
|  |  |  |  |
| **20. If there is anything else you would like to tell us relating to your Annual Birthday Review experience, please do so here.** | | |  |
| **Answer Options** | | **Response Count** |  |
|  | | 13 |  |
| ***answered question*** | | **13** |  |
| ***skipped question*** | | **77** |  |
|  |  |  |  |
| **21. Did you think the leaflet was informative and easy to understand?** | | | |
| **Answer Options** | | **Response Percent** | **Response Count** |
| Yes | | 100.00% | 76 |
|  |  |  |  |
| No | | 0.00% | 0 |
| ***answered question*** | | | **76** |
| ***skipped question*** | | | **1** |
|  |  |  |  |
| **22. Would you refer to the leaflet in future?** | | | |
| **Answer Options** | | **Response Percent** | **Response Count** |
| Yes | | 98.60% | 74 |
|  |  |  |  |
| No | | 1.40% | 1 |
| ***answered question*** | | | **75** |
| ***skipped question*** | | | **2** |