

Paper 3: Helsby & Elton Practice - Summary of 2011 Patient Survey Results

	Question	Responses	None	%	Once or Twice	%	Three or four times	%	Five or six times	%	Seven times or more	%					
1	Number of visits to doctor in last 12 months	243	11	5%	68	28%	76	31%	52	21%	36	15%					
	Question	Responses	Very Poor	%	Poor	%	Fair	%	Good	%	Very Good	%	Excellent	%	Does Not Apply	%	% Good or Higher or Does Not Apply
2	Satisfaction with receptionists	243	3	1%	0	0%	21	9%	60	25%	94	39%	65	27%	0	0%	91%
3	Satisfaction with opening hours	245	3	1%	9	4%	39	16%	92	38%	76	31%	26	11%	0	0%	80%
4	Satisfaction with availability of particular doctor	234	4	2%	29	12%	63	27%	43	18%	28	12%	34	15%	33	14%	59%
5	Satisfaction with availability of any doctor	221	2	1%	6	3%	26	12%	51	23%	56	25%	70	32%	10	5%	85%
7	Satisfaction with waiting times at practice	214	3	1%	9	4%	60	28%	79	37%	47	22%	16	7%	0	0%	66%
8a	Satisfaction with phoning through to practice	231	2	1%	13	6%	40	17%	78	34%	62	27%	29	13%	7	3%	77%
8b	Satisfaction with phoning through to doctor for advice	219	3	1%	2	1%	21	10%	37	17%	48	22%	26	12%	82	37%	88%
9	Satisfaction with continuity of care	193	2	1%	8	4%	48	25%	66	34%	42	22%	27	14%	0	0%	70%
10a	Satisfaction with doctor's questioning	228	0	0%	2	1%	2	1%	27	12%	67	29%	129	57%	1	0%	98%
10b	Satisfaction with how well doctor listens	228	0	0%	2	1%	1	0%	20	9%	64	28%	139	61%	2	1%	99%
10c	Satisfaction with how well doctor puts patient at ease	225	0	0%	1	0%	1	0%	22	10%	51	23%	124	55%	26	12%	99%
10d	Satisfaction with how much doctor involves patient	226	0	0%	1	0%	0	0%	32	14%	66	29%	118	52%	9	4%	99%
10e	Satisfaction with doctors explanations	226	0	0%	1	0%	4	2%	17	8%	61	27%	138	61%	5	2%	98%
10f	Satisfaction with time doctor spends	225	0	0%	1	0%	7	3%	21	9%	76	34%	119	53%	1	0%	96%
10g	Satisfaction with doctor's patience	226	0	0%	1	0%	2	1%	21	9%	50	22%	146	65%	6	3%	99%
10h	Satisfaction with doctors caring and concern	227	0	0%	1	0%	4	2%	16	7%	53	23%	151	67%	2	1%	98%
	Question	Responses	Much more than before Visit	%	A little more than before visit	%	The same or less than before visit	%	Does not apply	%							
11a	Ability to understand problem after visiting doctor	222	113	51%	60	27%	21	9%	28	13%							
11b	Ability to cope with problem after visiting doctor	221	101	46%	70	32%	25	11%	25	11%							
11c	Ability to keep healthy after visiting doctor	220	88	40%	57	26%	33	15%	42	19%							