



Practice Code: Beauchamp House Surgery

Number returns: 610

## About you

### Q1. Are you

Male	Female	No Answer
239	371	0

### Q2. How old are you?

<20yrs	20-30 yrs	31yrs-40yrs	41yrs – 50yrs	51yrs – 60yrs	61yrs – 70yrs	71yrs - 80yrs	80+yrs	No answer
34	63	77	86	89	110	104	37	10

### Q3. Which Ethnic group do you belong to?

#### A: White

English/Welsh/Scottish/Northern Irish/British	542
Irish	8
Gypsy or Irish Traveller	0
Any other white background	14

#### B: Mixed/multiple ethnic Groups

White and Black Caribbean	1
White and Black African	2
White and Asian	4
Any other mixed/multiple ethnic background	3

#### C: Asian/Asian British

Indian	8
Pakistani	5
Bangladeshi	1
Chinese	3
Any other Asian background	7

#### D: Black/African/Caribbean/Black British

African	6
Caribbean	3
Any other Black/African/Caribbean Background	0

#### E: Other ethnic groups

Arab	1
Any other ethnic group	0

#### F: No Answer

2

### Q4. Which of the following best describes you?

Employed	Unemployed	Full time education	Unable to work	Looking after home/family	Retired	Other	No Answer
263	23	28	26	34	219	12	17

## Your Practice

Q5. How easy do you find getting into the building at the surgery?

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Very easy	Fairly easy	Not very easy	Not at all easy	No answer
409	165	27	2	7

Q6. How do you think getting in to the building can be made easier?

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Number of suggestions

For suggestions on how getting into the building please see attached.

Q7. How clean is the practice waiting room?

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Very clean	Fairly clean	Not very clean	Don't know	No answer
436	162	7	1	4

## Reception

Q8. How helpful do you find the receptionists at your surgery?

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Very helpful	Fairly helpful	Not very helpful	Don't know	No answer
447	142	6	2	13

Q9. In the reception area, can other patients overhear what you say to the receptionist?

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Yes	No	Don't know	No Answer
159	388	49	14

## Appointments

**Q10.** In the last 12 months how many times have you see a GP/Nurse at your practice?

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None	1-3times	4-6 times	6 or more times	No answer
23	235	193	151	8

**Q11.** How do you normally book your appointment to see a GP/Nurse?

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In person	By Phone	Online	No answer
67	451	25	2

**Q13.** How easy is it to get through to reception, at your GP practice on the phone?

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Very easy	Fairly easy	Not very easy	Not at all easy	No answer
4	13	6	1	0

**Q14.** How easy is it to speak to a GP or Nurse on the phone at your GP practice?

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Very easy	Fairly easy	Not very easy	Not at all easy	No answer
3	6	4	1	10

**Q15.** How many days do you usually have to wait to get an appointment with a GP/Nurse of your choice?

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Same or next day	2-4 days	5 days or more	Don't know, never tried	No answer
6	8	9	1	0

**Q16.** How often do you get to see your GP/Nurse you have requested?

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Always	A lot of the time	Some of the time	Never	N/A	No answer
4	3	9	1	6	1

**Q17.** How long did you have to wait for your consultation to start today?

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Less than 5minutes	5-10 minutes	11-20 minutes	21-30 minutes	more than 30 minutes	No answer
4	3	6	1	3	7

**Q18.** If you need to see a GP/Nurse urgently, can you normally be seen on the same day?

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Yes	No	Don't know, never tried	No answer
10	2	11	1

**Q19.** Have you ever missed an appointment because?

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Yes	No	No answer
2	21	1

Reasons for missing an appointment?

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I recovered	I forgot	I was delayed	Too difficult to cancel	Other reason	No answer/NA
1	0	1	0	0	0

**Q20.** Is your practice currently open at times that are convenient to you?

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Yes	No	No answer
23	3	1

## **Your Consultation**

**Q21.** Referring to your face to face / telephone consultation with the Doctor/ Nurse today, how highly would you score the Doctor/ Nurse at each of the following?

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**A: Giving you enough time?**

Excellent 11	Very good 10	Good 2	Fair 0	Poor 0	Very poor 0	No answer 1
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**B: Make you feel at ease?**

Excellent 11	Very good 11	Good 1	Fair 0	Poor 0	Very poor 0	No answer 1
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**C: Listening to you?**

Excellent 10	Very good 11	Good 1	Fair 0	Poor 0	Very poor 0	No answer 2
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**D: Explaining treatment and tests?**

Excellent 11	Very good 9	Good 3	Fair 0	Poor 0	Very poor 0	No answer 1
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**E: Involving you in decisions about your care?**

Excellent 9	Very good 10	Good 4	Fair 0	Poor 0	Very poor 0	No answer 1
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**F: Treating you with care and concern?**

Excellent 10	Very good 12	Good 2	Fair 0	Poor 0	Very poor 0	No answer 0
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**G: How much confidence and trust did you have in the GP/Nurse you last saw or spoke to?**

Excellent 18	Very good 4	Good 1	Fair 1	Poor 0	Very poor 0	No answer 0
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H: Would you be completely happy to see this GP/ Nurse again?

Excellent  
22

Very good  
1

Good  
0

Fair  
0

Poor  
0

Very poor  
0

No answer  
1

## **Patient Experience**

22: Overall, how would you describe your experience of your GP practice?

Excellent  
8

Good  
14

Fair  
1

Poor  
0

N/A  
0

No answer  
1

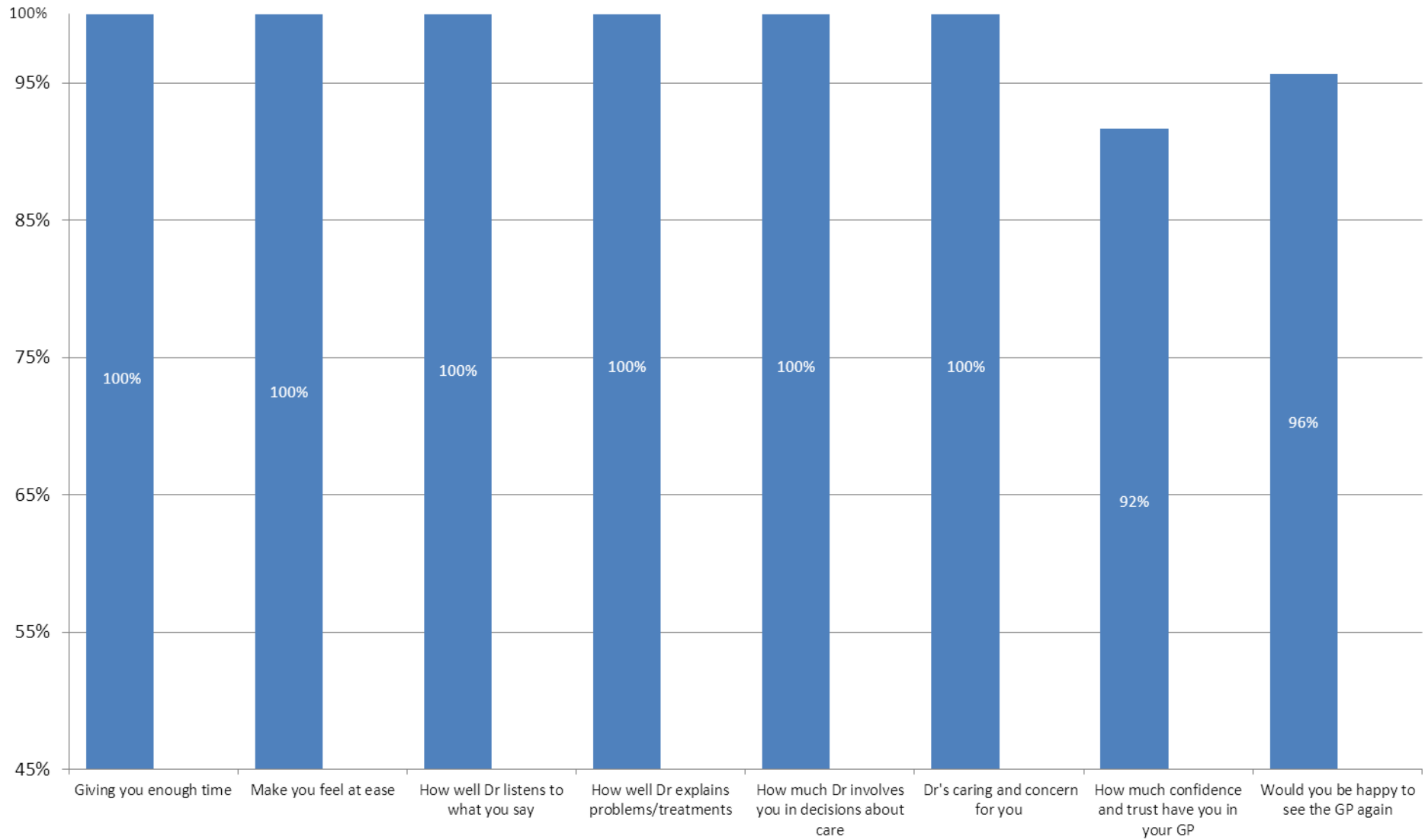
23: Would you recommend you GP Practice to someone who has just moved to your local area?

Yes  
23

No  
0

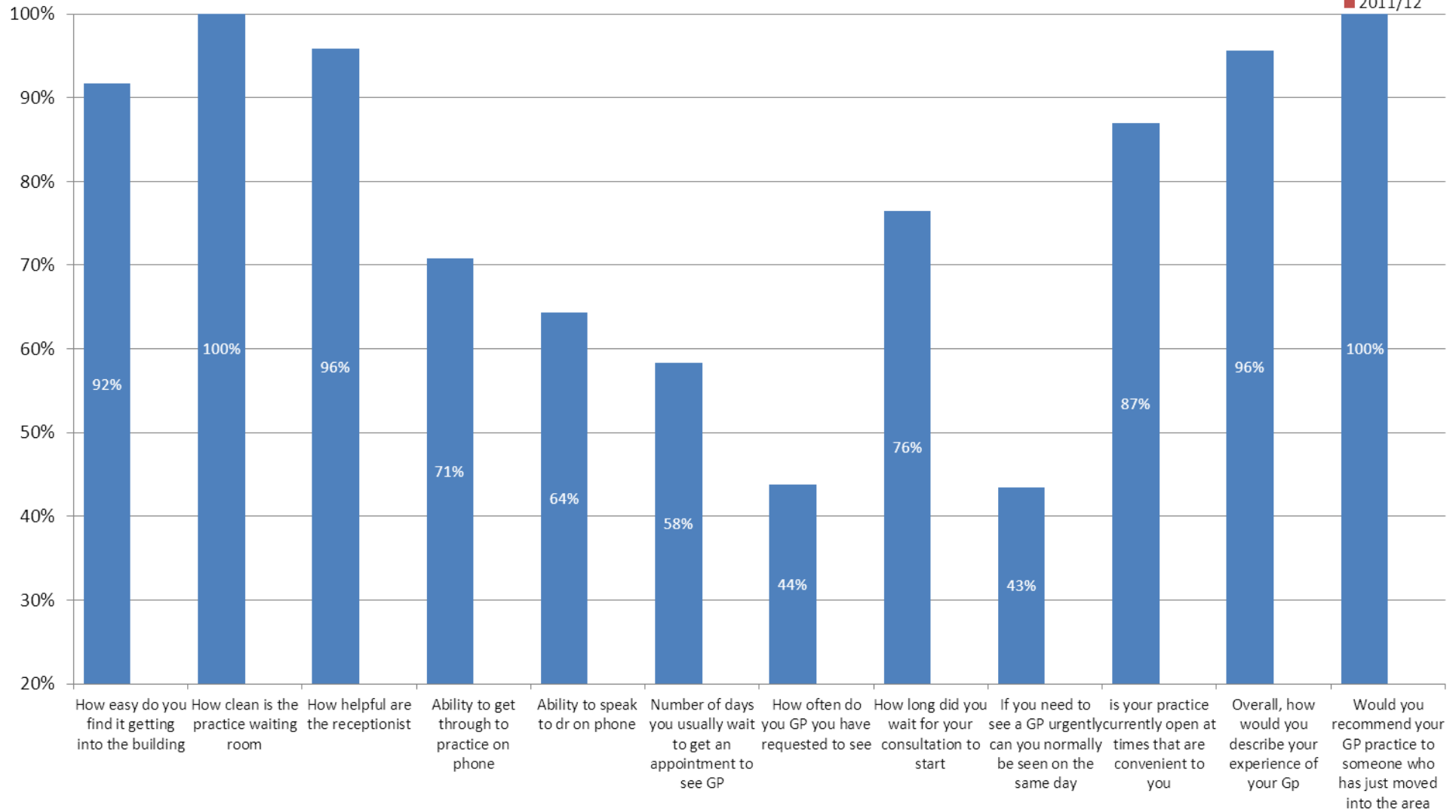
No answer  
1

### Consultation Satisfaction Score



## Satisfaction Score

■ 2012/13  
■ 2011/12







## **Comments for F81083 – Dr A Sabeshan**

Number of returns: 24

### **7. How do you think getting in to the building can be made easier?**

More than one entry.

Parking is very difficult – no easy answers though!

It's fine for me.

Desk further from the door and toilets.

Not relevant to me, but wheelchair access is not good. Also I am a little hard of hearing and I do not always hear the "ping" to alert me to the screen.

Parking

### **21H. Consultation: Would you be completely happy to see this GP/Nurse again?**

\*\*He did not give or create a good impression about himself. He promised to write me the letter I requested, but I have to wait for another week. I called a week after, knowing that he did not even do anything to it and also was not pleased with the treatment he gave me that same day.

Yes, because if I ever get to see my Doctor, they are very good and I trust them.

### **Patient Experience - We are interested in any other comments you may have about your experience?**

Appointment at 8.30 am, called in at 8.52 am = 22 minutes wait

\*\*So far so good. I am enjoying my GP/Nurse in this surgery apart from the bad experience I mentioned earlier.

Thanks to you all. Hoping for more better. (sic.)

All nurses and reception staff are excellent, very polite and professional. They all deserve a pay rise!!

The booking system is testing to say the least. You cannot get an appointment with your own Doctor if you ring that morning and have to wait up to three weeks for a further appointment.