



Dr Lefley & Associates

Pallion Health Centre  
Hylton Road  
Sunderland  
SR4 7XF

Tel: 0191 5674673  
Fax: 0191 5027701  
Scripts: 0191 5654524

**Have your say on the services we provide by completing the following survey.**

**Please tick the relevant box.**

***Please note that we do not require your name***

**Are you completing this questionnaire**

As a patient	216
As a carer on behalf of a patient	13

**Appointments**

**1. How do you usually make an appointment to see a doctor or nurse? (Please tick all relevant boxes)**

In person	106
By telephone	163
Online	1
Doesn't apply	4

**2. Do you attend same day appointments or bookable appointments?**

Same day	61
Bookable	45
Both	

**3. In the past 6 months how easy have you found the following**

	<b>Very easy</b>	<b>Fairly easy</b>	<b>Not very easy</b>	<b>Difficult</b>	<b>Not tried</b>
Getting through on the phone	101	99	10	2	11
Speaking to a doctor on the phone	21	18	14	13	133
Speaking to a nurse on the phone	21	26	6	5	138
Obtaining test results	62	63	5	7	66
Are you able to see a doctor on the same day	85	47	33	27	24
How easy is it to book appointments ahead	71	81	22	3	28

**Access to Doctors Surgery**

**4. For appointments, once you have arrived at the surgery how long after your appointment time do you usually wait in the waiting room to be seen?**

Normally on time	25
Less than 5 minutes	25
5 – 15 minutes	97
15 – 30 minutes	50
Over 30 minutes	22

**5. How satisfied are you with the opening hours at the surgery?**

Very satisfied	140
Fairly satisfied	89
Not at all satisfied	1
Don't know	2

**6. How satisfied were you with your last appointment with a doctor at the surgery?**

	Very satisfied	Fairly satisfied	Neither satisfied or dissatisfied	Very dissatisfied
Allowed you enough time	161	47	0	3
Asked about your symptoms	153	51	0	3
Listened to you	162	38	0	6
Explained about tests and treatments	142	50	8	3
Involved you in decisions about your care	146	47	0	3
Treat you with care and respect	165	37	0	3
Took your problems seriously	157	45	0	7
Did you have trust and confidence in the doctor you saw	164	35	0	5
Were you happy with the privacy of your conversation with the doctor	174	32	0	3

**7. Telephone consultations**

	Yes	No	Don't know
Can you book a telephone consultation at your practice?	34	11	165
Have you ever had a telephone consultation?	16	143	63
Following the telephone consultation did you require a follow up?	10	54	79
Would you use a telephone consultation again?	18	16	93

**Access to Practice Nurses**

**8. How easy is it for you to make an appointment with a Practice Nurse at your surgery/clinic?**

Very easy	114
Fairly easy	68
Not at all easy	4
Don't know	35

**9. Please rate your last appointment with a nurse at the surgery/clinic**

	Very satisfied	Fairly satisfied	Neither satisfied or dissatisfied	Very dissatisfied
Allowed you enough time	143	46	0	1
Asked about your symptoms	135	41	0	0
Explained about tests and treatments	139	42	0	0
Involved you in decisions about your care	133	44	0	0
Treat you with care and respect	129	43	0	2
Took your problems seriously	146	33	0	1
Did you have trust and confidence in the nurse you saw	143	33	0	0
Were you happy with the privacy of your conversation with the nurse	140	36	0	1

**In your GP practice**

**10. Overall how well does your practice help you to:**

	Very well	Well	Unsure	Not very well	Not applicable
Understand you health problems	127	71	13	9	1
Cope with your health problems	119	64	18	3	4
Keep yourself healthy	111	73	19	1	3
Find information about services they provide i.e. test results, repeat prescriptions etc.	111	70	19	3	2
Understand the practice's compliment and complaint	2	105	64	25	2

procedure?					
Access information about staying healthy and preventing illness	6	94	57	21	1

**11. How helpful do you find the receptionists at the surgery?**

Very helpful	168
Fairly helpful	44
Not very helpful	2
Not at all helpful	2
Don't know	1

**Environment**

**12. Can other patients overhear private conversations with receptionists?**

Yes but I don't mind	110
Yes and I am not happy about it	25
No other patients cant hear	50
An area is provided for confidentiality	0
Don't know	0

**13. Regarding your practice building:**

	Very	Fairly	Not very	Not at all, please explain below
How clean is the surgery?	202	10	0	0
How easy is it to get into the surgery building?	165	26	0	0
How comfortable is the waiting area?	159	32	1	0
How clear are the signs inside and outside the building?	158	37	3	0

.....  
 .....

**14. Generally how would you rate your overall satisfaction?**

.....  
 .....

**15. Do you have any suggestions how the practice can make any improvements to their service?**

.....  
 .....

**16. Do you have any suggestions how the doctor/nurse could improve?**

.....  
 .....

*The information that you have provided in this questionnaire will not identify you and only provides us with general information which will be used to monitor and improve our services. The findings of this questionnaire will be on the practice website: [www.drleffley.nhs.uk](http://www.drleffley.nhs.uk) and copies will be available from reception.*

About you

<b>Are you:-</b>	
Male	64
Female	151

<b>How old are you:-</b>	
Under 16	
16 – 44	103
45 – 64	67
65 – 74	30
75 and over	13

<b>What is your ethnic group</b>	
White	208
Black or black British	0
Asian or Asian British	3
Mixed	0
Chinese	0
Other ethnic group	1

<b>How would you describe how often you come to the practice?</b>	
Regularly	67
Occasionally	92
Rarely	35
Very rarely	15

Specific questions relating to GP led commissioning and commissioning intentions.

- 1. Have you given feedback to your GP on the level of satisfaction or experience of a service that they have referred you to (e.g. in hospital or a community service) in the last year?**

Yes	48
No	152

- 2. If so, did you feel this feedback was listened to and therefore may feature in discussion regarding the planning or management of this service in the future?**

Yes	46
No	37

- 3. Would you like a greater say in how the NHS services that you receive outside of the GP Practice are planned or commissioned?**

Yes	9
No	115

**If you require any further information regarding any area of health care (e.g. heart disease, diabetes, epilepsy etc) please see the receptionist.**