

# Brook Square Surgery

## Trafalgar Patient Survey 2012

**Number of Responses: 75**



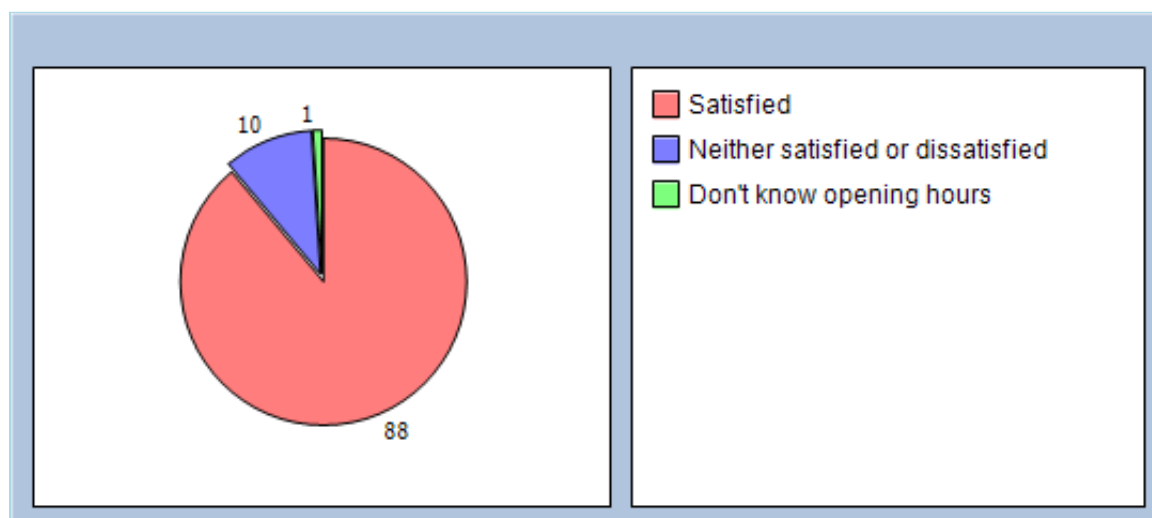
[Excel Report \(click here for full dataset\)](#)

Dear Patient,

Thank you for taking the time to complete this short survey - this will help the practice to know how we can improve our service to you and how you perceive our surgery and staff. This patient survey invites your views on the patient experience, accessibility to our services and the surgery premises.

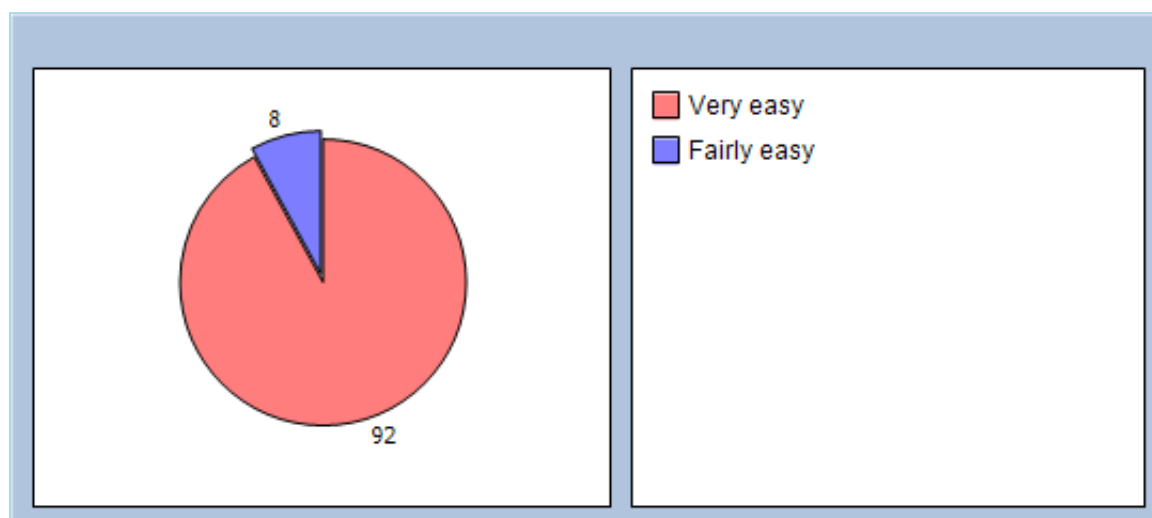
### Q1. How satisfied are you with the opening hours at the surgery?

<b>Satisfied</b>	<b>88%</b>
<b>Neither satisfied or dissatisfied</b>	<b>10%</b>
<b>Dissatisfied</b>	<b>0%</b>
<b>Don't know opening hours</b>	<b>1%</b>



### Q2. How easy do you find getting into the building at the surgery ?

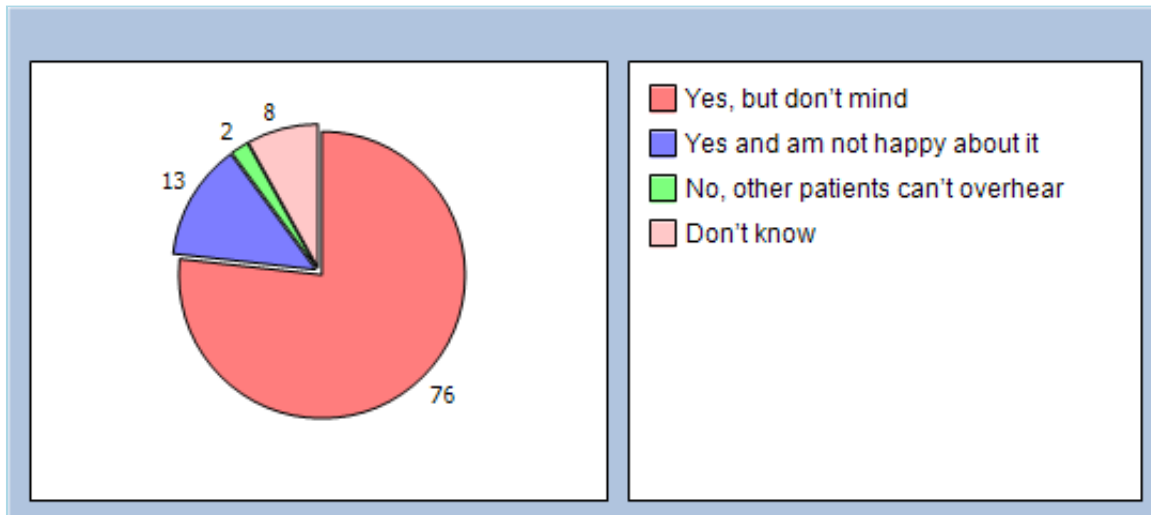
<b>Very easy</b>	<b>92%</b>
<b>Fairly easy</b>	<b>8%</b>
<b>Not very easy</b>	<b>0%</b>
<b>Not at all easy</b>	<b>0%</b>



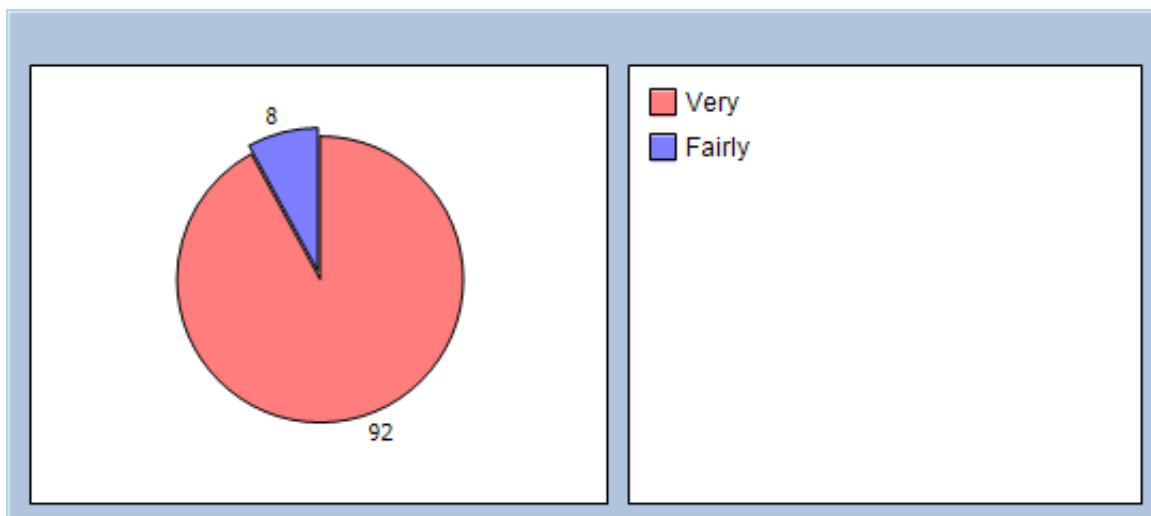
### Q3. In the reception Area, can other patients overhear what you say to the

**receptionist?**

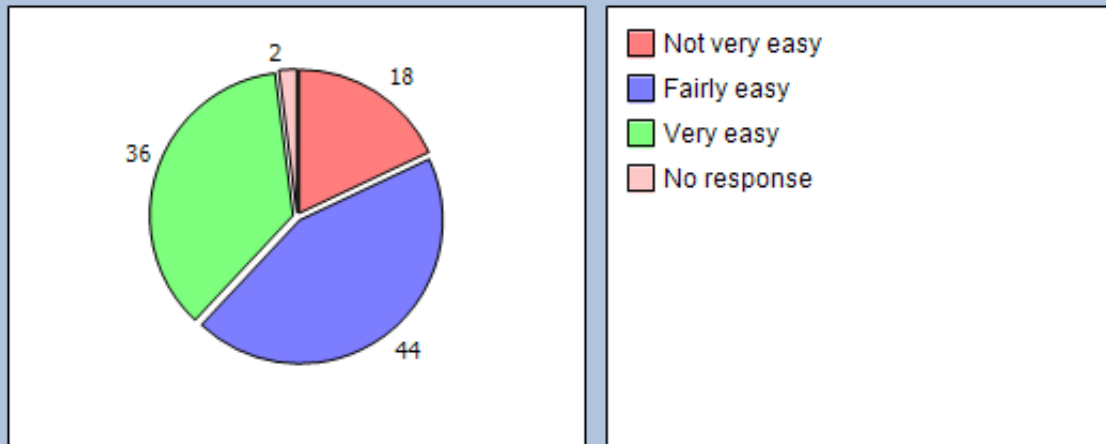
<b>Yes, but don't mind</b>	<b>76%</b>
<b>Yes and am not happy about it</b>	<b>13%</b>
<b>No, other patients can't overhear</b>	<b>2%</b>
<b>Don't know</b>	<b>8%</b>

**Q4. How helpful do you find the receptionists at the surgery ?**

<b>Very</b>	<b>92%</b>
<b>Fairly</b>	<b>8%</b>
<b>Not very</b>	<b>0%</b>
<b>Not at all</b>	<b>0%</b>

**Q5. How easy was it to get an appointment for the time you wanted?**

<b>Not very easy</b>	<b>18%</b>
<b>Fairly easy</b>	<b>44%</b>
<b>Very easy</b>	<b>36%</b>
<b>No response</b>	<b>2%</b>



**Q6. Which of the following methods would you prefer to use to book appointments?  
Please tick all boxes that apply.**

<b>In person</b>	<b>50%</b>
<b>By phone</b>	<b>82%</b>
<b>Online</b>	<b>18%</b>
<b>Doesn't apply</b>	<b>1%</b>

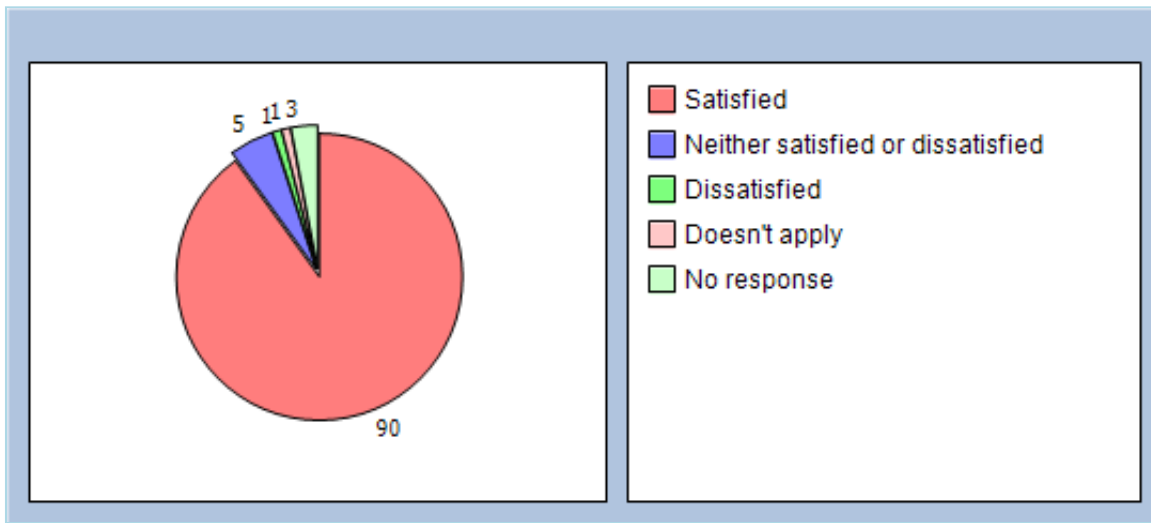
**Q6. If you need to see a GP urgently, can you normally get seen on the same day?**

<b>Yes</b>	<b>72%</b>
<b>No</b>	<b>13%</b>
<b>Doesn't apply</b>	<b>13%</b>
<b>No response</b>	<b>2%</b>



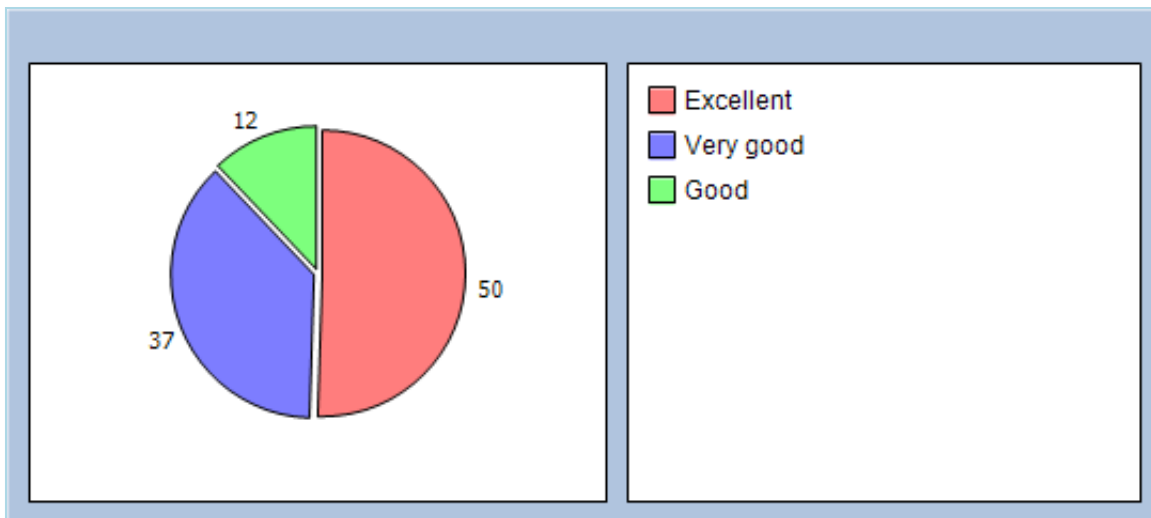
**Q7. Thinking of your most recent consultation with a doctor or a nurse, how satisfied were you with the service you received from that doctor or nurse?**

<b>Satisfied</b>	<b>90%</b>
<b>Neither satisfied or dissatisfied</b>	<b>5%</b>
<b>Dissatisfied</b>	<b>1%</b>
<b>Doesn't apply</b>	<b>1%</b>
<b>No response</b>	<b>3%</b>



**Q8. Overall, how would you describe your experience of Trafalgar Medica Practice?**

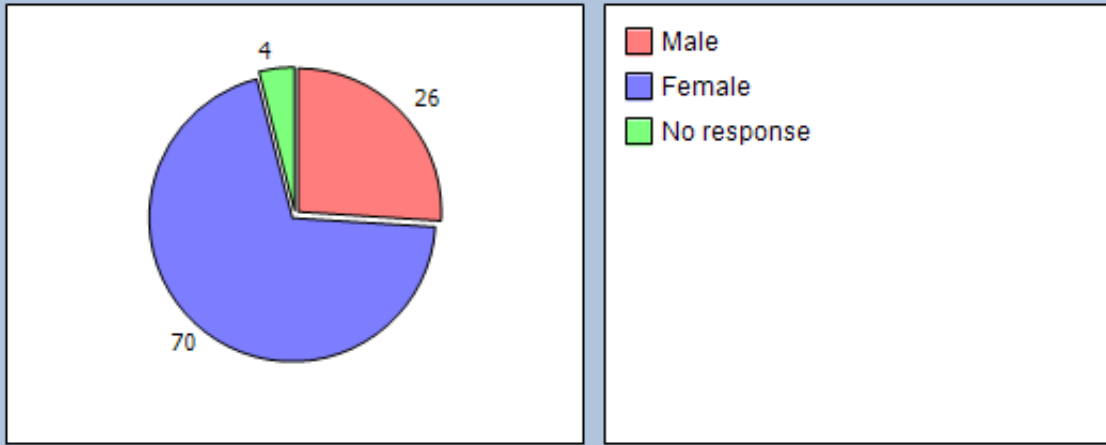
<b>Excellent</b>	<b>50%</b>
<b>Very good</b>	<b>37%</b>
<b>Good</b>	<b>12%</b>
<b>Fair</b>	<b>0%</b>
<b>Poor</b>	<b>0%</b>
<b>Very poor</b>	<b>0%</b>



**To help us analyse your answers please tell us a few things about yourself:**

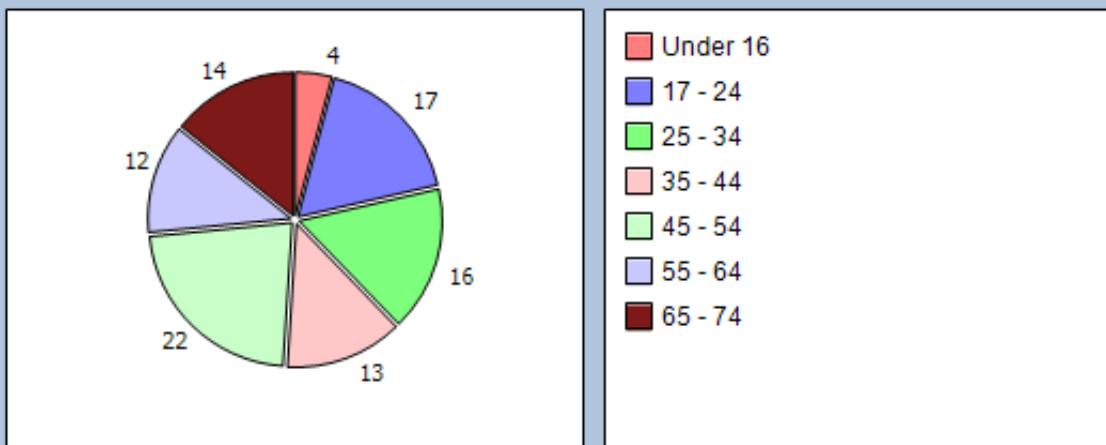
**Are you male or female?**

<b>Male</b>	<b>26%</b>
<b>Female</b>	<b>70%</b>
<b>No response</b>	<b>4%</b>



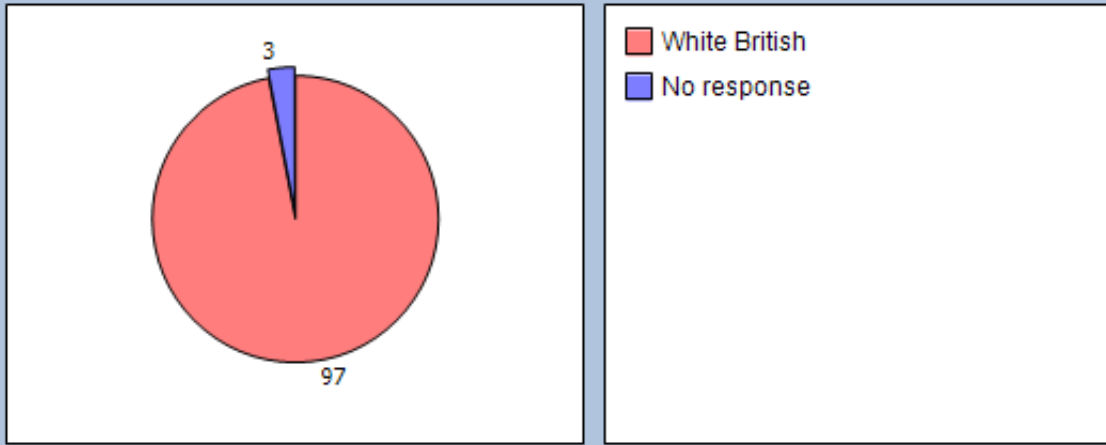
**What age are you?**

<b>Under 16</b>	<b>4%</b>
<b>17 - 24</b>	<b>17%</b>
<b>25 - 34</b>	<b>16%</b>
<b>35 - 44</b>	<b>13%</b>
<b>45 - 54</b>	<b>22%</b>
<b>55 - 64</b>	<b>12%</b>
<b>65 - 74</b>	<b>14%</b>
<b>75 - 84</b>	<b>0%</b>
<b>Over 84</b>	<b>0%</b>



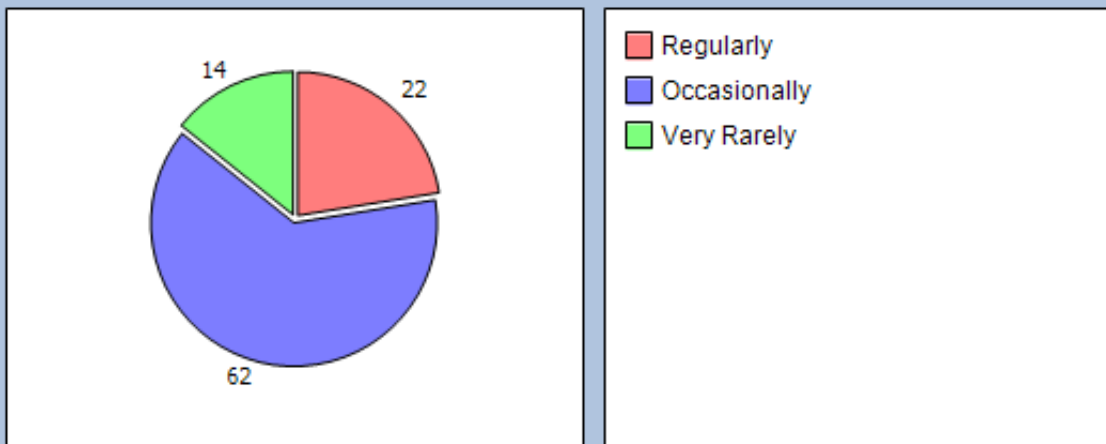
**What is the ethnic background with which you most identify?**

<b>White British</b>	<b>97%</b>
<b>White Irish</b>	<b>0%</b>
<b>Mixed White &amp; Black Caribbean</b>	<b>0%</b>
<b>Mixed White &amp; Black African</b>	<b>0%</b>
<b>Mixed White &amp; Black Asian</b>	<b>0%</b>
<b>Indian</b>	<b>0%</b>
<b>Pakistani</b>	<b>0%</b>
<b>Bangladeshi</b>	<b>0%</b>
<b>Black Caribbean</b>	<b>0%</b>
<b>Black African</b>	<b>0%</b>
<b>Chinese</b>	<b>0%</b>
<b>Other</b>	<b>0%</b>
<b>No response</b>	<b>3%</b>



### How would you describe how often you come to the practice?

<b>Regularly</b>	<b>22%</b>
<b>Occasionally</b>	<b>62%</b>
<b>Very Rarely</b>	<b>14%</b>



Many thanks for your time in answering the questions on this survey.

Delete Responses