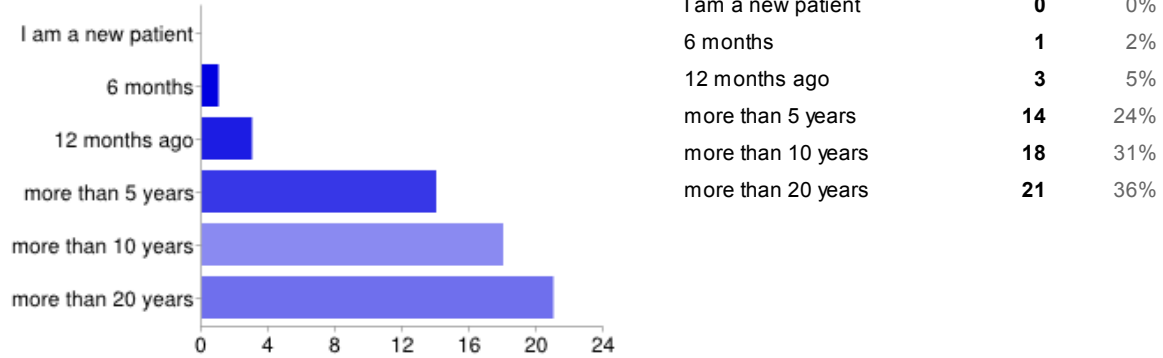


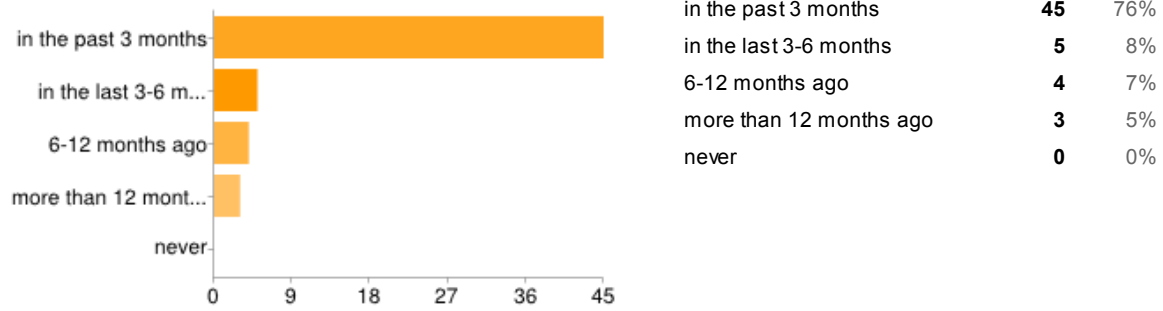
# 59 [responses](#)

## Summary [See complete responses](#)

### How long have you been a patient at Bugbrooke Medical Practice?



### When did you last need to contact the practice with a medical problem?

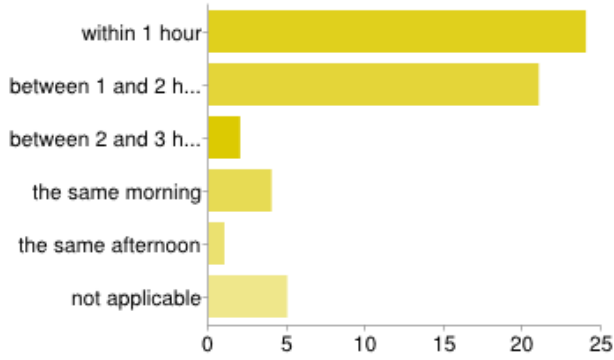


### Did you know that you would initially need to have a telephone consultation with the duty Doctor?

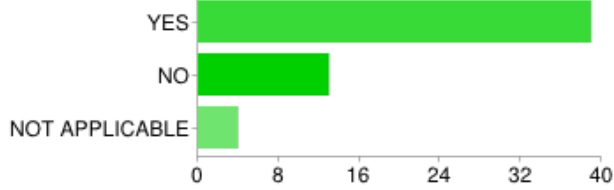


### How quickly did you receive a call from the duty Doctor?

Response	Count	Percentage
within 1 hour	24	41%
between 1 and 2 hours	21	36%
between 2 and 3 hours	2	3%
the same morning	4	7%
the same afternoon	1	2%
not applicable	5	8%



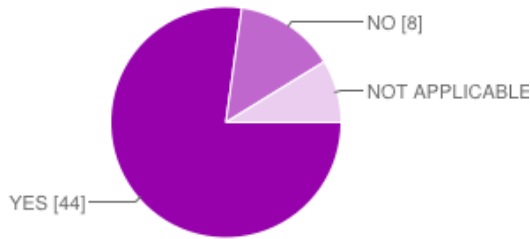
**Were you happy with this approach?**



YES	<b>39</b>	70%
NO	<b>13</b>	23%
NOT APPLICABLE	<b>4</b>	7%

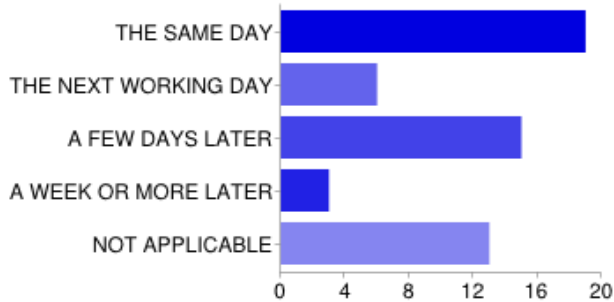
People may select more than one checkbox, so percentages may add up to more than 100%.

**Did you need to see a Doctor following this telephone consultation?**



YES	<b>44</b>	75%
NO	<b>8</b>	14%
NOT APPLICABLE	<b>5</b>	8%

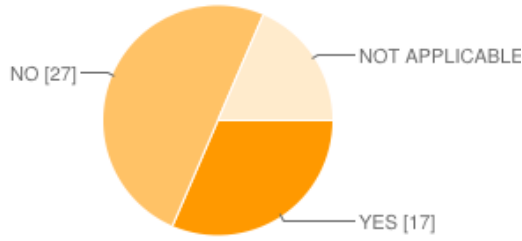
**How soon was this booked for you?**



THE SAME DAY	<b>19</b>	32%
THE NEXT WORKING DAY	<b>6</b>	10%
A FEW DAYS LATER	<b>15</b>	25%
A WEEK OR MORE LATER	<b>3</b>	5%
NOT APPLICABLE	<b>13</b>	22%

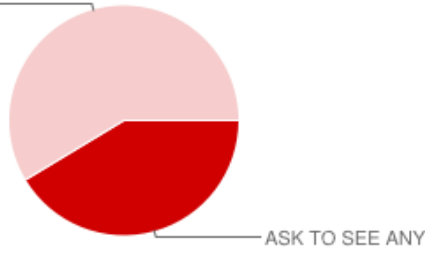
**Were you given the option to choose which Doctor you saw?**

YES	<b>17</b>	29%
NO	<b>27</b>	46%
NOT APPLICABLE	<b>10</b>	17%



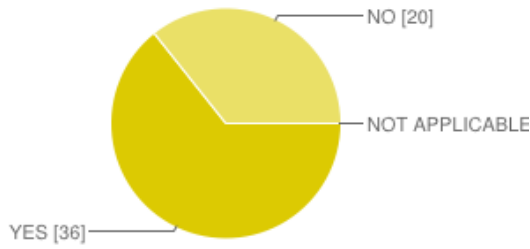
**If you were given a choice did you**

ASK TO SEE ANY DOCTOR? [17]



ASK TO SEE ANY DOCTOR QUICKLY?	12	20
CHOOSE TO WAIT AND SEE A PARTICULAR DOCTOR?	17	29

**Overall are you happy with the process of getting an appointment with a Doctor?**

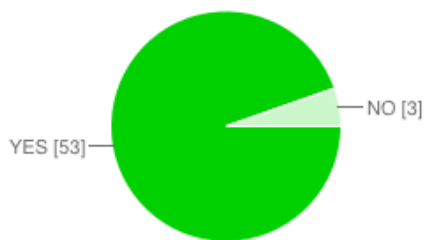


YES	36	61%
NO	20	34%
NOT APPLICABLE	0	0%

**If you are not happy with the process of getting an appointment what would you like to happen differently?**

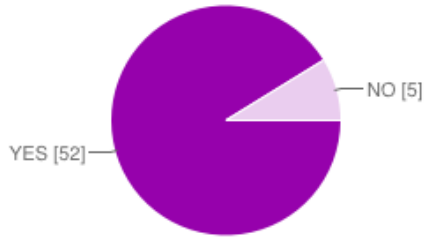
One difficulty I have encountered is when you need to book an appointment with both a female GP and a practice nurse. There are not many appointments and you cannot book too far ahead. I was at the practice with my wife seeing the midwife. We wanted to book an appointment for our 2yr old son but had to go home and wait in for a call. I needed an appointment and phoned up (lunch time) to be told the doctor would have to call me back but none were available until the following day. In both instances when the doctor did call back I was given an appointment straight away and could see no real ...

**With regard to clinical care, did you feel the Doctor listened to you?**



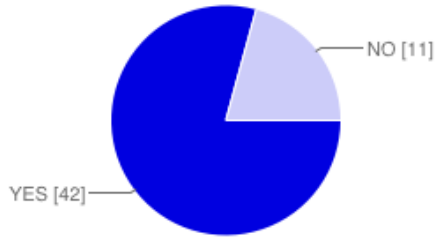
YES	53	90%
NO	3	5%

**Were you satisfied with the care given to you?**



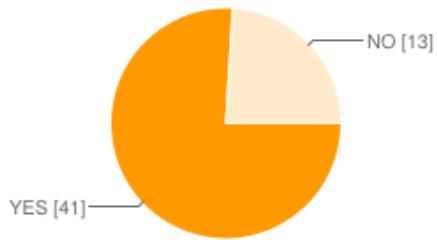
YES	<b>52</b>	88%
NO	<b>5</b>	8%

**Did you feel you understood more about your problem after the consultation?**



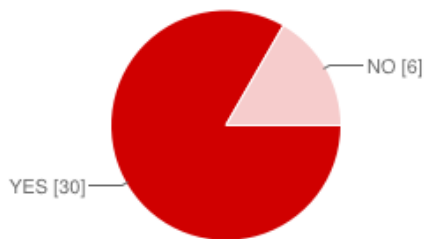
YES	<b>42</b>	71%
NO	<b>11</b>	19%

**Was a clear plan made to follow up your problem either by phone or face to face?**



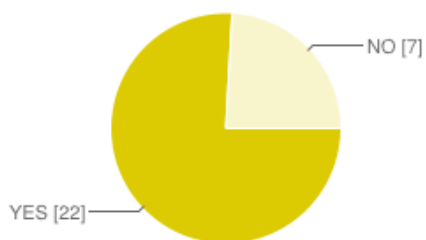
YES	<b>41</b>	69%
NO	<b>13</b>	22%

**If the follow up plan was a face to face appointment were you able to book the appointment without any problem?**



YES	<b>30</b>	51%
NO	<b>6</b>	10%

**If the follow up plan was a telephone call were you able to speak to the Doctor without any problem?**

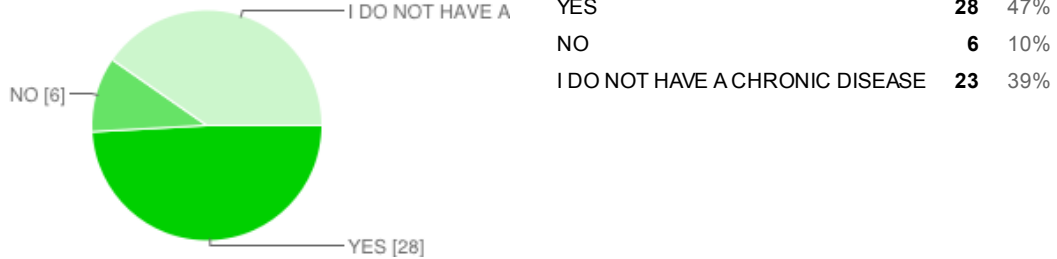


YES	<b>22</b>	37%
NO	<b>7</b>	12%

**If you had a problem booking a follow up appointment or phone call please tell us what the problem was.**

I rang to speak to the Doctor. He had left a message with the receptionist that he would only deal with emergencies on that day, so I should ring back a few days later. It wasn't an emergency, so I was happy with that action. I can not reply to this question at this time (follow up) as i only had the blood tests this morning (11/01/2012) and I have an oppnoment at NGH for a ultrasound scan on Fry. 13th. Jan. I will contact the Dr. when we have the results. This was already explained on my initial survey question If you have a relatively minor problem and are still at work it is sometimes di ...

**Thinking about management of chronic disease are you happy with the management of your condition?**



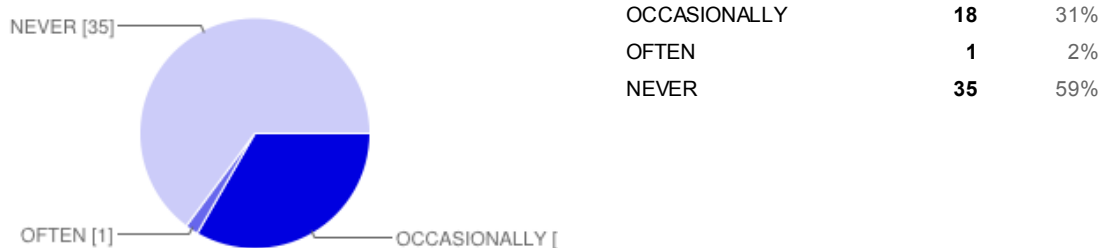
**If you have a chronic disease and are not happy with the management of your condition what would you like to happen differently?**

Dr Shribman manages my Lupus alongside myself and I hope that a regular doctor will do the same when he has retired. I will need regular blood tests to check the disease. He also includes me in a yearly heart check. I have been vey happy with his care and support and hope that this quality of care will contiuie with an appropriately informed doctor in the years to come. The doctor made some vague reference to getting my blood pressure check regularly but gave no indication of how regularly and didn't book me an appontment. Also made no suggestion of what follow up would be required - eg wh ...

**With regard to Bugbrooke Medical Practice, are the surgery opening times convenient for you?**



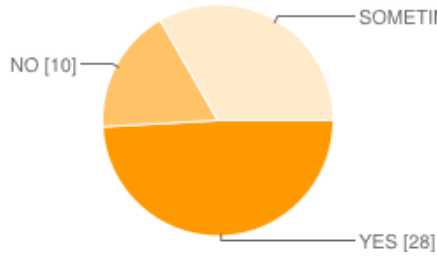
**How often do you feel you would need to be seen outside of these times?**



**When would you like the practice to be open?**

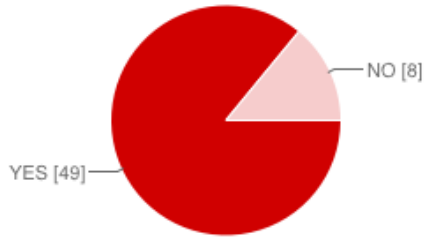
existing times are fine for me. Saturday morning for a short while. saturday as is Saturday morning Sat morning no problems with times no problems with times Daily till 8pm evenings & weekends as it is.. For em ...

**Do you feel you are able to access the Doctor of your choice?**



YES	<b>28</b>	47%
NO	<b>10</b>	17%
SOMETIMES	<b>19</b>	32%

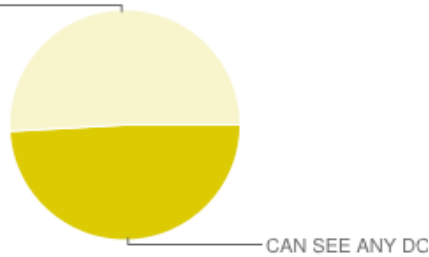
**Do you know that you can ask to see the Doctor of your choice?**



YES	<b>49</b>	83%
NO	<b>8</b>	14%

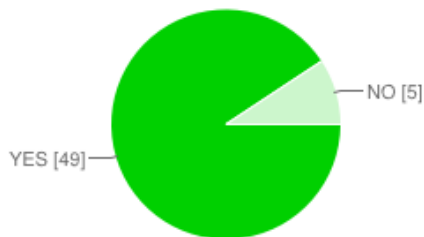
**Thinking about seeing a Doctor, is it more important that you:**

YOU CHOICE [29]



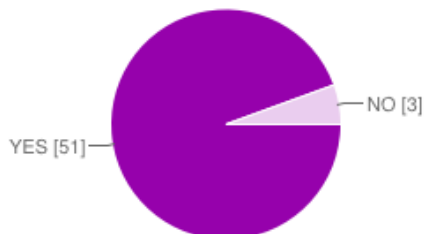
CAN SEE ANY DOCTOR QUICKLY	<b>28</b>	47%
WAIT LONGER TO SEE THE DOCTOR OF YOU CHOICE	<b>29</b>	49%

**With regard to telephone consultations do you feel that you are listened to?**



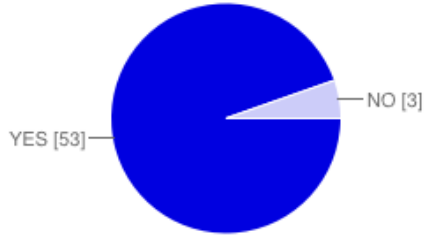
YES	<b>49</b>	83%
NO	<b>5</b>	8%

**Do you have confidence in the Doctors at the practice?**



YES	<b>51</b>	86%
NO	<b>3</b>	5%

**Do you have confidence in the Nurses at the practice?**

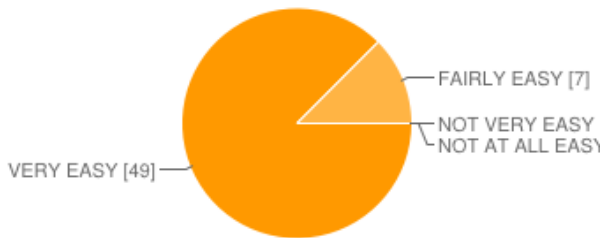


YES	<b>53</b>	90%
NO	<b>3</b>	5%

**ABOUT THE PRACTICE**

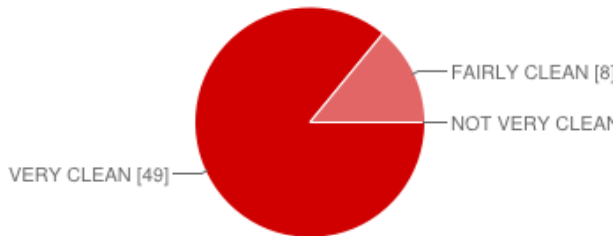
The following questions are about the practice

**How easy do you find it to get into the building?**



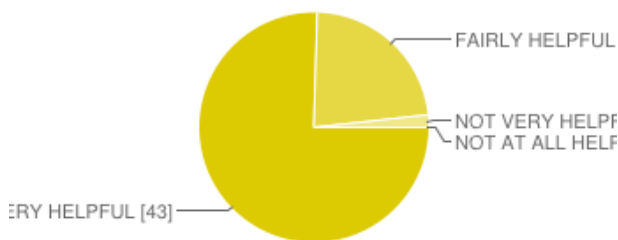
VERY EASY	<b>49</b>	83%
FAIRLY EASY	<b>7</b>	12%
NOT VERY EASY	<b>0</b>	0%
NOT AT ALL EASY	<b>0</b>	0%

**How clean do you feel the practice is?**



VERY CLEAN	<b>49</b>	83%
FAIRLY CLEAN	<b>8</b>	14%
NOT VERY CLEAN	<b>0</b>	0%

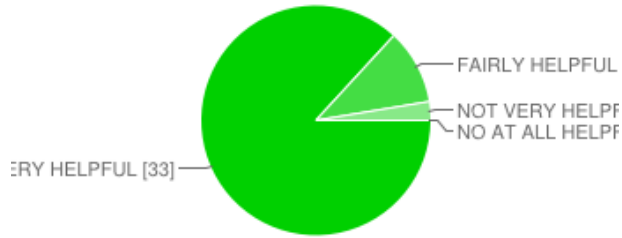
**How helpful do you find the reception staff at the practice?**



VERY HELPFUL	<b>43</b>	73%
FAIRLY HELPFUL	<b>13</b>	22%
NOT VERY HELPFUL	<b>1</b>	2%
NOT AT ALL HELPFUL	<b>0</b>	0%

**If you use the in house dispensary how helpful do you find the dispensary staff ?**

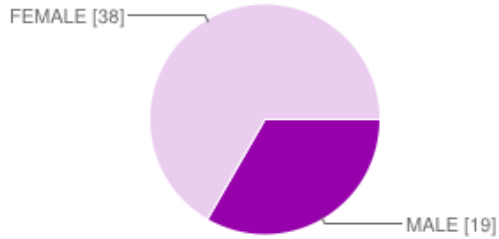
VERY HELPFUL	<b>33</b>	56%
FAIRLY HELPFUL	<b>4</b>	7%



NOT VERY HELPFUL	1	2%
NO AT ALL HELPFUL	0	0%

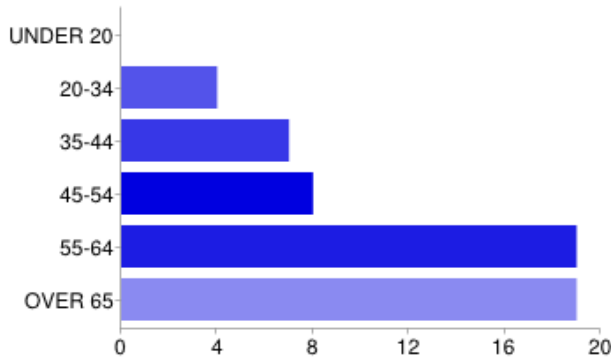
### YOUR DETAILS

Are you,



MALE	19	32%
FEMALE	38	64%

Please select your age group.

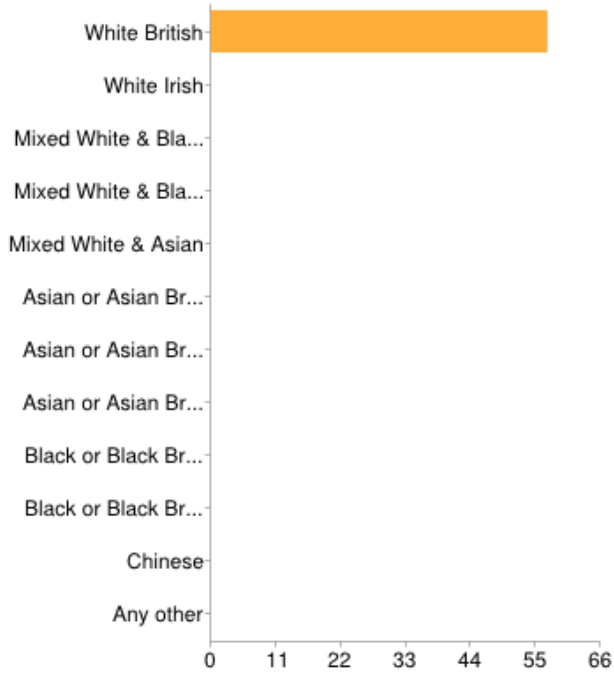


UNDER 20	0	0%
20-34	4	7%
35-44	7	12%
45-54	8	14%
55-64	19	32%
OVER 65	19	32%

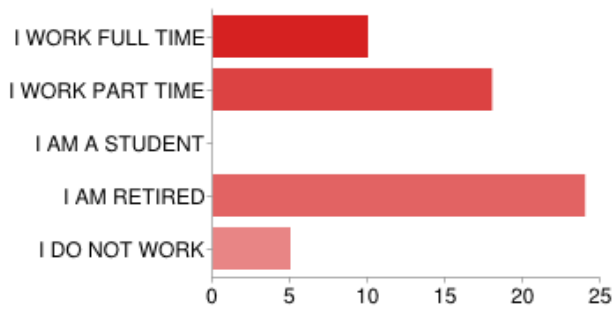
What is your ethnic group?

White British	57	97%
White Irish	0	0%
Mixed White & Black Caribbean	0	0%
Mixed White & Black African	0	0%
Mixed White & Asian	0	0%
Asian or Asian British - Indian	0	0%
Asian or Asian British - Pakistani	0	0%
Asian or Asian British - Bangladeshi	0	0%
Black or Black British - Caribbean	0	0%
Black or Black British - African	0	0%
Chinese	0	0%
Any other	0	0%



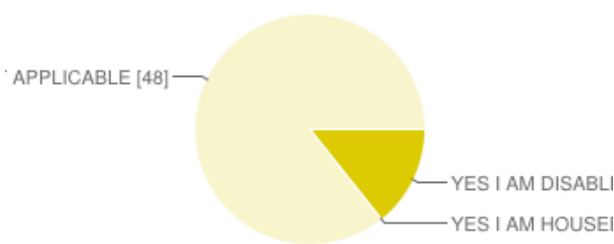


**Do you work?**



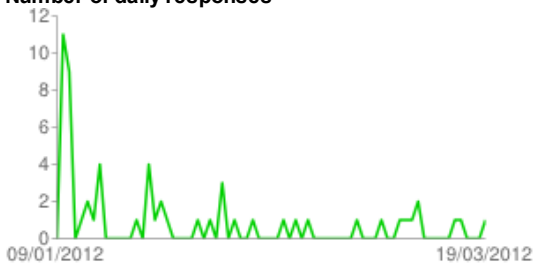
I WORK FULL TIME	<b>10</b>	17%
I WORK PART TIME	<b>18</b>	31%
I AM A STUDENT	<b>0</b>	0%
I AM RETIRED	<b>24</b>	41%
I DO NOT WORK	<b>5</b>	8%

**Are you disabled or housebound?**



YES I AM DISABLED	<b>8</b>	14%
YES I AM HOUSEBOUND	<b>0</b>	0%
NOT APPLICABLE	<b>48</b>	81%

**Number of daily responses**



**Number of responses without dates: 2**