

## Penryn Surgery Patient Representation Group Survey 2012 - Report

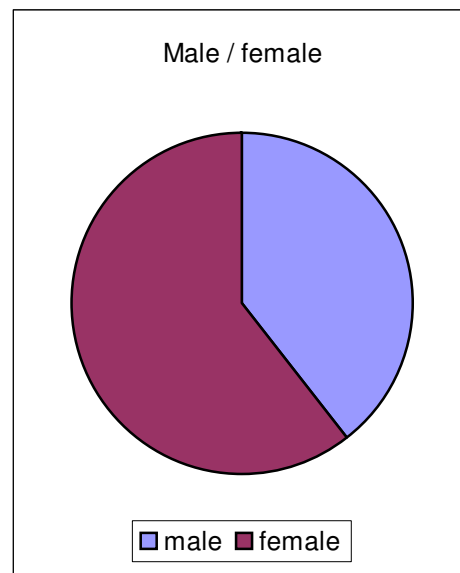
The survey was run with the help of the Friends of Penryn Surgery in the third week of January. The questions were written in conjunction with the Patient Representative Group. To try and obtain responses from patients accessing all out services, questionnaires were distributed to health professionals to give to patients at the end of a consultation. The health professionals were given the questionnaires in approximate proportions to their workload. For example, the doctors in Penryn were issued with 220, the nurses 140, midwives 10 etc. The branch surgeries at Mawnan Smith and Stithians had their share. A total of 500 questionnaires were issued.

### Analysis of respondents

We received back 367 completed questionnaires

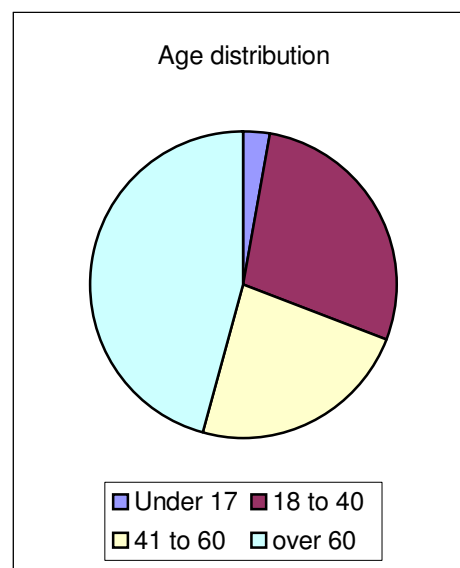
#### Male / female distribution

Female	60%
Male	40%



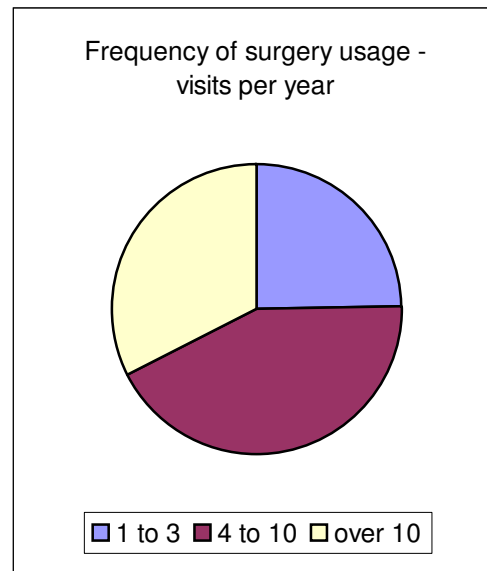
#### Age distribution

Under 17 years	3%
18-to 40 years	28%
41 to 60 years	23%
Over 60 years	46%



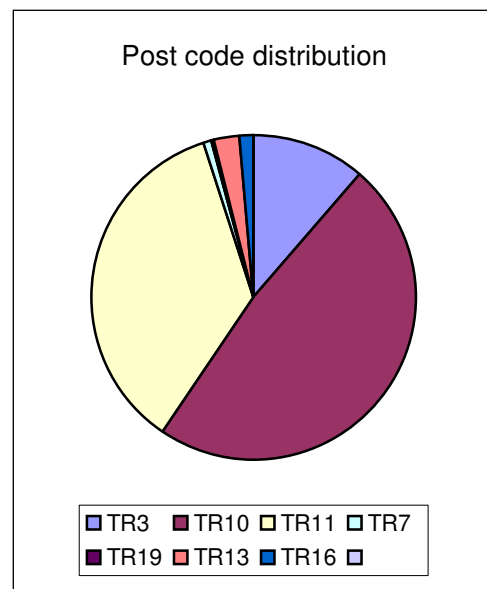
### Frequency of surgery attendance

1 to 3 times per year	25%
4 to 10 visits per year	43%
Over 10 visits per year	32%



### Post code distribution

TR3	35
TR16	4
TR7	2
TR10	148
TR11	110
TR13	8
TR19	1



Carers 8.9% of the respondents were carers

Disability 34.6% considered themselves to have a disability

Physical or mobility impairment	41.3%
Sensory impairment	3.7%
Mental health or learning disability	10.0%
Long standing illness or health condition	32.5%
Other condition (cancer HIV diabetes, chronic heart disease or epilepsy)	11.3%

Sexual orientation	Heterosexual	258
	Bisexual	4
	Gay man	1
	Lesbian/ gay woman	1

Ethnic origin	British or mixed British	257
	Other white background	9
	Bangladeshi or British Bangladeshi	1
	Other ethnic category	2

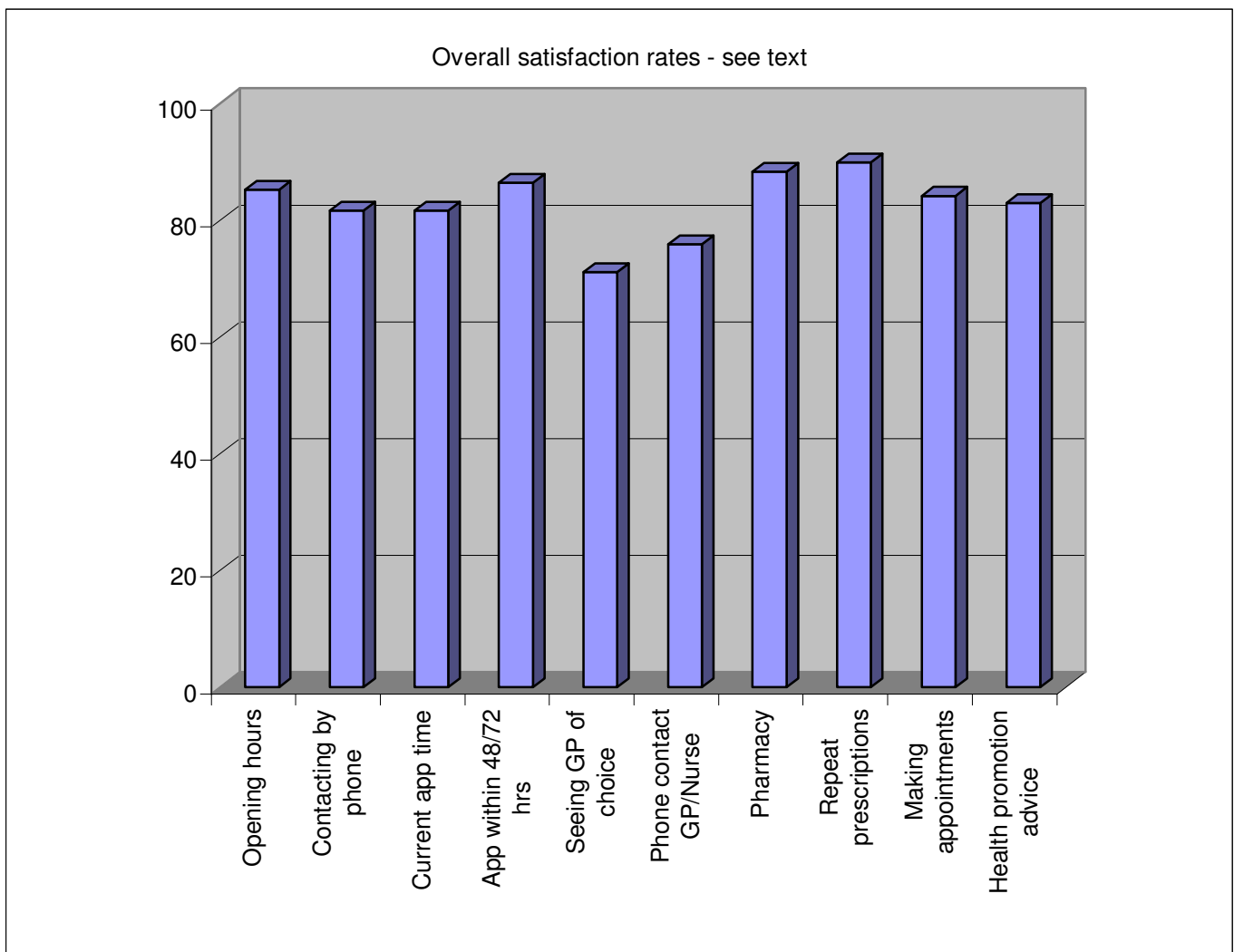
## Analysis of Services

### About the practice

The following questions were asked

- Your level of satisfaction with the practice's opening hours
- Ease of contacting the practice on the telephone
- Satisfaction with the day and time arranged for your appointment.
- Chances of seeing a doctor / nurse within 48 / 72 hours
- Chances of seeing a doctor / nurse of your choice
- Opportunity of speaking to a doctor / nurse on the telephone when necessary
- Obtaining your medication from the pharmacy (Penryn Surgery only)
- Requesting a repeat prescription
- Ease of making an appointment
- The information provided by this practice about how to prevent illness and stay healthy

Each question offered options of:- "unsatisfactory" - "fair" - "good" - "Excellent"  
A score was assigned to each response. These were then collated and expressed as a percentage. For example, if all responses were "unsatisfactory", the score was 25%. If all responses were "excellent" the score was 100%. A comparative rating could then be found.



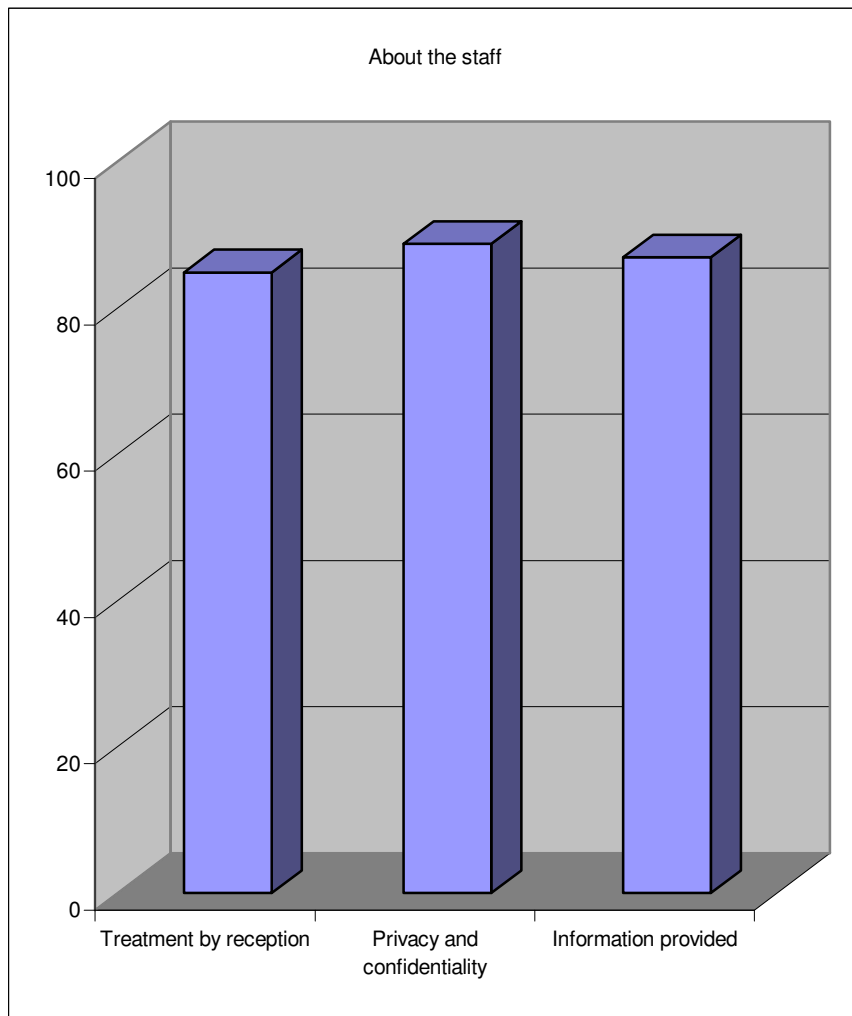
## Analysis of "About the staff"

The following questions were asked

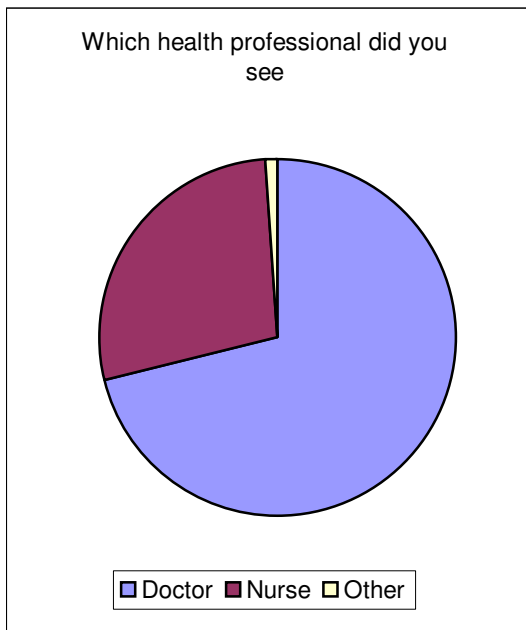
The manner in which you were treated by the reception staff

Respect shown for your privacy and confidentiality

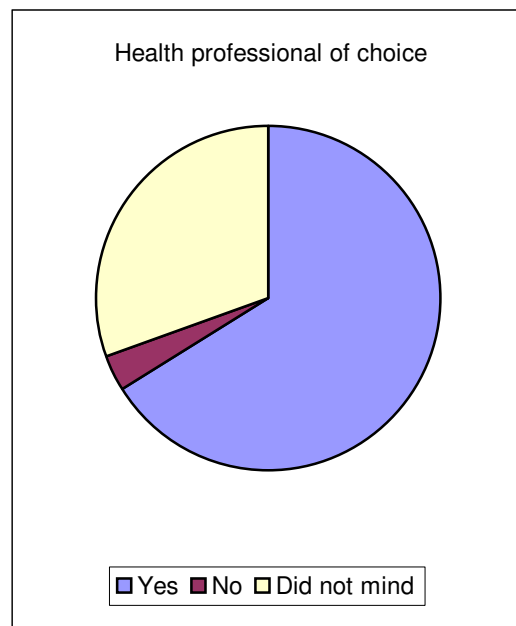
Information provided by the practice about its services



## Analysis of "About the health professional you saw"



Doctor 71%  
Nurse 28%  
Other 1%



Health Prof of choice 66%  
Health Prof not of choice 3%  
Did not mind 31%

The following questions were asked

My overall satisfaction with the visit was

I would rate the health professional's ability to really listen to me as

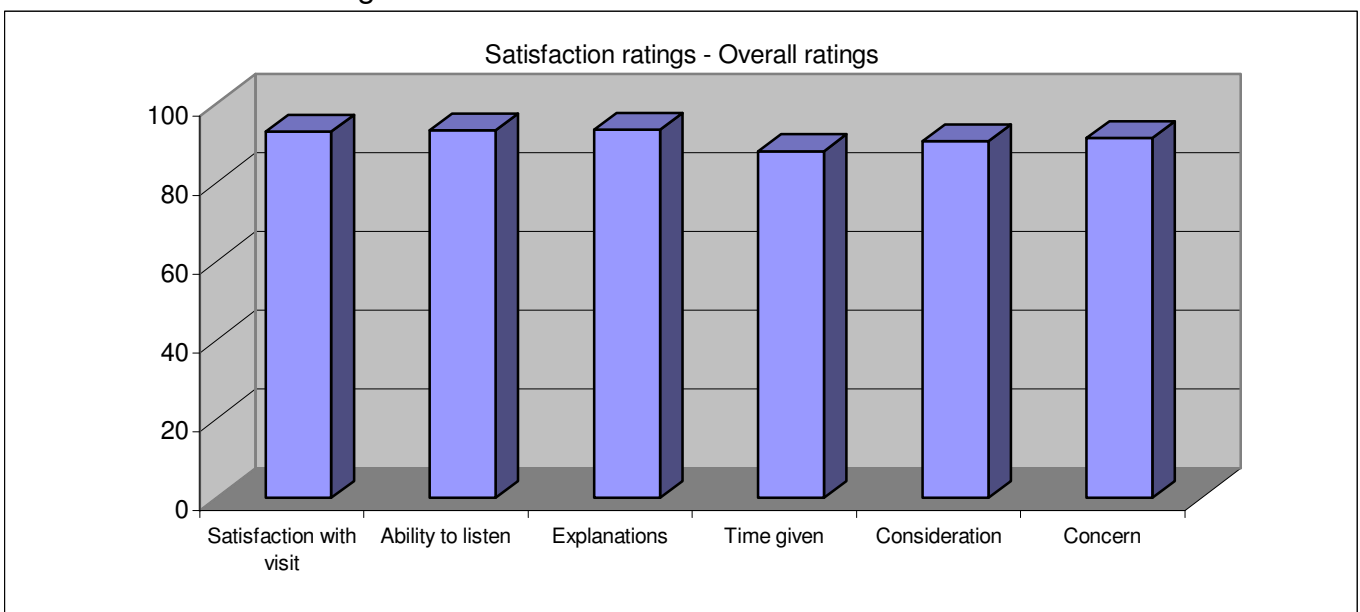
The health professional's explanation of things to me were

The amount of time given to me for my visit was

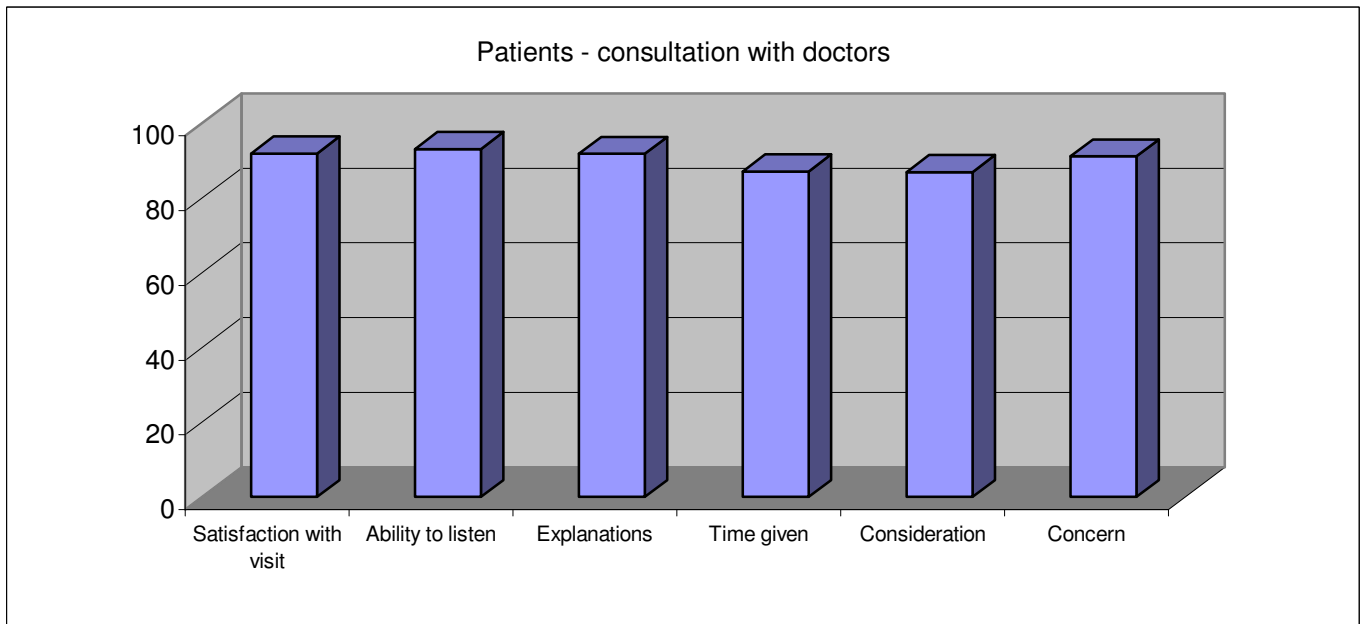
The health professional's consideration of my personal situation in deciding a treatment or advising me was

The health professional's concern for me as a person on this visit was

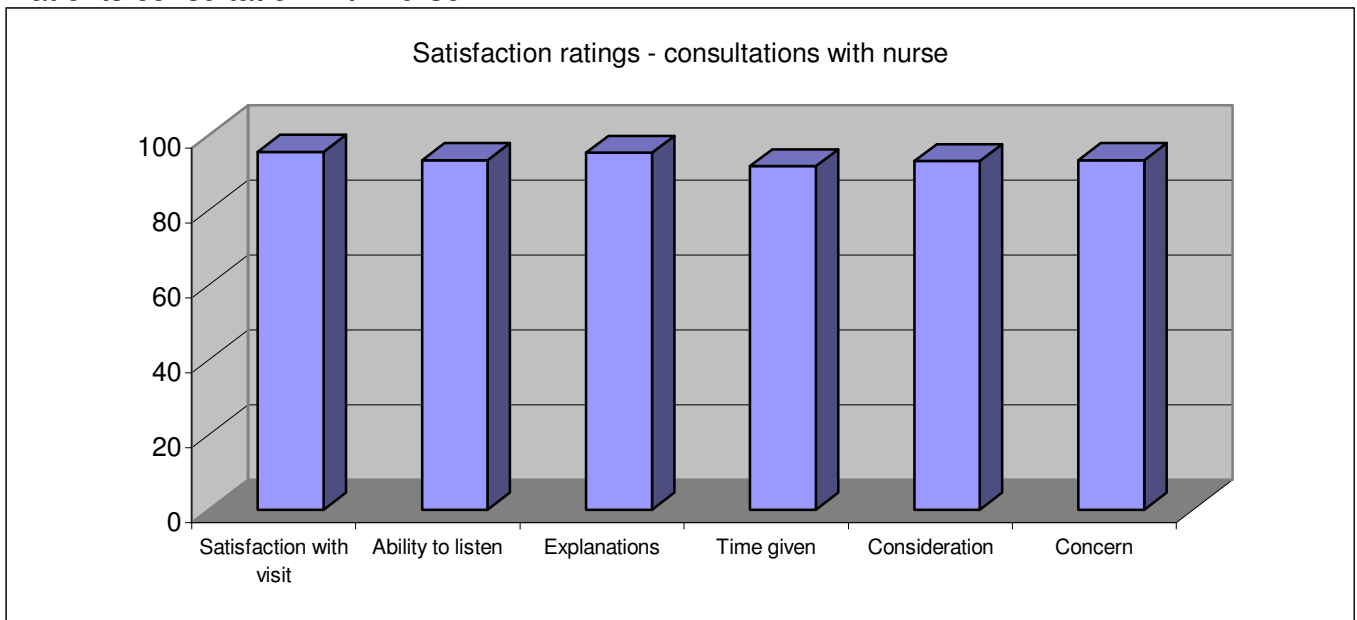
Overall satisfaction rating for all consultations



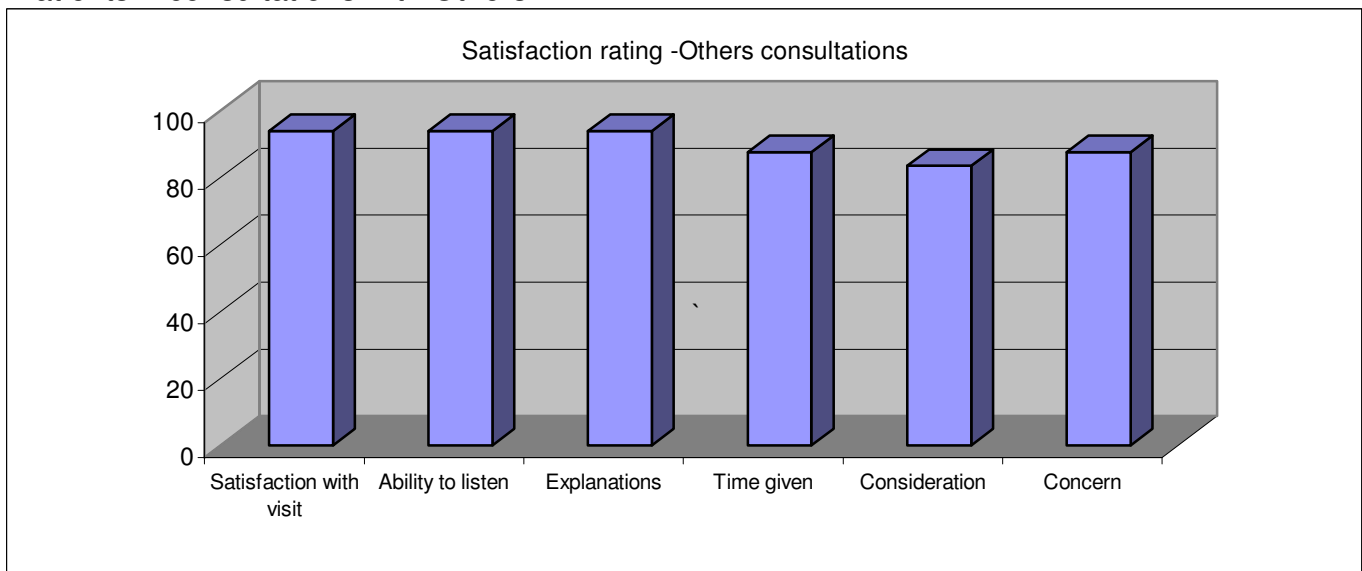
### Patients - consultation with doctor



### Patients consultation with nurse



### Patients - consultations with Others



# Patients - consultation with doctors - GP of choice / not GP of choice / did not mind

