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**PATIENT ACCESS SURVEY 2017**

**KNIGHTON**

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| --- | --- |
| **Questions** | **% of total number of questionnaires received (35)** |
| **How Old are you**? | |
| 0-4 | 0.00% |
| 5-15 | 0.00% |
| 16-24 | 2.86% |
| 25-40 | 5.71% |
| 40-60 | 34.29% |
| 65 | 57.14% |
| **How many times in the last 12 months have you visited the surgery?** | |
| O | 2.86% |
| 1-3 | 25.71% |
| 4-6 | 37.14% |
| 7+ | 34.29% |
| **Which of these groups would most fit you?** | |
| Employed full time | 20.00% |
| Employed part time | 8.57% |
| Carer | 5.71% |
| Student | 0.00% |
| Self Employed | 0.00% |
| Home Worker | 2.86% |
| Retired | 57.14% |
| Other | 5.71% |
| **Are you able to visit the surgery during the working hours of 8am-6.30pm Monday – Friday?** | |
| Yes | 97.14% |
| No | 2.86% |
| **If you need to be seen urgently, how easy do you find it to either access telephone advice, or get seen by a member of the clinical team, for example a Health Care Assistant, Nurse or GP on the same day at your surgery?** | |
| Very easy | 48.57% |
| Quite easy | 25.71% |
| Neither easy or difficult | 8.57% |
| Quite difficult | 8.57% |
| Very difficult | 0.00% |
| Have not tried | 5.71% |
| **Normally, how easy do you find it to make a routine appointment with a range of clinical team members, more than two workings days in advance?** | |
| Very easy | 45.71% |
| Quite easy | 37.14% |
| Neither easy nor difficult | 5.71% |
| Quite difficult | 5.71% |
| Very difficult | 0.00% |
| Have not tried | 2.86% |
| **Normally, how easy do you find it to get through on the telephone to your Surgery** | |
| Very easy | 40.00% |
| Quite easy | 34.29% |
| Neither easy or difficult | 11.43% |
| Quite difficult | 5.71% |
| Very difficult | 8.57% |
| Have not tried | 0.00% |
| **If you have ever been seen by another Health Care Professional and not a GP how satisfied were you with the care you received?** | |
| Very satisfied | 65.71% |
| Quite satisfied | 20.00% |
| Neither satisfied or dissatisfied | 5.71% |
| Quite dissatisfied | 0.00% |
| Very dissatisfied | 2.86% |
| Have not tired | 5.71% |
| **If you have ever been seen urgently in the evening or weekend through the Out of Hours Service, how satisfied were you with the care you received?** | |
| Very satisfied | 22.86% |
| Quite satisfied | 8.57% |
| Neither satisfied or dissatisfied | 8.57% |
| Quite dissatisfied | 0.00% |
| Very dissatisfied | 0.00% |
| Have not tried | 51.43% |
| **If you wanted to be seen for routine care (not Out of Hours or urgent care) in the evening, at night or at the weekend because you could not attend your surgery during normal working hours, how satisfied would you be receiving care from a different place which is not your usual surgery?** | |
| Very satisfied | 20.00% |
| Quite satisfied | 31.43% |
| Neither satisfied or dissatisfied | 25.71% |
| Quite dissatisfied | 14.29% |
| Very dissatisfied | 2.86% |