

## FOWEY RIVER PRACTICE - PATIENT QUESTIONNAIRE ANALYSIS

| 1 | In the past 12 months, how many times have you seen a doctor from your practice?         |                | None      | Once or Twice | Three or Four times | Five or six times | Seven times or more |           |
|---|--|----------------|-----------|---------------|---------------------|-------------------|---------------------|-----------|
|   |  | <b>FOWEY</b>   | 4.1%      | 18.6%         | 21.3%               | 25.0%             | 31.0%               |           |
|   |  | <b>PAR</b>     | 0.9%      | 16.0%         | 25.1%               | 19.0%             | 39.0%               |           |
|   |  | <b>POLRUAN</b> | 0.0%      | 6.0%          | 9.0%                | 40.0%             | 45.0%               |           |
| 2 | How do you rate the way you are treated by receptionists at your practice in respect of: |                | Very poor | Poor          | Fair                | Good              | Very Good           | Excellent |
|   | <u>Welcome</u>   |                |           |               |                     |                   |                     |           |
|   |  | <b>FOWEY</b>   | 0.0%      | 1.0%          | 8.5%                | 26.5%             | 31.0%               | 33.0%     |
|   |  | <b>PAR</b>     | 0.0%      | 0.9%          | 5.8%                | 29.7%             | 31.5%               | 32.5%     |
|   |  | <b>POLRUAN</b> | 0.0%      | 0.0%          | 9.0%                | 21.3%             | 15.2%               | 54.5%     |
|   |  |                |           |               |                     |                   |                     |           |
|   | <u>Politeness</u>  |                |           |               |                     |                   |                     |           |
|   |  | <b>FOWEY</b>   | 0.0%      | 1.0%          | 6.2%                | 23.8%             | 33.0%               | 36.0%     |
|   |  | <b>PAR</b>     | 0.9%      | 0.0%          | 4.6%                | 27.6%             | 30.6%               | 36.3%     |
|   |  | <b>POLRUAN</b> | 0.0%      | 0.0%          | 6.0%                | 21.3%             | 18.2%               | 54.5%     |
|   |  |                |           |               |                     |                   |                     |           |
|   | <u>Helpfulness</u>   |                |           |               |                     |                   |                     |           |
|   |  | <b>FOWEY</b>   | 0.0%      | 3.0%          | 6.2%                | 21.6%             | 32.0%               | 37.2%     |
|   |  | <b>PAR</b>     | 0.0%      | 0.9%          | 7.4%                | 21.0%             | 36.2%               | 34.5%     |
|   |  | <b>POLRUAN</b> | 0.0%      | 0.0%          | 9.0%                | 12.2%             | 24.3%               | 54.5%     |

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|   |  |                |               |             |          |           |               |  |
|---|--|----------------|---------------|-------------|----------|-----------|---------------|--|
| 3 | How do you rate the waiting area?  |                | Poor          | Fair        | Good     | Very good | Excellent     |  |
|   |  | <b>FOWEY</b>   | 0.0%          | 8.2%        | 42.2%    | 42.4%     | 7.2%          |  |
|   |  | <b>PAR</b>     | 0.9%          | 20.0%       | 42.8%    | 33.3%     | 3.0%          |  |
|   |  | <b>POLRUAN</b> | 3.0%          | 27.0%       | 40.0%    | 30.0%     | 0.0%          |  |
| 4 | How do you rate the hours that your practice is open for appointments?                 |                | Poor          | Fair        | Good     | Very good | Excellent     |  |
|   |  | <b>FOWEY</b>   | 0.0%          | 17.5%       | 38.0%    | 35.2%     | 9.3%          |  |
|   |  | <b>PAR</b>     | 2.8%          | 18.1%       | 36.2%    | 33.3%     | 9.6%          |  |
|   |  | <b>POLRUAN</b> | 9.1%          | 45.0%       | 24.5%    | 25.4%     | 6.0%          |  |
| 5 | If we could provide additional surgery hours, which of the following would you prefer? |                | Early morning | Lunch times | Evenings | Weekends  |               |  |
|   | <i>Tick as many as apply</i>   | <b>FOWEY</b>   | 14.5%         | 10.3%       | 38.1%    | 48.5%     |               |  |
|   |  | <b>PAR</b>     | 22.0%         | 10.4%       | 52.3%    | 54.2%     |               |  |
|   |  | <b>POLRUAN</b> | 21.2%         | 15.2%       | 51.5%    | 21.2%     | Every Day: 3% |  |

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|   |  |                |                       |                       |                       |                        |                |                |
|---|--|----------------|-----------------------|-----------------------|-----------------------|------------------------|----------------|----------------|
| 6 | Thinking of times when you want to see a particular doctor for a non-urgent appointment, how soon do you normally get an appointment |                | Within 2 working days | Within 3 working days | Within 4 working days | 5 or more working days | Does not apply |                |
|   |  | <b>FOWEY</b>   | 22.6%                 | 11.3%                 | 18.5%                 | 39.4%                  | 8.2%           |                |
|   |  | <b>PAR</b>     | 28.6%                 | 10.5%                 | 7.6%                  | 40.0%                  | 13.3%          |                |
|   |  | <b>POLRUAN</b> | 30.0%                 | 15.2%                 | 9.0%                  | 21.3%                  | 24.5%          |                |
| 7 | How do you rate how quickly you usually get to see that doctor   |                | Poor                  | Fair                  | Good                  | Very good              | Excellent      | Does not apply |
|   |  | <b>FOWEY</b>   | 11.30%                | 25.70%                | 24.70%                | 21.70%                 | 7.30%          | 8.20%          |
|   |  | <b>PAR</b>     | 12.0%                 | 21.7%                 | 30.0%                 | 17.0%                  | 6.0%           | 13.3%          |
|   |  | <b>POLRUAN</b> | 0.0%                  | 18.2%                 | 21.2%                 | 27.1%                  | 9.0%           | 24.5%          |
| 8 | Thinking of times when you are willing to see <u>any</u> doctor:   |                | Same day              | Within 1 working day  | Within 2 working days | 3 or more working days | Do not know    |                |
|   | a. How soon do you normally get an appointment   |                |                       |                       |                       |                        |                |                |
|   |  | <b>FOWEY</b>   | 51.5%                 | 19.5%                 | 12.4%                 | 12.4%                  | 4.2%           |                |
|   |  | <b>PAR</b>     | 52.4%                 | 19.0%                 | 14.3%                 | 9.5%                   | 4.8%           |                |
|   |  | <b>POLRUAN</b> | 51.5%                 | 6.0%                  | 24.5%                 | 12.0%                  | 6.0%           |                |
|   |  |                |                       |                       |                       |                        |                |                |
|   | b. How do you rate this  |                | Poor                  | Fair                  | Good                  | Very good              | Excellent      | Does not apply |
|   |  | <b>FOWEY</b>   | 6.2%                  | 14.4%                 | 23.8%                 | 22.6%                  | 28.8%          | 4.2%           |
|   |  | <b>PAR</b>     | 5.7%                  | 17.1%                 | 23.8%                 | 24.8%                  | 23.8%          | 4.8%           |
|   |  | <b>POLRUAN</b> | 0.0%                  | 21.3%                 | 12.2%                 | 36.4%                  | 24.1%          | 6.0%           |

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|   |  |                |       |       |       |           |           |                |
|---|--|----------------|-------|-------|-------|-----------|-----------|----------------|
|   |  |                |       |       |       |           |           |                |
|   | c. Are you aware that, if you have an urgent request, we endeavour to deal with it the same day? |                | Yes   | No    |       |           |           |                |
|   |  | <b>FOWEY</b>   | 85.5% | 15.5% |       |           |           |                |
|   |  | <b>PAR</b>     | 76.0% | 24.0% |       |           |           |                |
|   |  | <b>POLRUAN</b> | 97.0% | 3.0%  |       |           |           |                |
| 9 | Thinking of times you have phoned the practice, how do you rate the following:                   |                | Poor  | Fair  | Good  | Very good | Excellent | Does not apply |
|   | a. Ability to get through to the practice on the phone?  |                |       |       |       |           |           |                |
|   |  | <b>FOWEY</b>   | 7.2%  | 19.5% | 31.0% | 27.8%     | 12.3%     | 2.2%           |
|   |  | <b>PAR</b>     | 11.4% | 26.7% | 27.6% | 21.9%     | 10.5%     | 1.9%           |
|   |  | <b>POLRUAN</b> | 0.0%  | 9.0%  | 42.5% | 27.2%     | 21.3%     | 0.0%           |
|   |  |                |       |       |       |           |           |                |
|   | b. Ability to speak to a doctor on the phone when you have a question or need medical advice?    |                | Poor  | Fair  | Good  | Very good | Excellent | Does not apply |
|   |  | <b>FOWEY</b>   | 5.2%  | 7.2%  | 19.6% | 25.7%     | 12.3%     | 30.0%          |
|   |  | <b>PAR</b>     | 7.6%  | 18.2% | 22.8% | 19.1%     | 8.5%      | 23.8%          |
|   |  | <b>POLRUAN</b> | 0.0%  | 0.0%  | 30.2% | 18.2%     | 15.3%     | 36.3%          |

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| 10 | Thinking about your consultation with the doctor today, how do you rate the following: |                | Poor | Fair | Good  | Very good | Excellent | Does not apply |
|----|--|----------------|------|------|-------|-----------|-----------|----------------|
|    | a. How thoroughly the doctor asked about your symptoms and how you are feeling?        |                |      |      |       |           |           |                |
|    |  | <b>FOWEY</b>   | 0.0% | 0.0% | 21.6% | 42.2%     | 36.2%     | 0.0%           |
|    |  | <b>PAR</b>     | 0.0% | 0.9% | 14.4% | 40.0%     | 44.7%     | 0.0%           |
|    |  | <b>POLRUAN</b> | 0.0% | 0.0% | 18.2% | 30.3%     | 51.5%     | 0.0%           |
|    | b. How well the doctor listened to what you had to say?                                |                |      |      |       |           |           |                |
|    |  | <b>FOWEY</b>   | 0.0% | 0.0% | 12.3% | 46.3%     | 41.4%     | 0.0%           |
|    |  | <b>PAR</b>     | 0.0% | 0.9% | 11.4% | 34.4%     | 53.3%     | 0.0%           |
|    |  | <b>POLRUAN</b> | 0.0% | 0.0% | 6.0%  | 39.4%     | 54.6%     | 0.0%           |
|    | c. How well the doctor put you at ease during your physical examination?               |                |      |      |       |           |           |                |
|    |  | <b>FOWEY</b>   | 0.0% | 0.0% | 12.3% | 36.2%     | 41.2%     | 10.3%          |
|    |  | <b>PAR</b>     | 0.0% | 0.9% | 11.4% | 29.5%     | 45.9%     | 12.3%          |
|    |  | <b>POLRUAN</b> | 0.0% | 0.0% | 9.0%  | 27.3%     | 51.5%     | 12.2%          |

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|  |  |                | Poor | Fair | Good  | Very good | Excellent | Does not apply |
|--|--|----------------|------|------|-------|-----------|-----------|----------------|
|  | d.How much the doctor involved you in decisions about your care?               |                |      |      |       |           |           |                |
|  |  | <b>FOWEY</b>   | 0.0% | 2.1% | 24.7% | 31.0%     | 38.1%     | 4.1%           |
|  |  | <b>PAR</b>     | 0.0% | 1.9% | 13.4% | 40.0%     | 43.8%     | 0.9%           |
|  |  | <b>POLRUAN</b> | 0.0% | 0.0% | 6.0%  | 51.5%     | 42.5%     | 0.0%           |
|  |  |                |      |      |       |           |           |                |
|  | e. How well the doctor explained your problems or any treatment that you need? |                |      |      |       |           |           |                |
|  |  | <b>FOWEY</b>   | 0.0% | 0.0% | 20.6% | 41.2%     | 36.2%     | 2.0%           |
|  |  | <b>PAR</b>     | 0.0% | 1.9% | 14.4% | 36.2%     | 46.6%     | 0.9%           |
|  |  | <b>POLRUAN</b> | 0.0% | 0.0% | 9.0%  | 51.5%     | 39.5%     | 0.0%           |
|  |  |                |      |      |       |           |           |                |
|  | f. The amount of time your doctor spent with you today?                        |                |      |      |       |           |           |                |
|  |  | <b>FOWEY</b>   | 0.0% | 7.2% | 27.8% | 31.0%     | 34.0%     | 0.0%           |
|  |  | <b>PAR</b>     | 0.0% | 4.7% | 18.1% | 40.0%     | 37.2%     | 0.0%           |
|  |  | <b>POLRUAN</b> | 0.0% | 6.0% | 6.0%  | 45.0%     | 43.0%     | 0.0%           |

## FOWEY RIVER PRACTICE - PATIENT QUESTIONNAIRE ANALYSIS

|  |  |                | Poor | Fair | Good  | Very good | Excellent | Does not apply |
|--|--|----------------|------|------|-------|-----------|-----------|----------------|
|  | g. The doctor's patience with your questions or worries?                   |                |      |      |       |           |           |                |
|  |  | <b>FOWEY</b>   | 0.0% | 4.1% | 19.6% | 38.1%     | 36.1%     | 2.1%           |
|  |  | <b>PAR</b>     | 0.0% | 1.9% | 13.4% | 30.5%     | 54.2%     | 0.0%           |
|  |  | <b>POLRUAN</b> | 0.0% | 3.0% | 9.0%  | 30.4%     | 57.6%     | 0.0%           |
|  |  |                |      |      |       |           |           |                |
|  | h. The doctor's care and concern for you?                                  |                |      |      |       |           |           |                |
|  |  | <b>FOWEY</b>   | 0.0% | 0.0% | 25.7% | 34.0%     | 39.1%     | 1.2%           |
|  |  | <b>PAR</b>     | 0.0% | 1.9% | 12.4% | 34.3%     | 51.4%     | 0.0%           |
|  |  | <b>POLRUAN</b> | 0.0% | 3.0% | 6.0%  | 33.4%     | 57.6%     | 0.0%           |
|  |  |                |      |      |       |           |           |                |
|  | i. The doctor's ability to help you understand and cope with your illness? |                |      |      |       |           |           |                |
|  |  | <b>FOWEY</b>   | 0.0% | 1.2% | 23.6% | 38.1%     | 34.0%     | 3.1%           |
|  |  | <b>PAR</b>     | 0.0% | 1.9% | 14.4% | 36.2%     | 46.6%     | 0.9%           |
|  |  | <b>POLRUAN</b> | 0.0% | 3.0% | 6.0%  | 45.5%     | 45.5%     | 0.0%           |