

Builth and Llanwrtyd Wells Medical Practice

Patient Survey 2008

No. Questionnaires Completed: 250

Survey Principles

- Same as last year
- Data analyses to compare results with last year
- Discussion amongst partners/staff
- Consultation with patient representatives (CHC)
- Separate survey for the nurses.

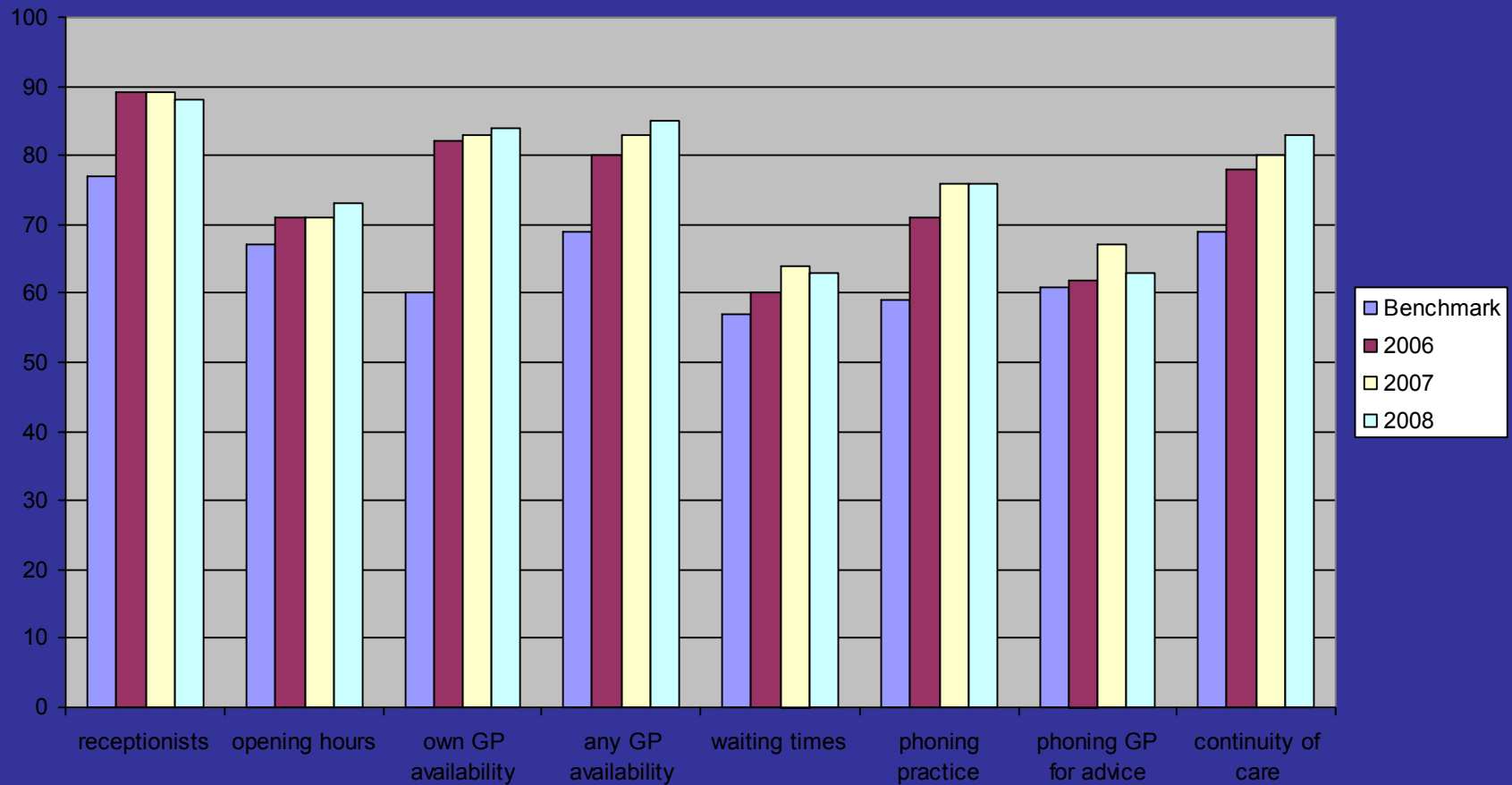
Format

- Evaluation questions
 - Patient judgement of quality of care
- Report questions
 - Specific experiences or request for information
- Comments
 - Grouped analysis of individual comments
- Complaints review

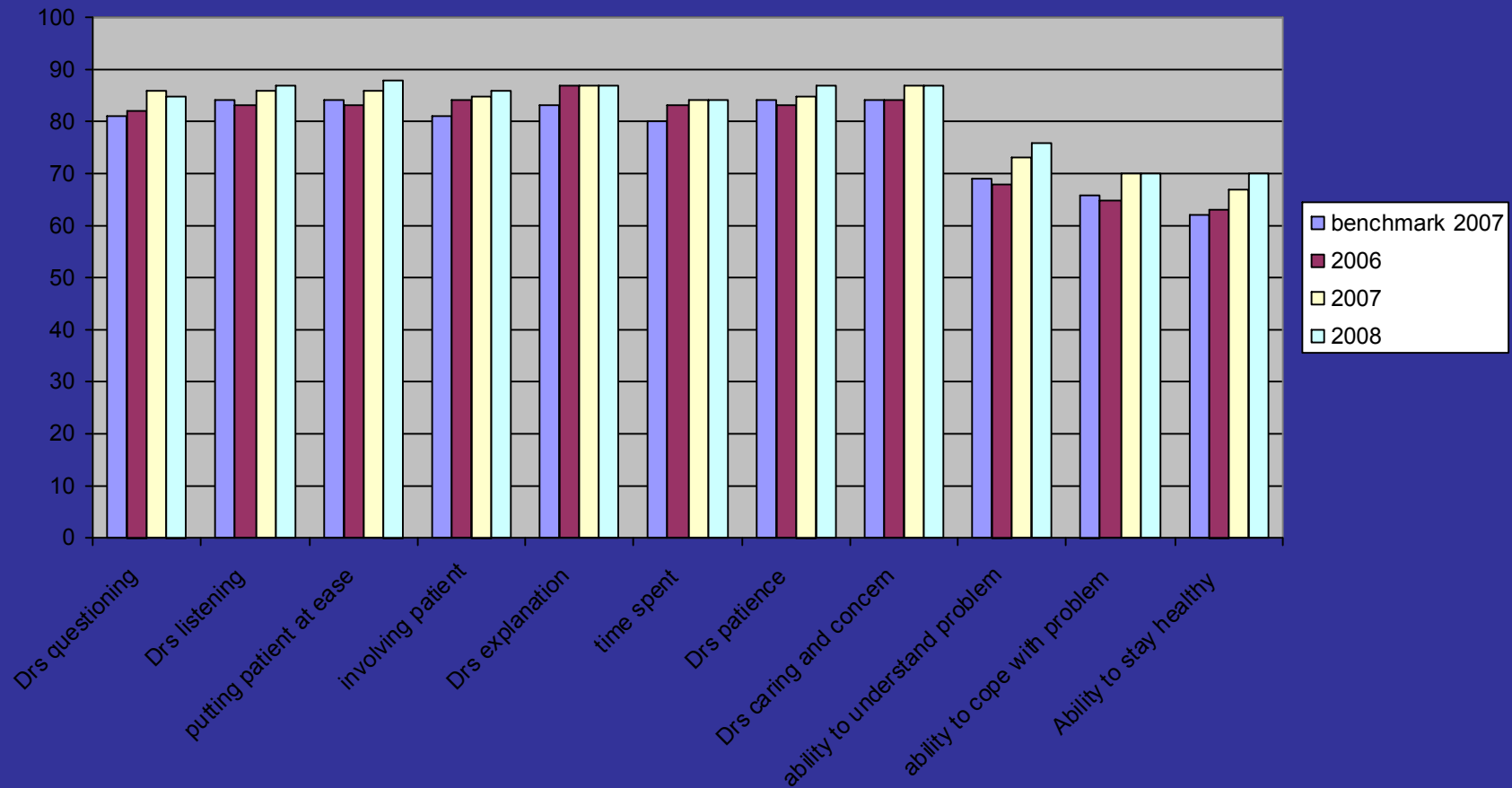
Demographics

- 65% female (63%)
 - Mean age 52 yrs (51)
 - 97% white (99%)
 - 82% owner occupiers (78%)
 - 52% employed, 34% retired (52%, 29%)
 - 46% long term illness/disability (50%)
- (2007 figures for comparison)

Evaluation : Admin and access

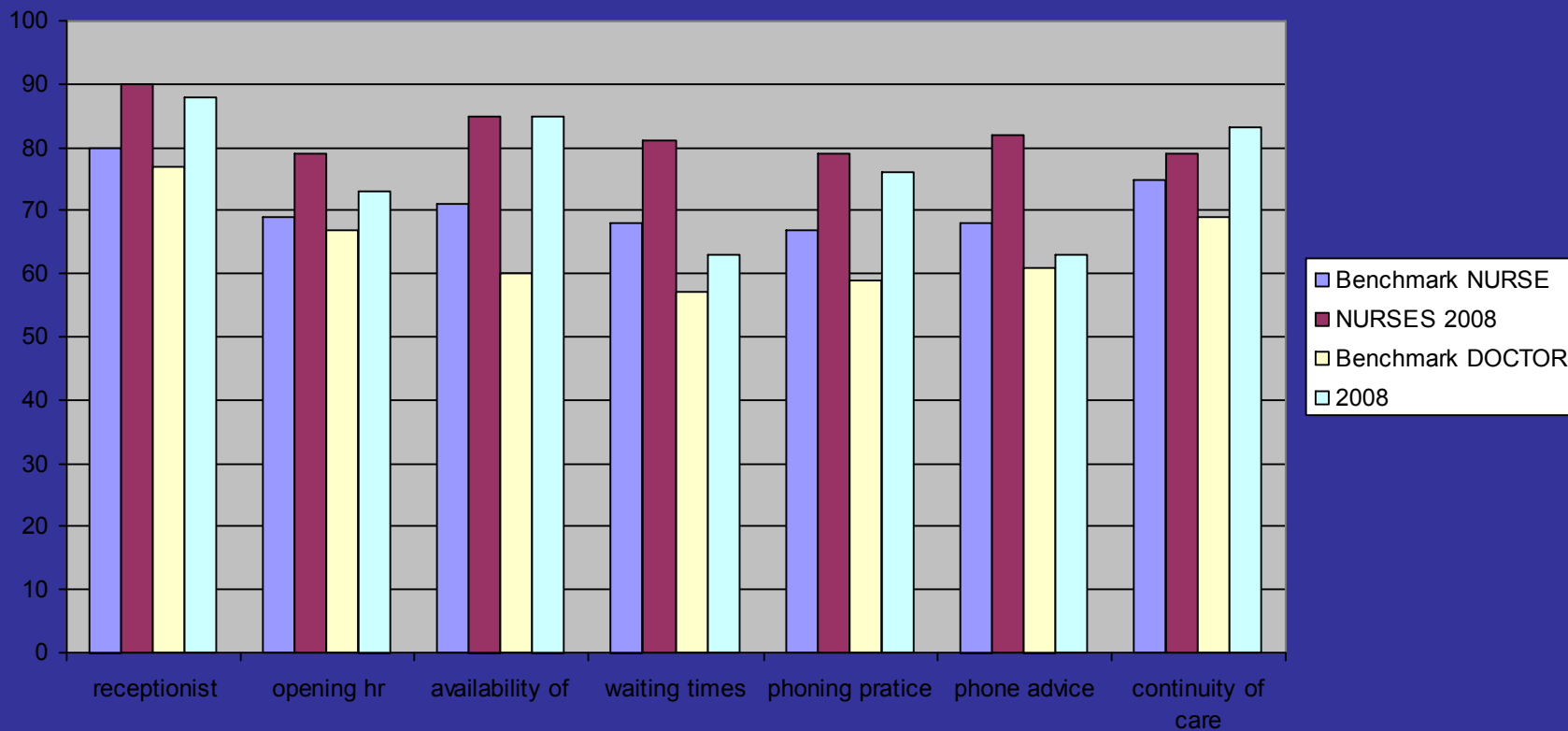


Evaluation : Consultation skills

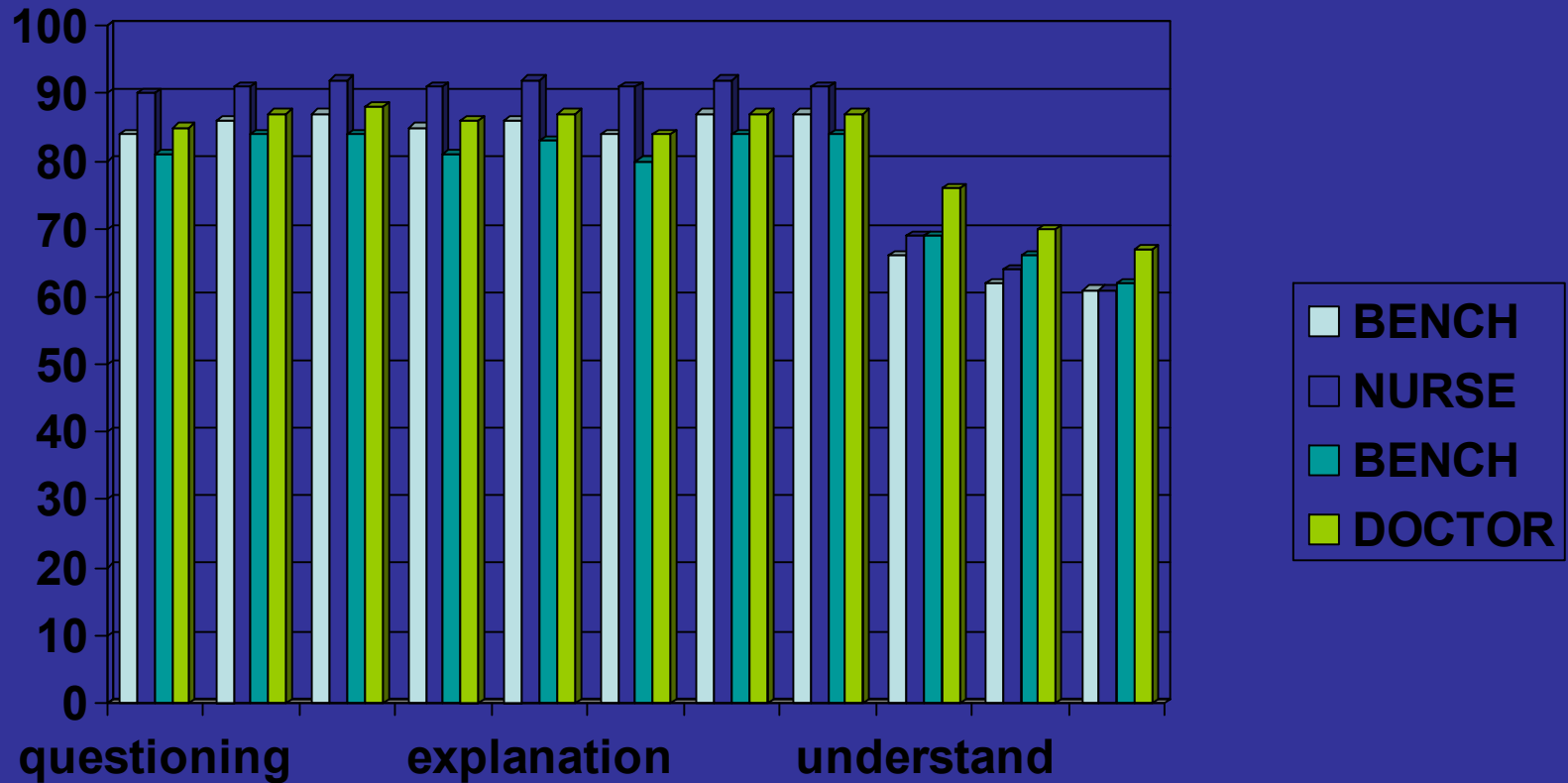


Group – Admin and Access

GROUP ADMIN



Group - Consultation



Specific report questions

- Waiting times
 - ≤ 10 mins: 16% (16%)
 - ≤ 20 mins: 31% (33%)
 - > 30 mins : 26% (28%)
- Continuity for seeing same doctor
 - Always/almost always : 91% (88%)
 - Never/almost never : 0.1% (0.2%)

(2007 figures for comparison based on Drs only)

Comments - favourable

- 83 positive comments (66)
 - No appointments/ease of access : 31 (09)
 - Quality of care/service/kindness : 40 (38)
 - General positive comments : 12 (19)

2007 figures for comparison based on Drs comments

Comments - unfavourable

- 15 negative comments (surgery) (42)
 - later/earlier/sat. am opening : 3 (14)
 - Waiting times : 4 (11)
 - Appointments preferred : 5 (1)
 - Other/Quality : 3 (16)
- 15 negative comments(other services)(18)
 - OOH services : 5 (13)
 - Running down of hospital : 3 (2)
 - Others : 7 (3)

2007 figures for comparison