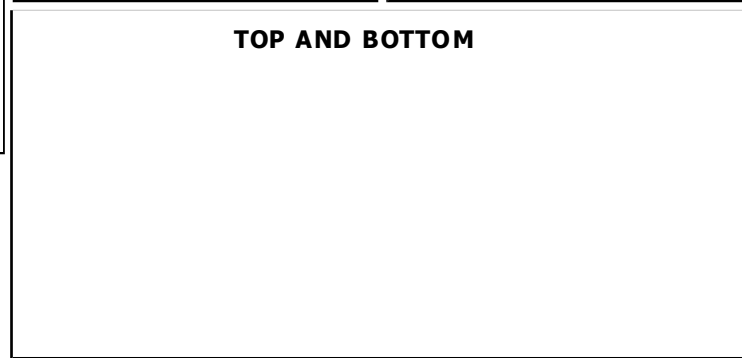
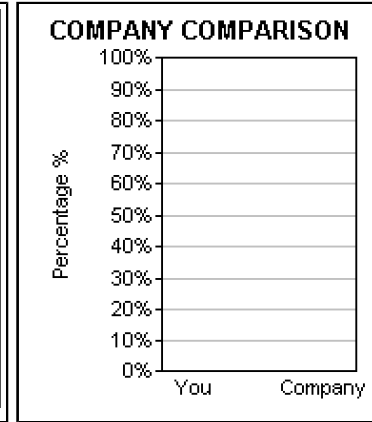
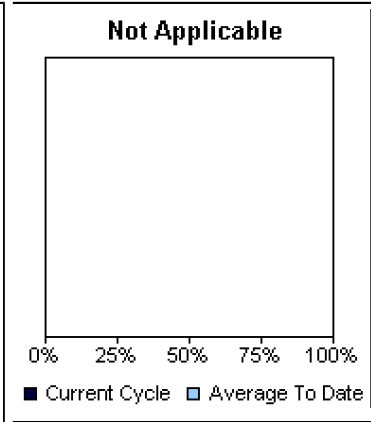
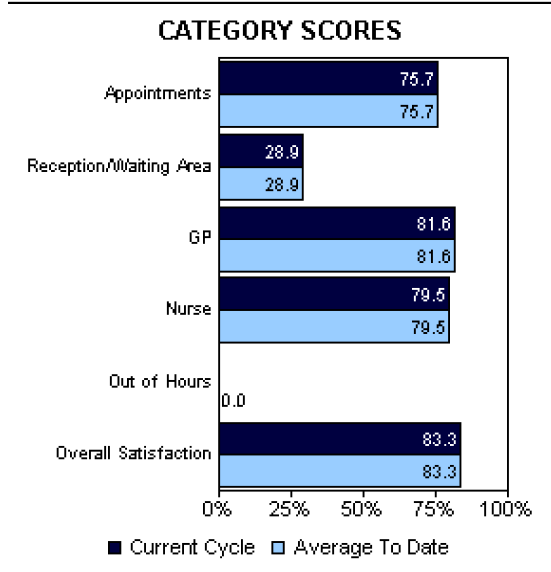
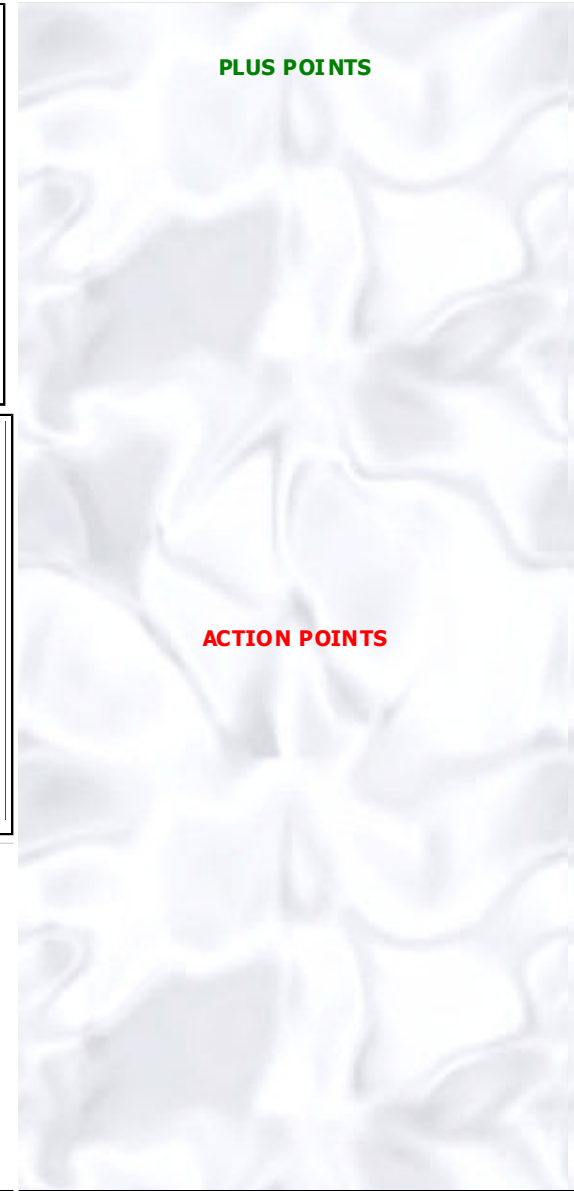
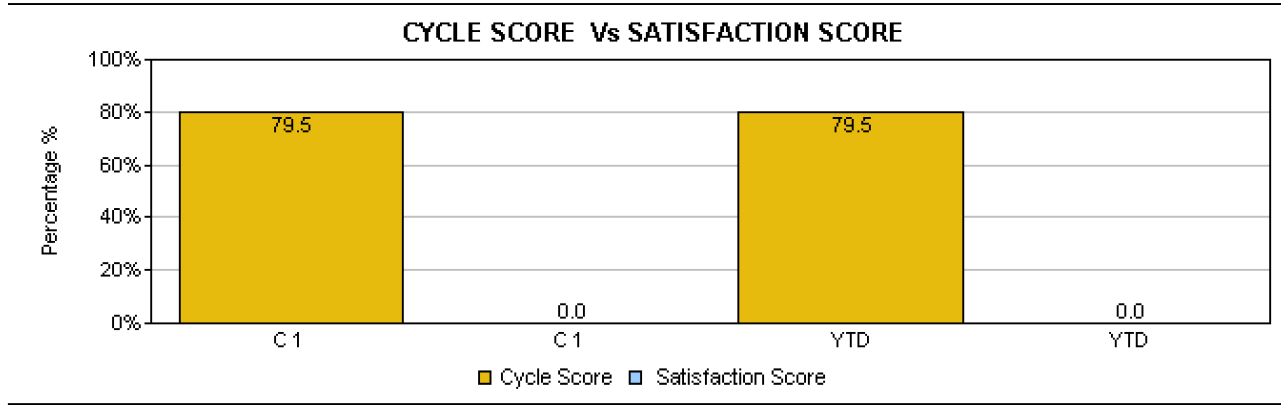


Current:	79.5	
YTD:	79.5	



Montgomery House Surgery

Tel: 01869 249222

Current:		79.5	
YTD:		79.5	

Surgery Survey

Retailer
Cycle 1

(0.0%)

Points Available	YTD	Cycle 1
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This survey is being carried out by the Montgomery House Practice assisted by the Patient Participation Group in order that the Practice can know and understand any problems that patients may face within the Practice and wherever possible work to implement improvements.

Visit details

(0.0%)

Points Available	YTD	Cycle 1
------------------	-----	---------

Completion method:

NS	60.1%	98/163 (60.1%)
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The Survey is totally anonymous, but it would help to know a few basic facts about you, so we would appreciate you filling in the following information:

Gender

159/159 (100.0%)
37.7%
60.5%

Male

Female

Not Applicable

NS	100.0%	1.9%
----	--------	------

Age Group

0/0 (0.0%)
0.6%
8.0%

Under 18

18 -30

31 - 45

46 - 60

61 - 75

76 and over

Not Applicable

NS	0.0%	2.5%
----	------	------

Do you live...

0/0

<i>In Bicester</i>			(0.0%)
<i>In a local village</i>			67.3%
<i>Visiting the area</i>			32.7%
<i>Not Applicable</i>			0.0%
	NS	0.0%	0.0%
Nationality:			0/0
<i>British National</i>			(0.0%)
<i>Other</i>			96.9%
<i>Not Applicable</i>			1.9%
	NS	0.0%	1.2%
What is your ethnic group?			0/0
<i>British</i>			(0.0%)
<i>Irish</i>			91.4%
<i>Other white</i>			1.2%
<i>W&B Caribbean</i>			1.9%
<i>W&B African</i>			0.6%
<i>White & Asian</i>			0.0%
<i>Other mixed</i>			0.6%
<i>Indian mixed</i>			0.6%
<i>Indian/British</i>			0.0%
<i>Pakistani/Brit</i>			0.0%
<i>Bang/Brit Bang</i>			0.0%
<i>Other Asian</i>			0.0%
<i>Caribbean</i>			0.0%
<i>African</i>			1.2%
<i>Other black</i>			0.0%
<i>Chinese</i>			0.0%
<i>Not Applicable</i>			0.0%
	NS	0.0%	2.5%
If other:			Multiple Answers
How often have you visited this surgery in the last 12 months?			0/0
<i>Never</i>			(0.0%)
<i>Once</i>			2.5%
<i>2-3 times</i>			5.6%
<i>4-5 times</i>			32.1%
<i>6+ times</i>			14.8%
<i>Not Applicable</i>			36.4%
	NS	0.0%	8.6%

	Points Available	YTD	Cycle 1
A1 How do you normally book your appointments to see a doctor or nurse at the Surgery ?			0/0 (0.0%)
<i>In person</i>			14.2%
<i>By phone</i>			62.3%
<i>Online</i>			22.8%
<i>Not Applicable</i>		0.0%	0.6%
A2 Was the method used...			150/158 (94.9%)
<i>Satisfactory</i>			92.6%
<i>Unsatisfactory (please give reason in box below)</i>			4.9%
<i>Not Applicable</i>	1	94.9%	2.5%
Please comment if ticked Unsatisfactory:			Multiple Answers
A3 Is the time between booking and being seen acceptable?	1	82.2%	125/152 (82.2%)
A4 If there is a delay to get an appointment with the <u>Doctor of your choice</u> is the delay:			12/117 (10.3%)
<i>1-2 days</i>			7.5%
<i>3-4 days</i>			28.6%
<i>5+ days</i>			36.6%
<i>Not Applicable</i>	1	10.3%	27.3%
A5 If there is a delay to get an appointment with <u>any Doctor</u> is the delay:			78/116 (67.2%)
<i>A short delay</i>			48.1%
<i>A longer delay but acceptable</i>			16.0%
<i>Too long a delay</i>			7.4%
<i>Not Applicable</i>	1	67.2%	28.4%
A6 If you have considered that you need to see a Doctor or nurse urgently have you been referred to the triage system*			122/133 (91.7%)
<i>*The duty triage Doctor or nurse rings you to discuss your needs and offer either advice or an urgent appointment</i>	1	91.7%	
A7 If you have answered Yes to A6 did the receptionist give you a guide to how long it would be before you were called back?	1	81.1%	99/122 (81.1%)
A8 Was this time delay reasonably accurate?			100/110

		1	90.9%	(90.9%)
A9	Have you ever missed an appointment?	NS	16.1%	24/149 (16.1%)
A10	If you have answered yes to A9 was this because			0/0 (0.0%)
	<i>No longer needed to see Doctor/Nurse</i>			1.8%
	<i>Forgot</i>			13.3%
	<i>Unable to get time off from work</i>			0.9%
	<i>Other (Please specify below)</i>			7.1%
	<i>Not Applicable</i>	NS	0.0%	77.0%
	If other:			Multiple Answers
A11	Did you notify surgery?	1	80.6%	25/31 (80.6%)
A12	Are you aware that this surgery offers appointments to 8pm on Tuesdays and Thursdays?	NS	50.6%	78/154 (50.6%)

Reception/Waiting Area

46 / 159 (28.9%)

		Points Available	YTD	Cycle 1
B1	How do you check in when arriving for your appointment?			0/0 (0.0%)
	<i>Check in screen</i>			59.3%
	<i>Receptionist</i>			40.1%
	<i>Not Applicable</i>	NS	0.0%	0.6%
B2	If you don't use the Check in screen why is this?			0/0 (0.0%)
	<i>Not aware it is there</i>			5.8%
	<i>Not sure how to use it</i>			17.9%
	<i>Other</i>			9.6%
	<i>Not Applicable</i>	NS	0.0%	66.7%
	If other:			Multiple Answers
B3	Are you aware that the check in screen shows the delay (if any) for your appointment time?	NS	68.7%	103/150 (68.7%)
	Thinking about the waiting area would you say: (Tick all that apply)			
	It is too noisy?			0/1
	It is too quiet?			0/1

	Is there is enough seating?			0/1
	It is clean and tidy?			0/1
	Should be a ban on mobile phones?			0/1
	Other (Please specify in box below)			0/1
	Not Applicable	0.0%		0/1
	If other:			Multiple Answers
B5	How often do you have to wait more than 30mins after your appointment time to see the Doctor/Nurse			0/0
	<i>Frequently</i>			(0.0%)
	<i>Occasionally</i>			20.5%
	<i>Rarely</i>			41.0%
	<i>Not Applicable</i>			36.0%
		NS	0.0%	2.5%
B6	Do you have any problems in hearing your name being called to see the Doctor/Nurse			46/159
	<i>Yes</i>			(28.9%)
	<i>No</i>			28.4%
	<i>Occasionally</i>			34.6%
	<i>Not Applicable</i>			35.2%
		1	28.9%	1.9%
B7	Do you use the anti bacterial hand gel provided when you enter the waiting room?			61/158
	<i>Yes</i>			(38.6%)
	<i>No</i>			37.7%
	<i>Occasionally</i>			46.3%
	<i>Not Applicable</i>			13.6%
		NS	38.6%	2.5%
B8	If you have answered No to B7 why is this?			0/0
	<i>Not aware it was there</i>			(0.0%)
	<i>Often empty</i>			47.5%
	<i>Believe it is not necessary</i>			4.1%
	<i>Not Applicable</i>			7.4%
		NS	0.0%	41.0%

GP

2350 / 2879 (81.6%)

		Points Available	YTD	Cycle 1
C1	On your previous visit to a Doctor how much time did you spend with him/her (tick one only)			0/0

	<i>Less than 5 mins</i>			(0.0%)
	<i>Between 5 & 10 mins</i>			7.4%
	<i>Longer than 10 mins</i>			69.8%
	<i>Can't remember</i>			19.1%
	<i>Not Applicable</i>			2.5%
		NS	0.0%	1.2%
C2	In your opinion was this the right amount of time			126/157
	<i>Right amount</i>			(80.3%)
	<i>Too little</i>			77.8%
	<i>Too much</i>			14.2%
	<i>Don't know</i>			1.2%
	<i>Not Applicable</i>			3.7%
		1	80.3%	3.1%
C3	Was this visit for			0/0
	<i>A new problem</i>			(0.0%)
	<i>A chronic recurring problem</i>			32.7%
	<i>A follow up/review of treatment</i>			30.2%
	<i>Other</i>			30.9%
	<i>Not Applicable</i>			3.1%
	If other:	NS	0.0%	3.1%
C4	Do you know who is your <u>usual</u> doctor?			Multiple
				Answers
		1	78.1%	125/160
C5	Do you see your <u>usual</u> doctor for the majority of your visits?			(78.1%)
		1	66.4%	97/146
C6	Thinking of when you consult your usual Doctor, how do you rate the following?			(66.4%)
	How thoroughly the Doctor asked about your symptoms and how you were feeling			506/608
	<i>Very poor</i>			(83.2%)
	<i>Fair</i>			2.5%
	<i>Good</i>			8.0%
	<i>Excellent</i>			37.0%
	<i>Don't Know</i>			45.7%
	<i>Not Applicable</i>			0.6%
		4	83.2%	6.2%
	How well the Doctor listened to what you had to say?			522/620
	<i>Very poor</i>			(84.2%)
	<i>Fair</i>			1.9%
				9.3%

<i>Good</i>			36.4%
<i>Excellent</i>			48.1%
<i>Don't Know</i>			0.0%
<i>Not Applicable</i>	4	84.2%	4.3%
How well the Doctor explained your diagnosis and any treatment that you need?			
			501/608 (82.4%)
<i>Very poor</i>			3.1%
<i>Fair</i>			12.4%
<i>Good</i>			32.3%
<i>Excellent</i>			46.6%
<i>Don't Know</i>			0.0%
<i>Not Applicable</i>	4	82.4%	5.6%
How much the Doctor involved you in decisions about your care?			
			473/580 (81.6%)
<i>Very poor</i>			3.7%
<i>Fair</i>			8.6%
<i>Good</i>			30.2%
<i>Excellent</i>			45.1%
<i>Don't Know</i>			1.9%
<i>Not Applicable</i>	4	81.6%	10.5%

Nurse

1921 / 2417 (79.5%)

	Points Available	YTD	Cycle 1
D1 If applicable, how long were you with the nurse on your last appointment?			0/0 (0.0%)
<i>Less than 5 mins</i>			27.5%
<i>Between 5 & 10 mins</i>			43.1%
<i>Longer than 10 mins</i>			7.5%
<i>Can't remember</i>			0.6%
<i>Not Applicable</i>	NS	0.0%	21.2%
D2 In your opinion was this the right amount of time			0/0 (0.0%)
<i>Right amount</i>			71.6%
<i>Too little</i>			6.8%
<i>Too much</i>			0.0%

	<i>Not Applicable</i>	NS	0.0%	21.6%
D3	Was this visit:			0/0
	<i>Instead of seeing Doctor</i>			(0.0%)
	<i>A referral from Doctor for tests</i>			6.2%
	<i>A follow up/treatment after hospitalisation</i>			17.9%
	<i>Regular check up (blood pressure, blood test etc)</i>			6.2%
	<i>Chronic disease/diabetes/asthma monitoring</i>			25.9%
	<i>Other</i>			9.3%
	<i>Not Applicable</i>	NS	0.0%	11.1%
	If other:			23.5%
D4	Was the nurse able to answer any questions you had?			Multiple Answers
	<i>Yes</i>			94/113
	<i>No</i>			(83.2%)
	<i>Partly</i>			58.0%
	<i>Not Applicable</i>	1	83.2%	6.2%
	If you answered No to D4, what solutions were offered?			5.6%
				30.2%
				Multiple Answers
D5	Thinking of when you last consulted a Practice Nurse, how do you rate the following?			
	How thoroughly the Nurse asked you about your symptoms and how you were feeling?			370/468
	<i>Very poor</i>			(79.1%)
	<i>Fair</i>			3.1%
	<i>Good</i>			9.3%
	<i>Excellent</i>			30.2%
	<i>Don't Know</i>			29.0%
	<i>Not Applicable</i>	4	79.1%	0.6%
	How well the Nurse listened to what you had to say?			27.8%
	<i>Very poor</i>			388/488
	<i>Fair</i>			(79.5%)
	<i>Good</i>			3.1%
	<i>Excellent</i>			10.4%
	<i>Don't Know</i>			31.3%
	<i>Not Applicable</i>	4	79.5%	30.1%
				0.0%
				25.2%

How well the Nurse put you at ease during any physical examination?			375/464
<i>Very poor</i>			(80.8%)
<i>Fair</i>			3.1%
<i>Good</i>			6.2%
<i>Excellent</i>			30.9%
<i>Don't Know</i>			30.9%
<i>Not Applicable</i>	4	80.8%	0.6%

How well the Nurse explained any treatment that you need?			363/452
<i>Very poor</i>			(80.3%)
<i>Fair</i>			2.5%
<i>Good</i>			6.7%
<i>Excellent</i>			31.3%
<i>Don't Know</i>			28.2%
<i>Not Applicable</i>	4	80.3%	0.6%

How much the Nurse involved you in decisions about your care?			331/432
<i>Very poor</i>			(76.6%)
<i>Fair</i>			4.9%
<i>Good</i>			8.0%
<i>Excellent</i>			28.8%
<i>Don't Know</i>			23.9%
<i>Not Applicable</i>	4	76.6%	0.6%

Out of Hours **0 / 0 (0.0%)**

	Points Available	YTD	Cycle 1
E1 Have you needed to use the Out of Hours Service in the last 12 months	NS	24.5%	37/151 (24.5%)
E2 Were you satisfied with the treatment you had from the out of hours service?			0/0 (0.0%)
<i>Very Satisfied</i>			9.7%
<i>Satisfied</i>			11.8%
<i>Fairly Satisfied</i>			3.5%
<i>Dissatisfied (please give reason below)</i>			2.8%

Not Applicable

0.0% 72.2%

If dissatisfied please give reason:

Multiple Answers

Did not attend and appointment booked (0.0%)

Points Available YTD Cycle 1

Patients that do not attend their booked appointments can cause this practice (and others throughout the country) many problems, and for you as patients, cause longer delays in seeing your doctor or nurse.

They occur because patients make appointments and for a variety of reasons do not keep the appointment without letting the surgery know. In an average month there are over 200 appointment slots lost in this way in this practice.

This is not just costly in financial terms, but is also an inconvenience to the medical staff, administrative staff and most of all to other patients.

We therefore need to address the problem urgently and would like your view on the best way to do this, particularly for persistent offenders.

NS

NS

In the case of patients who persistently DNA do you think we should:

0/0

(0.0%)

Ring them the day before

13.0%

Ring them on the day

7.7%

Send reminder text message

22.0%

Send email (if available)

8.9%

Send a warning letter after a missed appointment

26.8%

Ask them to move to another practice

8.9%

Other (please detail below)

3.7%

Not Applicable

8.9%

NS

0.0%

NS

If other:

Multiple Answers

If you use the repeat prescription system, how would you rate the service?

543/610

Excellent

(89.0%)

Good

42.2%

Average

26.7%

Poor

5.6%

Very Poor

1.2%

Not Applicable

0.0%

NS

89.0%

24.2%

Do you get repeat prescriptions through...

Practice

0/0

(0.0%)

42.8%

High Street Chemist			35.8%
Not Applicable			21.4%
Comments on overall service:	NS	0.0%	Multiple Answers

Practice Info

(0.0%)

	Points Available	YTD	Cycle 1
F1 Where do you find out information about the practice?			0/0
Website			(0.0%)
Newsletters in reception			25.3%
Leaflets in reception			15.4%
Noticeboards			22.8%
Do not get information			3.1%
Not Applicable			18.5%
	NS	0.0%	14.8%
	NS		
F2 Are you aware that the practice have/give			0/0
Family Planning Clinic			(0.0%)
Access to health visitors			6.2%
Immunisation Advice			8.0%
Travel health advice			2.5%
Chronic Disease Clinic (for management of diabetes, asthma, heart disease, hypertension etc)			12.3%
Not Applicable			29.0%
	NS	0.0%	42.0%
	NS		

The practice also promotes healthy options such as Walking for Health and Cycling for Health and have been given 8 bicycles for this purpose. However we do need volunteers to help with this both for the storage of the cycles and developing suitable sessions. Without this help we are going to lose the bicycles.

NS

Would you be able to: (Please tick as many as applicable)

Help with storage			0/1
Help with cycling sessions			0/1
Help with walking sessions			0/1
Maintenance of bikes			0/1
Not Applicable	NS	0.0%	0/1
	NS		
F4 During severe weather (particularly snow and ice) would you be able to help with an emergency access plan by providing a 4x4 and transporting medical staff to local villages if necessary?			
Yes			3/99
			(3.0%)
			1.9%

No			55.3%
Possibly			4.3%
Not Applicable			38.5%
	NS	3.0%	
	NS		
If yes to F3 or F4 above or to find out more details, please fill in your contact details:			Multiple Answers
	NS		

Overall Satisfaction **1299 / 1560 (83.3%)**

	Points Available	YTD	Cycle 1
G1 Please give us your overall satisfaction rating of Montgomery Surgery where 1 = Very Poor and 10 = Excellent			1299/1560 (83.3%)
1			0.0%
2			0.6%
3			1.2%
4			1.8%
5			1.8%
6			4.9%
7			9.2%
8			28.2%
9			22.7%
10			25.2%
N/A	10	83.3%	4.3%
Are there any additional comments that the practice would find helpful?			Multiple Answers

Montgomery House Surgery

Tel: 01869 249222

Current:

	79.5	
YTD:	79.5	

YTD:

Surgery Survey

Retailer
Cycle 1

Position	Outlet	YTD	Cycle 1
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Montgomery House Surgery

Tel: 01869 249222

Current:

	79.5	
YTD:	79.5	

YTD:

Surgery Survey

Retailer
Cycle 1