












Patient Satisfaction Questionnaire

1. Victoria Medical Centre and Lees Place Patient Survey

1. Which practice are you registered with?							Response Percent	Response Total
1	Victoria Medical Centre						87.71%	621
2	Lees Place						12.29%	87
Analysis	Mean:	1.12	Std. Deviation:	0.33	Satisfaction Rate:	12.29	answered	708
	Variance:	0.11	Std. Error:	0.01			skipped	0




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2. Are You?							Response Percent	Response Total
1	Male						39.41%	279
2	Female						59.60%	422
3	Other						0.56%	4
4	I do not wish to say						0.42%	3
Analysis	Mean:	1.62	Std. Deviation:	0.52	Satisfaction Rate:	20.67	answered	708
	Variance:	0.27	Std. Error:	0.02			skipped	0


















3. How old are you?							Response Percent	Response Total
1	under 16						0.28%	2
2	16-44						36.86%	261
3	45-64						31.64%	224
4	65-74						18.08%	128
5	75 or over						13.42%	95
Analysis	Mean:	3.08	Std. Deviation:	1.04	Satisfaction Rate:	52.01	answered	708
	Variance:	1.09	Std. Error:	0.04			skipped	0

4. Do you have a long term health condition, (e.g. diabetes, COPD, arthritis) or a disability?							Response Percent	Response Total

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						Response Percent	Response Total	
1	Yes					35.73%	253	
2	No					60.73%	430	
3	I do not wish to say					3.53%	25	
Analysis	Mean:	1.68	Std. Deviation:	0.54	Satisfaction Rate:	33.9	answered	708
	Variance:	0.29	Std. Error:	0.02			skipped	0







5. How would you describe your ethnicity?

						Response Percent	Response Total	
1	Black African					1.13%	8	
2	Black British					0.71%	5	
3	Black Caribbean					0.42%	3	
4	Black - other					0.42%	3	
5	Mixed white/black African					0.28%	2	
6	Mixed white/black Caribbean					0.14%	1	
7	Indian					2.12%	15	
8	Pakistani					0.42%	3	
9	Chinese					1.69%	12	
10	Any other Asian Background					3.11%	22	
11	Mixed white/Asian					1.13%	8	
12	Mixed black/Asian					0.00%	0	
13	White British					51.13%	362	
14	White European					22.60%	160	
15	Any other white background					6.21%	44	
16	Any other mixed background					0.71%	5	
17	Any other ethnicity					2.12%	15	
18	Prefer not to say					5.65%	40	
Analysis	Mean:	13.08	Std. Deviation:	2.69	Satisfaction Rate:	71.06	answered	708
	Variance:	7.25	Std. Error:	0.1			skipped	0

6. Which of the following best describes you?

						Response Percent	Response Total
1	Employed (full/part time & self employed)					54.24%	384

6. Which of the following best describes you?

						Response Percent	Response Total	
2	Full time carer at home					2.54%	18	
3	Unemployed/looking for work					2.97%	21	
4	At school or in full time education					2.54%	18	
5	Unable to work due to long term sickness					5.51%	39	
6	Retired or semi-retired					27.26%	193	
7	Other					4.94%	35	
Analysis	Mean:	3.04	Std. Deviation:	2.38	Satisfaction Rate:	34.02	answered	708
	Variance:	5.68	Std. Error:	0.09			skipped	0

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7. Please use the slide scale below to rate your experience of the practice, where 1 is excellent and 6 unacceptable.

Item	Average	Min	Max	Std. Deviation	Total Responses	
Contacting the practice	3.12	0.00	6.00	1.83	708	
Reception Team	2.84	0.00	6.00	1.79	708	
Getting an appointment	3.43	0.00	6.00	1.85	708	
How quickly you are seen	3.26	0.00	6.00	1.78	708	
Speaking to a nurse or doctor	2.84	0.00	6.00	1.85	708	
Getting test results	2.66	0.00	6.00	1.91	708	
Management of your health/disability	2.58	0.00	6.00	1.92	708	
Being referred to another service	2.50	0.00	6.00	1.97	708	
Ordering/collecting prescriptions	2.49	0.00	6.00	2.04	708	
					answered	708
					skipped	0
Item				Total Score ¹	Overall Rank	
A physiotherapist				3653	1	
E-appointment via an app				3265	2	
A chiropodist				3168	3	
Accessible blood-pressure monitoring machine				3131	4	
Skype/Facetime appointments				2696	5	
Accessible diabetes monitoring machine				2453	6	
Smart-phone education lessons				1587	7	
A suggestion of my own				1251	8	
¹ Score is a weighted calculation. Items ranked first are valued higher than the				answered	589	

7. Please use the slide scale blow to rate your experience of the practice, where 1 is excellent and 6 unacceptable.

Item	Average	Min	Max	Std. Deviation	Total Responses
following ranks, the score is a sum of all weighted rank counts.				skipped	119