

# The Alma Partnership Patient Survey 2016 Results

## 1. Are you aware of the following health advice services

NHS 111	<b>85%</b>
A pharmacist	<b>87%</b>
Walk in centre	<b>46%</b>
NHS Choices Website	<b>43%</b>

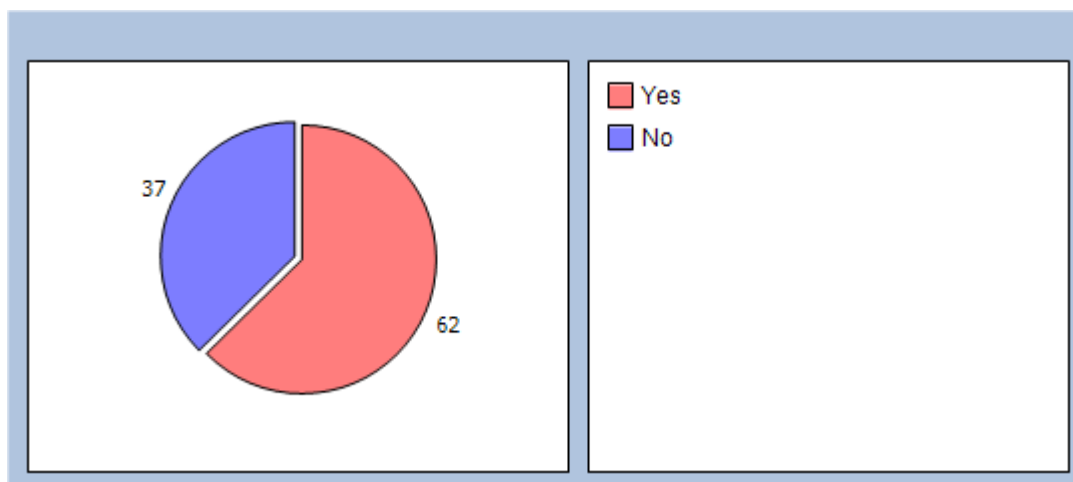
## 2. Have you ever approached any of the following services for health advice before contacting your registered GP

NHS 111	<b>34%</b>
A pharmacist	<b>70%</b>
Walk in centre	<b>14%</b>
NHS Choices Website	<b>26%</b>
Other website	<b>14%</b>

Over the last few months, due to a national shortage of doctors, the Alma Partnership has moved to a telephone triage system whereby patients have a telephone triage appointment with a GP followed by a face to face appointment if required. The following questions relate to the new appointment system.

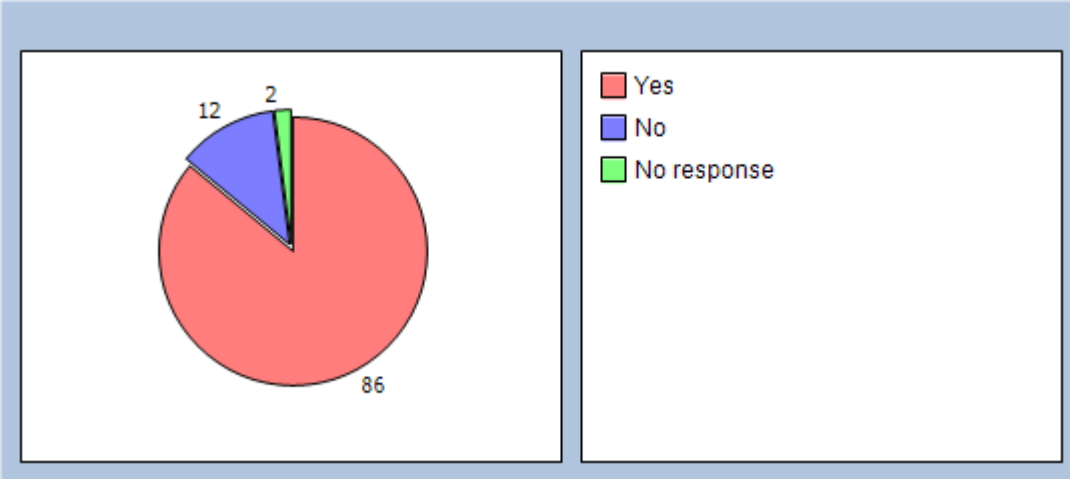
## 3. Prior to reading the above, were you aware of the change to the appointment system?

Yes	<b>62%</b>
No	<b>37%</b>



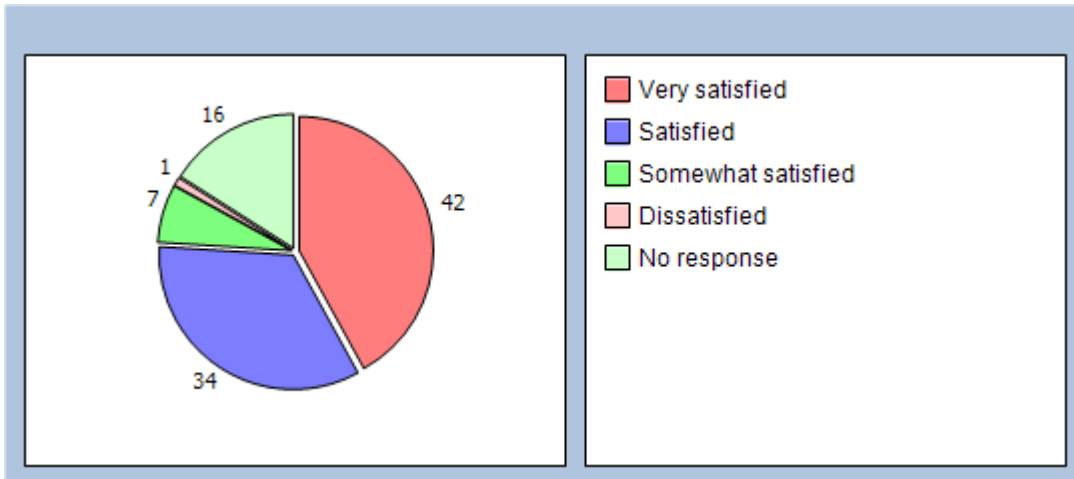
## 4. Have you had a telephone consultation with a GP in this surgery? (If no, please go to question 7)

Yes	<b>86%</b>
No	<b>12%</b>
No response	<b>02%</b>



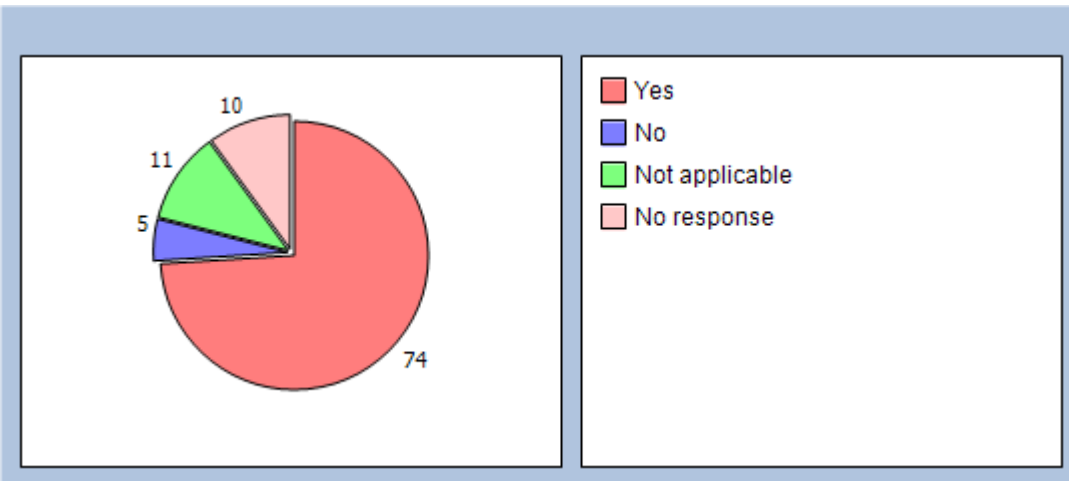
**5. How satisfied were you with the outcome of the consultation?**

Very satisfied	<b>42%</b>
Satisfied	<b>34%</b>
Somewhat satisfied	<b>07%</b>
Dissatisfied	<b>01%</b>
Very dissatisfied	<b>00%</b>
No response	<b>16%</b>



**6. If required were you offered a face to face appointment in an appropriate time frame?**

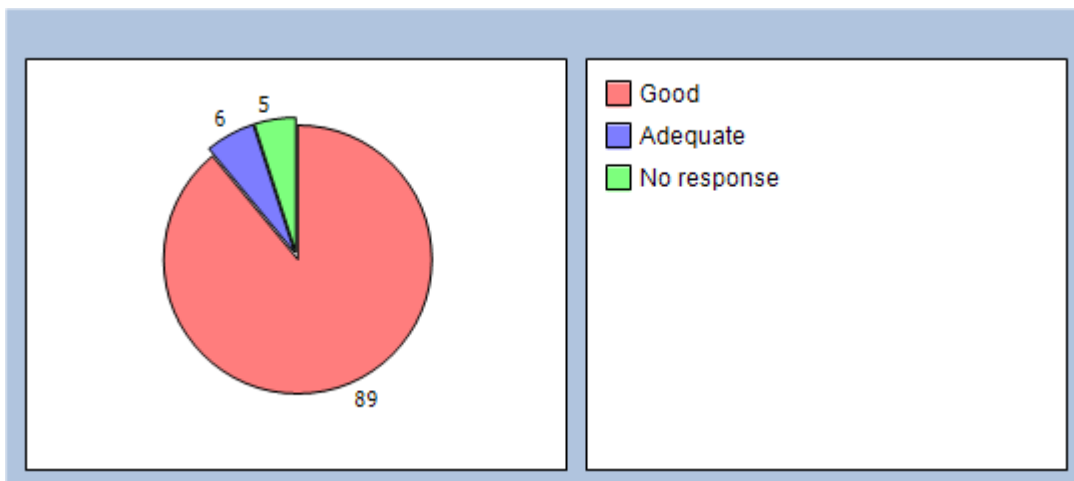
Yes	<b>74%</b>
No	<b>05%</b>
Not applicable	<b>11%</b>
No response	<b>10%</b>



Please provide your views about our reception services

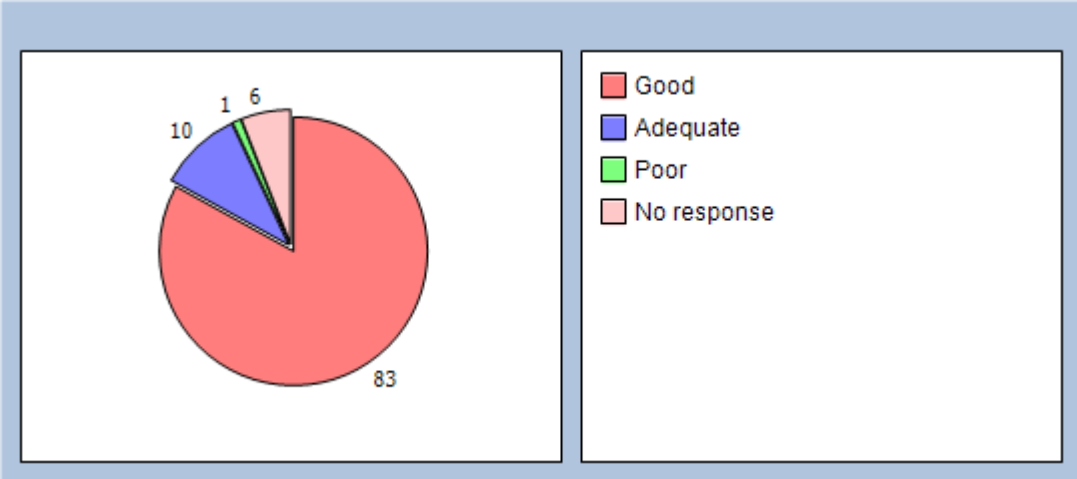
### 7. Courtesy of staff at the Reception desk

Good	<b>89%</b>
Adequate	<b>06%</b>
Poor	<b>00%</b>
No response	<b>05%</b>



### 8. Courtesy of staff on the telephone

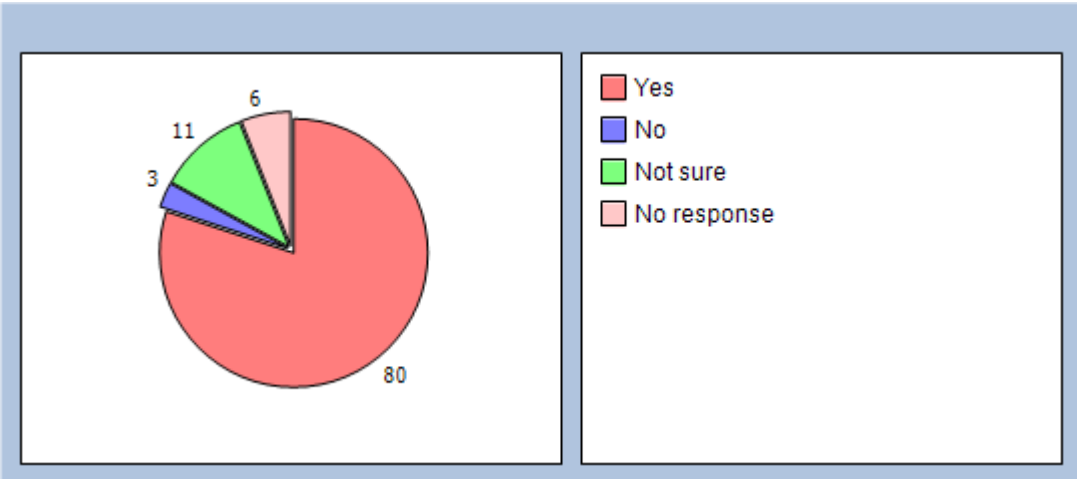
Good	<b>83%</b>
Adequate	<b>10%</b>
Poor	<b>01%</b>
No response	<b>06%</b>



**Please provide your views about our doctors**

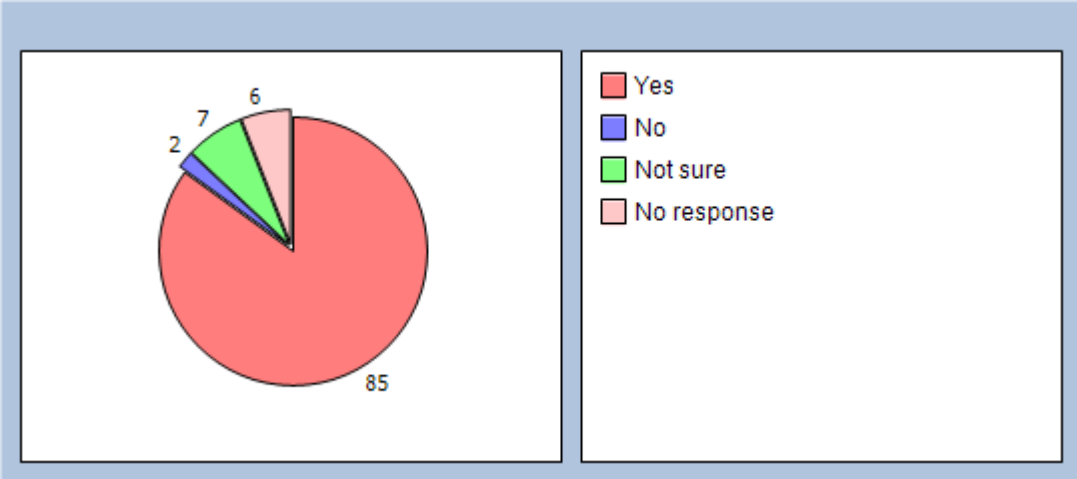
**9. Do you feel as involved as you want to be in respect of decisions relating to your medication?**

Yes **80%**  
 No **03%**  
 Not sure **11%**  
 No response **06%**



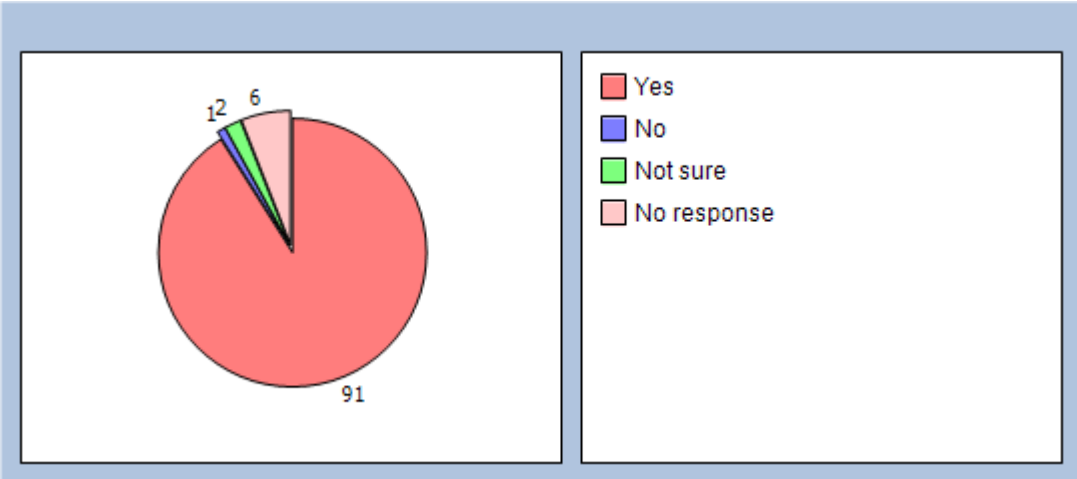
**10. Do you feel you are given answers you understand when you have a question for your doctor?**

Yes **85%**  
 No **02%**  
 Not sure **07%**  
 No response **06%**



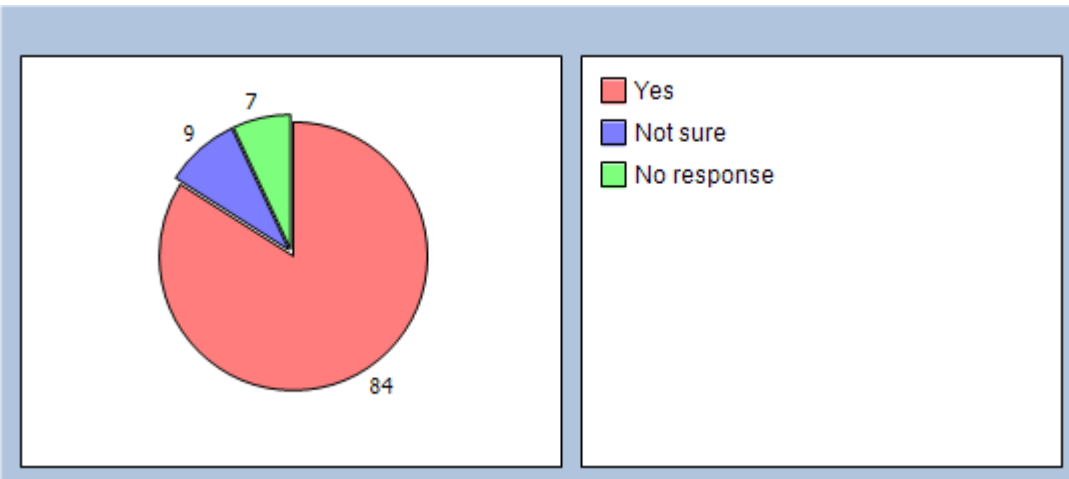
**11. Do you feel our doctors treat you with dignity and respect?**

Yes **91%**  
 No **01%**  
 Not sure **02%**  
 No response **06%**



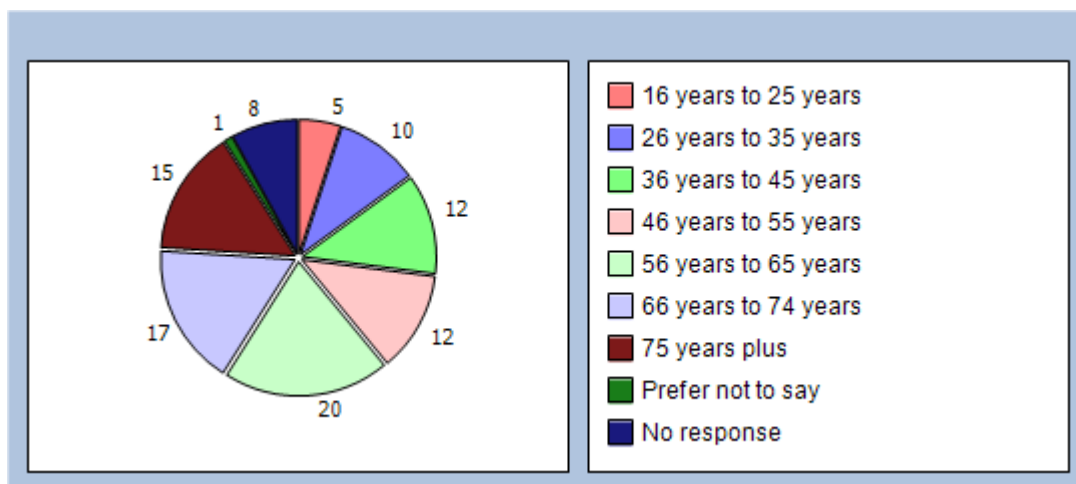
**12. Do you have trust and confidence in our doctors?**

Yes **84%**  
 No **00%**  
 Not sure **09%**  
 No response **07%**



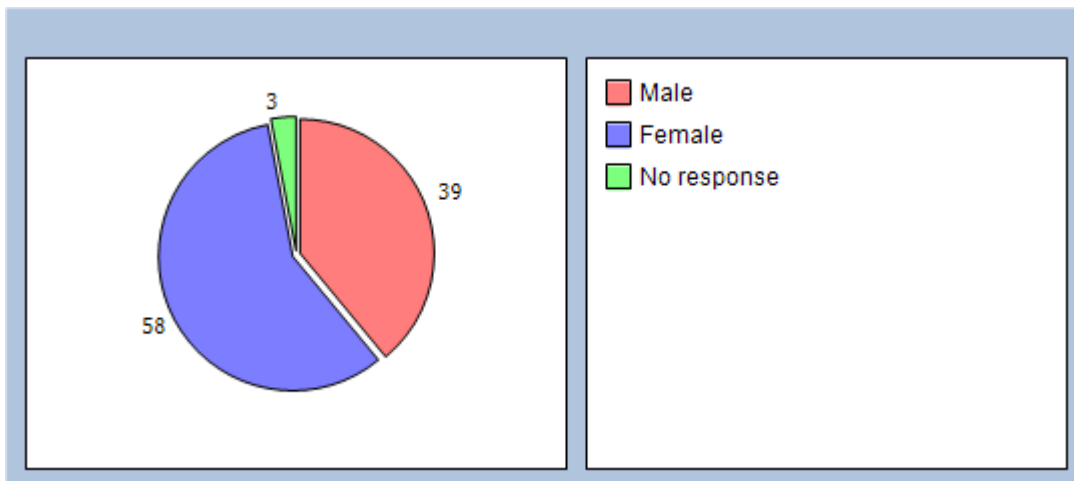
### 13. What is your age range?

Under 16	<b>00%</b>
16 years to 25 years	<b>05%</b>
26 years to 35 years	<b>10%</b>
36 years to 45 years	<b>12%</b>
46 years to 55 years	<b>12%</b>
56 years to 65 years	<b>20%</b>
66 years to 74 years	<b>17%</b>
75 years plus	<b>15%</b>
Prefer not to say	<b>01%</b>
No response	<b>08%</b>



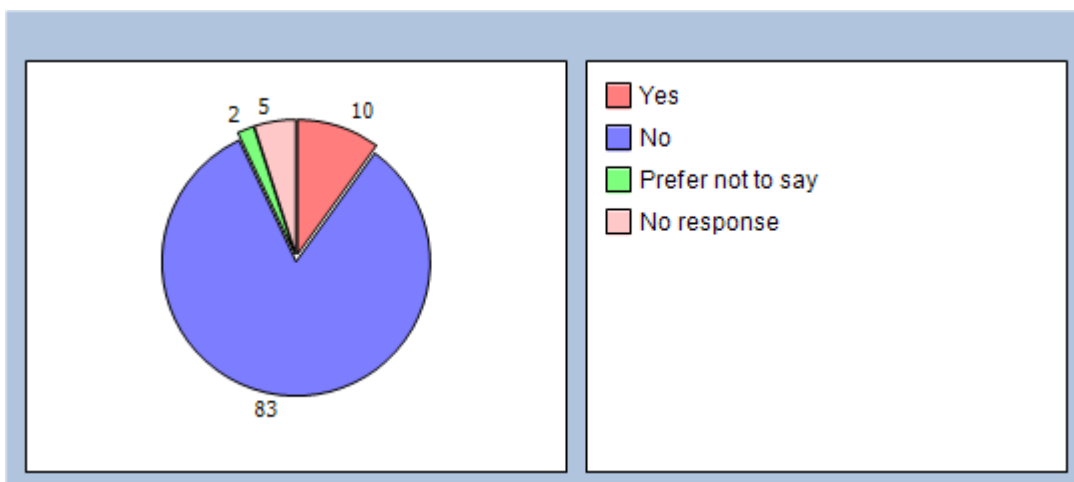
### 14. What is your gender?

Male	<b>39%</b>
Female	<b>58%</b>
Prefer not to say	<b>00%</b>
No response	<b>03%</b>



**15. Do you consider yourself to have a disability?**

Yes	<b>10%</b>
No	<b>83%</b>
Prefer not to say	<b>02%</b>
No response	<b>05%</b>



**16. What is your ethnic group?**

White British	<b>72%</b>
White Irish	<b>00%</b>
White Other	<b>09%</b>
White and Asian	<b>00%</b>
White and Black African	<b>00%</b>
White and Black Caribbean	<b>00%</b>
Other Mixed Background	<b>00%</b>
Asian or Asian British (Pakistani)	<b>00%</b>
Asian or Asian British (Bangladeshi)	<b>00%</b>
Asian or Asian British (Indian)	<b>00%</b>
Asian or Asian British (Other)	<b>02%</b>
Black or Black British (Caribbean)	<b>00%</b>
Black or Black British (African)	<b>00%</b>
Black or Black British (Other)	<b>00%</b>
Chinese	<b>01%</b>
Gypsy	<b>00%</b>
Traveller	<b>00%</b>
Eastern European	<b>01%</b>

Other ethnic group  
Prefer not to say  
No response

**00%**  
**04%**  
**11%**

