







**Brandon Surgery Dr R Kapur & Partner
Belgrave Health Centre
52 Brandon Street
Leicester
LE4 6AW**

PATIENT SURVEY AUGUST 2021




1. How helpful do you find the Receptionists at your GP Practice?

Answer Choices		Response Percent	Response Total
1	Very Helpful 	70.89%	56
2	Fairly Helpful 	24.05%	19
3	Not Very Helpful 	5.06%	4
		answered	79
		skipped	0


2. Were you satisfied with the type of appointment (or appointments) you were offered?

Answer Choices		Response Percent	Response Total
1	Yes 	82.28%	65
2	No 	11.39%	9
3	N/A 	6.33%	5
		answered	79
		skipped	0






3. How long after your appointment time did you wait to see or speak to Healthcare Professionals? Please state the clinicians name below.

Answer Choices		Response Percent	Response Total
1	Doctor 	77.63%	59
2	Practice Nurse 	11.84%	9
3	Health Care Assistant 	7.89%	6






3. How long after your appointment time did you wait to see or speak to Healthcare Professionals? Please state the clinicians name below.

4	Phlebotomist (Blood Clinic)		2.63%	2
			answered	76
			skipped	3




4. Last time you had a general practice appointment, how good was the Healthcare Professional at giving you enough time?

Answer Choices			Response Percent	Response Total
1	Very Good		51.90%	41
2	Good		39.24%	31
3	Neither Good Nor Poor		5.06%	4
4	Poor		1.27%	1
5	Very poor		2.53%	2
			answered	79
			skipped	0

5. Last time you had a general practice appointment, how good was the Healthcare Professional at treating you with care and concern?

Answer Choices			Response Percent	Response Total
1	Very good		56.96%	45
2	Good		32.91%	26
3	Neither good Nor poor		6.33%	5
4	Poor		2.53%	2
5	Very poor		1.27%	1
			answered	79
			skipped	0



6. Thinking about the reason for your last general practice appointment, were your needs met?

Answer Choices			Response Percent	Response Total
1	Yes, definitely		65.38%	51
2	Yes, to some extent		24.36%	19
3	No, not at all		10.26%	8



6. Thinking about the reason for your last general practice appointment, were your needs met?

answered	78
skipped	1




7. Have you had your Covid-19 Vaccine at the Surgery

Answer Choices		Response Percent	Response Total
1	Yes		70.89% 56
2	No		29.11% 23
		answered	79
		skipped	0

8. Was this your first or second vaccine?



Answer Choices		Response Percent	Response Total
1	First Vaccine		16.90% 12
2	Second Vaccine		83.10% 59
		answered	71
		skipped	8

9. Did you have any problem booking your vaccination?

Answer Choices		Response Percent	Response Total
1	No Problem		88.31% 68
2	A little but I managed it		9.09% 7
3	Yes, I found it very difficult		2.60% 2
		answered	77
		skipped	2

10. Do you feel you were well informed about your vaccine before you had it?

Answer Choices	Response Percent	Response Total
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10. Do you feel you were well informed about your vaccine before you had it?				
1	Yes plenty of information		88.16%	67
2	No, I did not receive enough information		11.84%	9
			answered	76
			skipped	3

In-House Patient Survey 2021

Summary of Survey

Following the national survey we have conducted our own patient survey. Most of the trends of our in-house survey follow national survey trends.

During the month of August 2021 we asked our patients by sending them a link to complete a Patient Survey.

Over 250 questionnaires were sent via a link and we had 79 patients respond back.

The results and findings of the questionnaire will be discussed with the PPG Members and staff during our next PLT Meeting to decide on what actions are needed to be undertaken to ensure that any issues raised by the patients were looked into and dealt with appropriately.

We have had majority of very encouraging positive comments from patients which have made the whole team feel appreciated. All staff have put in lot of hard work to care for the patients during the Pandemic.

We will take the positive and negative from the survey and continue to provide a high standard of care to our patients. Also, the survey suggests that the surgery is going in the right direction.

