**The Mathews Practice Patient Survey 2013-14**

In November 2013 we used the Royal College of General Practitioners’ Patient Satisfaction Questionnaire (RCGP PSQ) to measure your views immediately after a consultation with your GP. The questions and results are below. 98 patients completed this questionnaire.

**Question One**

**Please rate your Doctor at making you feel at ease (being friendly and warm towards you, treating you with respect; not cold or abrupt)**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **poor to fair** | **fair** | **fair to good** | **good** | **very good**  | **excellent** | **outstanding** | **not answered** |
| **0** | **0** | **2** | **20** | **36** | **29** | **11** | **0** |

**Question Two**

**Please rate your Doctor at letting you tell "your story"… (giving you time to fully describe your illness in your own words; not interrupting or diverting you)**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **poor to fair** | **fair** | **fair to good** | **good** | **very good**  | **excellent** | **outstanding** | **not answered** |
| **0** | **0** | **1** | **20** | **31** | **38** | **8** | **0** |

**Question Three**

**Please rate your Doctor at really listening… (paying close attention to what you were saying; not looking at the notes on the computer as you were talking)**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **poor to fair** | **fair** | **fair to good** | **good** | **very good**  | **excellent** | **outstanding** | **not answered** |
| **0** | **0** | **1** | **20** | **28** | **36** | **10** | **3** |

**Question Four**

**Please rate your Doctor at being interested in you as a whole person… (asking / knowing relevant details about your life, your situation; not treating you as "just a number")**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **poor to fair** | **fair** | **fair to good** | **good** | **very good**  | **excellent** | **outstanding** | **not answered** |
| **0** | **0** | **2** | **25** | **27** | **34** | **8** | **2** |

**Question Five**

**Please rate your Doctor at fully understanding your concerns… (communicating that he / she had accurately understood your concerns; not overlooking or dismissing anything)**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **poor to fair** | **fair** | **fair to good** | **good** | **very good**  | **excellent** | **outstanding** | **not answered** |
| **0** | **0** | **2** | **23** | **28** | **36** | **9** | **0** |

**Question Six**

**Please rate your Doctor at showing care and compassion… (seeming genuinely concerned, connecting with you on a human level; not being indifferent or "detached")**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **poor to fair** | **fair** | **fair to good** | **good** | **very good**  | **excellent** | **outstanding** | **not answered** |
| **0** | **0** | **2** | **24** | **29** | **35** | **8** | **0** |

**Question Seven**

**Please rate your Doctor at being positive… (having a positive approach and a positive attitude; being honest but not negative about your problems)**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **poor to fair** | **fair** | **fair to good** | **good** | **very good**  | **excellent** | **outstanding** | **not answered** |
| **0** | **1** | **3** | **22** | **27** | **35** | **8** | **2** |

**Question Eight**

**Please rate your Doctor at explaining things clearly… (fully answering your questions, explaining clearly, giving you adequate information, not being vague).**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **poor to fair** | **fair** | **fair to good** | **good** | **very good**  | **excellent** | **outstanding** | **not answered** |
| **1** | **0** | **2** | **23** | **30** | **32** | **10** | **0** |

**Question Nine**

**Please rate your Doctor at helping you to take control… (exploring with you what you what you can do to improve your health yourself; encouraging rather than "lecturing" you)**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **poor to fair** | **fair** | **fair to good** | **good** | **very good**  | **excellent** | **outstanding** | **not answered** |
| **0** | **0** | **0** | **25** | **29** | **37** | **7** | **0** |

**Question Ten**

**Please rate your Doctor at making a plan of action with you … (discussing the options, involving you in decisions as much as you want to be involved; not ignoring your views)**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **poor to fair** | **fair** | **fair to good** | **good** | **very good** | **excellent** | **outstanding** | **not answered** |
| 0 | 0 | 0 | 26 | 32 | 30 | 10 | 0 |

**Question Eleven**

**Overall, how would you rate your consultation today?**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **poor to fair** | **fair** | **fair to good** | **good** | **very good**  | **excellent** | **outstanding** | **not answered** |
| **0** | **0** | **0** | **20** | **30** | **35** | **11** | **2** |