**RELATIONS WITH DOCTOR/NURSE**

The percentages below represent the responses from 132 patients who replied to our questionnaire. This survey as compiled is not a true reflection of the patient population as 129 replies were from white ethnic groups and only 3 responses from other ethnicities.

**WE ASKED**

How easy is it to get through to someone at the surgery by phone?

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | Very easy | Fairly easy | Not very easy | Not easy at all | Haven’t tried |
| White Lane | 6% | 45% | 32% | 10% | 1% |
| Belgrave | 20% | 54% | 14% | 6% | 6% |

**PRACTICE RESPONSE:** The Practice has opened additional lines in the morning but this problem will be investigated further.

The Practice is promoting joint decision making between yourself and the GP in respect of the choices available to you regarding your medical treatment. Are you aware that this is happening?

|  |  |  |  |
| --- | --- | --- | --- |
|  | Yes | No | n/a |
| White Lane | 31% | 62% | 7% |
| Belgrave | 20% | 78% | 2% |

**PRACTICE RESPONSE:** The Practice does aim to make joint decisions about patients care. If a patient wishes to discuss this please ask your Clinician.

Have you usually had confidence in the Doctor or Nurse you saw?

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Doctor | Yes, definitely | Yes, to some extent | No, not at all | Don’t know |
| White Lane | 53% | 43% | 3% | 1% |
| Belgrave | 66% | 34% | 0% | 0% |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Nurse | Yes, definitely | Yes, to some extent | No, not at all | Don’t know |
| White Lane | 72% | 28% | 0% | 0% |
| Belgrave | 78% | 20% | 0% | 2% |

**PRACTICE RESPONSE:** The Practice will explore this in more detail

Do you consider that you have different experiences with different Doctors and Nurses?

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Doctor | Yes | No | Can’t remember | N/A |
| White Lane | 81% | 16% | 0% | 3% |
| Belgrave | 57% | 37% | 4% | 2% |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Nurse | Yes | No | Can’t remember | N/A |
| White Lane | 54% | 40% | 2% | 4% |
| Belgrave | 30% | 60% | 5% | 5% |

**PRACTICE RESPONSE:** The Practice has asked the Patient Participation Group to look at this in more detail.