

## Methodology

Clifton Medical Centre and Wickersley Health Centre sent postal questionnaires as well as handing the questionnaire out to patients as they attended the clinics. Members of the practices patient group were involved in the distribution of questionnaires. The questionnaire looked at how patient felt they were treated by our team and the services we provide.

167 questionnaires were returned in total.

Clifton	Postal	29
	Practice	78
Wickersley	Postal	6
	Practice	54

## Findings

Thinking about a recent visit to the practice, can you indicate whether you agree or disagree with the following statements:

	Agree	Disagree	Not sure	N/A	No answer
I was treated in a way that respected my privacy	100%	0%	0%	0%	0%
I was treated in a way that respected my dignity	99%	0%	0%	0%	1%
I was treated in a way that respected my independence	99%	0%	1%	0%	1%
I made, or was invited to make, decisions about my treatment or care	71%	1%	10%	16%	2%
I was treated with consideration	97%	0%	1%	0%	2%
I was treated with respect	98%	1%	0%	0%	2%

Do you think the care or treatment you received was affected by any of the following:

	Yes, it was affected	No, it wasn't affected	Not sure	N/A	No Answer
Your gender	3%	89%	1%	1%	7%
Your religious beliefs	2%	90%	0%	1%	7%
Your sexual orientation	3%	89%	0%	1%	7%
Your racial origin	2%	89%	1%	1%	7%
Your cultural background	3%	89%	0%	1%	7%
Your disability	4%	74%	1%	19%	2%

Thinking about a recent visit to the practice, can you indicate whether you agree or disagree with the following statements:

	Agree	Disagree	Not sure	N/A	No answer
I was given the information I needed about my treatment or care	90%	4%	1%	5%	1%
I was given the support I needed in relation to my treatment or care	86%	2%	2%	9%	1%
I understood the treatment choices available to me	86%	1%	4%	8%	1%
I was able to discuss the risks and benefits of particular treatments	78%	2%	5%	14%	1%
I was able to express my views about what is important to me	76%	1%	4%	17%	2%
If I didn't feel I could express my views, I was given help to communicate them	60%	3%	5%	29%	2%
My views were taken into account when planning my care or treatment	72%	2%	5%	19%	2%

I was given opportunities to manage my own care or treatment	66%	2%	4%	25%	4%
I have been asked what I think about the services that affect my care or treatment	59%	5%	7%	26%	4%
I was given opportunities and support to maintain my independence throughout my care or treatment	65%	1%	4%	26%	4%

**Where would you usually look for information about the practice e.g. opening times etc?**

Sample size = 170 as patients were asked for other choices.

Reception	Practice Website	NHS Choices	Telephone	Newspaper	Notice Board	Internet	Phone address book	Support worker	No Answer
55%	12%	2%	20%	1%	4%	1%	1%	3%	1%

**Were you aware we offered the following services in the practice?**

	Heard of	Used myself	Not heard of	No answer
<b>Advanced Nurse Practitioner Service</b>	55%	22%	19%	4%
<b>Patient access appointment availability</b>	47%	7%	39%	8%
<b>Alcohol &amp; Drugs advice</b>	62%	2%	23%	13%
<b>Smoking Cessation Clinic</b>	72%	6%	11%	11%
<b>Counselling Service</b>	56%	10%	25%	10%
<b>Dietician advice</b>	73%	7%	11%	10%
<b>Contraceptive advice</b>	71%	7%	8%	14%
<b>Well Woman Clinic</b>	60%	4%	22%	14%
<b>Joint injections</b>	39%	7%	41%	13%
<b>Over 40's health checks</b>	50%	9%	32%	8%
<b>Patient Participation Group Meetings</b>	37%	1%	51%	12%

**Have you ever used the practice website?**

<b>Yes</b>	<b>No</b>	<b>No answer</b>
24%	73%	3%

**If yes, how would you rate it?**

Out of the 40 patients who have used the practice website. The table below shows their rating:

<b>One</b>	<b>Two</b>	<b>Three</b>	<b>Four</b>	<b>Five</b>	<b>Six</b>	<b>Seven</b>	<b>Eight</b>	<b>Nine</b>	<b>Ten</b>	<b>No Answer</b>
0%	5%	0%	0%	10%	10%	10%	15%	13%	32%	5%

**Were you aware you could do the following using the practices website?**

	Heard of	Used myself	Not heard of	No answer
<b>Request prescription</b>	38%	10%	41%	11%
<b>Patient access – limited availability to make appointments on line</b>	32%	2%	52%	14%