

# **Patient Satisfaction with Hingham Surgery**

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## **Sept 2015**



**Report of a survey conducted by Hingham  
Surgery Patient Participation Group (PPG)**

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## SECTION 1.0 EXECUTIVE SUMMARY

In July 2015, a patient satisfaction survey was designed and undertaken by members of the Patient Participation Group (PPG) of Hingham Surgery. The aim of the survey was to determine if the level of care provided by the Surgery meets the expectations of its patients.

The survey was designed around two key aspects, mainly how *responsive* and how *caring* the Surgery was felt to be and particularly focussed on six specific population groups as identified by the CQC. These were 1) older people, 2) people with long-term health conditions, 3) families, children and younger people, 4) working age people, 5) those whose circumstances may make them vulnerable and 6) those with a mental health condition.

Surveys were distributed by PPG members in person to patients who attended the Surgery for any reason during a one-week period commencing 20<sup>th</sup> July 2015. The survey was also made available online. A total of 456 surveys were completed which represents 8% of the Practice population. There was representation from each age group including those less than 16 years and all of the population groups identified by the CQC.

There was high satisfaction levels reported with the *responsiveness* of the Practice, with 92% of patients saying that they felt they were 'always or usually' able to make appointments at times suitable for them. 98% felt that the Surgery was 'very good' or 'good' at responding to their needs.

The Practice also scored highly on how *caring* it was with the majority of patients (95-99%) feeling that the Surgery 'listened to their needs', 'involved them in their care' and 'helped them to manage their health'.

Cross analysis of the data showed that there was no difference between males and females and the percentage who said that the overall care provided by the Surgery meets their expectations (98.9 vs 99.2%). 100% of patients over 75 years felt the care provided meets their expectations compared to 94% of those patients under 16 years. There was also a difference between expectation ratings and the patients' current situation with 100% of Carers and the unemployed feeling that the care provided overall meets their expectations compared to 94.7% of those patients currently in education. None of the differences were statistically significant however.

There were many positive and complimentary comments received at the end of the survey. The topic most frequently mentioned was a positive comment about '*the care provided*' and the words most frequently used were '*friendly*' and '*excellent*'. One suggestion offered on what could be improved was to have more early morning blood tests available for fasting patients.

Overall, the survey results show that there is strong evidence to support that the care provided by Hingham Surgery undoubtedly meets the expectations of patients and indeed *exceeds* these expectations in many cases. It is felt that the Practice provides an excellent and friendly service to patients which is supported by the high number of positive comments provided in the open comments section.

## **SECTION 2.0 BACKGROUND & METHODOLOGY**

### **2.1 BACKGROUND**

#### **2.1.1 Hingham Surgery**

Hingham GP Surgery is located on Hardingham Road, Hingham in South Norfolk. The current Surgery was opened in 1991 when it relocated from its original premises in Pottle's Alley in Hingham.

As of August 2015, the Surgery had a practice population of just over 5,768 patients. The practice employs five GPs (3 full-time and 2 part-time). To support the GPs, there is a nursing team consisting of two Practice Nurses and two Healthcare Assistants, all of whom are part-time.

#### **2.1.2 Patient Participation Group (PPG)**

Patient Participation Groups are formed to enable Surgeries to actively engage with their patients and involve them in decisions about the range and quality of services provided. PPGs are also encouraged to seek and feedback the views of Practice patients.

Hingham Patient Participation Group was formed in 2011. Its aims are:

*'To provide two-way communication between the staff and the patients of Hingham Surgery and to support the Practice in continuing to improve the service to patients'.  
(Hingham Surgery Constitution 2011)*

Currently, the PPG is an active group of 10 – 12 volunteers who meet bi-monthly. PPG activities include fund-raising for the patients by selling donated books and CDs; conducting patient surveys; leading regular health walks for patients; leading a monthly Carer's group; care of toys and designing and producing health promotion posters.

#### **2.1.3 Patient Survey 2015**

The PPG conducted a Patient Satisfaction Survey in 2012 and a separate Nursing Team Satisfaction Survey in 2013. Both surveys reported high satisfaction ratings with the services and the quality of care provided by Hingham Surgery. Since 2012, the Surgery has undergone some changes, including an influx of de-registered patients from Watton Surgery in 2014. It was felt therefore that a new survey should be conducted to assess the current views of the patients about the services and care provided by the Practice.

## 2.2 METHODOLOGY

### 2.2.1 Survey Design

A workshop was held with the Patient Survey Group, a sub-group of the main PPG, in July 2015 which was led by Corah Carney, a PPG member who is a qualified Social Researcher.

The purpose of the workshop was to devise a short patient survey centred around two key areas; mainly how *caring* and how *responsive* the surgery is and to focus particularly on the six population groups defined by the Care Quality Commission (CQC), which are as follows:

- Older people
- People with long-term conditions (LTC)
- Families, children and young people
- Working age people (including those recently retired and students)
- People whose circumstances may make them vulnerable
- People experiencing poor mental health (including people with dementia)

The group devised and agreed on six key questions; four related to '*caring*' and two related to '*responsiveness*'.

A mix of question types was used, mainly multi-choice with 4-6 part Likert scale answers. There was an open question at the end of the survey encouraging patients to freely write '*any other comments*' they wished to make about the Surgery. Five further questions were dedicated to sourcing the demographic information of the respondent such as their gender, age range and whether or not they had any long-term or mental health condition. This would assist in cross-referencing responses later in the analysis (See appendix 1 for questionnaire).

It should be noted here that the Primary Care Patient Survey which also includes questions on satisfaction with GP Practices is still carried out quarterly on behalf of the NHS by Ipsos MORI.

### 2.2.2 Aim of the survey

The overall aim of the patient survey 2015 was:

*Aim: To determine if the level of care received from Hingham Surgery meets the expectations of its patients.*

### 2.2.3 Sample Period

The paper survey was undertaken during a one-week period commencing 20<sup>th</sup> July 2015. This timeframe was chosen to reflect a typical working time period for the practice with minimal absence of clinical staff or patients.

An online version of the survey was also available from 10 July to 10 August 2015.

#### **2.2.4 Survey Distribution**

During the one-week sample period, members of the PPG distributed questionnaires to patients who attended the Surgery for any reason, including for a GP or Nurse appointment, for a phlebotomy appointment or to pick up a prescription.

Approximately 425 surveys were given out and patients were asked to fill in the survey either whilst they were waiting for their appointment or afterwards and then place their completed forms in a box at reception. Reassurance was given that all views and comments would be reported back to the practice anonymously.

The survey was also available for patients to complete online through the Practice website in order to try to get some feedback from patients who were not attending during this period.

#### **2.2.5 Exclusions**

All patients were included in the survey as it was felt that parents or Carers could answer on behalf of the patient if necessary. There were therefore no exclusions to the sample.

#### **2.2.6 Patient Confidentiality**

All PPG members had previously signed a confidentiality agreement upon enrolment to the group. During this survey, no patient details were disclosed as all surveys were distributed in person by PPG members in the practice during the sample period. Respondent confidentiality was guaranteed and participants were informed that all findings would be reported back to the practice anonymously.

#### **2.2.7 Data Analysis**

Data from the questionnaire was input into a Microsoft Excel spreadsheet by members of the Practice staff. The data was then sent to Corah Carney (PPG member) for independent analysis. Corah used Microsoft Excel, Keypoint 6.1 and SPSS 22 software.

## SECTION 3.0 SURVEY FINDINGS

### 3.1 Response

Approximately 425 surveys over 10 clinical sessions were given out to patients who attended the Surgery for any reason during the sample week of 20<sup>th</sup> July 2015. A session is defined as 7.30pm-1pm and 2pm-6.30pm. A few patients declined to fill in the survey but most willingly consented. The survey was also available to complete online. In total 456 surveys were completed. This represents 8% of all patients registered with the Practice.

### 3.2 RESPONDENT CHARACTERISTICS

#### 3.2.1 Gender

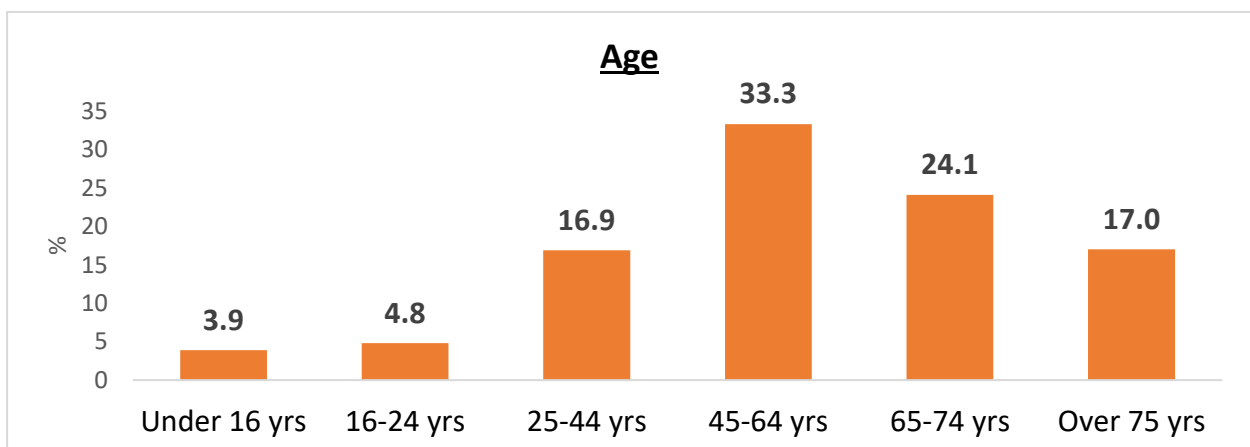
(n=442)

Gender	%
Male	41
Female	59
<b>Overall</b>	<b>100%</b>

41% of respondents were male and 59% were female.

#### 3.2.2 Age of patient

n=439



There was good representation from each age group. 41% of the respondents were over 65 yrs and 9% were less than 25 yrs.

### 3.2.3 Do you have a long-term health condition?

n=436

Long-term health condition	%
Yes	56.2
No	43.8

Over half of the patients said they have a long-term health condition (56%).

### 3.2.3 Do you have a mental health condition?

n=438

Mental health condition	%
Yes	13.7
No	86.3

14% of the patients said they have a mental health condition.



### 3.2.4 Current Situation

Patients were asked to state which of the following categories best described their current situation:

n=443

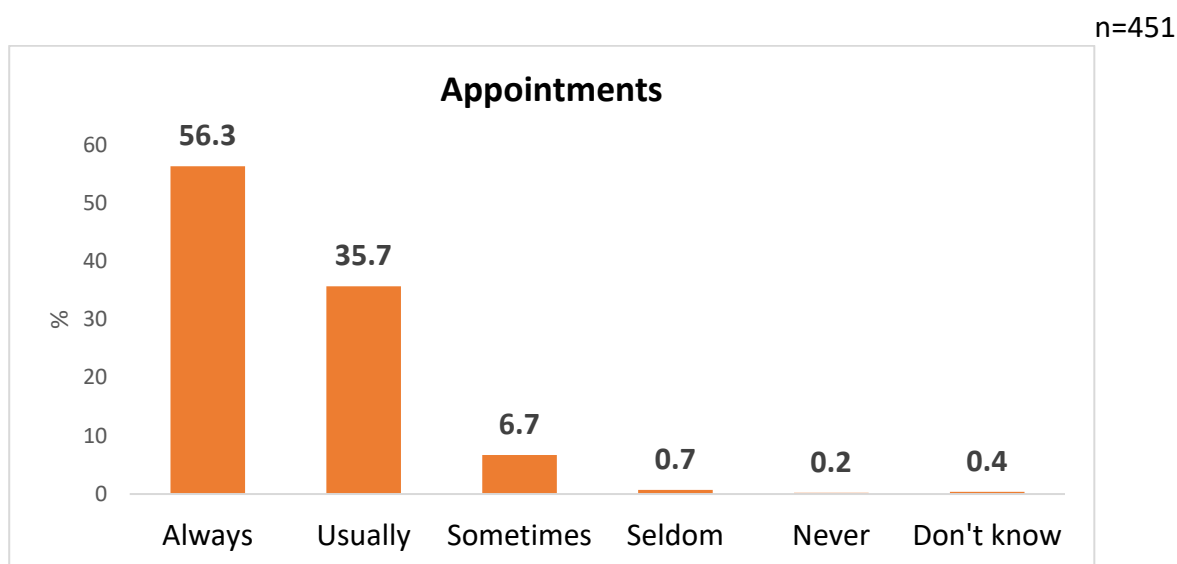
Current Situation	%
Employed	38.6
Unemployed	1.1
Retired	41.5
In education	4.3
Unable to work due to a long-term health condition	4.3
Full-time Carer	2.3
Looking after your home / family	6.1
Other	1.8
<b>TOTAL</b>	<b>100%</b>

There was representation from every category. 41% of patients said they were retired. 39% of patients were employed and 4% said they were unable to work due to a long term health condition. 2% were full-time Carers.

### 3.3 RESPONSIVENESS (& ACCESS)

The Surgery is currently open each weekday between the hours of 7.30am – 6.30pm with the telephones opening at 8.00am.

#### 3.3.1 How often are you able to make appointments at times that are suitable for you?



92% of patients felt that they were able to make appointments at times suitable for them either always or usually.

#### 3.3.2 How good is the Surgery at RESPONDING to your needs?

n=454

Responding to your needs	%
Very good	81.5
Good	16.7
Adequate	1.4
Not very good	0.2
Poor	0.0
Don't know	0.2
<b>TOTAL</b>	<b>100%</b>

98% of the patients felt that the surgery was 'very good' or 'good' at responding to their needs. Only 0.2% felt it was not very good.

### 3.4 CARING

#### 3.4.1 How good is the Surgery at LISTENING to your needs?

n=454

Listening to your needs	%
Very good	85.2
Good	13.7
Adequate	0.9
Not very good	0.0
Poor	0.0
Don't know	0.2
<b>TOTAL</b>	<b>100%</b>

99% of the patients felt that the Surgery was 'very good' or 'good' at listening to their needs. No patients felt that the Surgery was 'not very good' or 'poor'.

#### 3.4.2 How good is the Surgery at INVOLVING you in your care?

n=453

Involving you in your care	%
Very good	78.1
Good	18.3
Adequate	1.6
Not very good	0.0
Poor	0.2
Don't know	1.8
<b>TOTAL</b>	<b>100%</b>

96% of the patients felt that the Surgery was 'very good' or 'good' at involving them in their care. Only 0.2% felt the Surgery was 'poor' at involving them.

**3.4.3 How good is the Surgery at helping you to MANAGE your health?**

n=454

Helping you to manage your health	%
Very good	76.4
Good	18.1
Adequate	2.7
Not very good	0.4
Poor	0.0
Don't know	2.4
<b>TOTAL</b>	<b>100%</b>

95% of the patients felt that the Surgery was ‘very good’ or ‘good’ at helping them to manage their health. 0.4% felt the Surgery was ‘not very good’ at helping them to manage.

**3.5 MEETING PATIENTS’ EXPECTATIONS**

**3.5.1 To what extent does the care you receive from Hingham Surgery meet your expectations?**

Meeting patients’ expectations is an important factor in patient satisfaction.

n=447



46% of patients felt that the care they receive from the Surgery meets their expectations and 53% felt it *exceeds* their expectations (total 99%). Only 0.2% of patients said it fails to meet their expectations.

### 3.5.2 Meeting Patients' Expectations and Gender

The PPG wanted to determine if there was a difference between meeting patients' expectations and gender.

Gender Of Patient	The Care I receive overall Meets* my Expectations %
Males (n=176)	98.9
Females (n=255)	99.2
<b>Overall Average</b>	<b>99.1</b>

\* Includes meets my expectations *and* exceeds my expectations

There was no difference between the percentage of males and females who felt the care they received overall meets\* their expectations (99.2 vs 98.9%). More females than males however said that the care they receive *exceeds* their expectations (56.0 vs 48%).

### 3.5.3 Meeting Patients' Expectations and Age

The PPG also wanted to compare the percentages of those patients who felt the care they received meets their expectation and their age.

Age Of Patient	The Care I receive overall Meets* my Expectations %
< 16 yrs (n=15)	93.8
16-24 yrs (n=21)	100.0
25-44 yrs (n=72)	98.7
45-64 yrs (n=144)	99.3
65 – 74 yrs (n=104)	99.1
> 75 yrs (n=72)	100.0
<b>Overall Average</b>	<b>99.1</b>

\* Includes meets my expectations *and* exceeds my expectations

100% of patients over 75 yrs felt the care they received overall meets\* their expectations. Patients under 16 years had the lowest percentage with 94%.

### 3.5.4 Meeting Patient Expectations' and Their Current Situation

The PPG were interested to know if patient expectations changes with their current situation.

Patients' Current Situation	The Care I receive overall Meets* my Expectations %
Have a long-term health condition (n=240)	99.1
Have a mental health condition (n=57)	98.3
Employed (n=168)	99.4
Unemployed (n=5)	100.0
Retired (n=179)	99.5
In education (n=18)	94.7
Full-time Carer (n=10)	100.0
Looking after home / family (n=25)	96.3
Unable to work due to a long-term health condition (n=18)	100.0
<b>Overall Average</b>	<b>99.1</b>

\* Includes meets my expectations *and* exceeds my expectations

The patients with the highest percentage who said the care they receive overall meets\* their expectations were full-time Carers and the unemployed (100%). The lowest categories were those patients who were in education or looking after their home or family (94.7 and 96.3%).

### 3.6 Any Other Comments

This was an open question at the end of the survey, inviting patients to give any comments about the care they receive from Hingham Surgery.

277 patients answered this question providing 285 comments. 256 of these 285 comments were positive (90%), 8 comments made were non-positive, 14 were general comments and 7 were suggestions. Each individual comment was categorised and coded (see appendix 2).

#### 3.6.1 Topics most frequently mentioned

The table below shows the top four **topics** mentioned in the positive comments and the number of times each topic was mentioned:

No.	Positive Comments – Top 4 topics	Number of times mentioned
1.	About the care received	42
2.	About the staff	41
3.	About the Doctors	36
4.	About the Surgery (generally)	30

Comments included:

- ‘Always very understanding and informative……. medical treatment has been excellent with good follow-ups. Surgery always clean and reception staff always helpful and friendly’.
- ‘I love Hingham Surgery. All staff are fantastic’.
- ‘Efficient, knowledgeable; caring sums it up’.
- ‘Everyone is so helpful and understanding and willing to give you the time to talk and not rushing you out. This is the first Surgery I have felt comfortable coming to and able to say how I feel’.
- ‘Reception gives excellent customer service’.
- It is so good, it should be held up as the best Surgery in the UK’.
- Responsive, intelligent, open for discussion’.
- ‘Very pleased. After leaving x Surgery, noticed a big difference. As you get older, you get apprehensive but this is the best thing that ever happened’.
- ‘What a great team, a real asset for the whole community. We are very lucky. Thanks!’

### 3.6.2 Words Most Frequently Used

An analysis was also undertaken of the most frequent **words** used in ‘any other comments’. The table below shows the four **words** most frequently used and how many times each word was mentioned:

No.	Comments – Top words used	Number of times mentioned
1.	Helpful	38
2.	Excellent	36
3.	Very good	26
4.	Friendly	25

Comments included:

- ‘All the staff are helpful, caring and confidential’.
- ‘Brilliant all round. Everyone happy and smiling and helpful’.
- ‘Absolutely excellent. Can’t fault it in any way. Exceed all expectations’.
- ‘An excellent service provided by people who care. Thank you’.
- ‘All members of staff, whether Doctors, Nurses or Receptionists are friendly, approachable and helpful’.
- ‘Always very good in all aspects’.
- ‘The best in Norfolk’.

### 3.6.3 Non-positive Comments

The PPG pays particular attention to comments from patients who were not satisfied. There were 8 comments received (3%) that were not positive. These included:

- ‘Disappointed re dementia’.
- Have to wait longer for appointments’.
- ‘In-between ‘meets’ and ‘fails to meet my expectations’.

As the surveys were anonymous, it is difficult to fully appreciate the context in which the comments were made. All comments however, will be fed back to the Surgery who will willingly and openly discuss with the PPG to see if any improvements can be made.



### 3.6.4 Suggestions

The PPG always welcomes suggestions from patients on how things can be improved. There were 7 suggestions received in this survey in ‘any other comments’.

These included:

- ‘I would appreciate an early morning blood test – required every 3 months (fasting), to be pre-booked. It is very difficult to book early - they always seem to be taken’.  
(2 comments mentioned this issue)
- ‘I would like to be able to order my repeat prescription at any time by phone, possibly leaving a voice message or by text’.
- ‘Have more appointments available on the day rather than book in advance’.
- ‘Being able to book appointments a week or two in advance, for say medical reviews, would be a real help’.

The PPG will feedback all comments received in this survey to the Surgery for consideration and discussion.

## SECTION 4.0 CONCLUSIONS

In summary, 456 surveys were completed which represents 8% of the Practice population. This is a very acceptable sample size for a survey of this kind. The high completion rate is almost certainly due to the fact the PPG members distributed most of the surveys in person to patients who attended the Surgery during the sample period. It was also an excellent way for the PPG to directly engage with patients and to promote the PPG.

The survey centred around two key aspects; mainly how *responsive* and how *caring* the Surgery is and focussed particularly on six specific population groups as defined by the CQC:

- Older people,
- People with Long-term conditions (LTCs),
- Families, children and young people,
- Working age people,
- People whose circumstances may make them vulnerable,
- People with mental health problems.

The survey achieved its aim in that it was able to determine that the level of care received from the Surgery meets the expectations of the patients. In fact, it *exceeds* the expectations of over half of the respondents in this survey which is highly commendable.

There was representation from each age group including those under 16 yrs and those over 75 yrs. There was also representation from most of the identified population groups with 56% of people saying they had a long-term health condition and 14% having a mental health condition.

There was high satisfaction levels expressed with the *responsiveness* of the Practice, with 92% of patients saying that they were able to make appointments 'always' or 'usually' at times suitable for them and 98% felt that the Surgery was 'very good' or 'good' at responding to their needs. The Surgery also scored highly on how caring it was, with a high percentage of patients reporting that they felt the Surgery 'listened to their needs', 'involved them in their care' and 'helped them to manage their health' (95-99%).

Cross-analysis of the data highlighted some interesting findings. More patients over 75 years felt that the care provided meets their expectations than those patients under 16 years. A difference also emerged between the satisfaction of Carers compared to patients currently in education (100% said the care meets their expectations vs 94.7%). Further analysis showed however, that these differences were not statistically significant.

Respondents were able to make comments about the care they receive from Hingham Surgery in an open question at the end of the survey and this was a valuable way of obtaining feedback. The majority (90%) of the comments were very positive and complimentary about the Surgery and the staff. The most frequently mentioned *topic* was about the care received. The most frequently mentioned *words* in the comments were 'friendly' and 'excellent'. These seem to be attributes that are important to patients. There were a few non-positive comments though, and also a few suggestions made; all of which will be fed back to the Surgery.

Overall, the PPG feels that there is strong evidence to support that the care provided by Hingham Surgery meets the expectations of its patients. There was a strong feeling that the Surgery provides an excellent service to patients and the Practice appears to be highly regarded by the community it serves.

## **SECTION 5.0 ACKNOWLEDGEMENTS**

Corah Carney would like to thank the following for their help:

- Jace Halstead – Practice Manager, Hingham Surgery
- Nicola Cogman – Medical Secretary, Hingham Surgery & PPG Liaison
- Patrick Hartnett – Data Administrator, Hingham Surgery
- Trudi Moore – Data Administrator, Hingham Surgery
- Members of the PPG Patient Survey sub-group:
  - David Trollope
  - Sue Bell
  - Geoffrey Young
  - Jan Southgate

## SECTION 6.0 - APPENDICES

### LIST OF APPENDICES

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## Hingham Surgery Patient Participation Group Patient Survey 2015



The Patient Participation Group (PPG) would very much appreciate it if you could complete this survey about your views of our Surgery. Questionnaires are confidential and all the findings will be reported back to the Surgery anonymously.

**Q1. How often are you able to make appointments at times that are suitable for you?**

1  Always    2  Usually    3  Sometimes    4  Seldom    5  Never    6  Don't know

**Q2. Please consider the overall care you receive from Hingham Surgery and tell us HOW GOOD you think the Surgery is at the following:**

	<i>Very good</i>	<i>Good</i>	<i>Adequate</i>	<i>Not very good</i>	<i>Poor</i>	<i>Don't know</i>
<b>Q2.1.</b> Listening to your needs	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>
<b>Q2.2.</b> Responding to your needs	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>
<b>Q2.3.</b> Involving you in your care	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>
<b>Q2.4.</b> Helping you to manage your health	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>

**Q3. To what extent does the care you receive from Hingham Surgery meet your expectations?**

1  It exceeds my expectations    2  It meets my expectations    3  It fails to meet my expectations    4  Don't know

**Q4. Would you like to make any comments about the care you receive from Hingham Surgery?**

AOC

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Please turn over

*To help us feedback to the Surgery, please tell us about you: (the patient):*

**Q5. Gender:** (of the patient)      1  Male      2  Female

**Q6. Age:** (of the patient)

- 1  Under 16 yrs                      2  16 - 24 yrs                      3  25 - 44 yrs  
4  45 - 64 yrs                      5  65 - 74 yrs                      6  Over 75 yrs

**Q7. Do you have a long-term health condition?**

- 1  Yes                      2  No

**Q8. Do you have a mental health condition?**

- 1  Yes                      2  No

**Q9. Please state which of the following best describes you:**

- 1  Employed (including full-time, part-time or self-employed)  
2  Unemployed  
3  Retired  
4  In education  
5  Unable to work due to a long-term health condition  
6  Full-time Carer  
7  Looking after your home / family  
8  Other *Demographics* \_\_\_\_\_

*Thank you very much for completing this patient survey for us.  
Your feedback is very much appreciated.*

**Please place this survey in the box provided  
or hand to a member of the Patient Participation Group.**



Appendix 2 – Any Other Comments

No	Comment
1.	5* couldn't be better, just a little difficult to get an appointment at times.
2.	A fantastic surgery even the receptionists are friendly unlike other surgeries I have attended!!
3.	Above my expectations
4.	Absolutely excellent. Can't fault it in any way. Exceeds all expectations.
5.	After moving house in the last few months, due to the high level of care I have received from Hingham Surgery, it was a significant factor in deciding where we moved to, i.e. still within its catchment area.
6.	All areas work together.
7.	All care here is so much better than our last surgery.
8.	All doctors, nurses and receptionists are kind, considerate and professional. Could not be better!
9.	All fine
10.	All members of staff whether doctors, receptionists or nurses are all friendly, approachable and helpful. I have been registered with 3 other surgeries in the past and this one is the best for miles.
11.	All staff are always very kind, understanding and caring.
12.	All the doctors and nurses go 'above and beyond' in their efforts to ensure my good health and to include me in my care, and consider my opinions when deciding on a treatment route. Above all they take the time to LISTEN.
13.	All the Doctors are excellent.
14.	All the staff are helpful, caring and confidential
15.	Always a pleasure to come to the surgery (if I wasn't falling to bits) exceeds my needs, staff and doctors excellent and cheerful
16.	Always been treated well.
17.	Always been very good, no concerns about doctors or staff
18.	Always fantastic - excellent service
19.	Always find it very good. Everyone is so helpful
20.	Always first class, sensitive and thorough first class doctors and staff make my visits very comfortable. Please continue this form of care.
21.	Always friendly, always try to help as far as possible. Very accommodating.
22.	Always happy with Reception and Doctors and Nurses help, advice and general friendliness
23.	Always helpful
24.	Always helpful and polite - expert staff from the doctors and nursing staff.
25.	Always impeccable.
26.	Always listen and take board every aspect of care - you are never made to feel that you are wasting time. The receptionists are always friendly.
27.	Always reliable and available.
28.	Always very good in all aspects.
29.	Always very kind and efficient
30.	Always very kind and helping.
31.	Always very understanding and informative. Strive to meet my needs under obvious constraints. Medical treatment been excellent with good follow-ups. Surgery always clean and reception staff always helpful and friendly.
32.	Am unable to comment accurately at present as this is my first time here but so far all is very good.
33.	An excellent GP surgery - an exemplar surgery. I have concerns that the culling of patients from Watton will degrade and impact the excellent service provided at Hingham.

Appendix 2 – Any Other Comments

34.	An excellent service provided by people who care. Thank you
35.	An excellent surgery which to-date has exceeded my needs and expectations.
36.	Appointments closer to when you ask
37.	As a family we are extremely pleased with the Hingham services. The receptionists through to assistants are outstanding - superb. Other surgeries could learn a lot from Hingham Surgery. Just do not let population overcrowd the surgery as it will be very difficult for the surgery to cope and provide this excellent service.
38.	As will all healthcare providers, treatment varies between GP's. However, it is fairly straightforward to get an appointment with the GP of your choice.
39.	Aside from the care the atmosphere and staff are excellent, considerate and friendly.
40.	Best doctors and nurses and reception around. Always very good.
41.	Best doctors I've ever been a patient at, never a problem seeing any of my 4 kids, always got time to listen.
42.	Best surgery I have used
43.	Bloody great don't ever change anything!!! :)
44.	Both medical and clerical staff are always pleasant and professional. We are very fortunate to have been allocated to this practice. Thank you!
45.	Brilliant
46.	Brilliant all round. Everyone happy and smiling and helpful. Very glad I changed from Shipdham to Hingham. My kids do not mind coming here either which helps.
47.	Brilliant have looked after us very well.
48.	Brilliant surgery. Always helpful
49.	Brilliant, understanding Doctors and Nurses.
50.	Can always get an appointment quickly and receives good care.
51.	Can't be faulted
52.	Can't do enough to help with the things going on at moment.
53.	Can't fault the surgery at all. Can always get appointments when needed and staff are always very friendly and helpful.
54.	Care and support I have received from doctors and staff over the years has been excellent
55.	Care has been brilliant for all members of my family and myself - such helpful staff and all GP's and Nurses ready to listen and help. Excellent patient care from all.
56.	Compared to others I have attended Hingham Surgery is very good.
57.	Continue with the great service provided by all staff
58.	Depending on which GP one sees depends on how one is listened to. Most of the GP's are receptive and open. Dr Conway and Dr Rush are great and easy to discuss stuff with, are pro-active. Dr Fox too. Receptionists are all super too. Thank you Hingham Surgery!
59.	Disappointed re Dementia
60.	Doctors and nurses are very kind and friendly. I consider myself very lucky to live here in Hingham.
61.	Doctors are very good - can't fault them
62.	Doctors have time to listen and cover all areas to help you, they are also great with my daughters helping them with Asthma and getting Eczema under control, desk staff are friendly and helpful.
63.	Doctors very understanding and always helpful.
64.	Don't always listen to what you say, one and a half years of complaining of X only to be caused by medication given, even though I had questioned it.
65.	Don't change anything!
66.	Don't let anyone leave - keep the staff - keep everything the way it is.
67.	Dr Conway and Dr Rush who are very good at putting good care in place.

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68.	Dr Rush is FAB - always understanding.
69.	Early opening is good. Have not had cause to attend surgery often, but when I have, the staff and care has been good.
70.	Efficient, knowledgeable, caring sums it up.
71.	Especially Dr Karalis has helped me start getting my health on track slowly. He listens and acts. A very good surgery.
72.	Especially in these days of limited public cash and scarce resources
73.	Everyone at the surgery is always friendly and approachable and the receptionists are not 'Dragons'!
74.	Everyone is so helpful and understanding and willing to give you the time to talk and not rushing you out. This is the first surgery I have felt comfortable coming to and able to say how I feel.
75.	Everyone I've met is lovely
76.	Everything is good.
77.	Excellent
78.	Excellent and friendly service from reception staff. Very easy to make appointments - always offered same day appointments.
79.	Excellent and well run
80.	Excellent at all times.
81.	Excellent care and consideration from everyone at this Surgery.
82.	Excellent care from very friendly staff!
83.	Excellent care whenever needed
84.	Excellent care, exceeded expectations in all areas, thank you.
85.	Excellent care, great doctors and all supporting staff.
86.	Excellent care. Best doctors I have ever had. Never rush you and really care.
87.	Excellent Practice - it is to GP surgeries what Addenbrookes is to hospitals.
88.	Excellent service - I thought my previous GP surgery was good - Hingham substantially exceeds it
89.	Excellent, helpful, friendly staff, appointments usually very easy to obtain
90.	Excellent.
91.	Excellent. The best surgery I have ever been a patient at.
92.	Exceptional from all staff - reception through to doctors. Many thanks
93.	Exceptional surgery
94.	Fantastic
95.	Fantastic doctors' surgery.
96.	Fantastic service received always. Reception friendly and helpful. Doctors accommodating and professional. Nurses excellent.
97.	Fantastic Surgery!!
98.	Fantastic! I would say best surgery in near-by areas.
99.	Fantastic, always able to get an appointment for me or my 2 year old, lovely staff at reception and great doctors too.
100.	Far better than I have had elsewhere.
101.	Fasting blood tests need to be more available for 08.00 - 08.30 in the morning.
102.	First class care & helpful admin team. Please don't ever introduce intercom systems or numbering systems to call patients through like other surgeries have. It would be beneficial if you were able to open on Saturday's even for a half day but I appreciate the complex resourcing difficulties in doing this. I have been a patient at several surgeries over the years

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	and Hingham is far better than any of them. Thank you to all who work there.
103.	Fortunately I do not need to regularly access the services of the surgery but when I do I am always more than satisfied. Sometimes I do have to wait a little longer than I would like in the waiting room but that doesn't overly detract from the excellent service & care I receive - thank you all
104.	Fortunately I rarely need the doctor but whenever I do they are always very efficient and I can get an appointment promptly. Hingham doctors is how every doctors should be!
105.	From reception to doctor - excellent
106.	Generally very happy. Feel like doctor has time to listen properly and take concerns seriously.
107.	good
108.	Good as it is
109.	Great
110.	Great GP practice
111.	Have more appointments available on the day rather than book in advance. Keep up the excellent service that the doctors provide especially Dr Rush :)
112.	Have to wait longer for appointments
113.	Having been away from Hingham for 3 years in North Norfolk it confirms everything I have always felt about Hingham Surgery, in the previous 4 years I lived there the service was second to none and unrivalled by anywhere else I have been.
114.	Having had many dealings with other surgeries. This is Superb!
115.	Having joined Hingham Surgery a year ago my husband and I have found it friendly, efficient and helpful.
116.	Having used several different surgeries over the years, I must say that Hingham Surgery rates very highly in its level of patient care.
117.	Highly recommend the Hingham Surgery
118.	I am a referred patient from Shipdham Surgery but find staff friendly, helpful and listen to my needs and appointment suits any time I visit.
119.	I am lucky to be a patient in this surgery and have always had very good care.
120.	I am only a part time patient but every time I have come here I find the care excellent
121.	I am so grateful for the excellent service I have always received from both the Doctors and the Nurses at this surgery. Thank you.
122.	I am very happy and think we are very lucky to be here and NOT have to wait a week for an appointment.
123.	I am very happy with everything concerning the surgery!
124.	I am very happy with the care I have received
125.	I appreciate the tone and manner given by reception staff. This adds to the overall standard of excellence.
126.	I consider Hingham Surgery exceptional - staff professional and friendly. Appointment times have recently been extended (probably with increased patients?)which has created problems
127.	I consider Hingham Surgery the best surgery I have ever attended.
128.	I don't think doctors should have to google what could be wrong with you.
129.	I feel Dr Rush and Dr Conway are very good and helped me a lot with my care. Thank you.
130.	I feel I am so lucky to have such a good practice, all staff are really helpful and nothing is too much trouble. Care is outstanding.
131.	I feel my domestic and family problems have caused at times a great strain on my surgery. Without exception the surgery response has been exemplary and I know I/we are incredibly fortunate to receive their care and expertise.
132.	I feel that I receive so much support and kindness from the surgery that. I feel so at ease to tell them anything and I will receive the medication and support I require. A friendly face works wonders.
133.	I feel confident in attending the surgery
134.	I find that Hingham Surgery - both from my own experience and by what other people have

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	said - is probably one of the absolute best practices in the area.
135.	I find the care very good, the doctors are very polite and explain everything. The receptionists are very helpful and polite.
136.	I find the reception girls very helpful and always friendly and smiling. The doctors are always friendly and always take the extra step to sort out my health problems as are all the nurses. Please don't change!!
137.	I find this surgery excellent in all ways
138.	I find this surgery friendly and caring. I only wish there were more surgeries like this one! Top scores and top marks! Keep it up!
139.	I have always been treated with the upmost respect and am always able to collect my medication as and when I need it. Regardless of which G.P I get to see I am always greeted warmly and given reassuring advice, as I suffer with acute anxiety this is very important to me. Thank you team for all your care.
140.	I have always been very well looked after and treated with kindness, particularly by Dr Holland.
141.	I have always had excellent care from everyone at the surgery.
142.	I have always received excellent care at all times. I have been with the practice since 1977 and have never had any reason to find fault or complain both my wife and I feel lucky we are with this practice.
143.	I have been a patient since the surgery opened and the care I have received has always been first class. I never mind which doctor I have, as all have always been fantastic.
144.	I have been more than happy with the surgery. Staff and doctors alike are friendly and always helpful.
145.	I have been with the Hingham Surgery since 1977 and have always been exceedingly happy with our care.
146.	I have been with them 66 years would not move as from what I hear from other people other surgeries do not come up to their standards.
147.	I have no complaints
148.	I have recently moved to the village and have found every GP I have seen to be kind, understanding and proficient. This includes the reception team.
149.	I love Hingham Surgery - all staff are fantastic
150.	I love Hingham Surgery. All so helpful and polite.
151.	I owe them my life.
152.	I rarely need to see a doctor but when I have the service has been outstanding. Some years ago I was diagnosed with Polymyalgia which was an outstanding diagnosis.
153.	I think it is an excellent surgery
154.	I think the above ticks says it all
155.	I think we are very lucky in Hingham to have such a good surgery. Excellent service at all times
156.	I would appreciate early morning blood test - required every 3 months (fasting) to be pre-booked - it is very difficult to book early (they always seem to be taken!)
157.	I would like to be able to order my repeat prescription by phone at any time (possibly leaving a voice message) or by text.
158.	I'm at university in Bournemouth and would always make an effort to come home for my appointments. It's worth the drive for the care.
159.	In between 'meets' and 'fails to meet' my expectations.
160.	In comparison with what I hear/know of other surgeries Hingham is excellent. I am hoping this doesn't change with the increase in population.
161.	In my experience it is always helpful and friendly.
162.	It exceeds my expectations in that my expectations are that it should be a surgery under pressure to conform with the impression that the media gives of the NHS nationally - but this is not the case. It does not seem to be under pressure except perhaps in Winter - which is to be expected.
163.	It is so good that it should be held up as the best surgery in the UK.

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164.	It is very good and reliable. I always receive helpful advice and can guarantee that I can actually get in and see a doctor.
165.	It is very good. I have no complaints
166.	It's all been very good
167.	It's always been faultless!
168.	It's fantastic best doctors around - just don't change
169.	It's how a doctor's surgery should be. Moved from another practice and couldn't get appointments when needed, usually at least 2 weeks wait. Had to be assessed over the phone before having an appointment, was a lovely surprise when moved to Hingham Surgery.
170.	It's made very easy when you have such nice people that take time to listen and be so very caring.
171.	It's nice to have a doctor that listens and cares!
172.	It's ok
173.	It's simply fantastic and we are very lucky to have it!
174.	I've been coming here since I was baby and never had any problems or complaints. I feel glad that my own daughter gets to receive her care here.
175.	I've never been to a better surgery - the doctors and staff are fantastic.
176.	Lovely doctor and midwives, very helpful during my pregnancy and past needs.
177.	My husband and I have only been patients at Hingham for a few months but we have been treated with courtesy and efficiency from the very first moment that we entered the surgery.
178.	My wife is currently pregnant and the care we have received from the midwife here is disgraceful. Never here on time. She listens to the radio on her phone in appointments. We have to remind her of immunisation that she forgot. Generally very poor care and unprofessional. Waiting in the waiting room with our 1 and half year old son is beyond testing, as a midwife she should understand this!
179.	Never moans being short of staff.
180.	Never needed to complain
181.	Never needed yet to complain
182.	New patient returned from abroad. Care is good.
183.	No
184.	No need
185.	No problems at all - exceptional care from ALL staff
186.	No, it meets my expectations.
187.	None
188.	Not sure what has changed but over the last 6 months/year it has been more difficult to book appointments, especially in advance. This is often an issue as I work in an intensive job and my wife is a teacher. Being able to book say a week or two in advance for things like medical reviews would be a real help.
189.	Only moved here 6 weeks ago! Very happy with the surgery. Very unhappy with the last surgery in Essex. Very impressed so far with efficiency and care especially with my husband who has major problems.
190.	Only recently became a patient but so far great experience.
191.	Overall a brilliant surgery
192.	Overall I am very pleased
193.	Quality of care and empathy is exceptional. Receptionists always polite and helpful.
194.	Recently had lots of problems not only with me but family too.
195.	Reception give excellent customer service
196.	Reception staff are helpful and polite at all times, and not judgemental like in our previous

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	surgery. Doctors are approachable and helpful.
197.	Responsive, intelligent, open for discussion.
198.	Satisfied
199.	Second to none
200.	Service from practitioners is first class. Most of the reception staff are also very helpful. However, some receptionists tell you nothing is available without giving the impression of checking and the next day you have a different response and suddenly things are available.
201.	Simply the best.
202.	So far the care I have received has been good although I am quite choosy about which GP to see. Nursing care has always been very good.
203.	Some doctors are very helpful and I think I would be able to talk to them about anything.
204.	Staff always very polite, respectful and helpful and prompt to respond to my needs. Dr Conway very good at helping me to manage my condition and very sympathetic and supportive.
205.	Still waiting for doctor to get back to me (over 3 weeks)
206.	Superb
207.	Superb surgery.
208.	Superb!
209.	The attention you get from the reception ladies is tops. The doctors and nurses really care.
210.	The best anyone could have
211.	The best I have ever know, especially as it is the only time I have been to a surgery where the receptionists are so friendly and helpful.
212.	The best in Norfolk
213.	The best surgery I have ever attended
214.	The care and support I receive from Hingham Surgery is the best I have ever received from a GP surgery. They work as a team ensuring all round care from all departments.
215.	The care at this surgery is very good unlike the surgery I was at before. Keep up the good work.
216.	The care given by Hingham Surgery is second to none - from the reception staff to all medical staff (nurses and doctors) - I could not wish for anything different or better!
217.	The care has always been excellent
218.	The care I receive is excellent.
219.	The care is brilliant, they always have time for you.
220.	The care is very good.
221.	The care my family and I have received has been excellent - for over 20 years for myself. A real 'family' doctors surgery.
222.	The doctors are very good as well as the staff. Very happy with the services and the quick actions they provide us.
223.	The doctors are wonderful - by far the best surgery. The reception staff are very helpful and friendly.
224.	The service and care is excellent at all stages - from making a phone to reception, to being seen by a doctor or nurse or phlebotomist, to ordering and collecting prescriptions. I feel that I am in safe hands. Thank you all so much.
225.	The surgery has been extremely helpful and caring towards my family, one member of which is terminally ill.
226.	The surgery is excellent - all staff very friendly and helpful
227.	The surgery is run and managed the way ALL surgeries should be run.
228.	The surgery is well run and efficient
229.	The very best

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230.	They are very good at all times.
231.	This is the best doctor's surgery I have ever used. Although I am trying to move I don't want to leave the surgery catchment.
232.	This is the best GP surgery I have been registered with. They are kind, considerate and helpful.
233.	This is the best practice I have been registered with.
234.	This is the best surgery I have attended
235.	This is the best surgery I have ever dealt with.
236.	This is the best surgery, best reception anywhere - you couldn't get a better one.
237.	Very caring
238.	Very caring.
239.	Very friendly with helpful advice.
240.	Very Good
241.	Very good always resolves any issues I've ever had.
242.	Very good care and advice given.
243.	Very good doctors
244.	Very good for me and my wife.
245.	Very good staff very helpful
246.	Very good surgery, excellent receptionists.
247.	Very good, I am always able to get appointments when needed and the health care professionals always seem to have time to listen.
248.	Very good, much improved on anything we have ever had.
249.	Very good, understanding and helpful.
250.	Very good.
251.	Very good. Exceedingly good all round.
252.	Very happy
253.	Very happy with the care - consider myself lucky to be living in Hingham
254.	Very helpful
255.	Very helpful always, and very pleasant to you in every way they can help or advise you.
256.	Very helpful at all times.
257.	Very helpful staff on reception. Nurses always friendly and doctors listen to you.
258.	Very pleased, after leaving Watton Surgery - noticed a big difference. As you get older you get apprehensive but this is the best thing that ever happened.
259.	Very understanding
260.	Very, very good
261.	We are fortunate in having some very caring doctors in Hingham, who are most of the time accessible. Dr Rush, in particular is irreplaceable!!
262.	We are new to the surgery and have found the staff very helpful
263.	We are very lucky to receive such good service from our GPs.
264.	We have found the care here excellent! Well done!
265.	We receive excellent help and advice from all staff, Doctors and Nurses.
266.	We tend to see either Dr Conway or Dr Rush who have always gone out of their way to help in whatever way they can - an exceptional caring service. We have recommended the surgery to many people.



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267.	What a great team, a real asset for the whole community, we are very lucky. Thanks!
268.	When a patient says they are unwell, listen. This surgery missed my Mum's cancer and now it's too late.
269.	When comparing local GP services with colleagues around the country I think the Hingham Surgery offers a significantly better service than most others: in all the categories above.
270.	When I hear the experiences of other family members at other surgeries I realise that I get better service and care which is the 'norm' for our household at Hingham Surgery. Please keep it up.
271.	When we moved to Hingham 20 years ago was impressed by the proactive approach to health. Keep up the good work.
272.	Whenever I have rang up because I have been worried about my children they have fitted us in and been very helpful. They are amazing people, we are very lucky to have such a good surgery.
273.	Wonderful care and lovely staff and doctors
274.	Wonderful surgery/staff/doctors/nurses. Couldn't ask for better care. Have great faith in the doctors.
275.	Wonderful!
276.	You actually feel that you matter! From the reception staff there is always a cheerful welcome. The medical care is excellent.
277.	You won't get a better surgery than this one.

## APPENDIX 3 - FURTHER ANALYSIS

**1. Is there a significant difference between meeting patients' expectations and gender?**

No. There is no significant difference between meeting patients' expectations and gender ( $p>0.05$ ). This means that males are equally likely as females to feel that the care provided by the Surgery meets their expectations.

**2. Is there a significant difference between meeting patients' expectations and age?**

No. There are no significant differences between the different age groups and their expectations ratings. This means that patients of all ages are equally likely to say that the care received meets their expectations ( $p>0.05$ ).

**3. Is there a significant difference between meeting patients' expectations and their current situation?**

No. There are no significant differences between meeting patients' expectations and their current situation. This means that although a fewer percentage of patients in education and those looking after their home /family said that the care provided meets their expectations, these are not significant differences ( $p>0.05$ ).

**4. Is there any significant difference between those patients with a long-term health condition and meeting patients' expectations?**

No. There are no significant differences between those who said they have a long-term health condition and those who do not ( $p>0.05$ ). This means that patients who have a long-term health condition are equally likely as those who do not to say that the care provided meets their expectations.

**5. Is there any significant difference between those patients with a mental health condition and meeting patients' expectations?**

No. There are no significant differences between those who said they have a mental health condition and those who do not ( $p>0.05$ ). This means that patients who have a long-term mental health condition are equally likely as those who do not to say that the care provided meets their expectations.

**CROSS ANALYSIS****1.0 Responsiveness & Caring****1.1 How often are you able to make appointments at times that are suitable for you?**

<b>Group</b>	<b>Always</b>	<b>Usually</b>	<b>Sometimes</b>	<b>Seldom</b>	<b>Never</b>	<b>Don't know</b>
<b>Employed (171)</b>	51.5	38.0	8.2	0.6	0.6	1.2
<b>Unemployed (5)</b>	60.0	40.0	0.0	0.0	0.0	0.0
<b>Retired (179)</b>	63.1	31.8	4.5	0.6	0.0	0.0
<b>In education (19)</b>	31.6	47.4	21.0	0.0	0.0	0.0
<b>Unable to work due to LTC (19)</b>	63.2	31.6	5.3	0.0	0.0	0.0
<b>Full-time Carer (10)</b>	60.0	40.0	0.0	0.0	0.0	0.0
<b>Looking after your home / family (27)</b>	59.3	33.3	7.4	0.0	0.0	0.0
<b>Long term health condition – Yes (242)</b>	57.9	34.3	6.6	0.4	0.4	0.4
<b>Mental health condition – Yes (60)</b>	56.7	31.7	8.3	0.0	1.7	1.7

## 1.2. How good is the Surgery at LISTENING to your needs?

Group	Very good	Good	Adequate	Not very good	Poor	Don't know
Employed (171)	83.0	15.8	1.2	0.0	0.0	0.0
Unemployed (5)	80.0	20.0	0.0	0.0	0.0	0.0
Retired (182)	86.9	12.0	0.5	0.0	0.0	0.5
In education (19)	73.7	26.2	0.0	0.0	0.0	0.0
Unable to work due to LTC (19)	84.2	15.8	0.0	0.0	0.0	0.0
Full-time Carer (10)	80.0	20.0	0.0	0.0	0.0	0.0
Looking after your home / family (27)	88.9	11.1	0.0	0.0	0.0	0.0
Long term health condition – Yes (245)	85.3	12.7	1.6	0.0	0.0	0.4
Mental health condition – Yes (60)	81.7	16.7	1.7	0.0	0.0	0.0

### 1.3 How good is the Surgery at RESPONDING to your needs?

Group	Very good	Good	Adequate	Not very good	Poor	Don't know
Employed (171)	80.7	17.0	1.8	0.6	0.0	0.0
Unemployed (5)	80.0	20.0	0.0	0.0	0.0	0.0
Retired (183)	84.2	14.8	0.5	0.0	0.0	0.5
In education (19)	52.6	42.1	5.3	0.0	0.0	0.0
Unable to work due to LTC (19)	73.7	26.3	0.0	0.0	0.0	0.0
Full-time Carer (10)	80.0	20.0	0.0	0.0	0.0	0.0
Looking after your home / family (27)	85.2	14.8	0.0	0.0	0.0	0.0
Long term health condition – Yes (245)	82.0	15.9	1.6	0.0	0.0	0.4
Mental health condition – Yes (60)	80.0	18.3	1.7	0.0	0.0	0.0

#### 1.4. How good is the Surgery at INVOLVING you in your care?

Group	Very Good	Good	Adequate	Not very good	Poor	Don't know
Employed (171)	76.6	19.9	1.8	0.0	0.0	1.8
Unemployed (5)	80.0	20.0	0.0	0.0	0.0	0.0
Retired (182)	78.6	18.7	1.1	0.0	0.0	1.6
In education (19)	63.2	26.3	5.3	0.0	0.0	5.3
Unable to work due to LTC (19)	89.5	5.3	5.3	0.0	0.0	0.0
Full-time Carer (10)	80.0	20.0	0.0	0.0	0.0	0.0
Looking after your home / family (27)	88.9	11.1	0.0	0.0	0.0	0.0
Long term health condition – Yes (244)	81.1	15.6	2.0	0.0	0.4	0.8
Mental health condition – Yes (59)	79.7	16.9	1.7	0.0	0.0	1.7

### 1.5. How good is the Surgery at helping you to manage your own health?

Group	Very Good	Good	Adequate	Not very good	Poor	Don't know
Employed (171)	74.3	20.5	2.3	0.0	0.0	2.9
Unemployed (5)	80.0	20.0	0.0	0.0	0.0	0.0
Retired (183)	76.0	17.5	2.7	1.1	0.0	2.7
In education (19)	68.4	21.1	5.3	0.0	0.0	5.3
Unable to work due to LTC (19)	78.9	21.1	0.0	0.0	0.0	0.0
Full-time Carer (10)	80.0	20.0	0.0	0.0	0.0	0.0
Looking after your home / family (27)	88.9	11.1	0.0	0.0	0.0	0.0
Long term health condition – Yes (245)	78.0	15.9	3.3	0.8	0.0	2.0
Mental health condition – Yes (60)	71.7	23.3	1.7	0.0	0.0	3.3

## 2.0 Meeting Expectations

### 2.1 To what extent does the care you receive from the Surgery meet your expectations?

Group	The care exceeds my expectations	The care meets my expectations	The care fails to meet my expectations	Don't know
Employed (169)	54.4	45.0	0.0	0.6
Unemployed (5)	80.0	20.0	0.0	0.0
Retired (180)	48.9	50.6	0.6	0.0
In education (19)	57.9	36.8	0.0	5.3
Unable to work due to LTC (18)	44.4	55.6	0.0	0.0
Full-time Carer (10)	50.0	50.0	0.0	0.0
Looking after your home / family (27)	63.0	33.3	0.0	3.7
Long term health condition – Yes (242)	54.1	45.0	0.4	0.4
Mental health condition – Yes (58)	58.6	39.7	0.0	1.7