

# Library House Surgery -Annual Patient Questionnaire

Monday, October 19, 2020

# 622

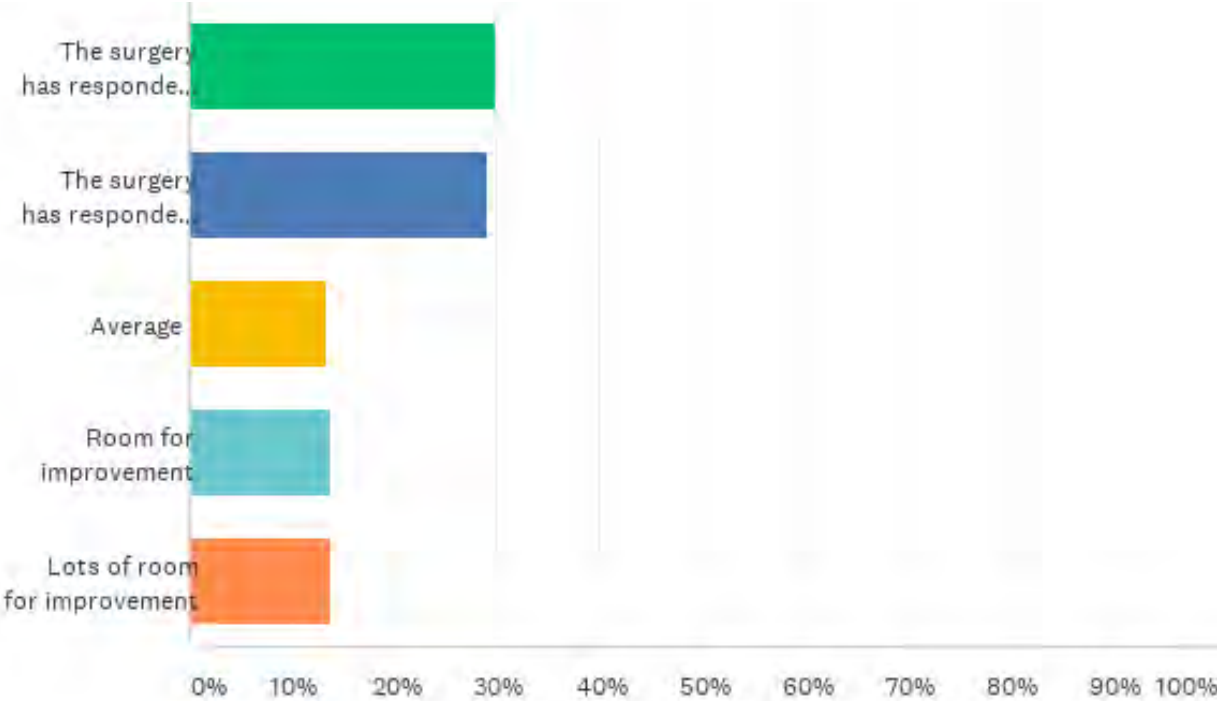
**Total Responses**

Date Created: Wednesday, September 30, 2020

Complete Responses: 520

# Q1: What is your overall opinion of how Library House Surgery has provided services during the lockdown and the ongoing pandemic

Answered: 611 Skipped: 11



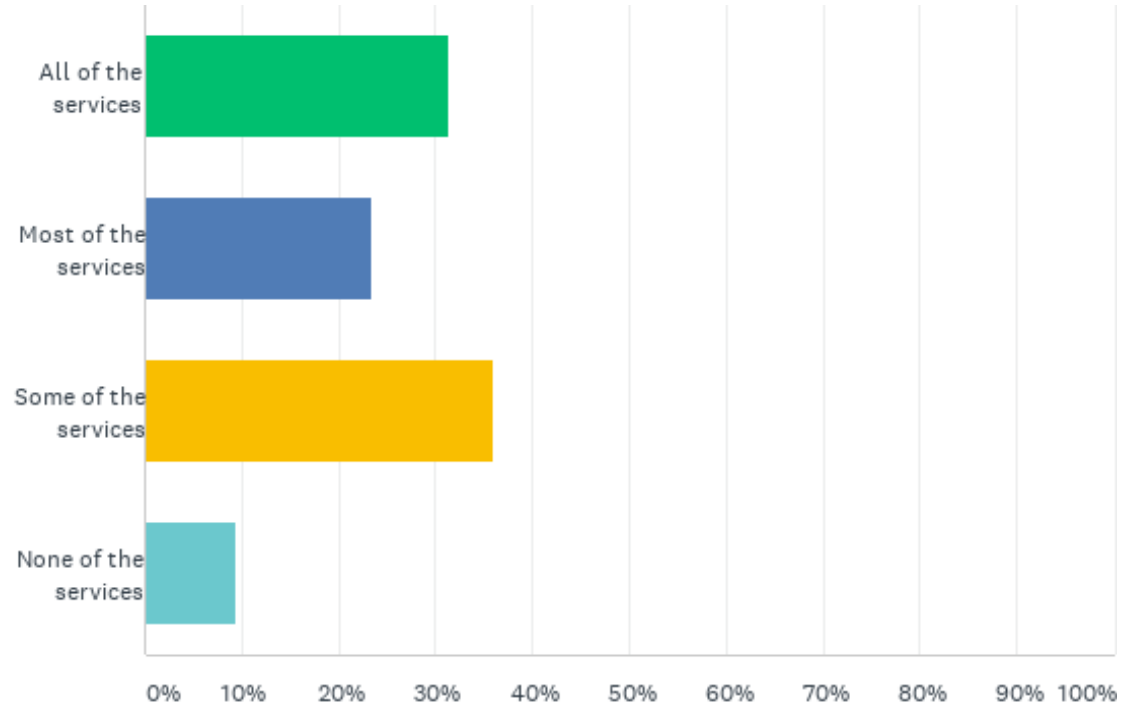
## Q1: What is your overall opinion of how Library House Surgery has provided services during the lockdown and the ongoing pandemic

Answered: 611 Skipped: 11

ANSWER CHOICES	RESPONSES	
The surgery has responded very well	29.95%	183
The surgery has responded well	29.13%	178
Average	13.42%	82
Room for improvement	13.75%	84
Lots of room for improvement	13.75%	84
<b>TOTAL</b>		<b>611</b>

## Q2: Have you been able to access the services you normally access at Library House Surgery

Answered: 600 Skipped: 22



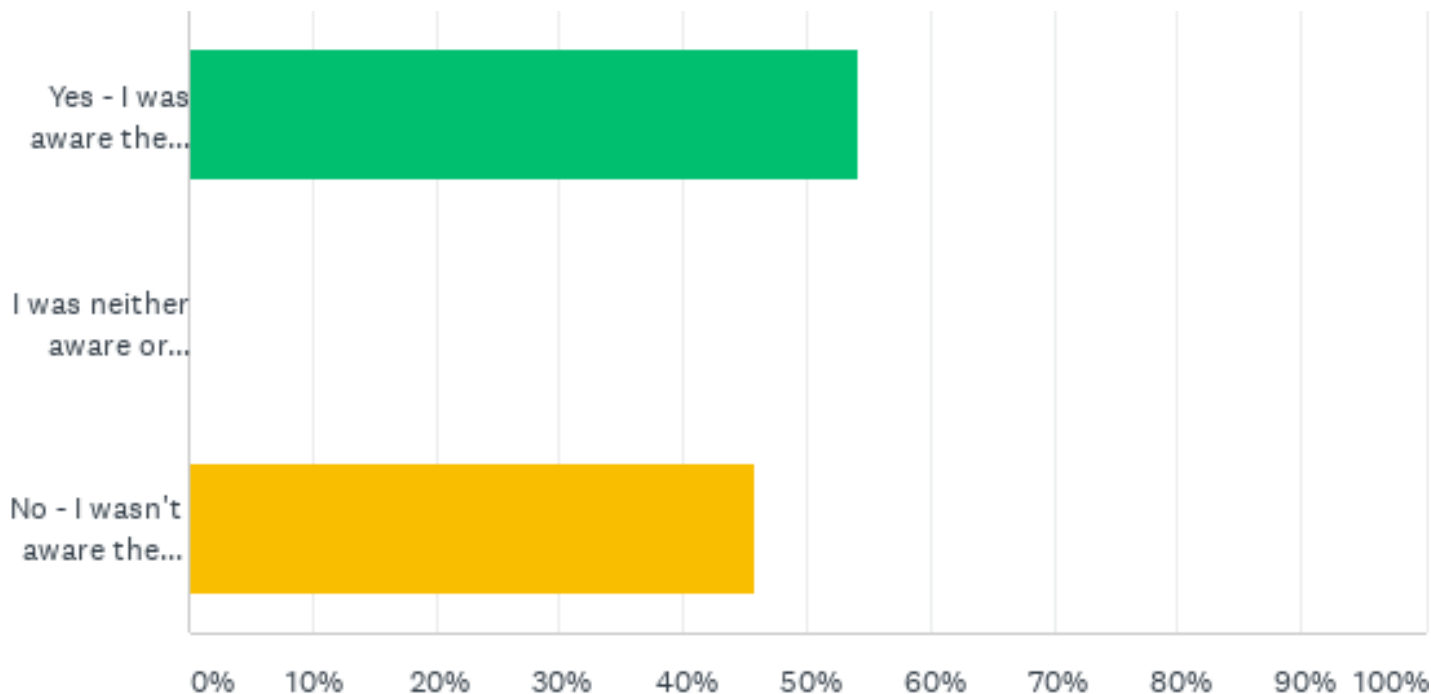
## Q2: Have you been able to access the services you normally access at Library House Surgery

Answered: 600 Skipped: 22

ANSWER CHOICES	RESPONSES	
All of the services	31.33%	188
Most of the services	23.33%	140
Some of the services	36.00%	216
None of the services	9.33%	56
TOTAL		600

### Q3: Although we have closed our waiting room are you aware that the surgery has been operating as near to normal throughout the Coronavirus pandemic

Answered: 614 Skipped: 8



### Q3: Although we have closed our waiting room are you aware that the surgery has been operating as near to normal throughout the Coronavirus pandemic

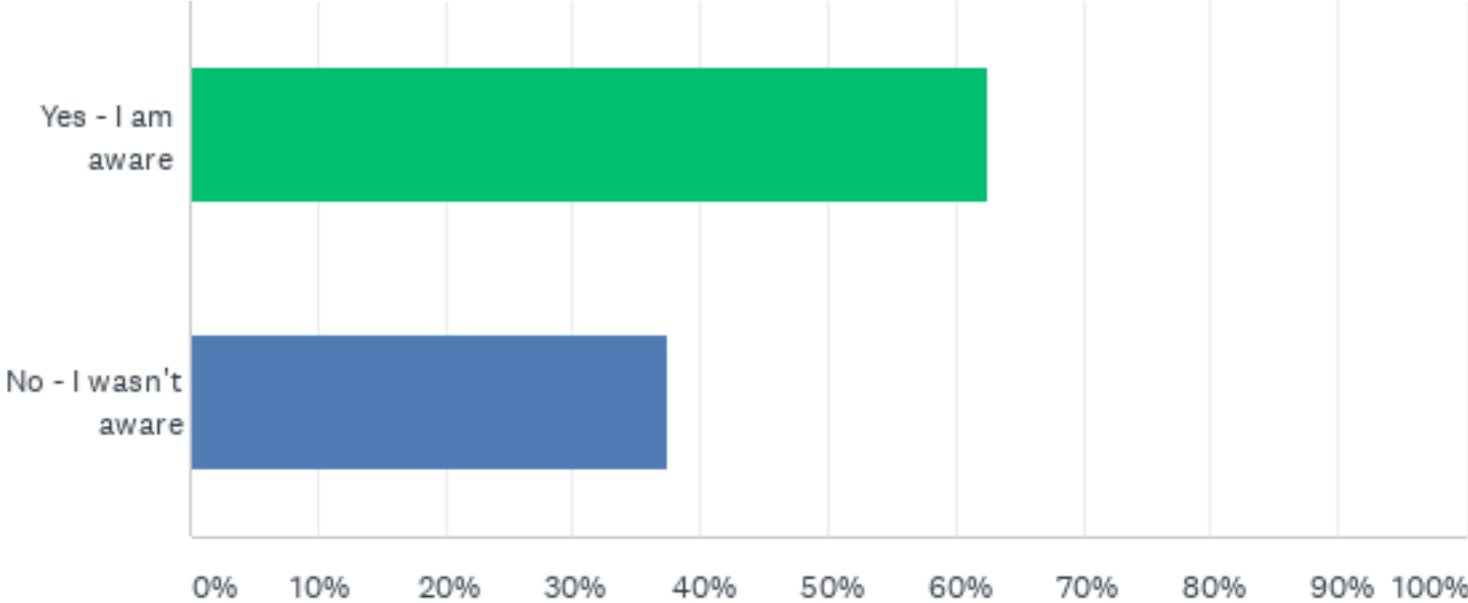
Answered: 614 Skipped: 8

ANSWER CHOICES	RESPONSES	
Yes - I was aware the surgery was operating as near to normal throughout the Coronavirus pandemic	54.23%	333
I was neither aware or unaware the surgery was operating as near to normal throughout the Coronavirus pandemic	0.00%	0
No - I wasn't aware the surgery was operating as near to normal throughout the Coronavirus pandemic	45.77%	281
TOTAL		614



**Q4: Are you aware that when clinically appropriate your clinician will see you at the surgery in a face to face consultation.**

Answered: 616 Skipped: 6



**Q4: Are you aware that when clinically appropriate your clinician will see you at the surgery in a face to face consultation.**

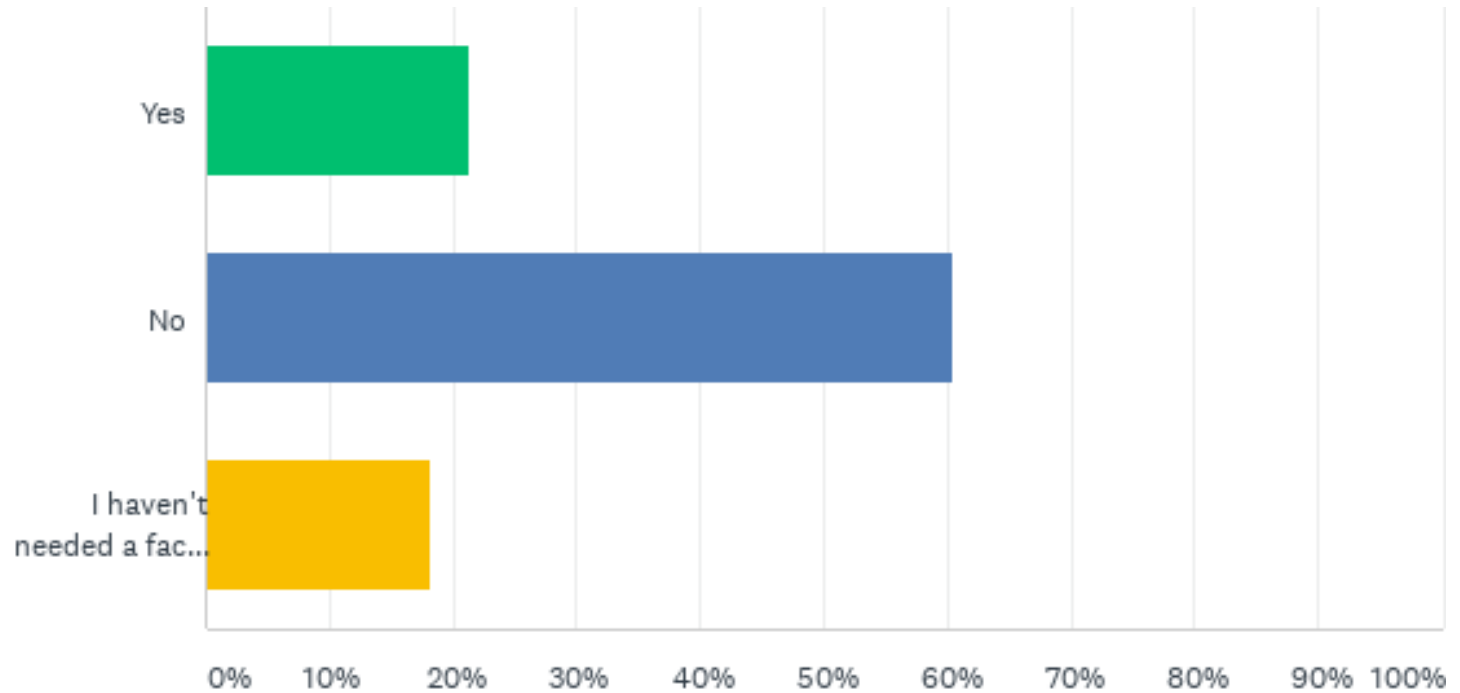
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Answered: 616 Skipped: 6

ANSWER CHOICES	RESPONSES	
Yes - I am aware	62.50%	385
No - I wasn't aware	37.50%	231
TOTAL		616

## Q5: Have you had a face to face consultation at the surgery during the Coronavirus pandemic

Answered: 618 Skipped: 4



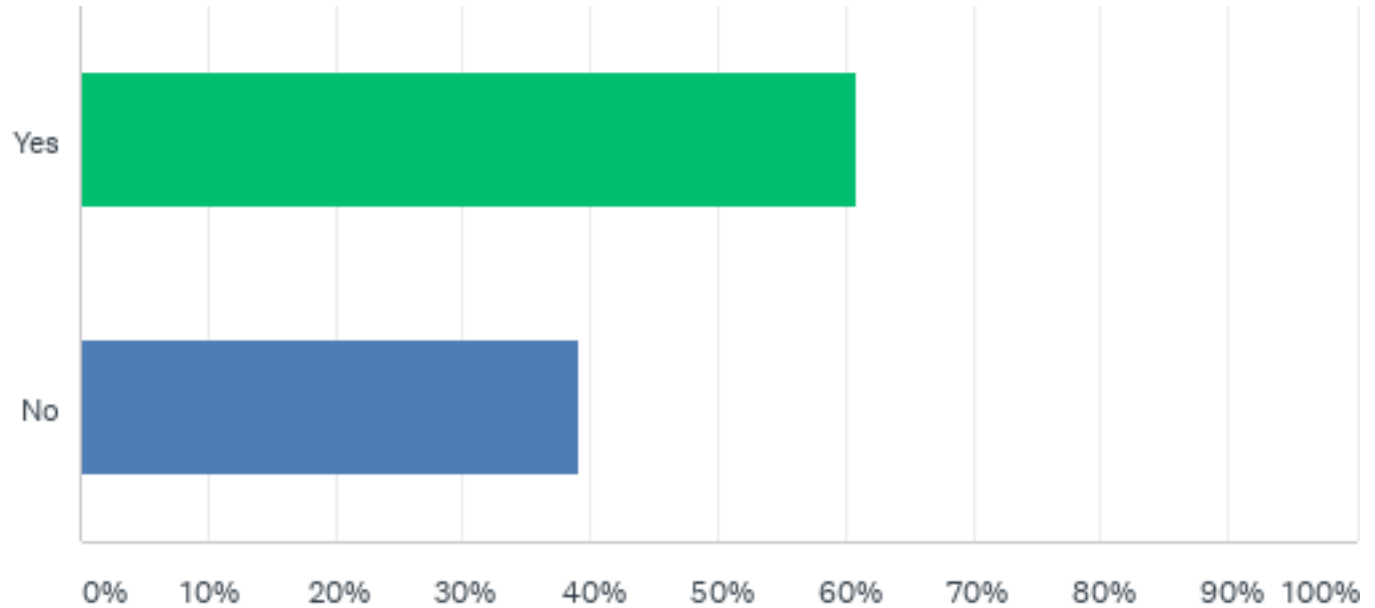
## Q5: Have you had a face to face consultation at the surgery during the Coronavirus pandemic

Answered: 618 Skipped: 4

ANSWER CHOICES	RESPONSES	
Yes	21.36%	132
No	60.52%	374
I haven't needed a face to face appointment	18.12%	112
TOTAL		618

## Q6: Have you had a video or telephone consultation during the Coronavirus pandemic

Answered: 619 Skipped: 3



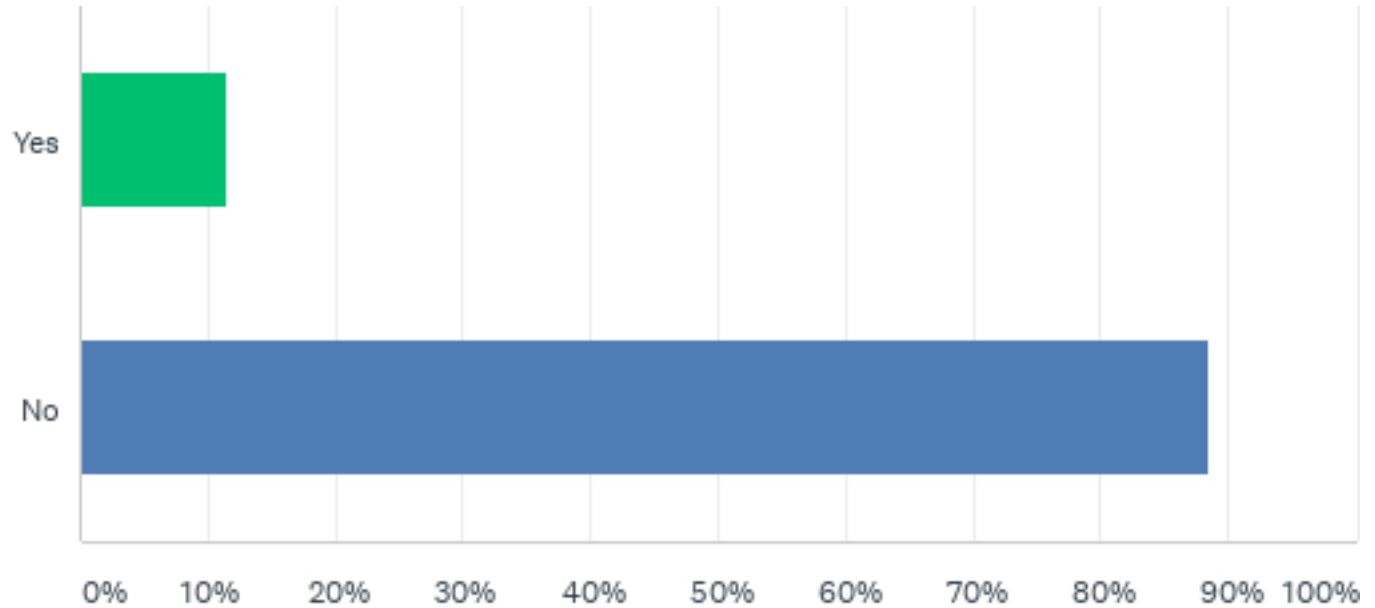
## Q6: Have you had a video or telephone consultation during the Coronavirus pandemic

Answered: 619 Skipped: 3

ANSWER CHOICES	RESPONSES	
Yes	60.90%	377
No	39.10%	242
TOTAL		619

## Q7: Have you had a video consultation during the Coronavirus pandemic

Answered: 377 Skipped: 245



## Q7: Have you had a video consultation during the Coronavirus pandemic

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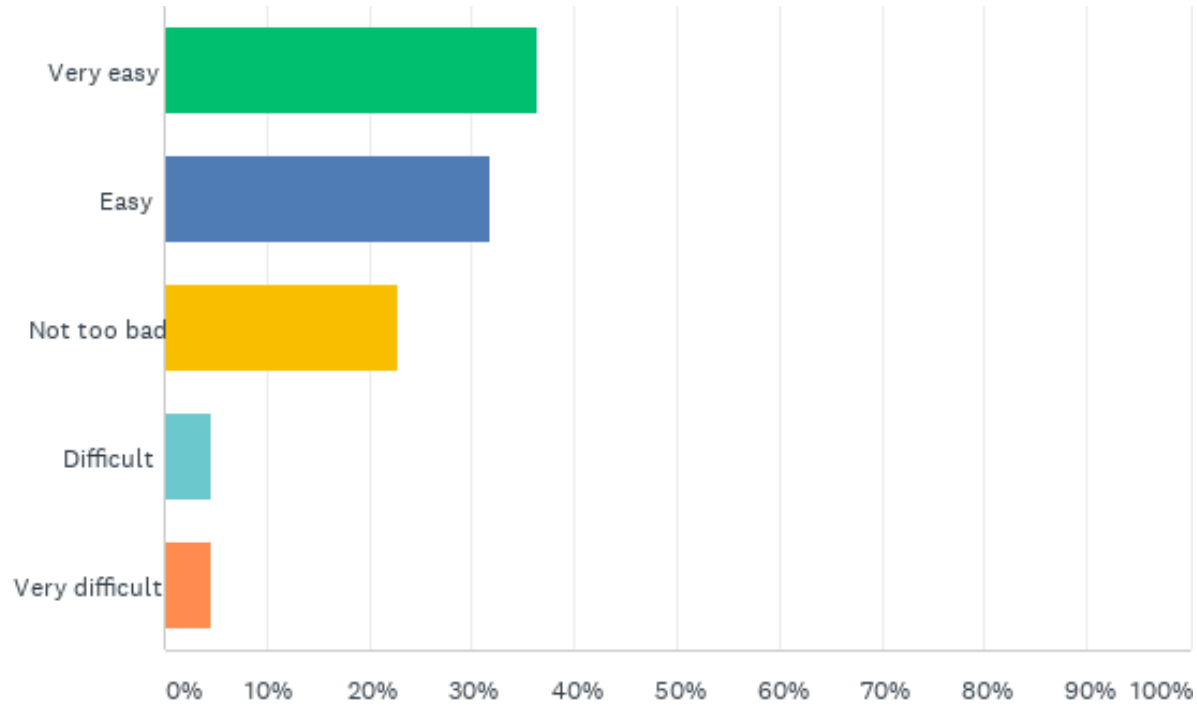
Answered: 377 Skipped: 245

ANSWER CHOICES	RESPONSES	
Yes	11.41%	43
No	88.59%	334
TOTAL		377



## Q8: How easy was it to connect to your video consultation

Answered: 22 Skipped: 600



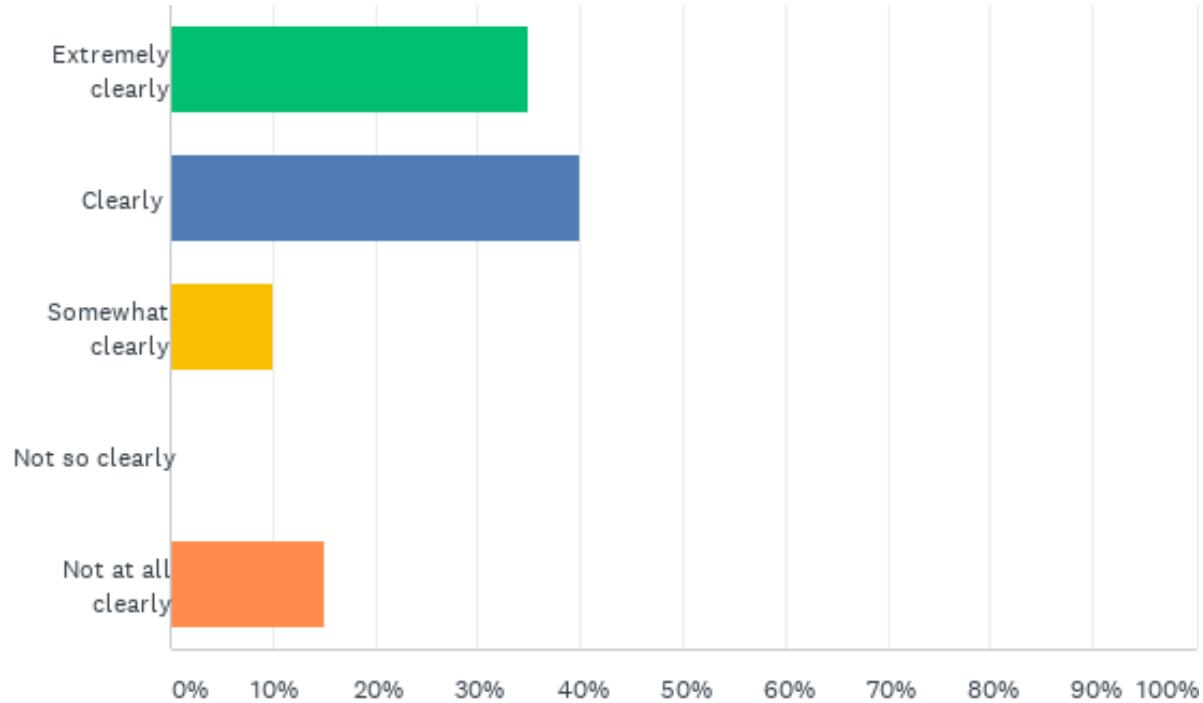
## Q8: How easy was it to connect to your video consultation

Answered: 22 Skipped: 600

ANSWER CHOICES	RESPONSES	
Very easy	36.36%	8
Easy	31.82%	7
Not too bad	22.73%	5
Difficult	4.55%	1
Very difficult	4.55%	1
TOTAL		22

## Q9: Were you able to see the clinician clearly during your video consultation

Answered: 20 Skipped: 602



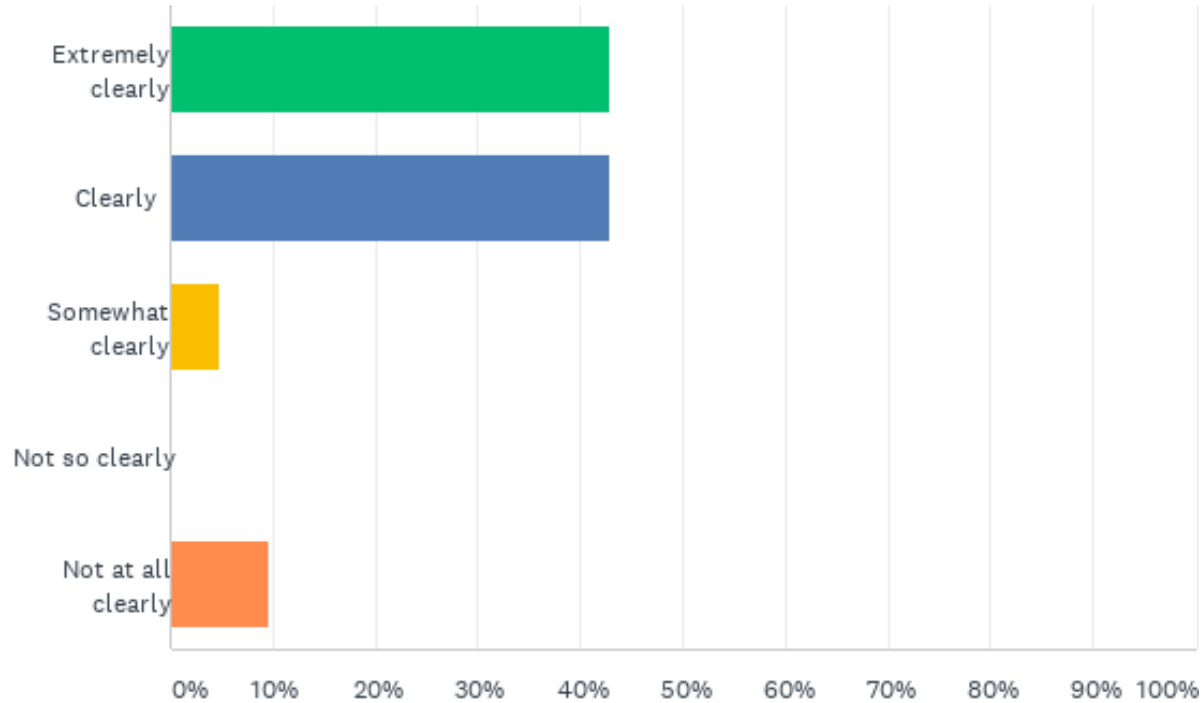
### Q9: Were you able to see the clinician clearly during your video consultation

Answered: 20 Skipped: 602

ANSWER CHOICES	RESPONSES	
Extremely clearly	35.00%	7
Clearly	40.00%	8
Somewhat clearly	10.00%	2
Not so clearly	0.00%	0
Not at all clearly	15.00%	3
TOTAL		20

## Q10: Were you able to hear the clinician clearly during your video consultation

Answered: 21 Skipped: 601



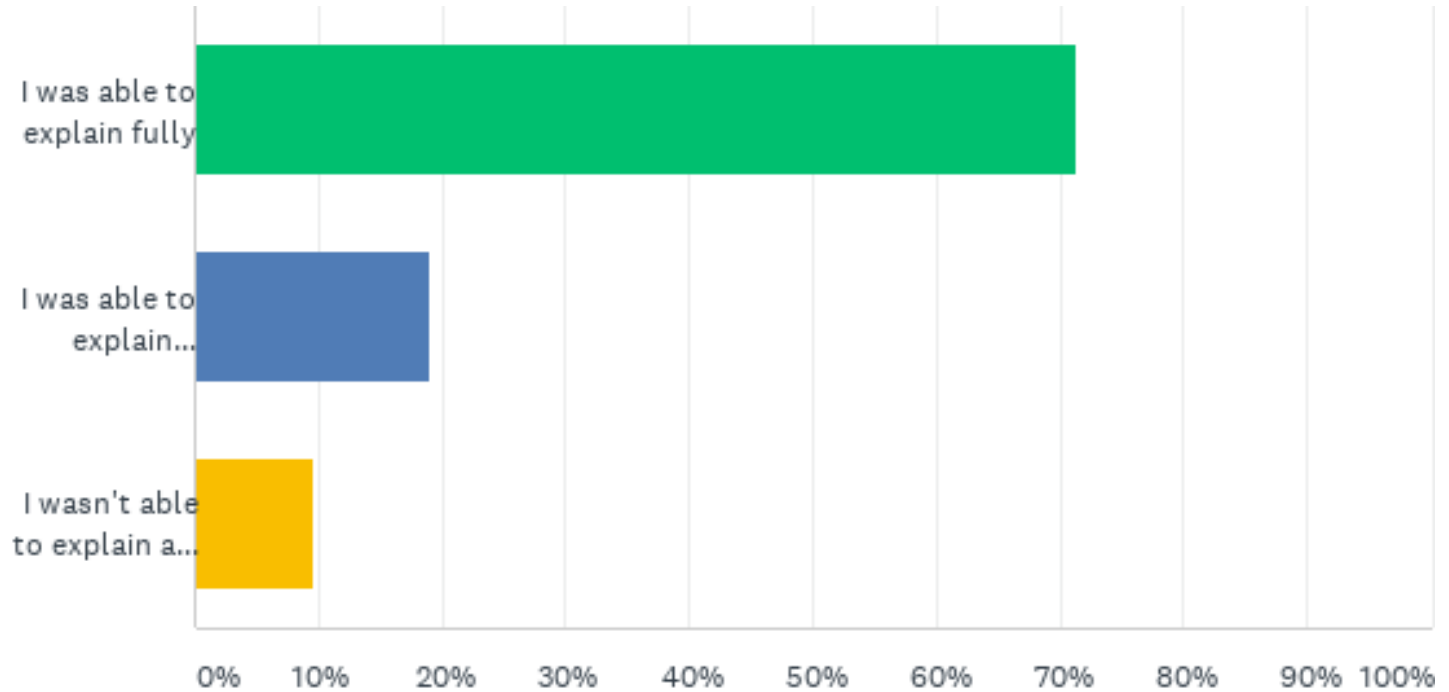
## Q10: Were you able to hear the clinician clearly during your video consultation

Answered: 21 Skipped: 601

ANSWER CHOICES	RESPONSES	
Extremely clearly	42.86%	9
Clearly	42.86%	9
Somewhat clearly	4.76%	1
Not so clearly	0.00%	0
Not at all clearly	9.52%	2
TOTAL		21

## Q11: During your video consultation were you able to explain your medical problem to the clinician

Answered: 21 Skipped: 601



## Q11: During your video consultation were you able to explain your medical problem to the clinician

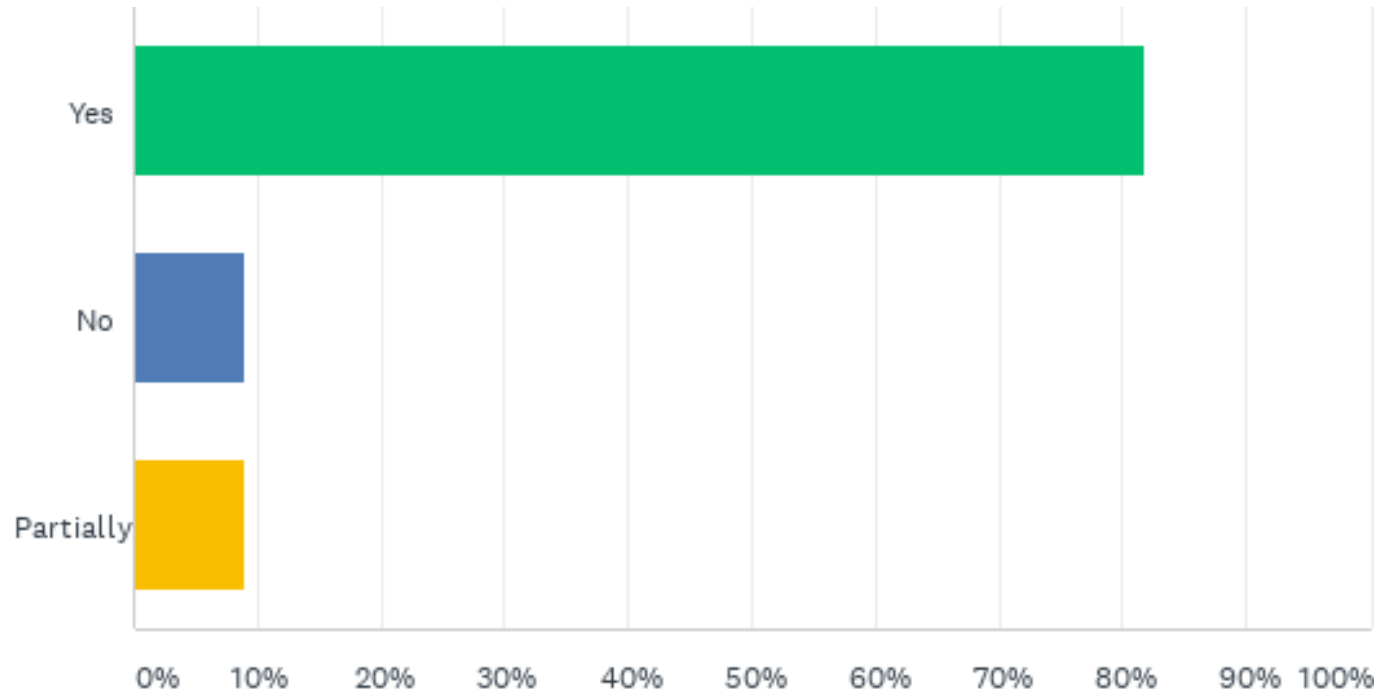
Answered: 21 Skipped: 601

ANSWER CHOICES	RESPONSES	
I was able to explain fully	71.43%	15
I was able to explain partially	19.05%	4
I wasn't able to explain at all	9.52%	2
TOTAL		21



## Q12: During your video consultation was the clinician able to deal with your problem by using a video consultation

Answered: 22 Skipped: 600



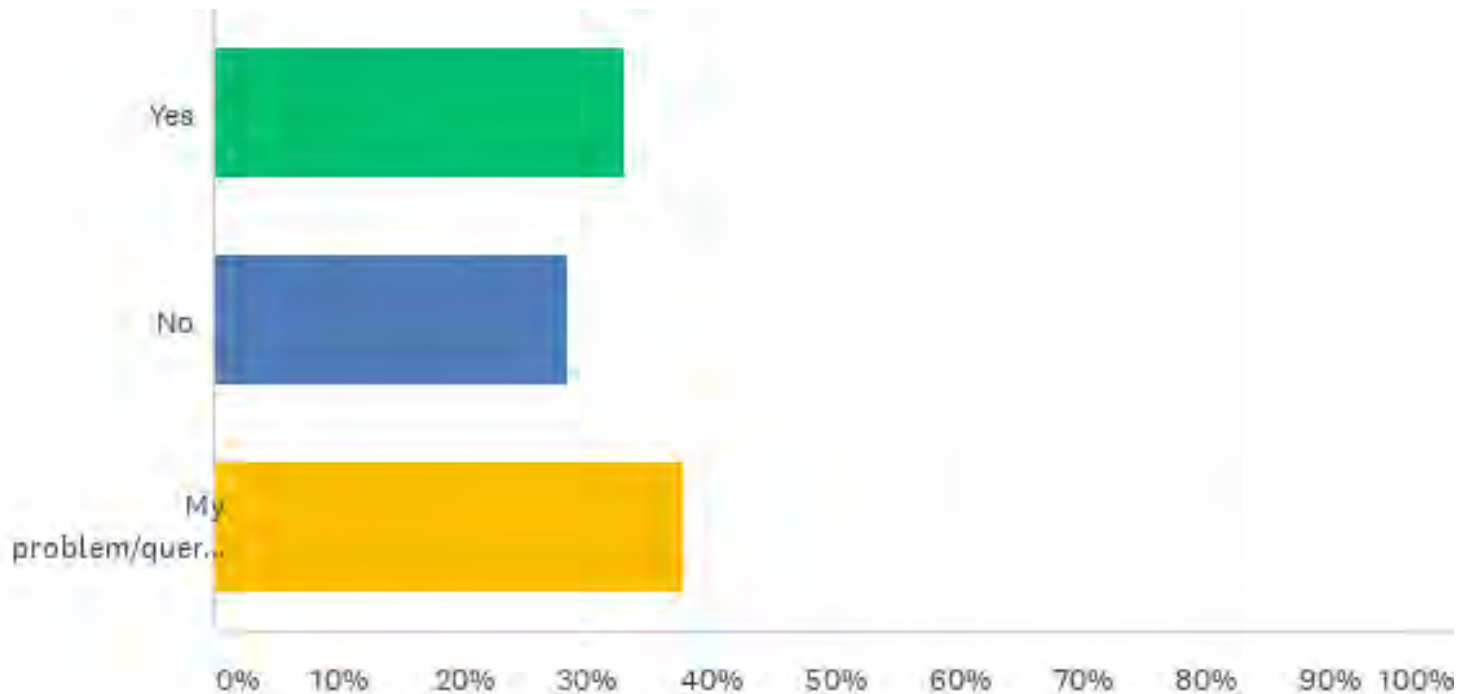
## Q12: During your video consultation was the clinician able to deal with your problem by using a video consultation

Answered: 22 Skipped: 600

ANSWER CHOICES	RESPONSES	
Yes	81.82%	18
No	9.09%	2
Partially	9.09%	2
TOTAL		22

**Q13: During your video consultation if the clinician was not able to deal with your problem fully were you offered a face to face consultation at the surgery**

Answered: 21 Skipped: 601



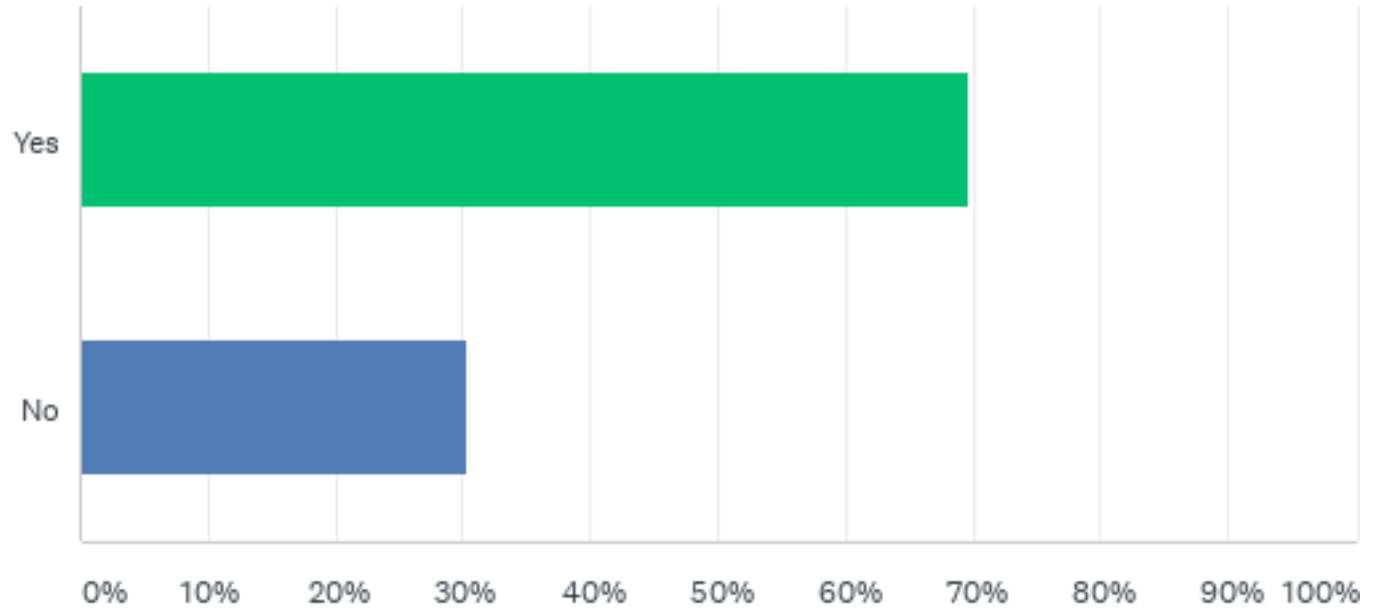
**Q13: During your video consultation if the clinician was not able to deal with your problem fully were you offered a face to face consultation at the surgery**

Answered: 21 Skipped: 601

ANSWER CHOICES	RESPONSES	
Yes	33.33%	7
No	28.57%	6
My problem/query didn't require a face to face consultation at the surgery	38.10%	8
TOTAL		21

## Q14: Did you find it more convenient to access your medical care from home/work

Answered: 23 Skipped: 599



## Q14: Did you find it more convenient to access your medical care from home/work

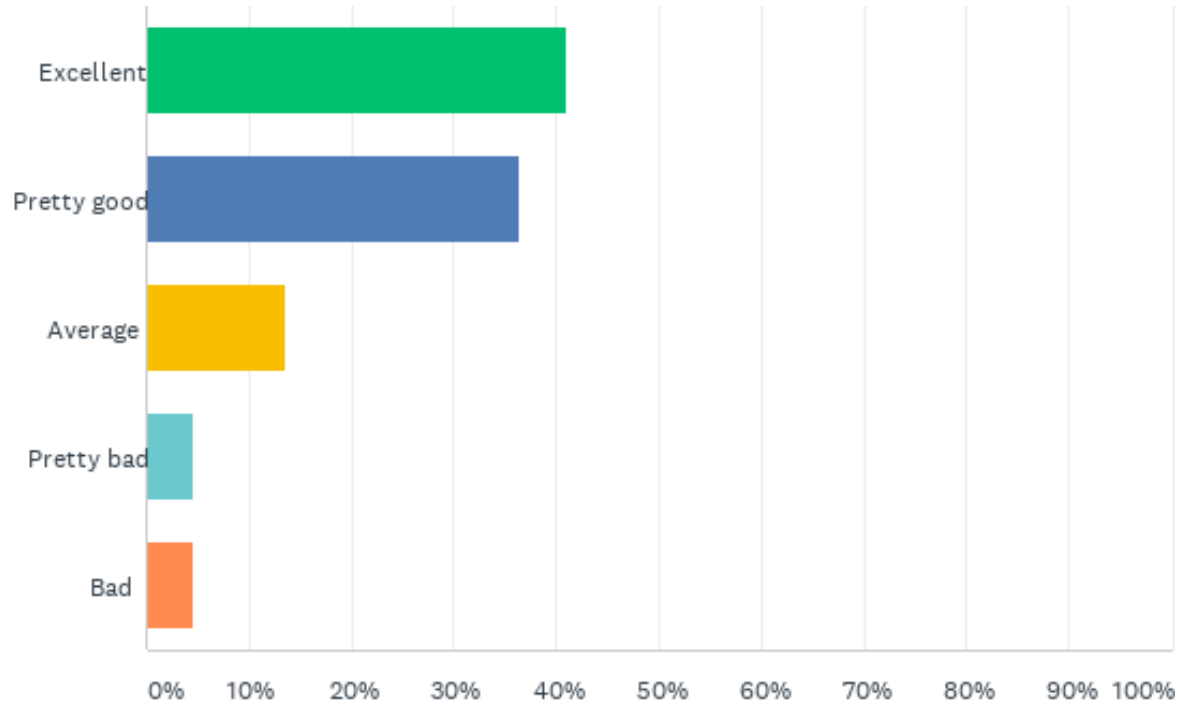
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Answered: 23 Skipped: 599

ANSWER CHOICES	RESPONSES	
Yes	69.57%	16
No	30.43%	7
TOTAL		23

## Q15: Overall how would you rate your video consultation

Answered: 22 Skipped: 600



## Q15: Overall how would you rate your video consultation

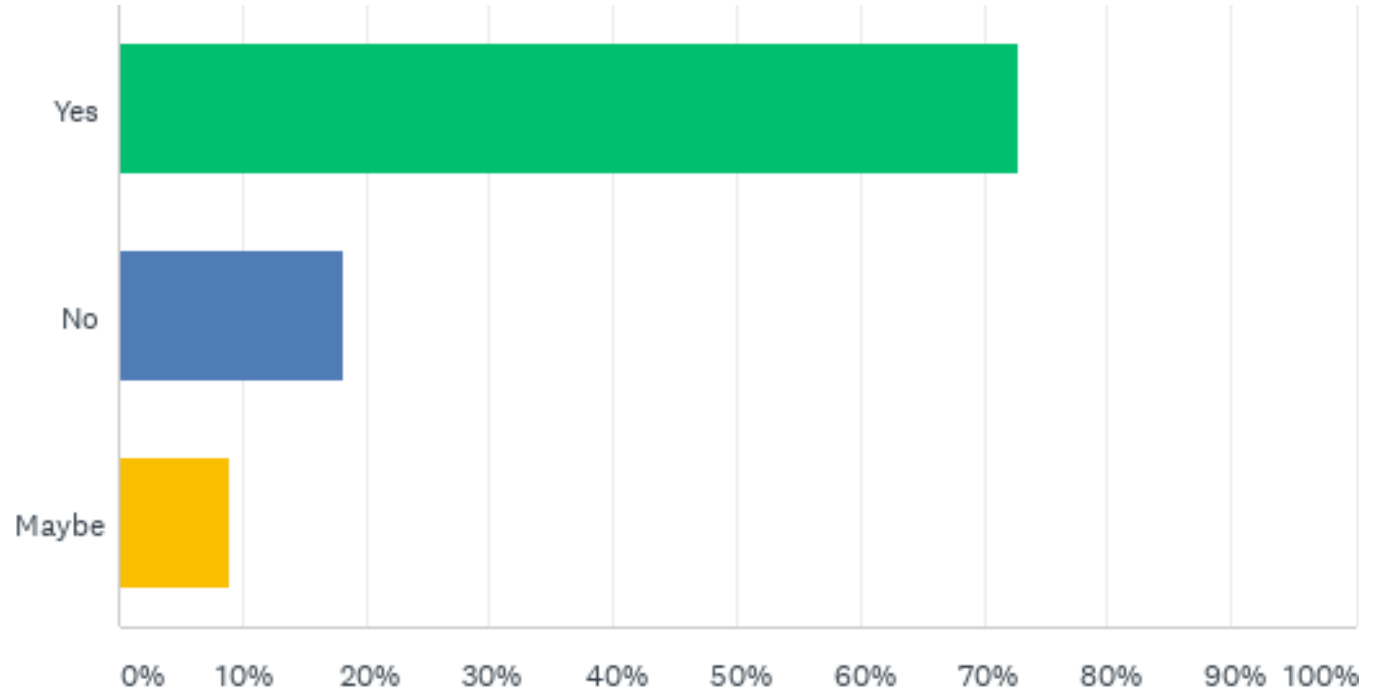
Answered: 22 Skipped: 600

ANSWER CHOICES	RESPONSES	
Excellent	40.91%	9
Pretty good	36.36%	8
Average	13.64%	3
Pretty bad	4.55%	1
Bad	4.55%	1
TOTAL		22



### Q16: Would you recommend a video consultation (where clinically appropriate) to a friend or family member

Answered: 22 Skipped: 600



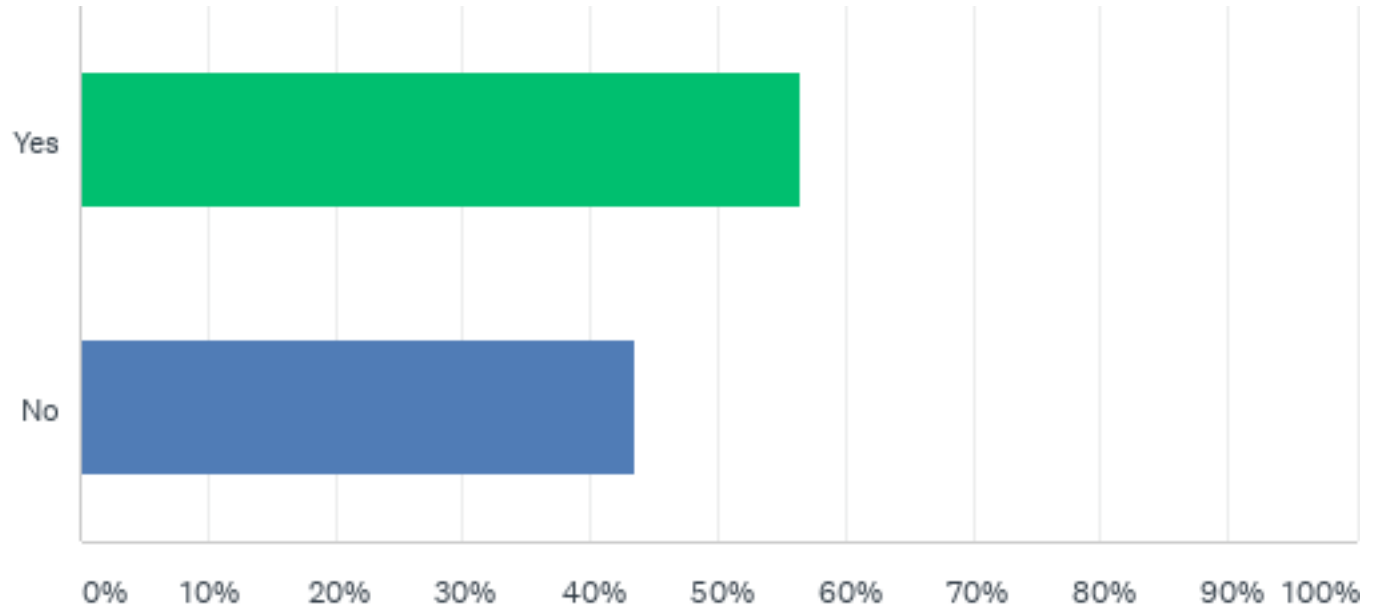
## Q16: Would you recommend a video consultation (where clinically appropriate) to a friend or family member

Answered: 22 Skipped: 600

ANSWER CHOICES	RESPONSES	
Yes	72.73%	16
No	18.18%	4
Maybe	9.09%	2
TOTAL		22

**Q18: We have been providing video consultations at Library House Surgery now for over a year. We are really keen to understand more about this new way of consulting. Would you be happy for us to contact you to gain further feedback with an aim of improving the way we use this technology.**

Answered: 23 Skipped: 599



**Q18: We have been providing video consultations at Library House Surgery now for over a year. We are really keen to understand more about this new way of consulting. Would you be happy for us to contact you to gain further feedback with an aim of improving the way we use this technology.**

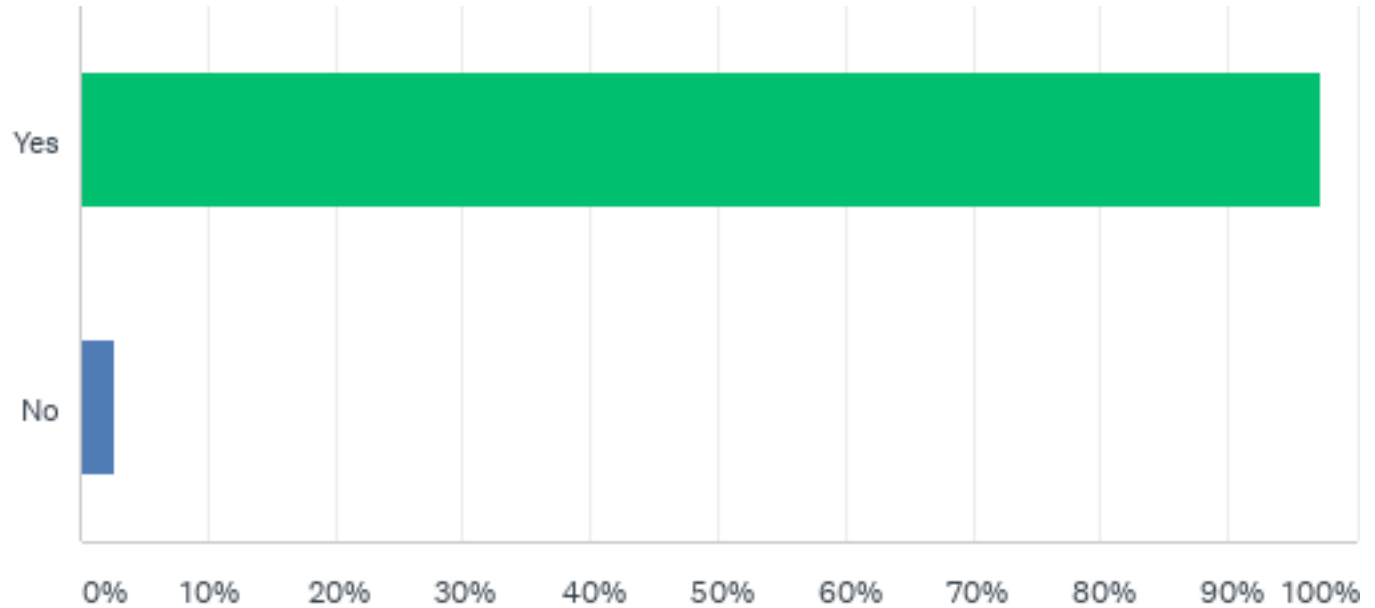
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Answered: 23 Skipped: 599

ANSWER CHOICES	RESPONSES	
Yes	56.52%	13
No	43.48%	10
TOTAL		23

## Q20: Have you had a telephone consultation during the Coronavirus pandemic

Answered: 357 Skipped: 265



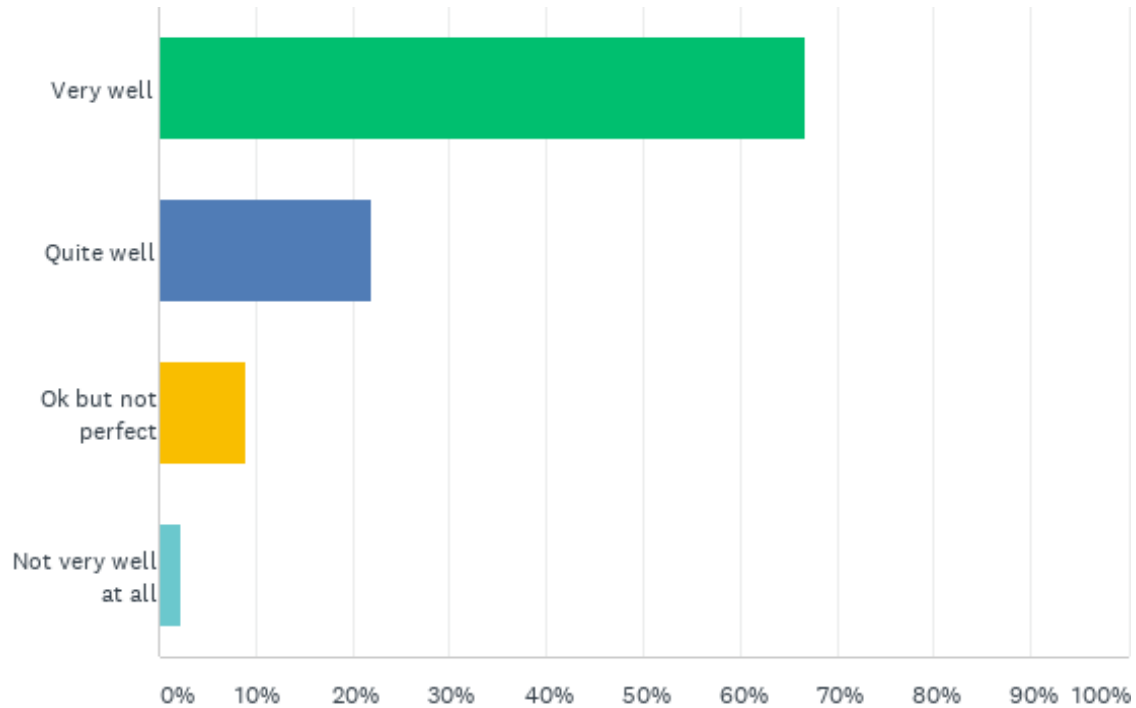
## Q20: Have you had a telephone consultation during the Coronavirus pandemic

Answered: 357 Skipped: 265

ANSWER CHOICES	RESPONSES	
Yes	97.20%	347
No	2.80%	10
TOTAL		357

## Q21: During your telephone consultation how well were you able to hear the clinician

Answered: 336 Skipped: 286



## Q21: During your telephone consultation how well were you able to hear the clinician

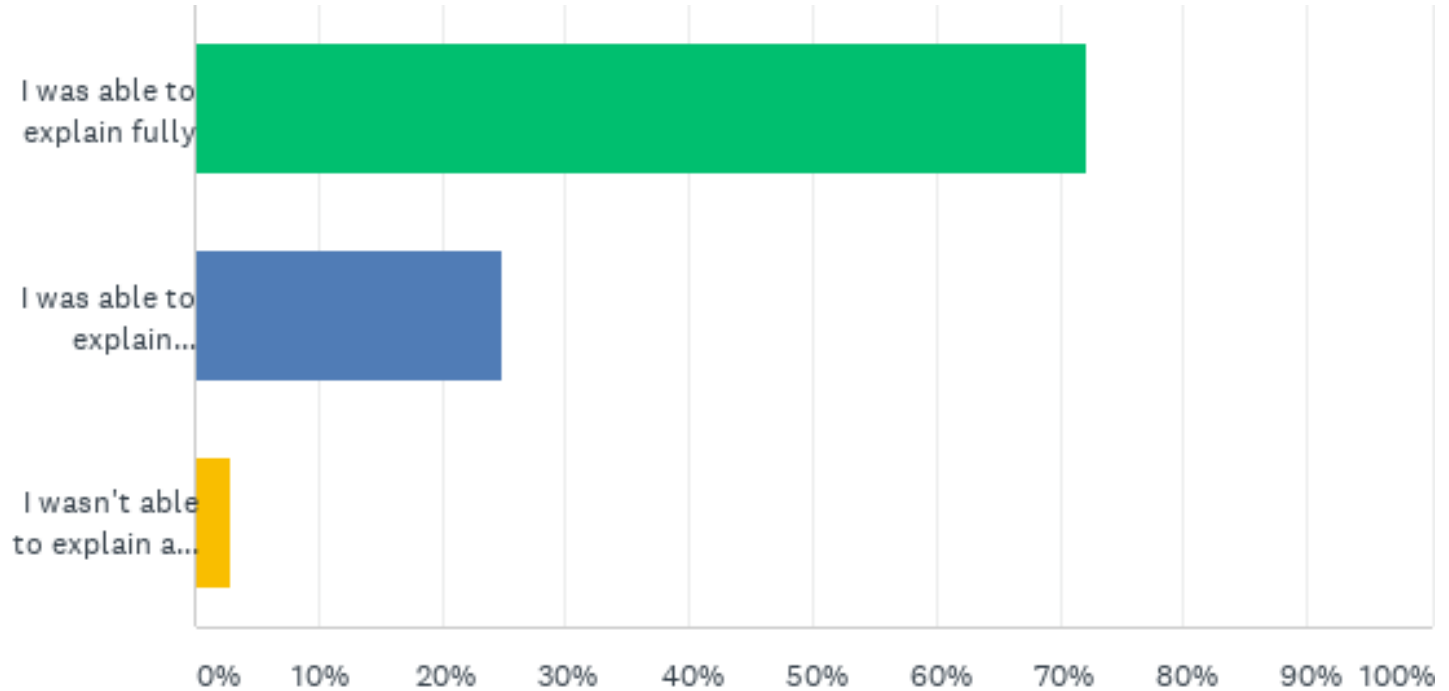
Answered: 336 Skipped: 286

ANSWER CHOICES	RESPONSES	
Very well	66.67%	224
Quite well	22.02%	74
Ok but not perfect	8.93%	30
Not very well at all	2.38%	8
TOTAL		336



## Q22: During your telephone consultation were you able to explain your medical problem to the clinician

Answered: 333 Skipped: 289



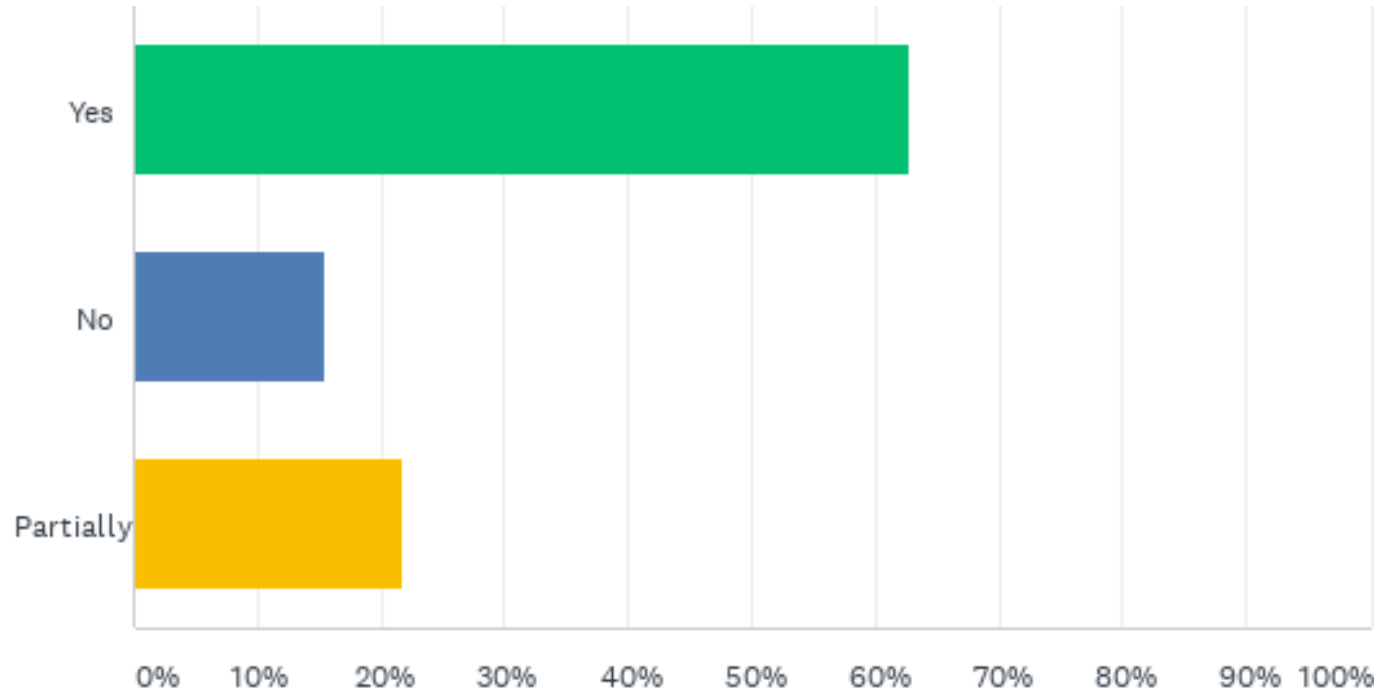
## Q22: During your telephone consultation were you able to explain your medical problem to the clinician

Answered: 333 Skipped: 289

ANSWER CHOICES	RESPONSES	
I was able to explain fully	72.07%	240
I was able to explain partially	24.92%	83
I wasn't able to explain at all	3.00%	10
TOTAL		333

## Q23: During your telephone consultation was the clinician able to fully deal with your problem on the phone

Answered: 336 Skipped: 286



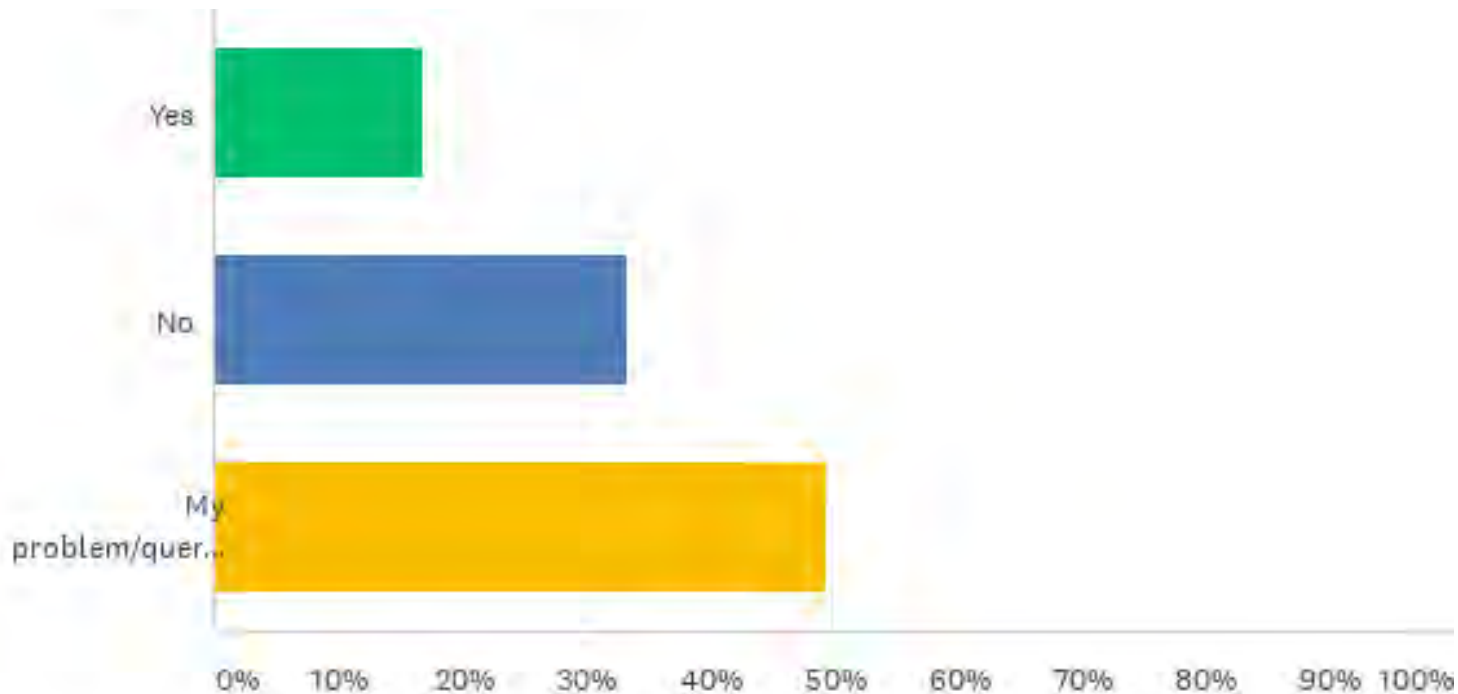
## Q23: During your telephone consultation was the clinician able to fully deal with your problem on the phone

Answered: 336 Skipped: 286

ANSWER CHOICES	RESPONSES	
Yes	62.80%	211
No	15.48%	52
Partially	21.73%	73
TOTAL		336

**Q24: During your telephone consultation if the clinician was not able to deal with your problem fully over the phone were you offered a face to face consultation at the surgery**

Answered: 337 Skipped: 285



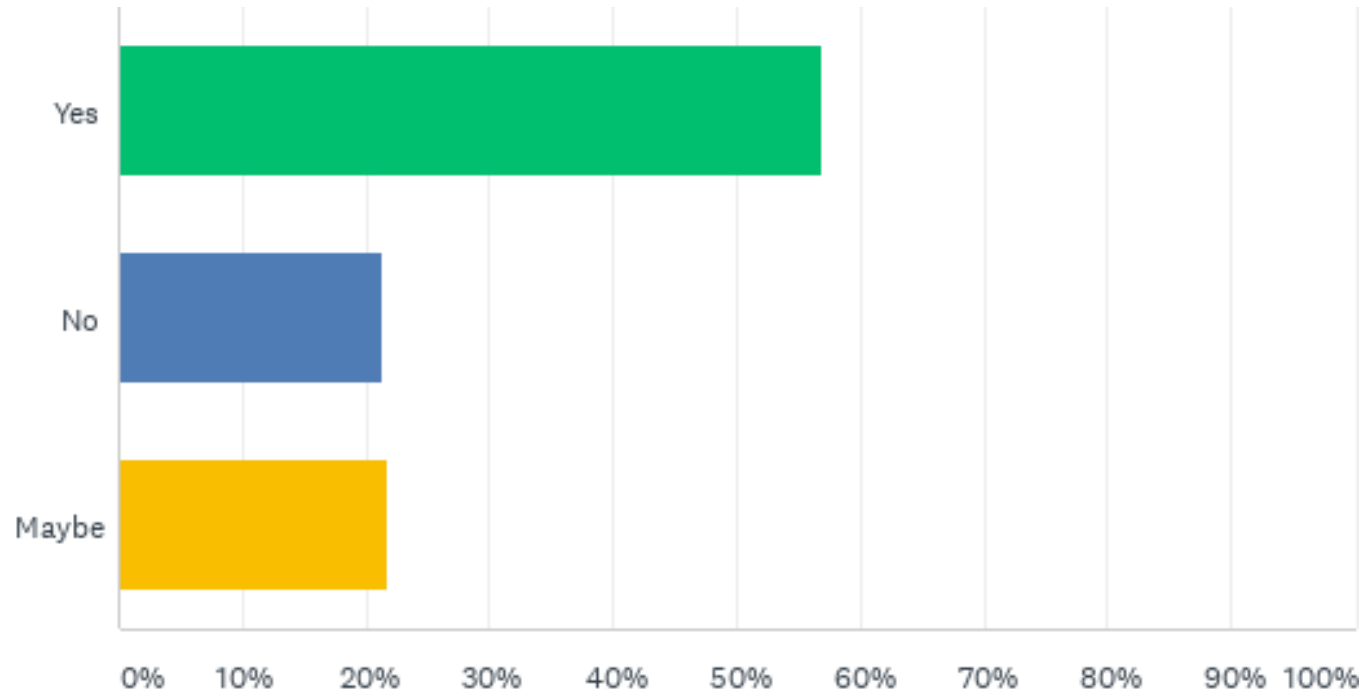
**Q24: During your telephone consultation if the clinician was not able to deal with your problem fully over the phone were you offered a face to face consultation at the surgery**

Answered: 337 Skipped: 285

ANSWER CHOICES	RESPONSES	
Yes	16.91%	57
No	33.53%	113
My problem/query didn't require a face to face consultation at the surgery	49.55%	167
TOTAL		337

## Q25: Would you recommend a telephone consultation (where clinically appropriate) to a friend or family member

Answered: 337 Skipped: 285



## Q25: Would you recommend a telephone consultation (where clinically appropriate) to a friend or family member

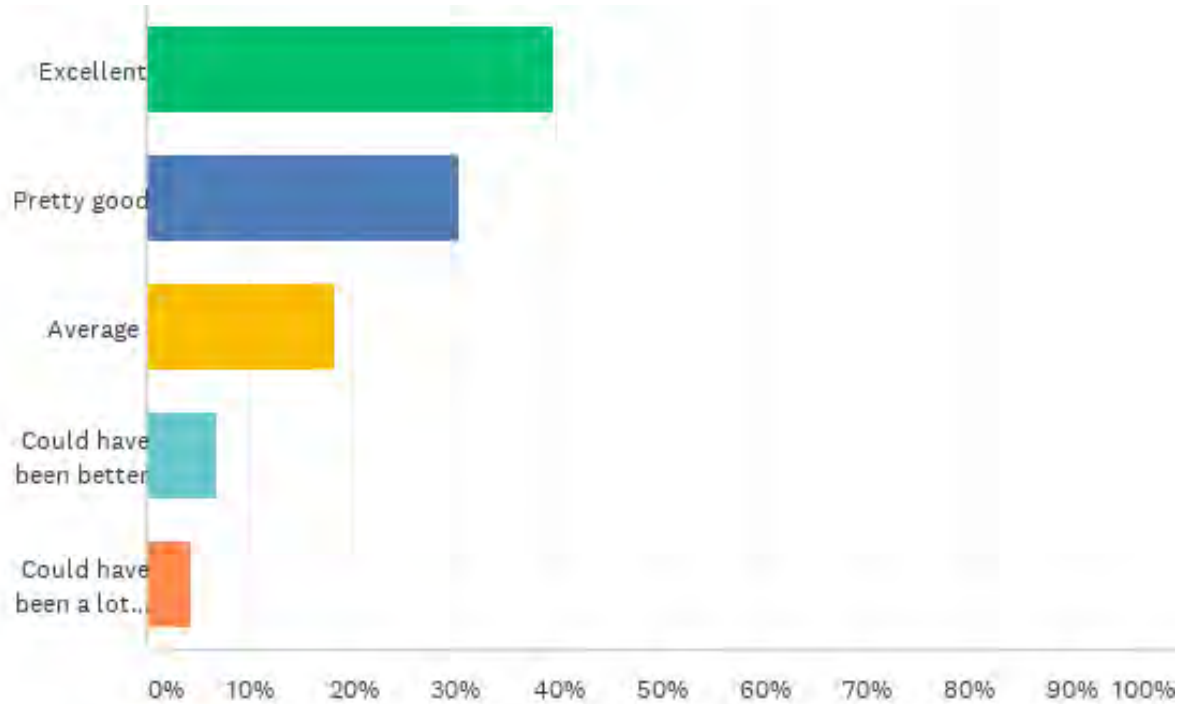
Answered: 337 Skipped: 285

ANSWER CHOICES	RESPONSES	
Yes	56.97%	192
No	21.36%	72
Maybe	21.66%	73
TOTAL		337



## Q26: Overall how would you rate your telephone consultation

Answered: 337 Skipped: 285



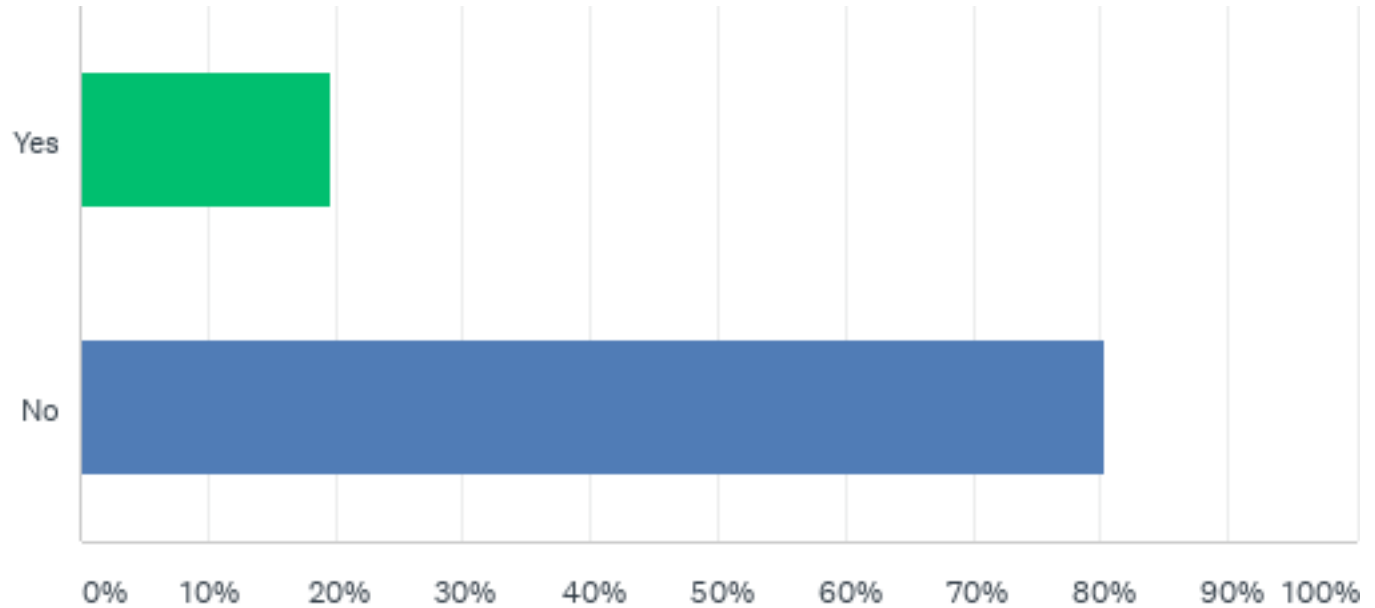
## Q26: Overall how would you rate your telephone consultation

Answered: 337 Skipped: 285

ANSWER CHOICES	RESPONSES	
Excellent	39.76%	134
Pretty good	30.56%	103
Average	18.40%	62
Could have been better	6.82%	23
Could have been a lot better	4.45%	15
TOTAL		337

## Q27: Have you been asked by a clinician to send in photos of a medical condition

Answered: 580 Skipped: 42



## Q27: Have you been asked by a clinician to send in photos of a medical condition

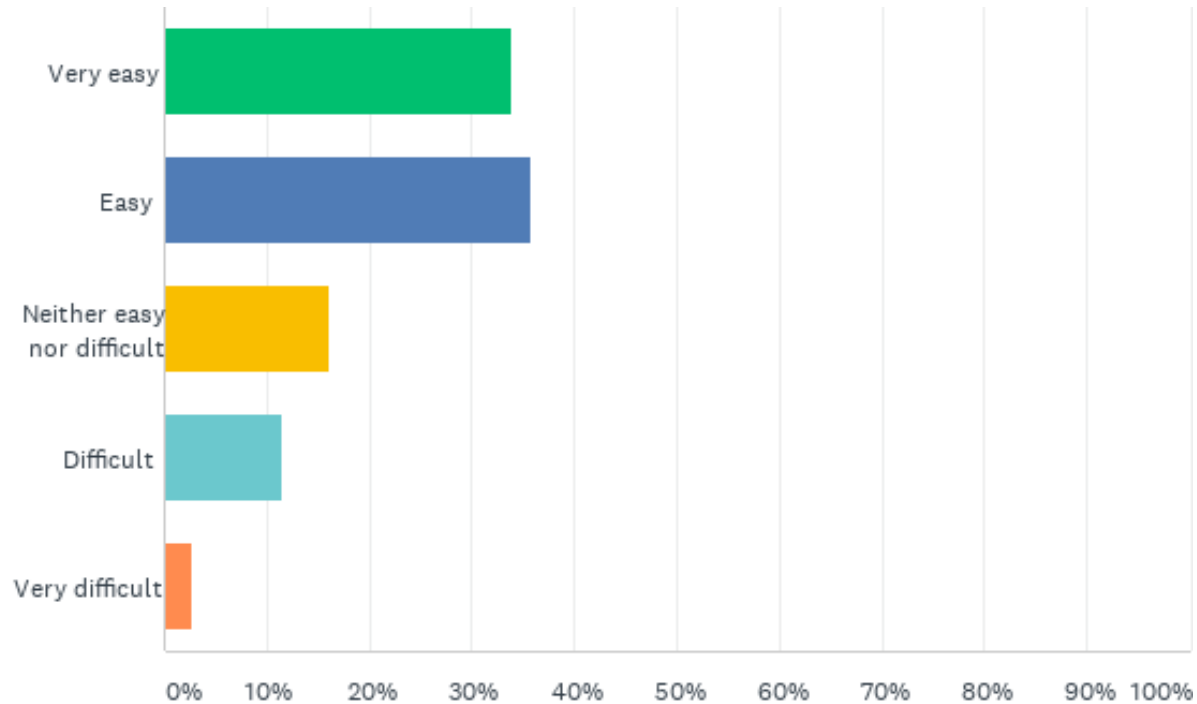
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Answered: 580 Skipped: 42

ANSWER CHOICES	RESPONSES	
Yes	19.66%	114
No	80.34%	466
TOTAL		580

## Q28: How did you find the process of sending medical photographs

Answered: 112 Skipped: 510



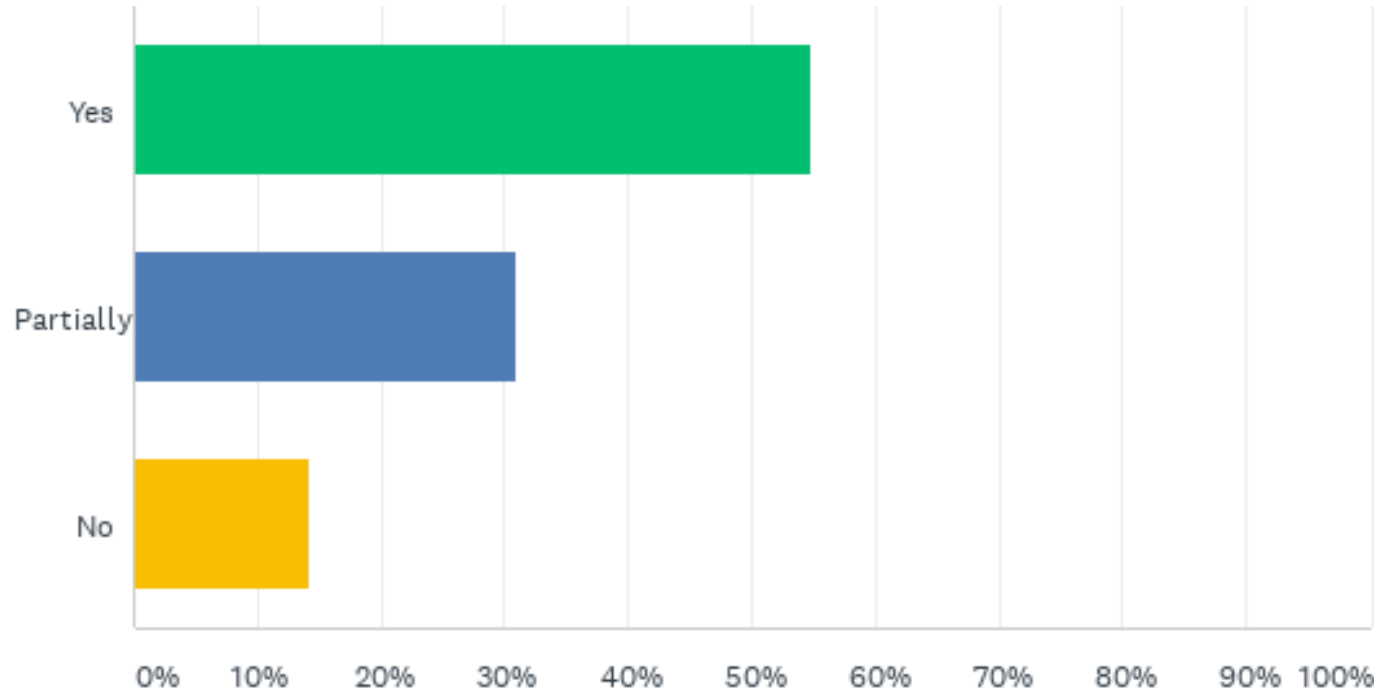
## Q28: How did you find the process of sending medical photographs

Answered: 112 Skipped: 510

ANSWER CHOICES	RESPONSES	
Very easy	33.93%	38
Easy	35.71%	40
Neither easy nor difficult	16.07%	18
Difficult	11.61%	13
Very difficult	2.68%	3
<b>TOTAL</b>		<b>112</b>

## Q29: Was the clinician able to deal with your problem based upon the medical photos you sent

Answered: 113 Skipped: 509



## Q29: Was the clinician able to deal with your problem based upon the medical photos you sent

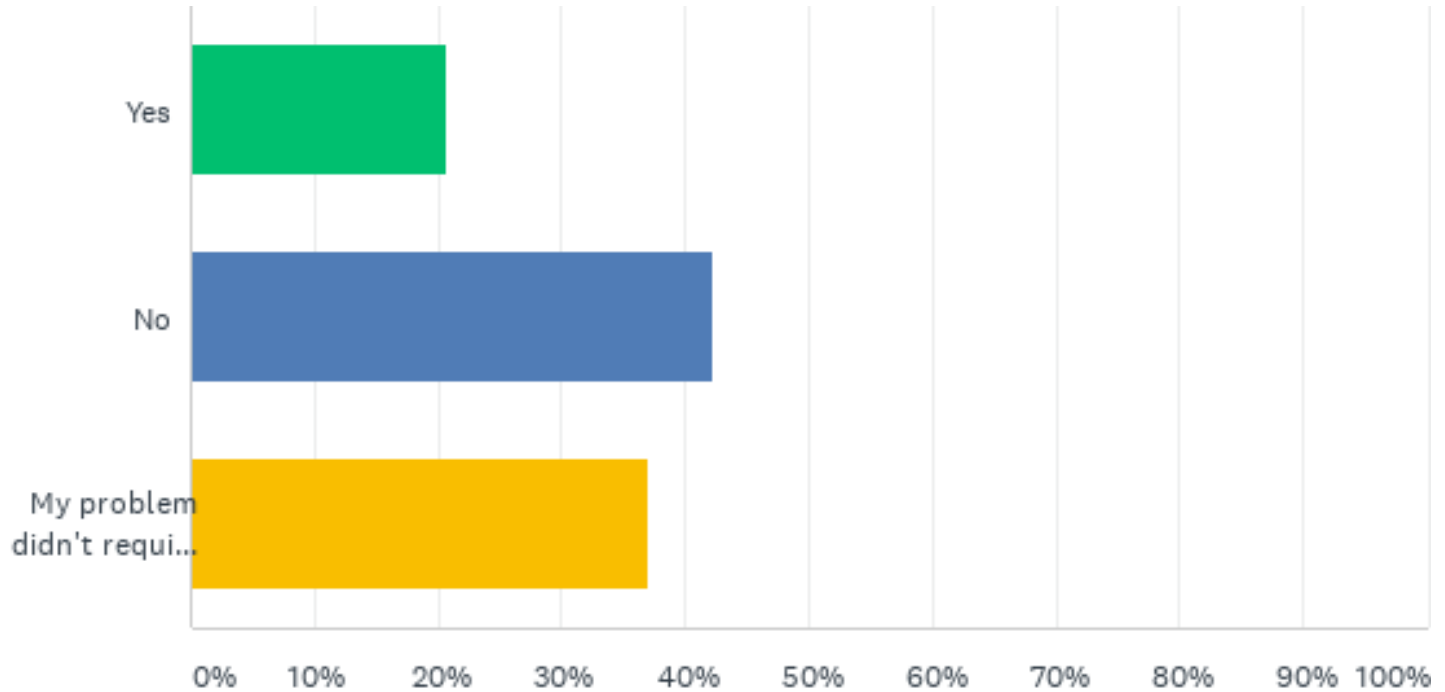
Answered: 113 Skipped: 509

ANSWER CHOICES	RESPONSES	
Yes	54.87%	62
Partially	30.97%	35
No	14.16%	16
TOTAL		113



**Q30: If the clinician wasn't able to deal with your problem based upon the medical photos you sent, were you offered a face to face consultation at the surgery**

Answered: 111 Skipped: 511



**Q30: If the clinician wasn't able to deal with your problem based upon the medical photos you sent, were you offered a face to face consultation at the surgery**

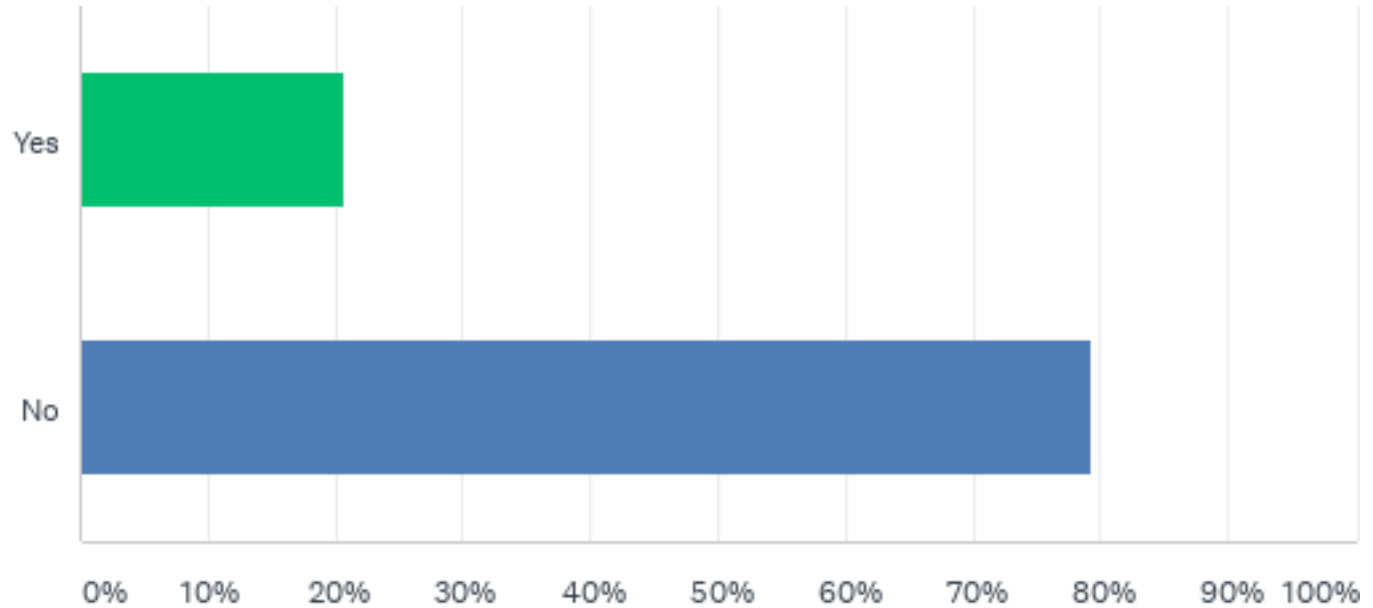
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Answered: 111 Skipped: 511

ANSWER CHOICES	RESPONSES	
Yes	20.72%	23
No	42.34%	47
My problem didn't require a face to face consultation at the surgery	36.94%	41
TOTAL		111

### Q31: Have you been sent information, sick notes or web links to useful health related websites via SMS text messages

Answered: 574 Skipped: 48



### Q31: Have you been sent information, sick notes or web links to useful health related websites via SMS text messages

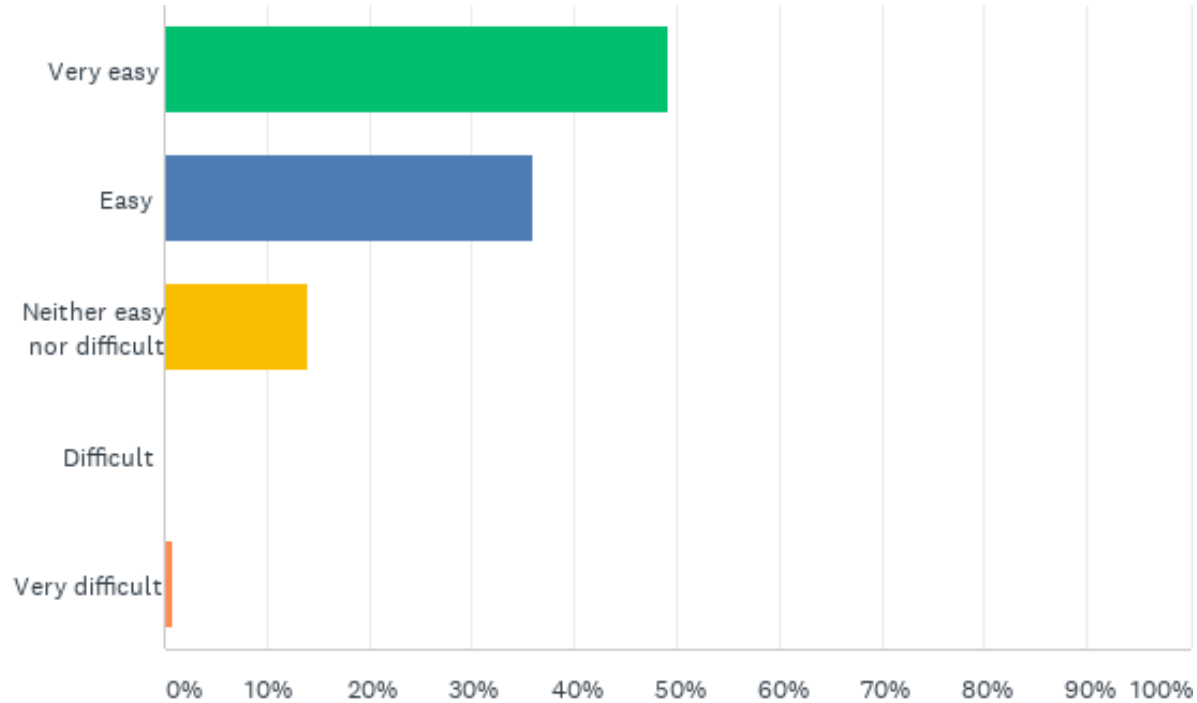
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Answered: 574 Skipped: 48

ANSWER CHOICES	RESPONSES	
Yes	20.73%	119
No	79.27%	455
TOTAL		574

### Q32: How easy did you find this method of receiving information from the surgery

Answered: 114 Skipped: 508



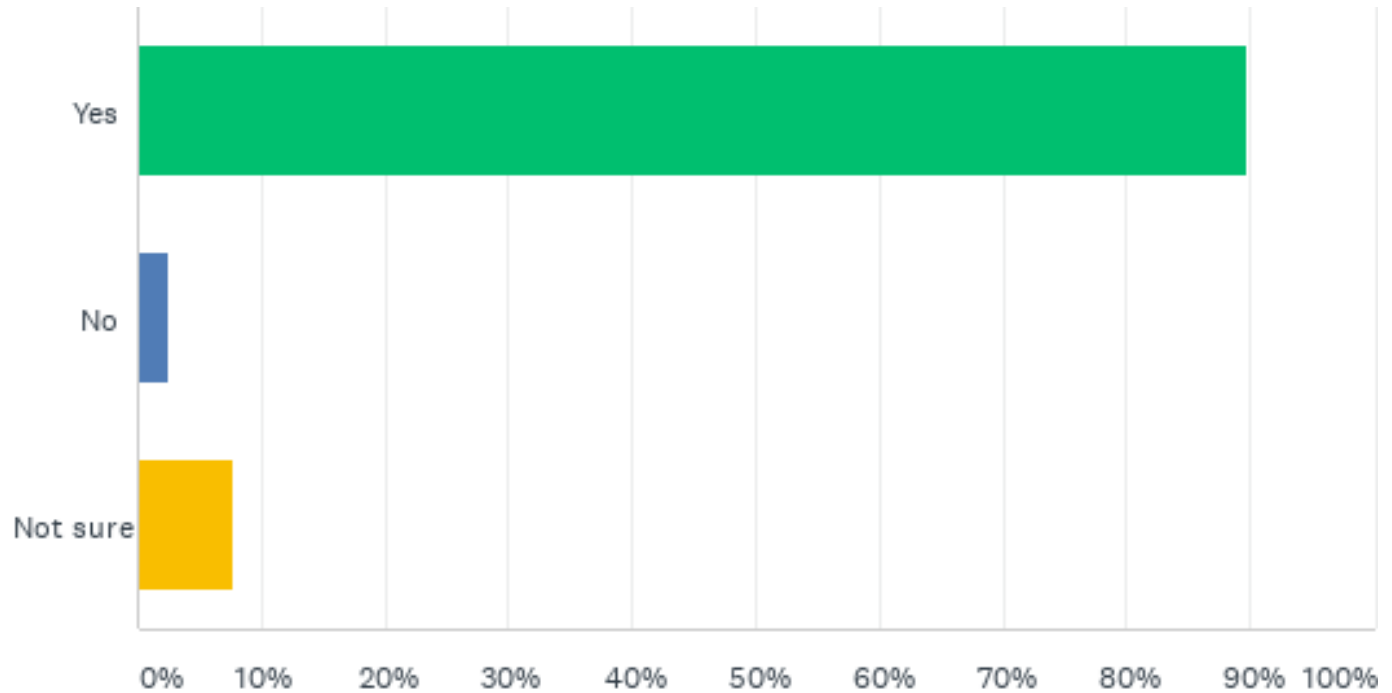
### Q32: How easy did you find this method of receiving information from the surgery

Answered: 114 Skipped: 508

ANSWER CHOICES	RESPONSES	
Very easy	49.12%	56
Easy	35.96%	41
Neither easy nor difficult	14.04%	16
Difficult	0.00%	0
Very difficult	0.88%	1
<b>TOTAL</b>		<b>114</b>

### Q33: Would you be happy to receive information from the surgery via this method again

Answered: 116 Skipped: 506



### Q33: Would you be happy to receive information from the surgery via this method again

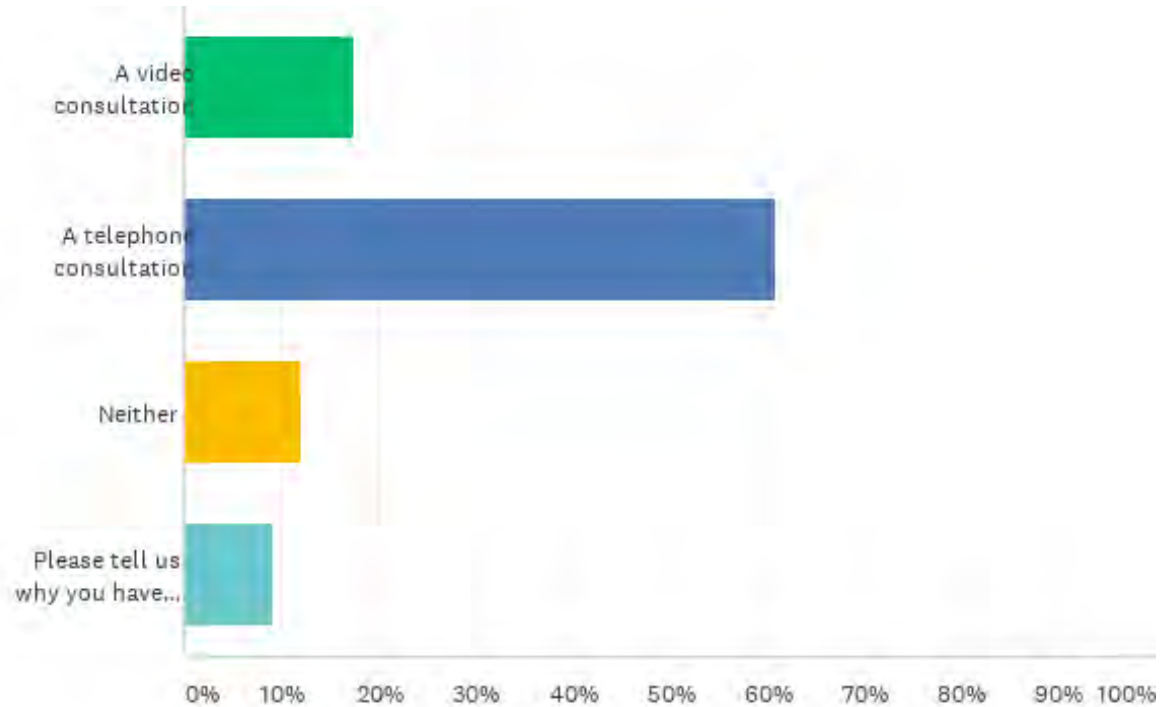
Answered: 116 Skipped: 506

ANSWER CHOICES	RESPONSES	
Yes	89.66%	104
No	2.59%	3
Not sure	7.76%	9
TOTAL		116



### Q34: When clinically appropriate, for example a problem that doesn't require an examination which would be your preferred remote consultation type

Answered: 515 Skipped: 107



### Q34: When clinically appropriate, for example a problem that doesn't require an examination which would be your preferred remote consultation type

Answered: 515 Skipped: 107

ANSWER CHOICES	RESPONSES	
A video consultation	17.67%	91
A telephone consultation	61.17%	315
Neither	12.04%	62
Please tell us why you have selected your preferred consultation type	9.13%	47
TOTAL		515