Parkgate Medical Centre

2013 / 14 Questionnaire Results

86% Completion

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

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Agree** | **Disagree** | **Not Sure** |
| **I was treated in a way that respected my privacy** | 100% |  |  |
| **I was treated in a way that respected my dignity** | 100% |  |  |
| **I was treated in a way that respected my independence** | 100% |  |  |
| **I made, or was invited to make, decisions about my treatment or care** | 86% | 4% | 9% |
| **I was treated with consideration** | 100% |  |  |
| **I was treated with respect** | 100% |  |  |

**If you disagree with any of the statements, can you please tell us why?**

I cannot remember being invited to make decisions about my treatment.

**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** |
| **Your Gender** |  4% |  91% | 4% |
| **Your religious beliefs** | 4% | 93% | 2% |
| **Your sexual orientation** | 4% | 93% | 2% |
| **Your racial origin** | 4% | 93% | 2% |
| **Your cultural background** | 4% | 93% | 2% |
| **Your disability** | 4% | 93% | 2% |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **Agree** | **Disagree** | **Not Sure** | **Not applicable** |
| **I was given the information I needed about my treatment or care** | 88% | 7% | 2% | 2% |
| **I was given the support I needed in relation to my treatment or care** | 86% | 7% | 5% | 2% |
| **I understood the treatment choices available to me** | 91% | 4% | 2% | 2% |
| **I was able to discuss the risks and benefits of particular treatments** | 88% | 5% |  | 7% |
| **I was able to express my views about what is important to me** | 98% |  |  | 2% |
| **If I didn’t feel I could express my views, I was given help to communicate them** | 84% | 2% |  | 14% |
| **My views were taken into account when planning my care or treatment** | 83% | 5% |  | 11% |
| **I was given opportunities to manage my own care or treatment** | 84% | 2% |  | 14% |
| **I have been asked what I think about the services that affect my care or treatment** | 86% | 2% |  | 11% |
| **I was given opportunities and support to maintain my independence throughout my care or treatment** | 84% | 2% |  | 14% |

**If you disagree with any of the statements, please tell us why?**

I do not remember ever being consulted.

**Is there anything else you would like to tell us about the care you have received at this practice?**

Great service.

Always felt staff wanted to help and resolve unsolved issues.

Nothing really. The main thing is when we need to get to see a Doctor on the same day it is possible to do so.

Dr Anand has been very helpful through this difficult time.

I feel I have been given the run around when requesting the use of a wheelchair for my wife when she had a hip replacement operation.

Always felt staff wanted to know and resolve health issue.