Your NHS Wales Experience Questionnaire

114
Responses

03:13
Average time to complete

Closed
Status

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1. Thinking about your overall first impressions of the care you received?

🔵 In the last 6 months	93
🟠 Between 6 months and 1 year a...	10
🟢 Between 1 and 2 years ago	4
🔴 More than 2 years ago	7

2. Did you feel that you were listened to?

🔵	Always	86
🟠	Usually	22
🟢	Sometimes	6
🔴	Never	0

3. Were you able to speak in Welsh to staff if you needed to?

🔵	Always	15
🟠	Usually	12
🟢	Sometimes	10
🔴	Never	0
🟣	Not applicable	77

4. From the time you realised you needed to use this service, was the time you waited:

🔵	Shorter than expected	41
🟠	About right	61
🟢	A bit too long	10
🔴	Much too long	2
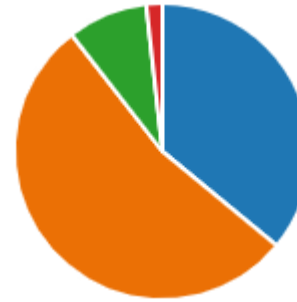
5. Did you feel well cared for?

🔵	Always	94
🟠	Usually	18
🟢	Sometimes	2
🔴	Never	0

6. If you asked for assistance, did you get it when you needed it?

🔵	Always	70
🟠	Usually	17
🟢	Sometimes	3
🔴	Never	0
🟣	Not applicable	24

7. Did you feel you understood what was happening in your care?

🔵	Always	78
🟠	Usually	33
🟢	Sometimes	2
🔴	Never	1

8. Were things explained to you in a way that you could understand?

●	Always	88
●	Usually	25
●	Sometimes	1
●	Never	0
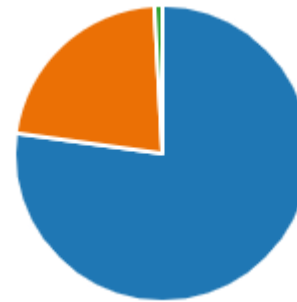
9. Were you involved as much as you wanted to be in decisions about your care?

●	Always	92
●	Usually	18
●	Sometimes	4
●	Never	0

10. Using a scale of 0 – 10 where 0 is very bad and 10 is excellent, how would you rate your overall experience?

9.25

Average Rating
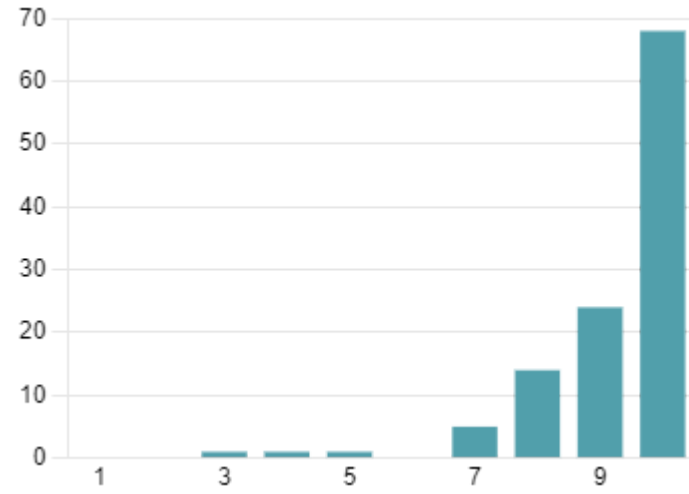
11. Was there anything particularly good about your experience that you would like to tell us about?

60
Responses

Latest Responses
"Had to access private consultation to have to have a better understanding r..."

15 respondents (**25**%) answered **staff** for this question.

Staff are always amazing   staff are attentive
Solva Surgery   excellent and they CARE
quick response   cared   **staff** Helpful   Reception always helpful
treatment
wonderful staff   good   dr   doctor   appointment   staff and Dr
staff are excellent
staff always polite   medical staff   staff were so friendly

12. Was there anything that we could change to improve your experience?

<table>
<tr><td>39</td><td>Latest Responses</td></tr>
<tr><td>Responses</td><td></td></tr>
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17 respondents (**44**%) answered **No** for this question.

long distance   dolva surgery   no complaint

boundaries   health board   staff

long   **No**   book   routine appointments

myhealthonline app   No - solva   surgery   Solva Surgery

mental health   appointments   long info   able to be patients

future of the surgery   repeat prescription

13. What is your age?

🔵	0-15 years	0
🟠	16-24 years	2
🟢	25-34 years	7
🔴	35-44 years	11
🟣	45-54 years	26
🟤	55-64 years	19
🩷	65-74 years	25
⚫	75+ years	21
🟡	I prefer not to say	3
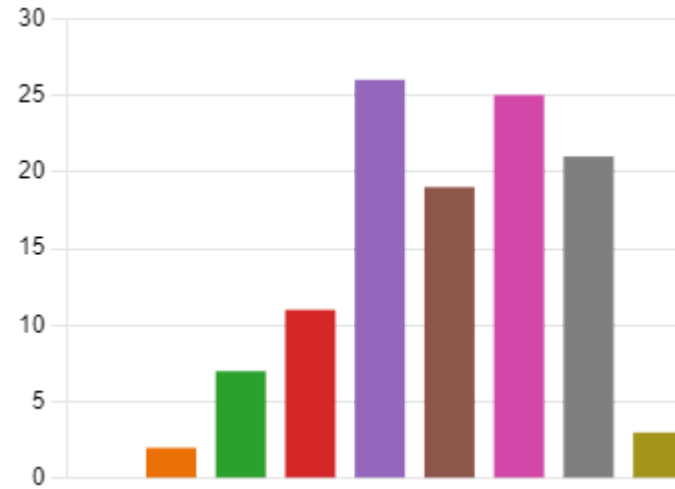
14. What is your gender?

🔵	Male	33
🟠	Female	81
🟢	Other	0
🔴	Prefer not to say	0

15. At birth, were you described as:

|		
🔵	Male	33
🟠	Female	81
🟢	Other	0
🔴	Prefer not to say	0

16. Are your day-to-day activities limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months?

🔵	Yes, a lot	13
🟠	Yes, a little	52
🟢	Not at all	46
🔴	I prefer not to say	3

17. Which of the following options best describes how you think of yourself?

🔵	Heterosexual or straight	110
🟠	Gay or lesbian	0
🟢	Bisexual	1
🔴	Other	0
🟣	I prefer not to say	3
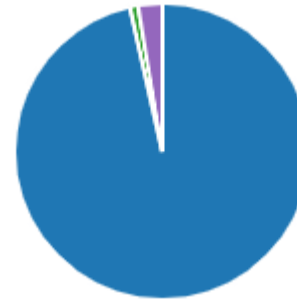
18. What is your religion?
   (Please choose one option that best describes your religion)

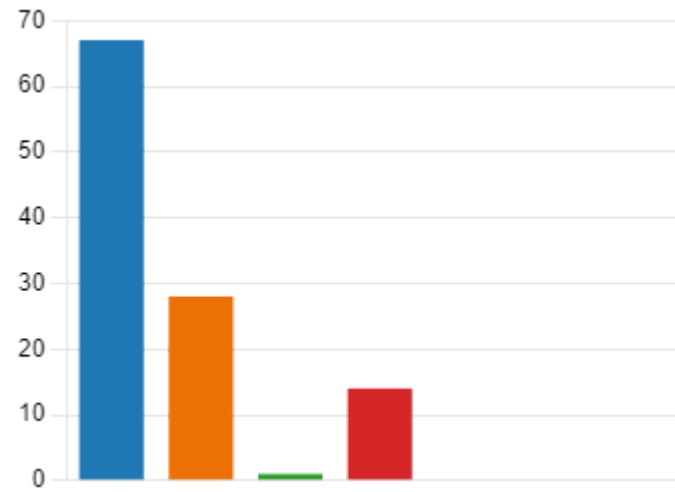|		
🔵	No religion	41
🟠	Christian (all denominations)	65
🟢	Buddhist	0
🔴	Hindu	0
🟣	Jewish	0
🟤	Muslim	0
🩷	Sikh	0
⚫	Any other religion	3
🟡	I prefer not to say	5
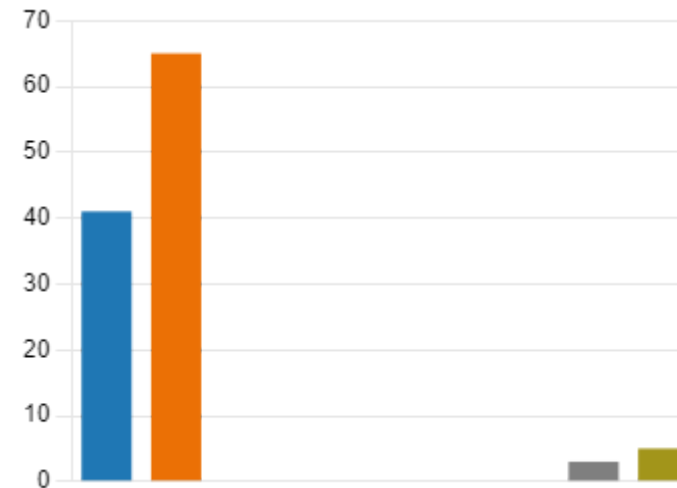
19. What is your ethnic group?
    (Please choose one option that best describes your ethnic group or background)
    White:

🔵	Welsh	67
🟠	English	28
🟢	Scottish	1
🔴	British	14
🟣	Irish	0
🟤	Northern Irish	0
🩷	Gypsy or Traveller	0

20. Mixed / multiple ethnic groups

🔵	White and Black Caribbean	1
🟠	White and Black African	0
🟢	White and Asian	0
🔴	Any other Mixed / multiple ethn...	0

21. Asian / Asian British

🔵	Indian	0
🟠	Pakistani	0
🟢	Bangladeshi	0
🔴	Chinese	0
🟣	Any other Asian background	1

22. Black / African / Caribbean / Black British

African	0
Caribbean	0
Any other Black / African / Carib...	0

23. Other ethnic group

Arab	0
Any other ethnic group	0
Prefer not to say	0