

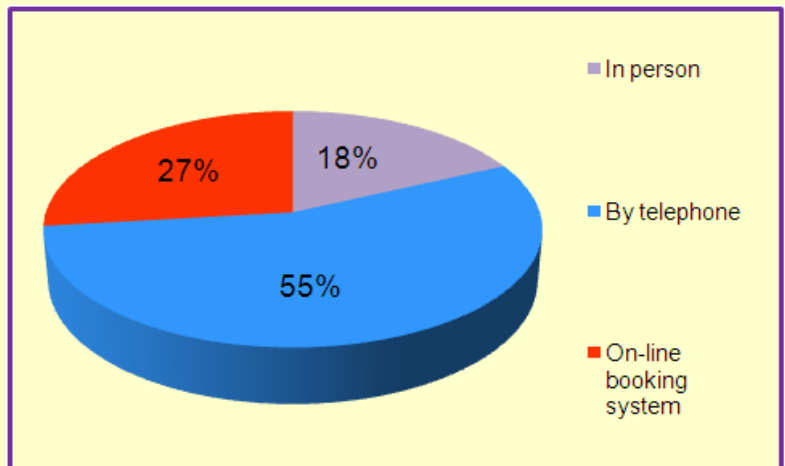
THE HEALTH CENTRE PRACTICE SURVEY RESULTS 2013

Thank you for taking part in our recent survey. We had 200 responses.

Question 1:

Which of the following methods best describe how you prefer to book your appointment?

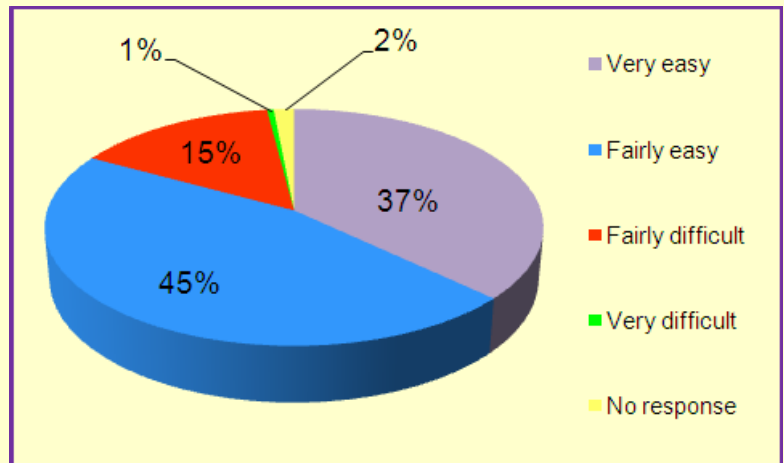
In person	39
By telephone	119
On-line booking system	58



Question 2:

In the past six months how easy have you found it to get an appointment with either a GP or nurse?

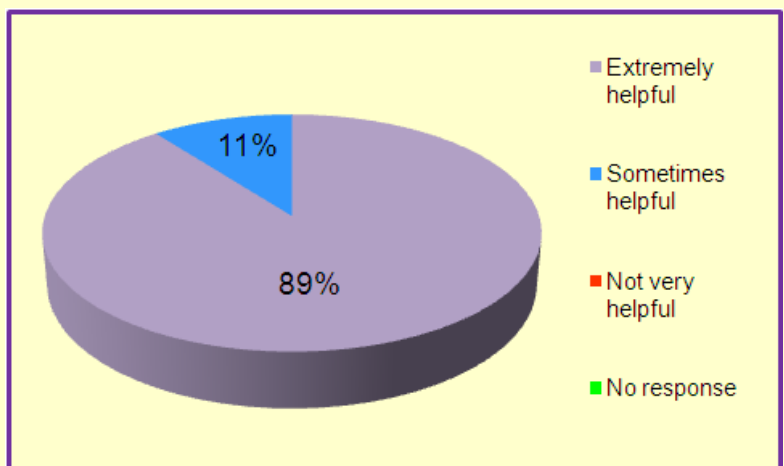
Very easy	74
Fairly easy	92
Fairly difficult	30
Very difficult	1
No response	3



Question 3:

How helpful do you find the staff at the surgery?

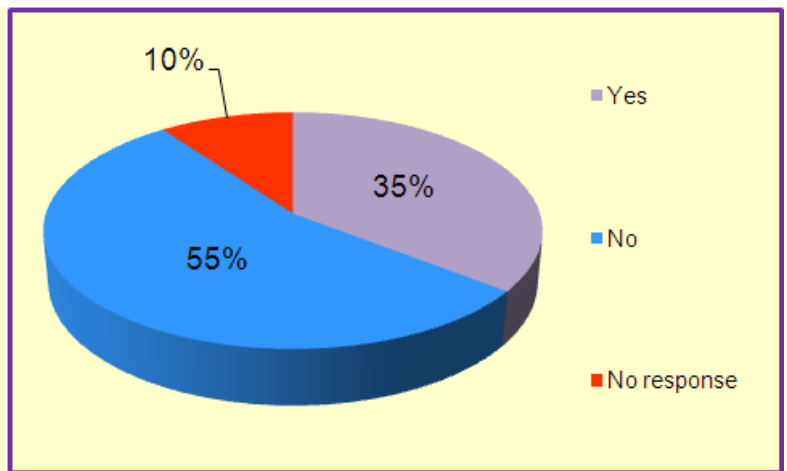
Extremely helpful	179
Sometimes helpful	21
Not very helpful	0



Question 4a:

Better signage?

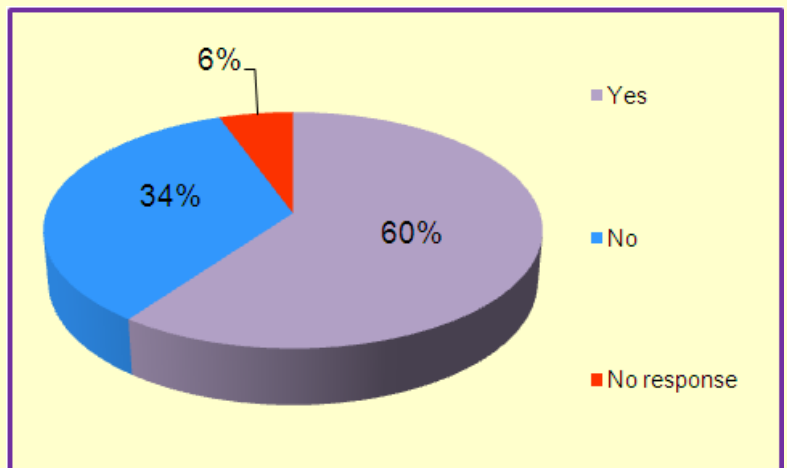
Yes	71
No	109
No response	20



Question 4b:

Improved privacy for patients at the front reception desk?

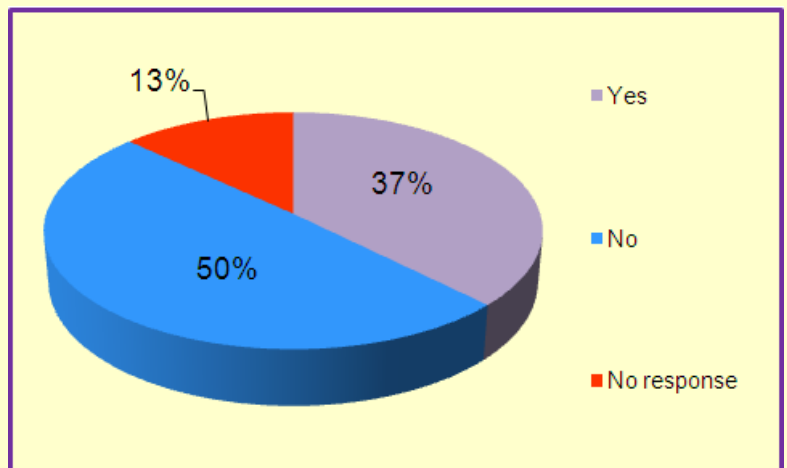
Yes	120
No	69
No response	11



Question 4c:

Re-siting of the patient blood pressure monitor?

Yes	75
No	99
No response	26



Question 4d:

Any other suggestions?

We had several suggestions including:

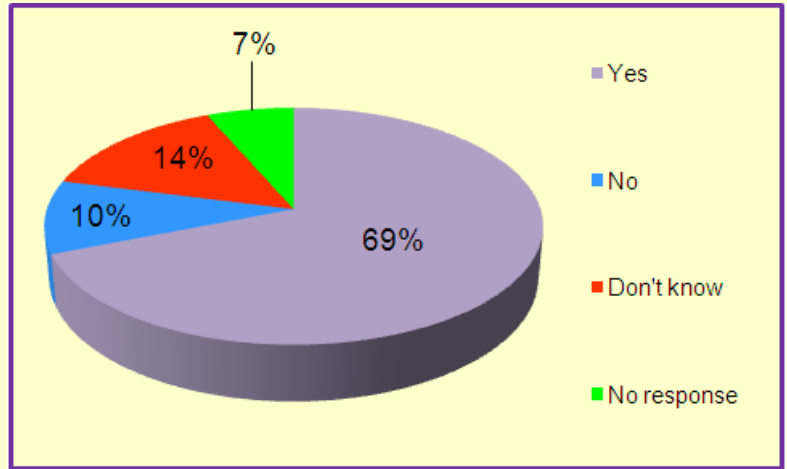
- The ability to book a nurse appointment on line or a double appointment
- More seating required
- More room
- Softer seating
- Help with parking costs
- More hand dispensers with signage
- TV turned off
- More privacy
- More toys
- Too hot sometimes
- Sectioned off children's area

More help for disabled patients
 Notice boards
 Phones not being switched over at 2pm
 Book appointment online NOT with registered GP
 Receptionists to call patients by surname rather than first name
 More leaflets on display
 Beverage dispenser
 Touchscreen not being able to book in

Question 5:

As part of GP commissioning for 2013, GPs are being asked to reduce costs to the NHS by prescribing drugs under a generic name rather than a branded name. Is this something you would be happy for the GPs to do?

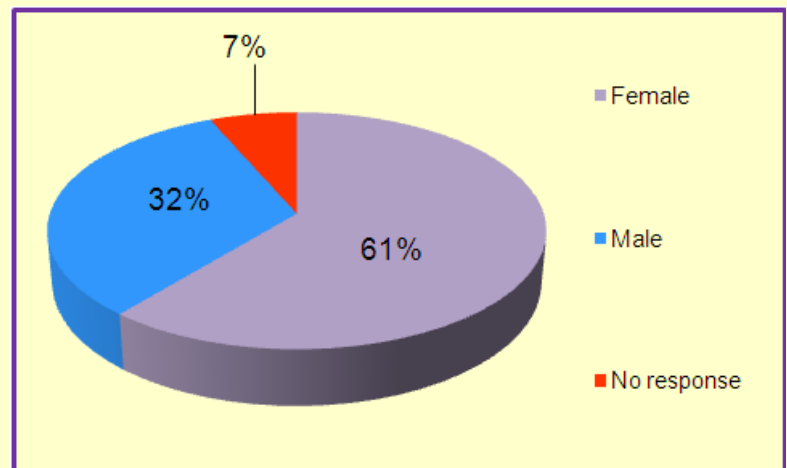
Yes	138
No	20
Don't know	29
No response	13



Question 6:

Are you male or female?

Male	65
Female	122
No response	13

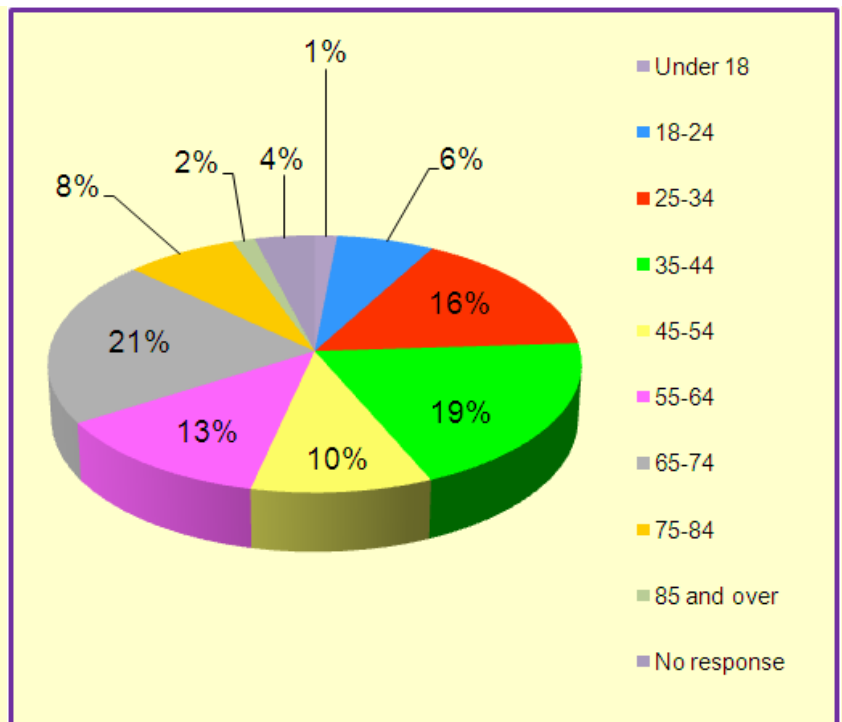


Question 7:

Please indicate your age group:

Under 18	3
18-24	13
25-34	32
35-44	39

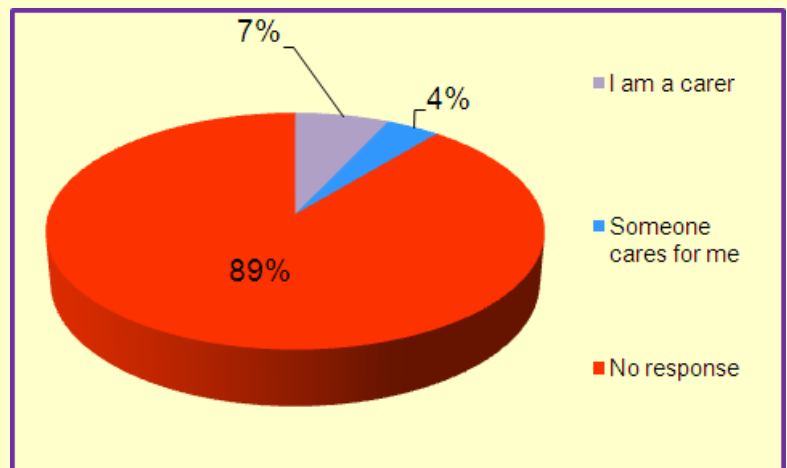
45-54	20
55-64	25
65-74	42
75-84	15
85 and over	3
No response	8



Question 8:

Are you a carer or someone who is cared for?

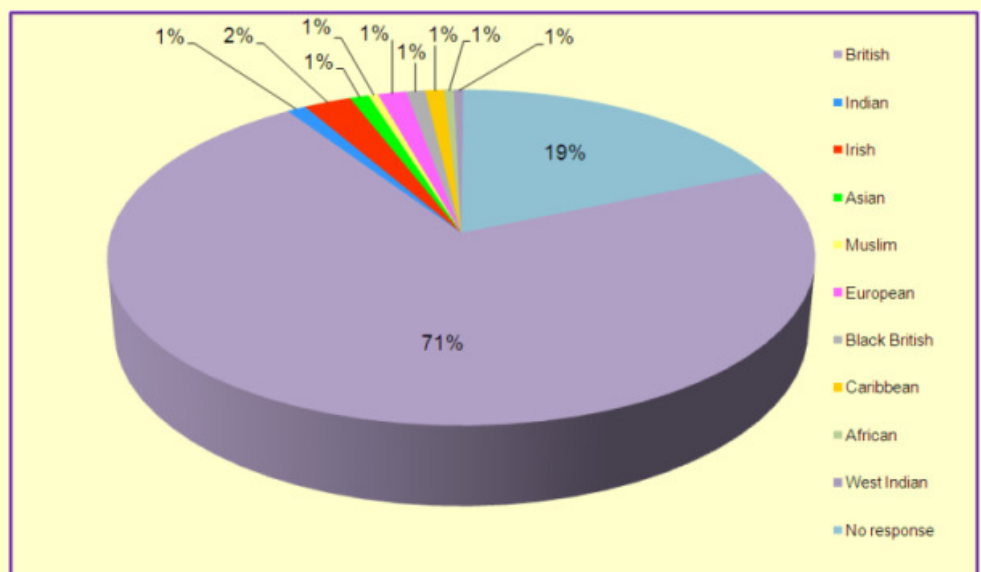
I am a carer	14
Someone cares for me	8
No response	178



Question 9:

Please indicate your ethnic group:

British	144
Indian	2
Irish	5
Asian	2
Muslim	1
European	3
Black British	2
Caribbean	2
African	1
West Indian	1
No response	37



Question 10:

Do you have any of the following longstanding

conditions?

Deafness or severe hearing impairment 6

Blindness or partially sighted 1

Physical condition 15

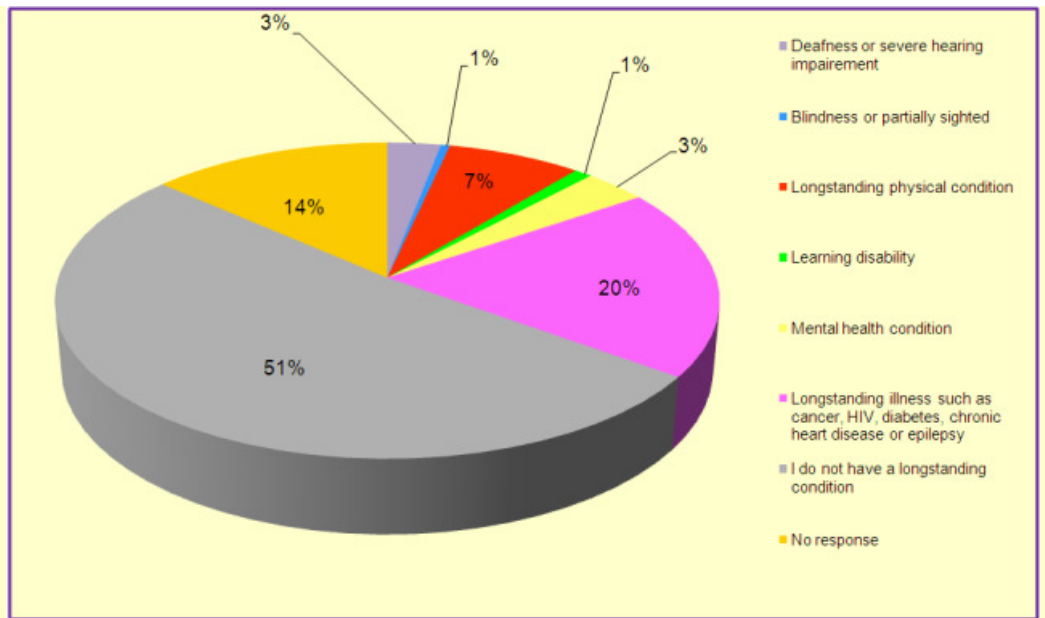
Learning disability 2

Mental health condition 7

Cancer/HIV/diabetes/chronic heart disease/epilepsy 39

No longstanding condition 103

No response 27



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