

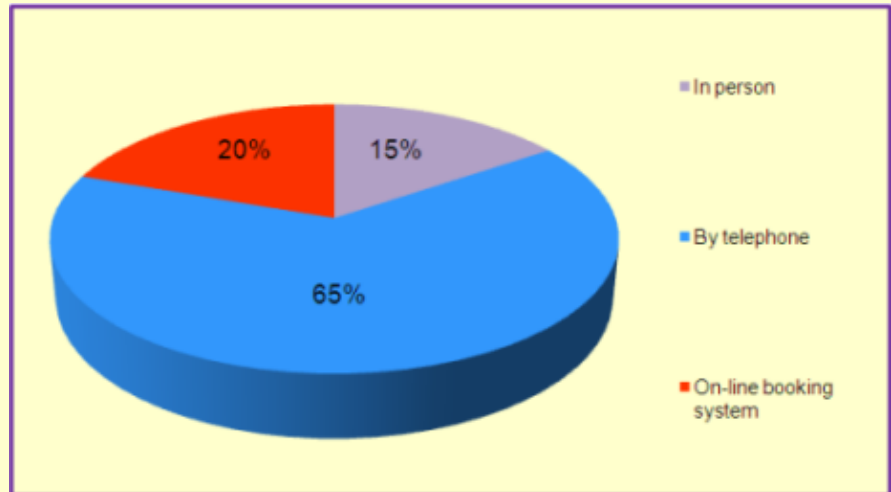
# THE HEALTH CENTRE PRACTICE SURVEY RESULTS 2012

Thank you for taking part in our recent survey. We had 135 responses.

## **Question 1:**

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

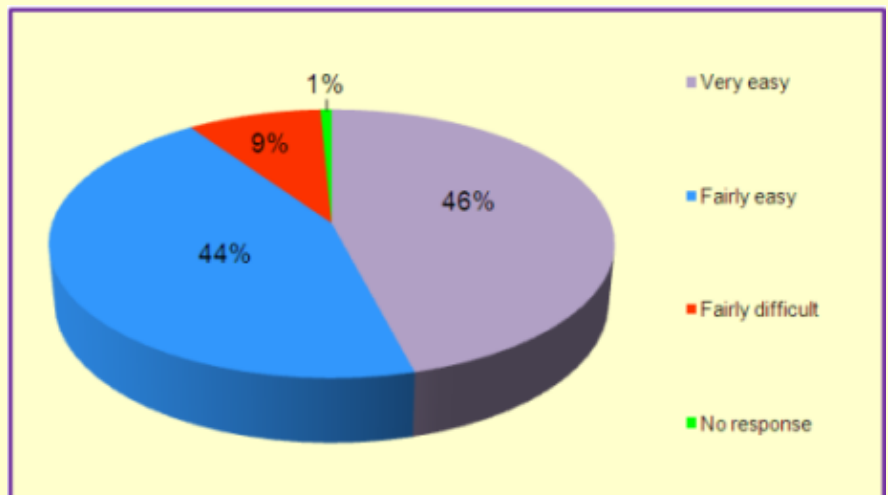
In person	23
By telephone	96
On-line booking system	29



## **Question 2:**

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

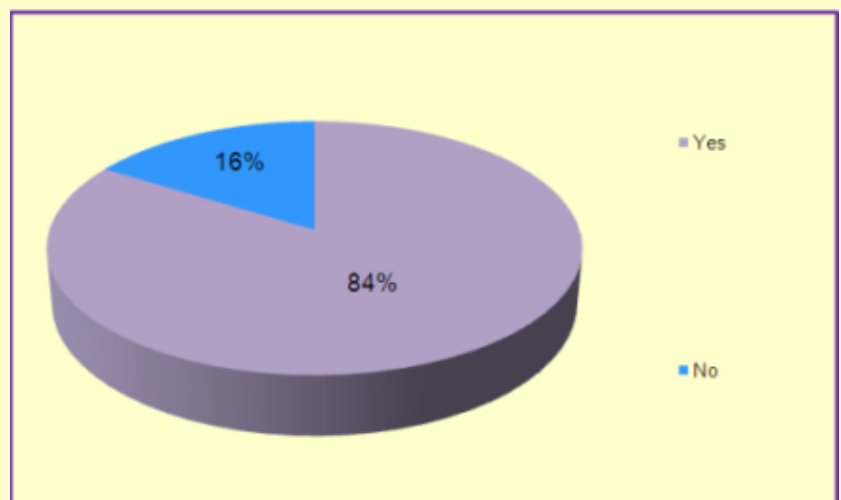
Very easy	62
Fairly easy	60
Fairly difficult	12
Very difficult	0
No response	1



## **Question 3:**

When you contacted the surgery, were you able to see a doctor on the day you wanted?

Yes	119
No	23

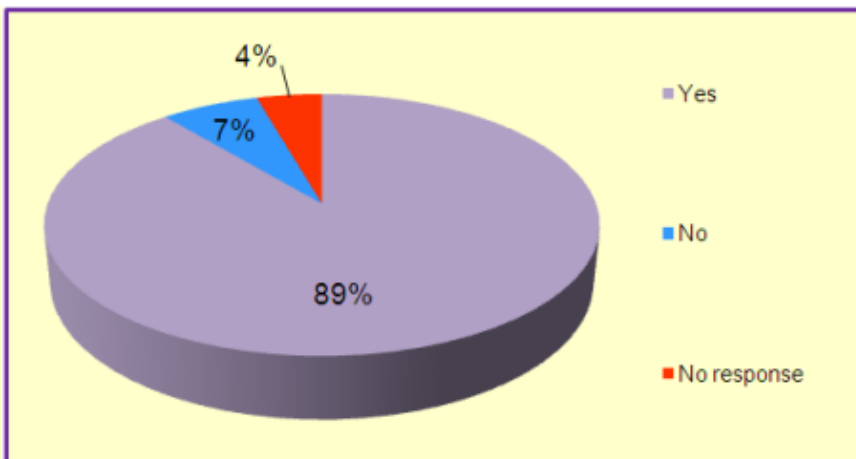


## **Question 4:**

Do you find that you

are able to book an appointment with either a GP or a nurse for a future date?

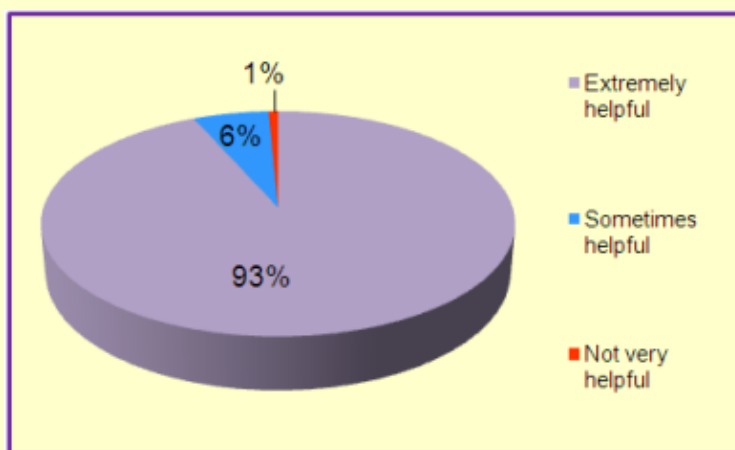
Yes	120
No	9
No response	6



**Question 5:**

How helpful do you find the staff at the surgery?

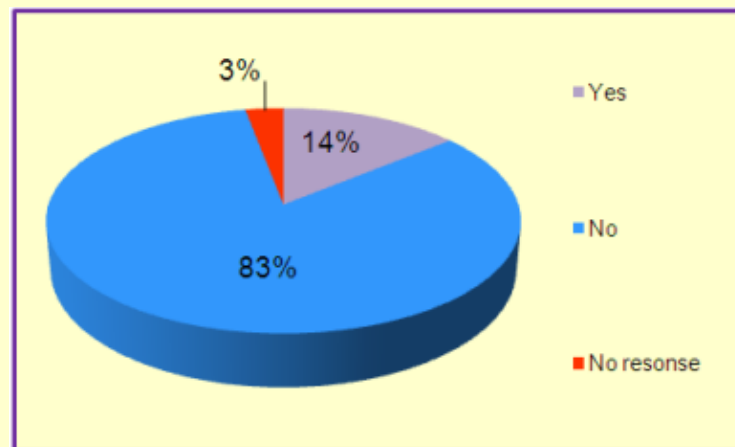
Extremely helpful	126
Sometimes helpful	8
Not very helpful	1



**Question 6:**

Would you like to see the patient "Touch-screen" moved away from the front reception desk to ensure better patient confidentiality?

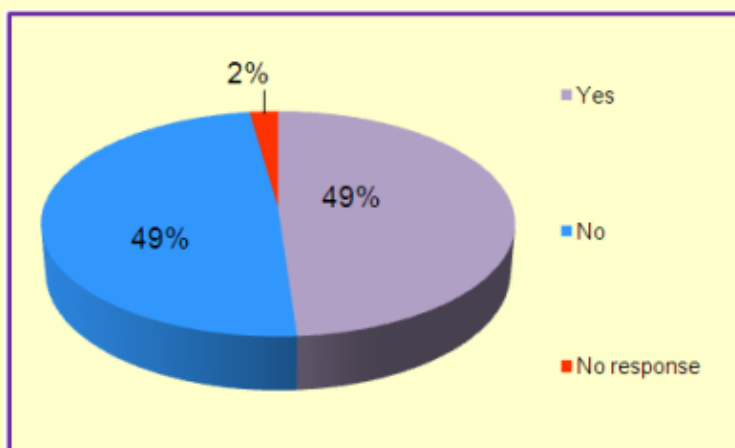
Yes	19
No	112
No response	4



**Question 7:**

Would you prefer better signage in the waiting area to show patients how to locate rooms?

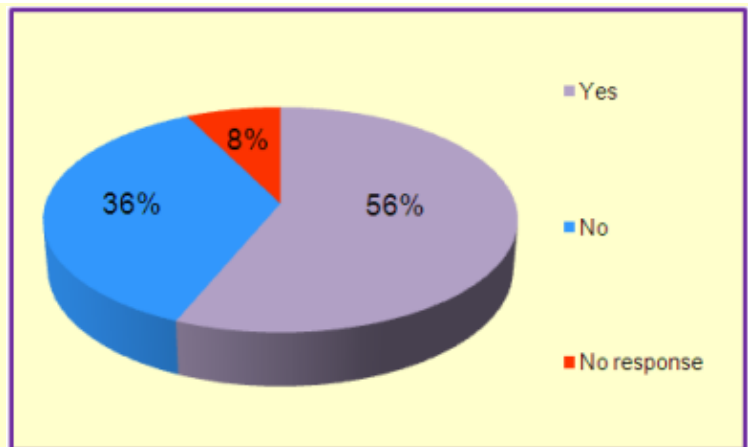
Yes	66
No	66
No response	3



**Question 8:**

Would you like the practice to display photographs of the doctors and staff in our waiting room?

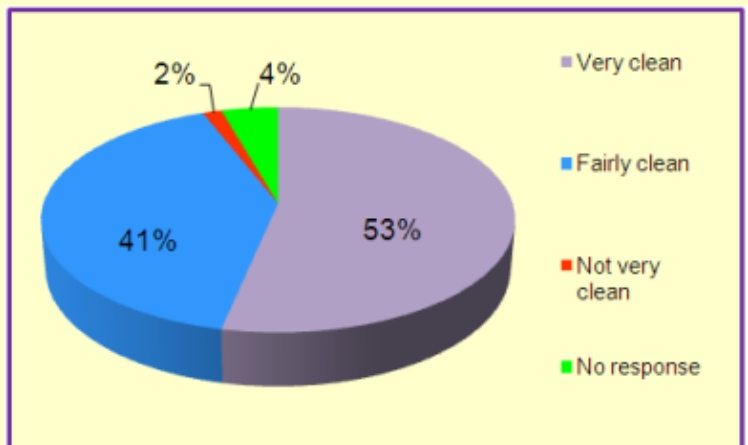
Yes	76
No	49
No response	10



**Question 9:**

How clean is the surgery?

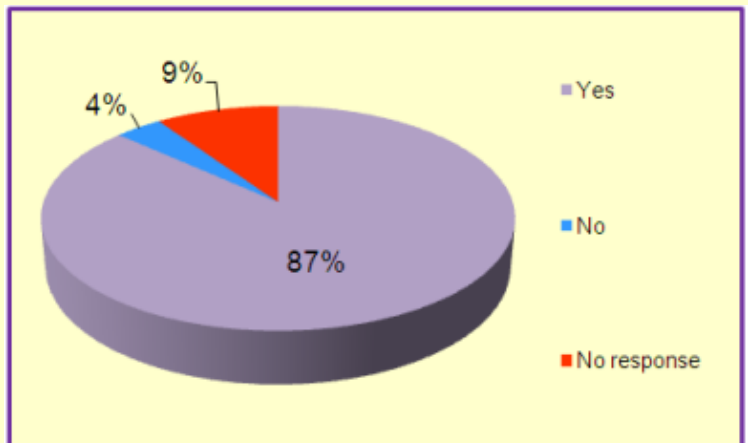
Very clean	72
Fairly clean	55
Not very clean	2
No response	6



**Question 10:**

Many patients do not turn up for appointments. Do you think the practice should actively manage this problem?

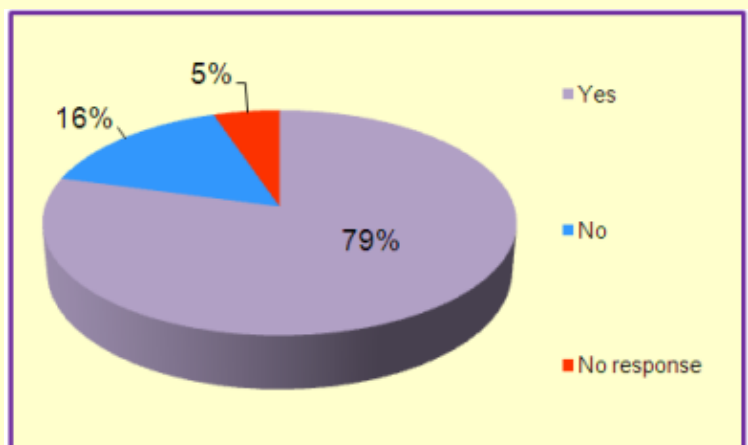
Yes	117
No	5
No response	13



**Question 11a:**

Is there a particular doctor that you prefer to see?

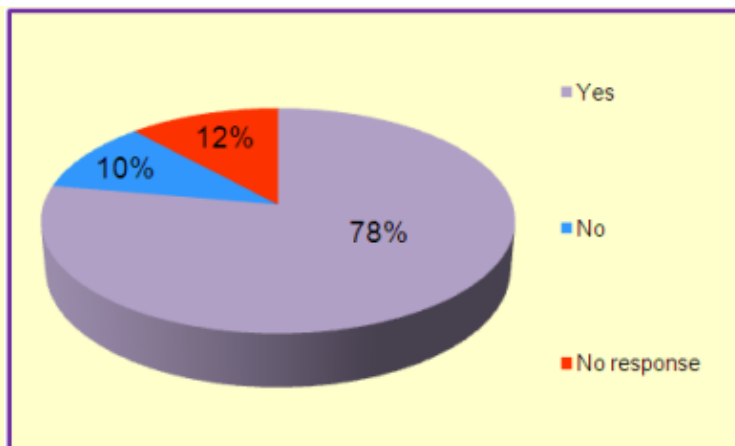
Yes	107
No	21
No response	7



**Question 11b:**

Is this your named doctor?

Yes	105
No	14
No response	16

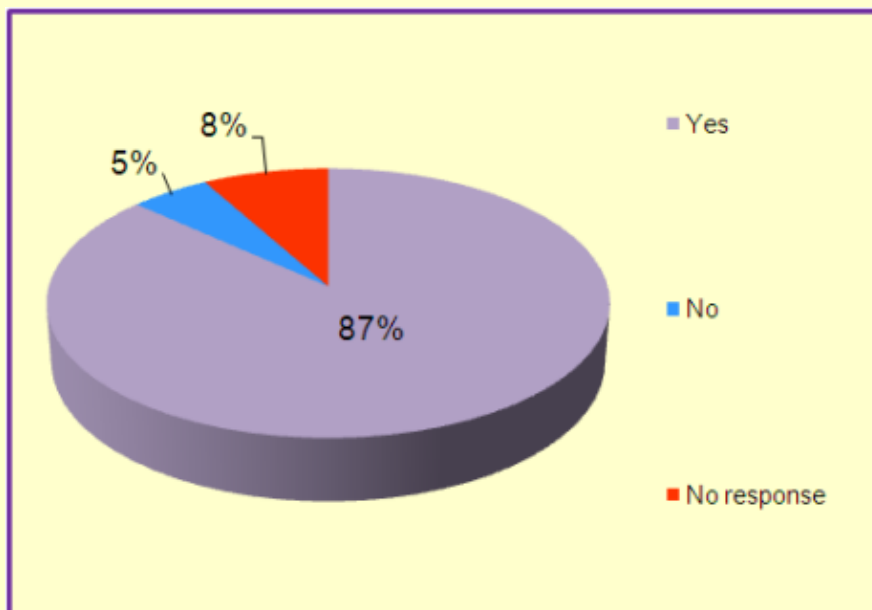


**Question 12:**

In 2013 GPs will be taking over the responsibility for commissioning services. We would like to join CATCH in Cambridgeshire who look to Addenbrooke's Hospital for secondary care rather than to Hertfordshire based hospital care.

Is this something you would support?

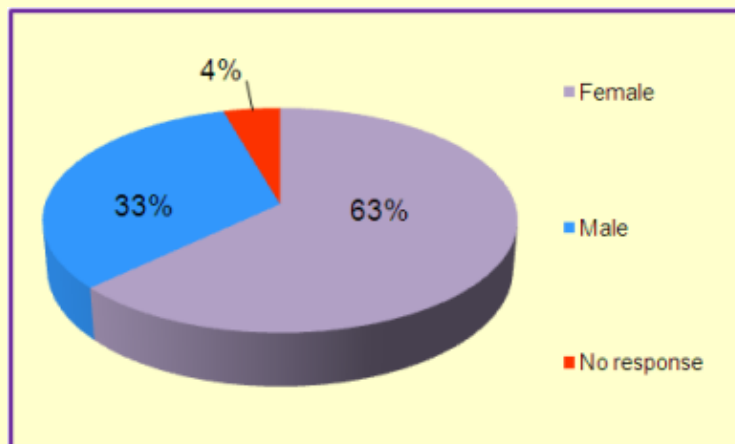
Yes	117
No	7
No response	11



**Question 13:**

Are you male or female?

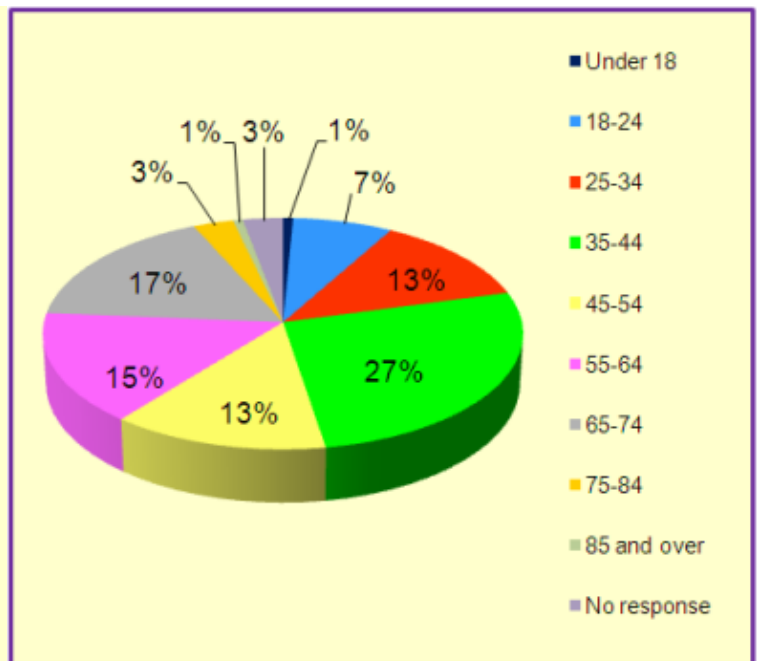
Male	44
Female	85
No response	6



**Question 14:**

Please indicate your age group:

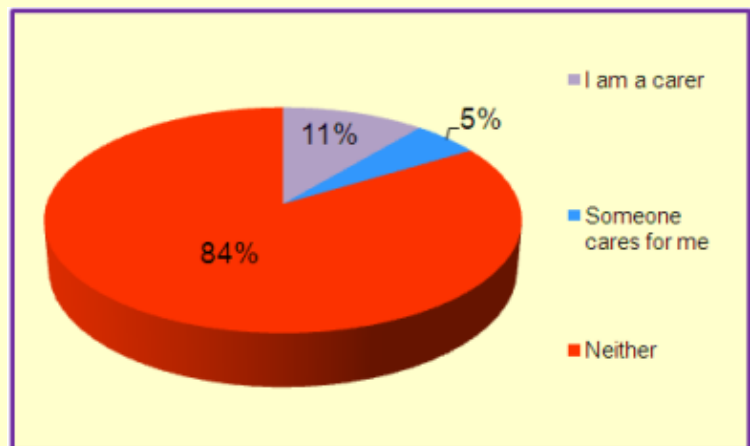
Under 18	1
18-24	10
25-34	17
35-44	36
45-54	18
55-64	21
65-74	23
75-84	4
85 and over	1
No response	4



**Question 15:**

Are you a carer or someone who is cared for?

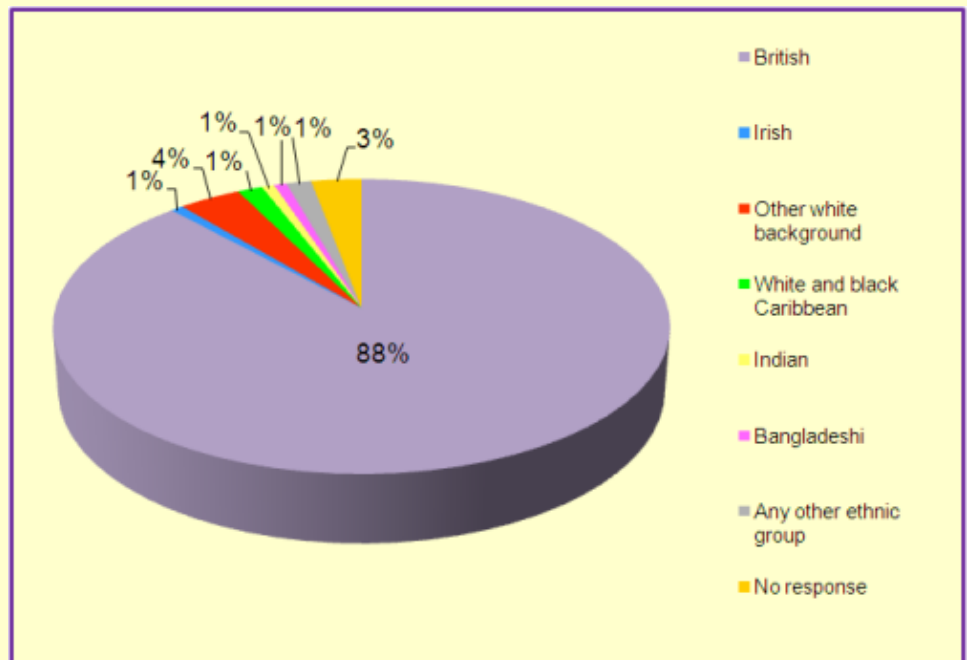
I am a carer	15
Someone cares for me	7
Neither	113



**Question 16:**

Please indicate your ethnic group:

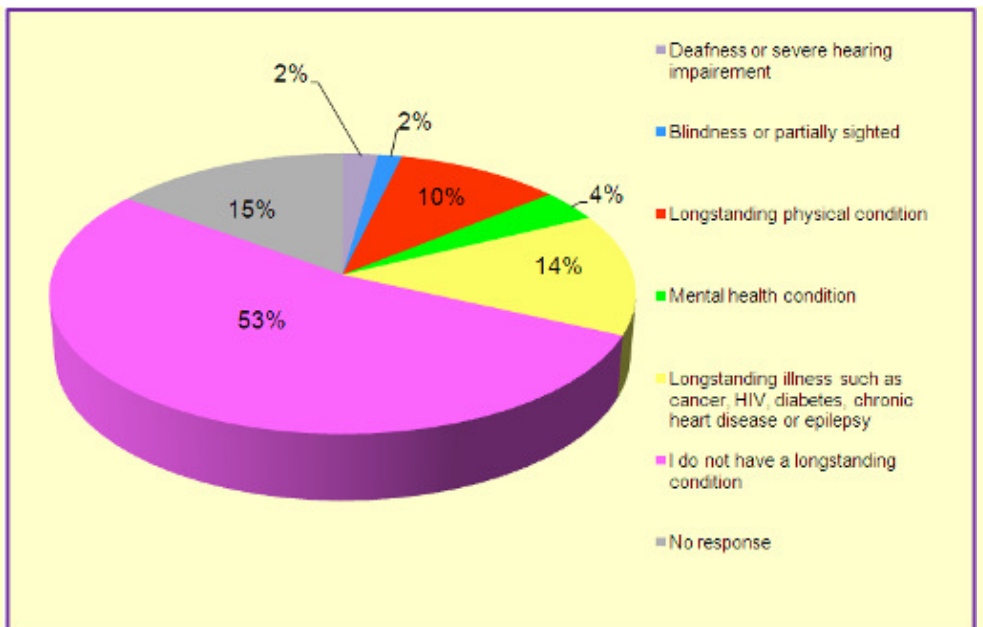
British	119
Irish	1
Any other white background	5
White and black Carribean	2
White and black African	0
White and Asian	0
Indian	1
Pakistani	0
Bangladeshi	1
Chinese	0
Any other ethnic group	2
No response	4



**Question 17:**

Do you have any of the following longstanding conditions?

Deafness or severe hearing impairment	3
Blindness or partially sighted	2
Physical condition	14
Learning disability	0
Mental health condition	5
Cancer/HIV/diabetes/chronic heart disease/epilepsy	19
No longstanding condition	72
No response	20



[Click here](#) to return to the top of page