BROSELEY PRACTICE PATIENTS GROUP - 2014 PATIENT SURVEY

Response Totals

247 forms in total fully or partially completed.

1. The practice has worked very hard to improve the waiting room and reception area over the past few years. How do you find the waiting room now? Is it:-:
2. Comfortable and convenient 94%
3. Ok but could be better 5%
4. Inadequate 1%

**2. Reception staff**

Do you find the reception staff helpful, understanding and good at listening to your requests?

A Always. 76.5%

B Sometimes. 23%

C Never. .5%

**3. Out of hours surgery**

1. At the present time the surgery offers an extended opening hours service on a Monday night, for patients in full time employment. Are you aware of this and have you used this Monday night service?

A Yes, I know about the service and have used it. 14%

B Yes, I know about the service and have not used it. 32%

C No, I didn’t know about the service. 54%

**4.Booking an appointment**

When you have asked for an appointment ***to be seen the same day***, were you given an appointment, or did you receive a phone call from the doctor or Nurse?

A Yes 57%

B No 17%

C Does not apply 26%

Taking out the “does not apply” leaves yes and no at, yes 78% and no 22%

**5. Prescriptions**

Did you know you can book an appointment and order prescriptions online?

A Yes, I know and use the online service. 18%

B Yes, I know but have never used the online service. 57%

C No, I did not know this. 25%

**6. Seeing the doctor or nurse**

Thinking about the times when you have needed to see a doctor or a nurse:

1. How well did you feel they listened to you and helped you **to** **understand** your health problems?

A Very well 75%

B Adequately 23%

C Not very well 2%

1. How well did you feel they helped you **to cope** with your health problems?

A Very well 71%

B Adequately 27%

C Not very well 2%

1. How well do you feel that Doctors or Nurses at the practice explain and discuss your test results?

A Very well 70%

B Adequately 23%

C Not very well 0

D Not applicable 7%

1. How well do you feel that any requests you have are listened to?

A Very well 74%

B Adequately 25%

C Not very well 1%

**7. Advice and support on healthy lifestyle**

Are you happy with the way Broseley Practice supports you to maintain a healthy lifestyle?

A Yes, I receive good advice and support 80%

B I would prefer more advice and support 9%

C I don’t feel I receive advice and support 11%

1. Are you MALE or FEMALE (Please circle)

Male 32% female 68%

1. Is your age group

A under 18 1%

B 18 – 64 64%

C 65 – 74 25%

D Over 75 10%

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