

## Chadsfield Medical Practice

Results of Patient Survey 2 sent out to patients aged between 25 35 who did not attend the Practice on a regular basis. Also on the Website

This survey has been designed in collaboration with the Patient Group who offer support/views at discussion meetings held at the Practice.

### *Thinking about the last time you tried to see a GP quickly*

1. Were you able to see a GP on the same day or within 2 weekdays

|            |   |
|------------|---|
| Yes        | 8 |
| No         | 5 |
| Don't know | 6 |
  
2. Last time you tried were you able to get an appointment with a GP more than 2 full weekdays in advance

|            |   |
|------------|---|
| Yes        | 9 |
| No         | 2 |
| Don't Know | 8 |
  
3. How do you normally book an appointment

|            |    |
|------------|----|
| In person  | 0  |
| Telephone  | 18 |
| On line    | 0  |
| Not needed | 1  |
  
4. Which of the following methods would you prefer to use to book an appointment

|           |    |
|-----------|----|
| In person | 0  |
| By phone  | 16 |
| On Line   | 9  |
  
5. When you need an appointment do you have a preferred GP or are you happy to see any of the GPs in the Practice

|           |    |
|-----------|----|
| Preferred | 6  |
| Any GP    | 13 |
  
6. It is not always possible to see the same GP (high demand etc) are you happy to see any GP

|               |   |
|---------------|---|
| Yes           | 8 |
| No            | 4 |
| Happy to wait | 5 |
  
7. Were you aware of the early start 7.30 am and late surgery to 7.20 pm

|     |    |
|-----|----|
| Yes | 2  |
| No  | 16 |
  
8. Did you know we had a Practice Website and if yes what do you use it for

|               |   |
|---------------|---|
| Opening times | 5 |
|---------------|---|

|                              |   |
|------------------------------|---|
| Clinical information         | 1 |
| Online appointments          | 1 |
| Online prescription requests |   |
| Don't use Web                | 8 |
| Not aware                    | 5 |

9. If you were able to email your GP is this something you would do

|            |    |
|------------|----|
| Yes        | 11 |
| No         | 4  |
| Don't know | 4  |

10. The last time you saw a GP at the Practice how good was the GP at giving you enough time

|                                    |    |
|------------------------------------|----|
| Listening to you                   | 3  |
| Explaining tests and treatment     | 12 |
| Treating you with care and concern | 13 |
| Taking problems seriously          | 12 |

11. How do you want the practice to communicate/share information with you

|       |    |
|-------|----|
| Post  | 14 |
| Web   | 7  |
| Email | 8  |
| Text  | 3  |
| N/a   | 2  |

12. How satisfied are you with the Practice in general

|                   |   |
|-------------------|---|
| Very              | 9 |
| Fairly            | 8 |
| Neither           | 1 |
| Dissatisfied      | 0 |
| Very dissatisfied | 0 |

13. Would you recommend the practice to someone who has moved into the area

|          |    |
|----------|----|
| Yes      | 14 |
| Probably | 4  |
| Not sure | 1  |

14. Is there anything you can think of to improve

There were four comments to this question and a sample is on the report

15. It would help if you could tell us a little about yourself

|        |    |
|--------|----|
| Male   | 14 |
| Female | 5  |

16. Age group

|       |    |
|-------|----|
| 25-34 | 14 |
| 35-44 | 1  |
| 45-54 | 1  |
| 55-64 | 2  |

65-74

1

17. Are you interested in joining the patient group

Yes

3

No

16