

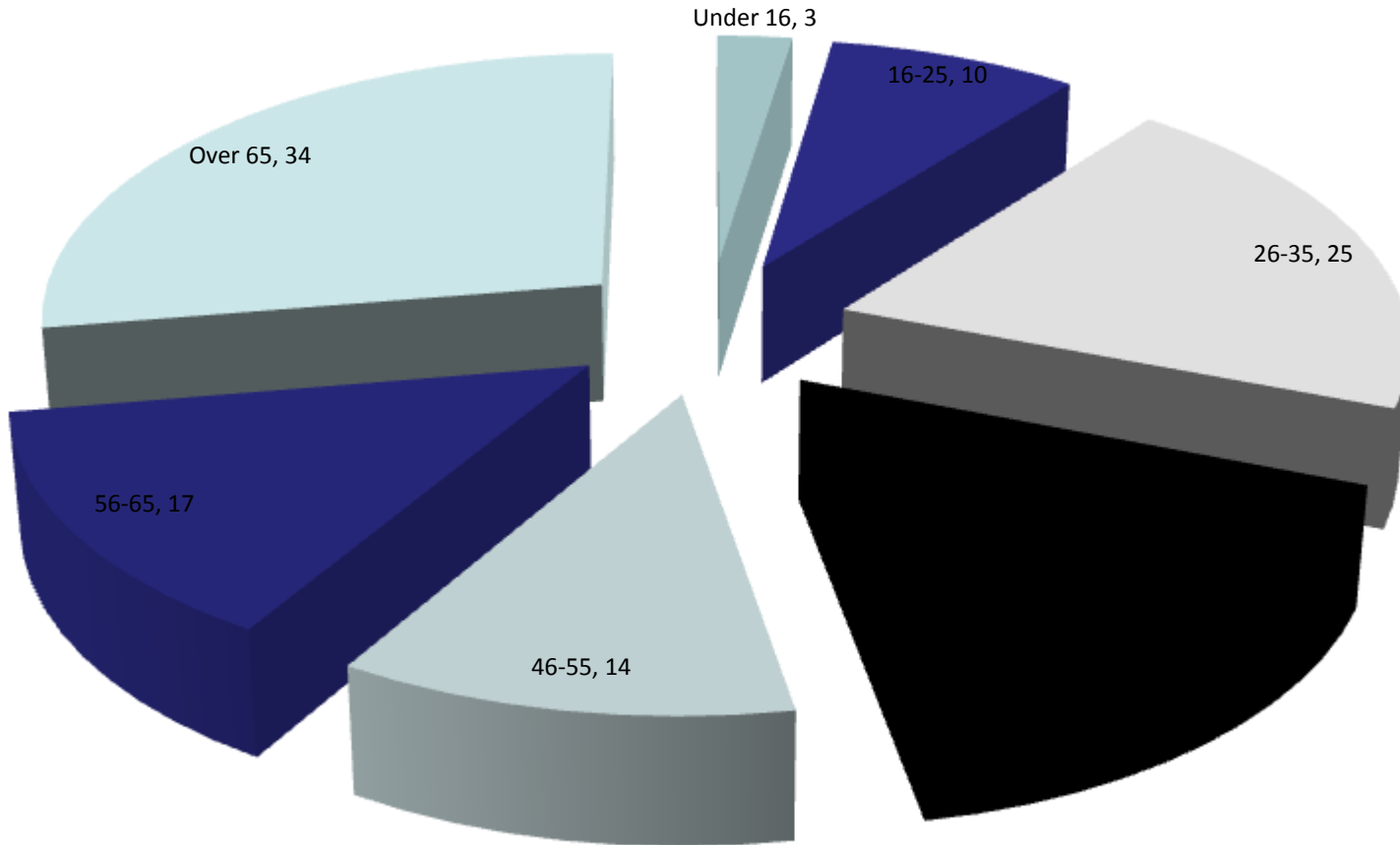
# St Ann's Patient Survey

Survey Results

March 2013

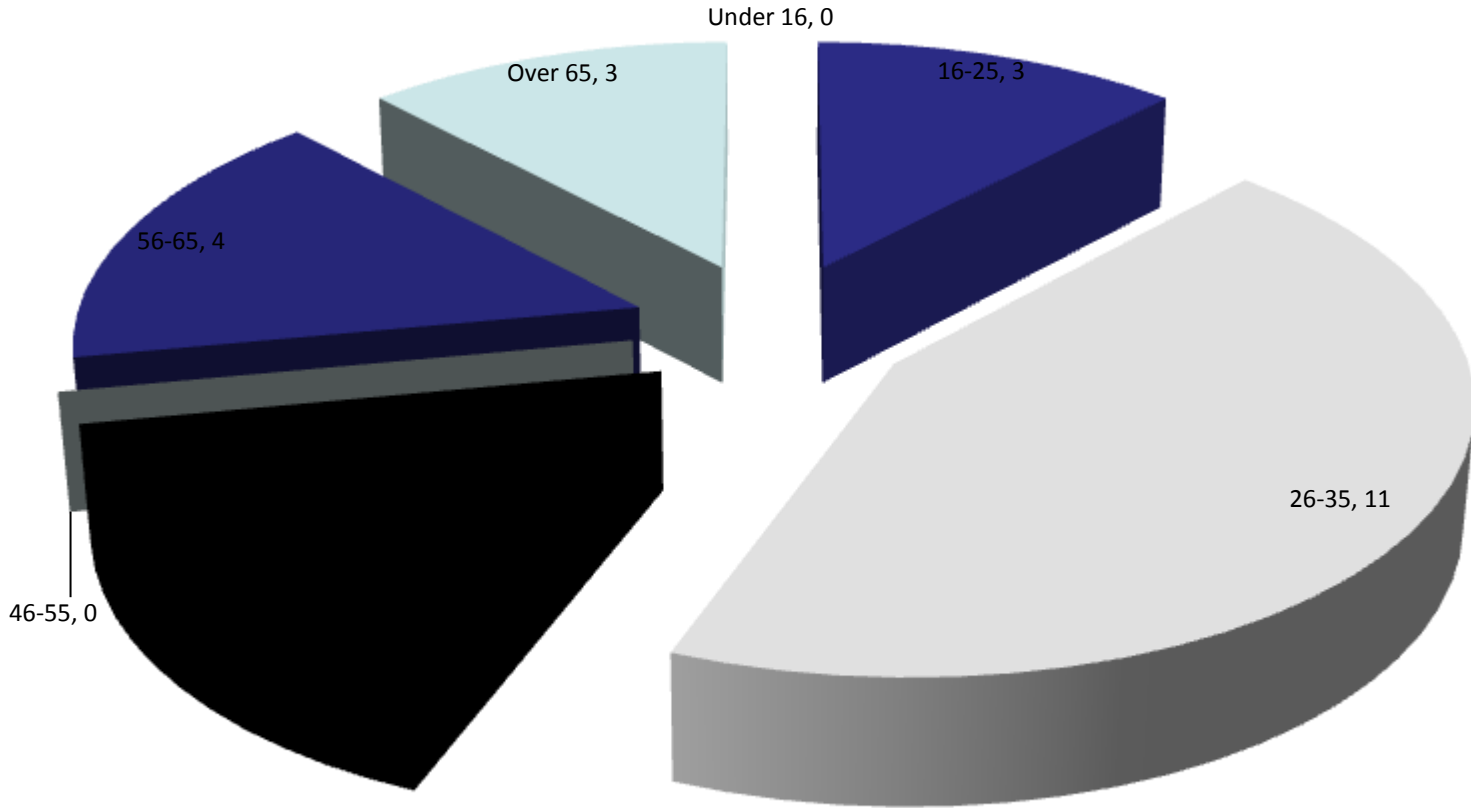
# Age

- Under 16
- 16-25
- 26-35
- 36-45
- 46-55
- 56-65
- Over 65

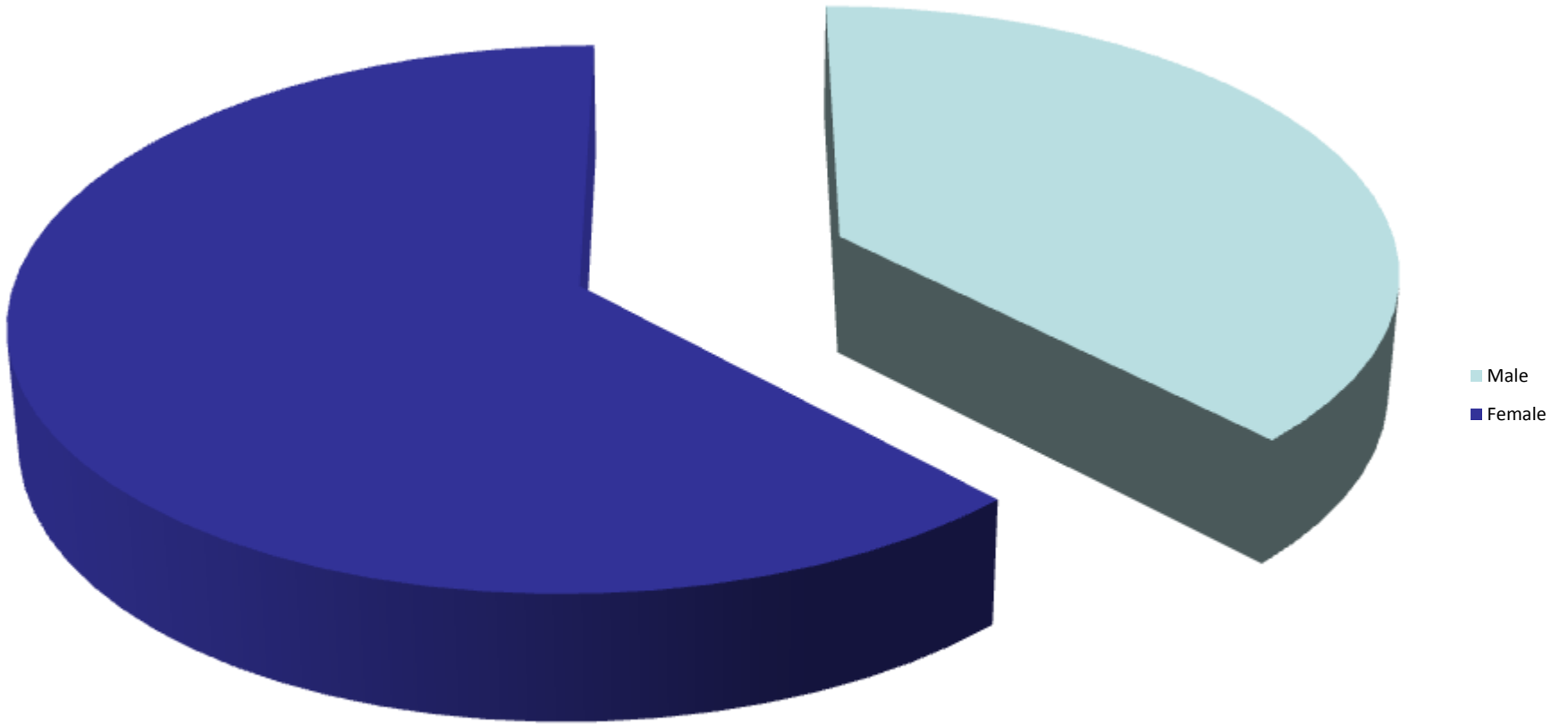


# BML Age range

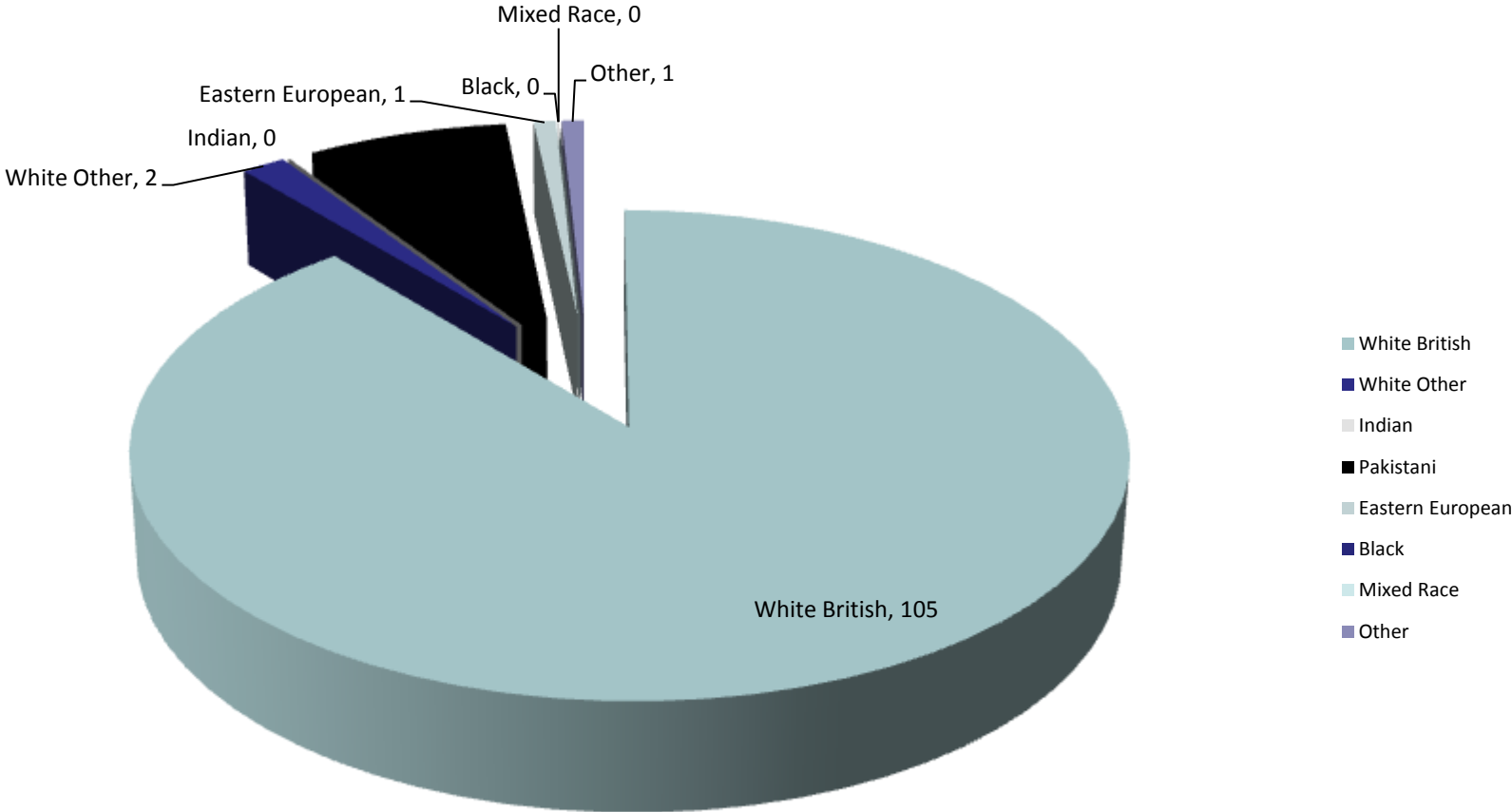
- Under 16
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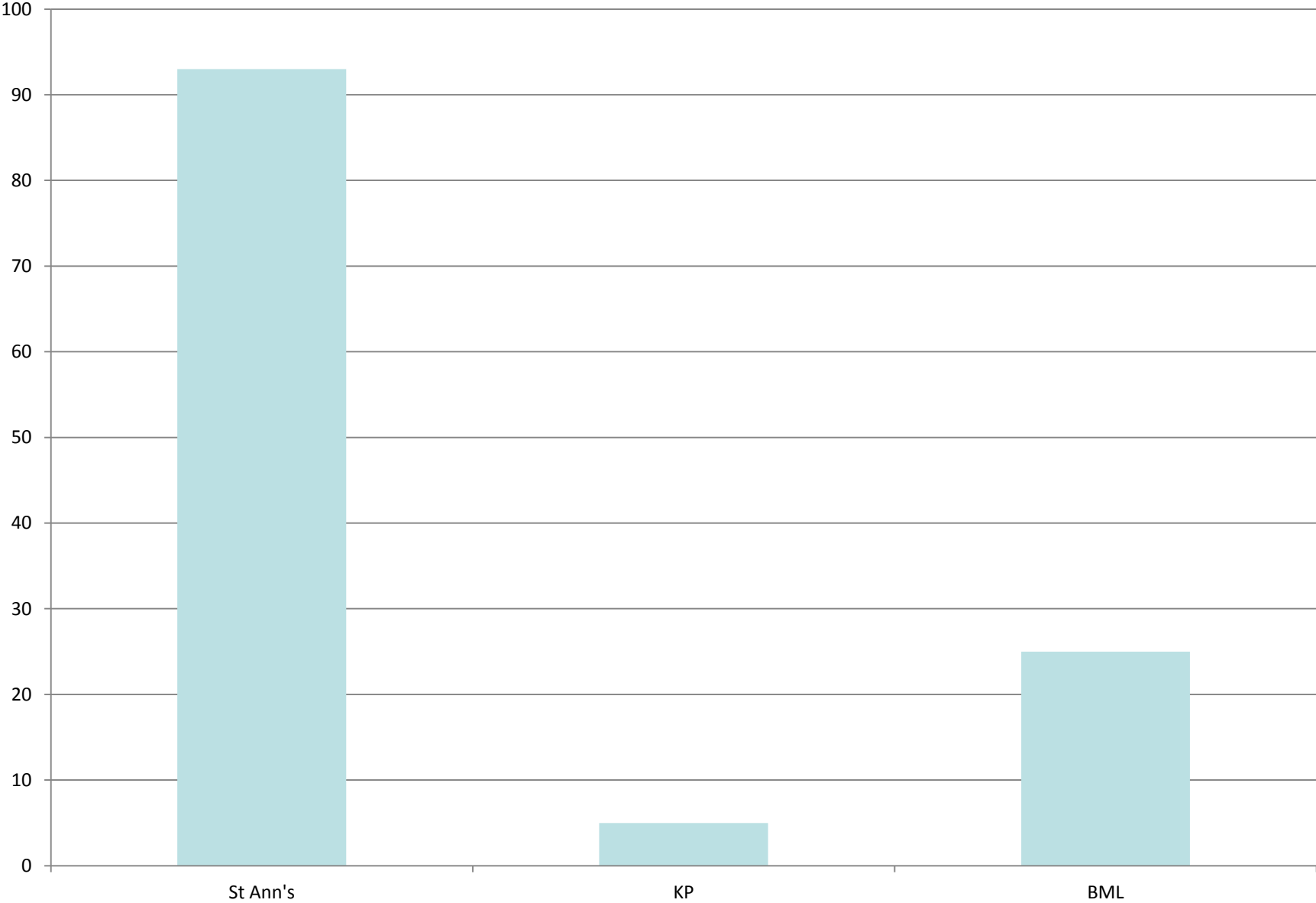
# Sex



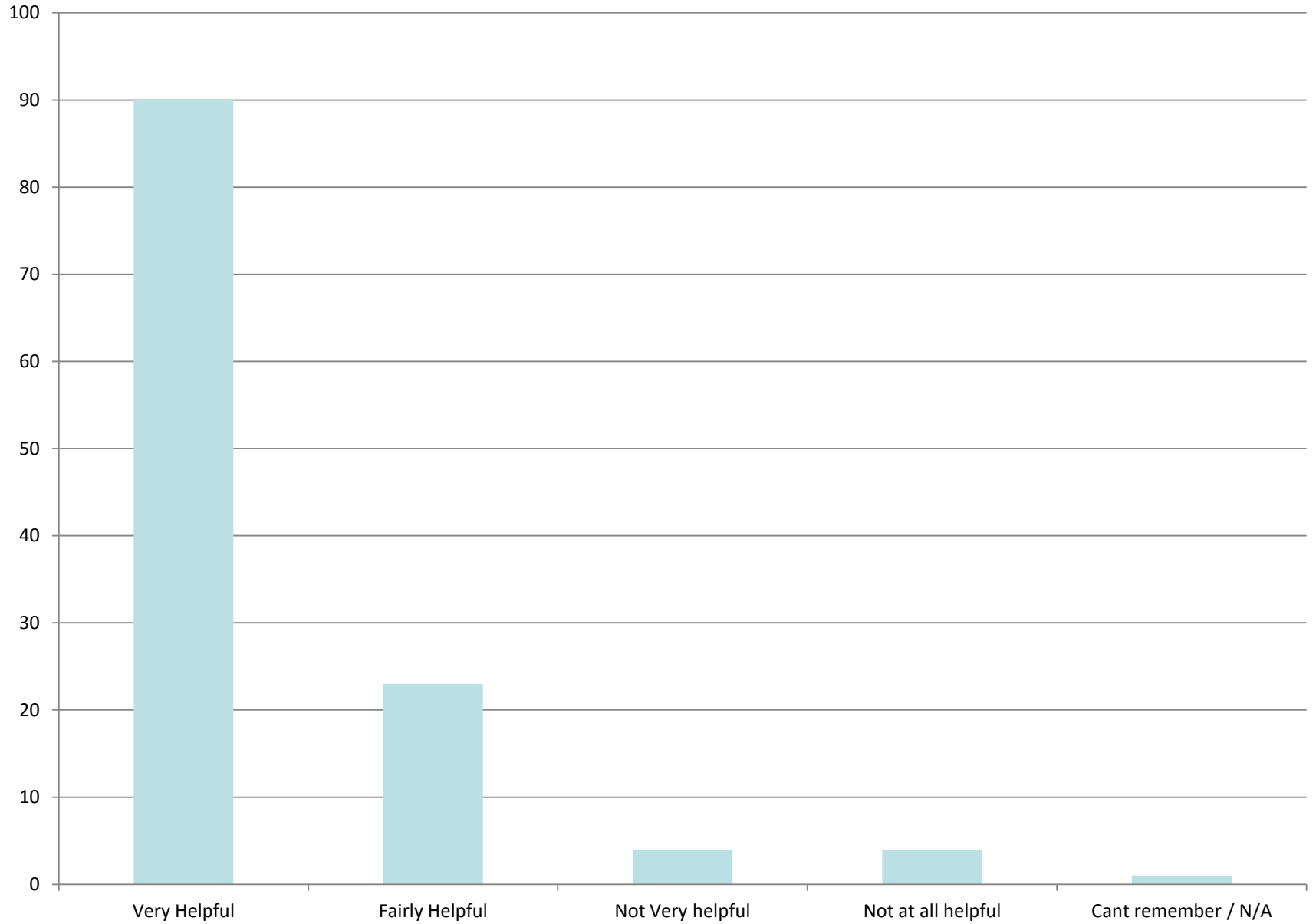
# Ethnicity



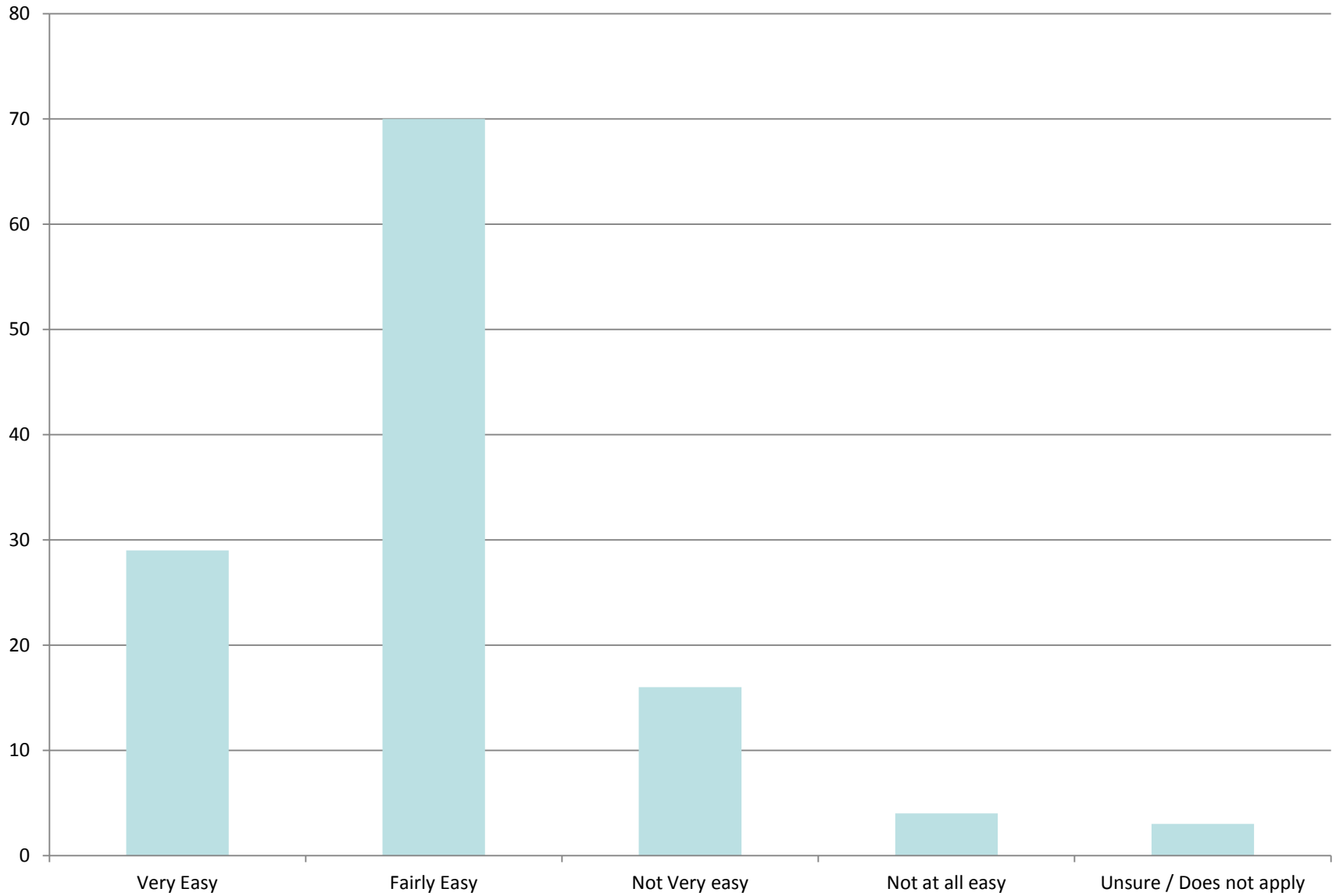
# Site Usually Attended



# How Helpful are Receptionists

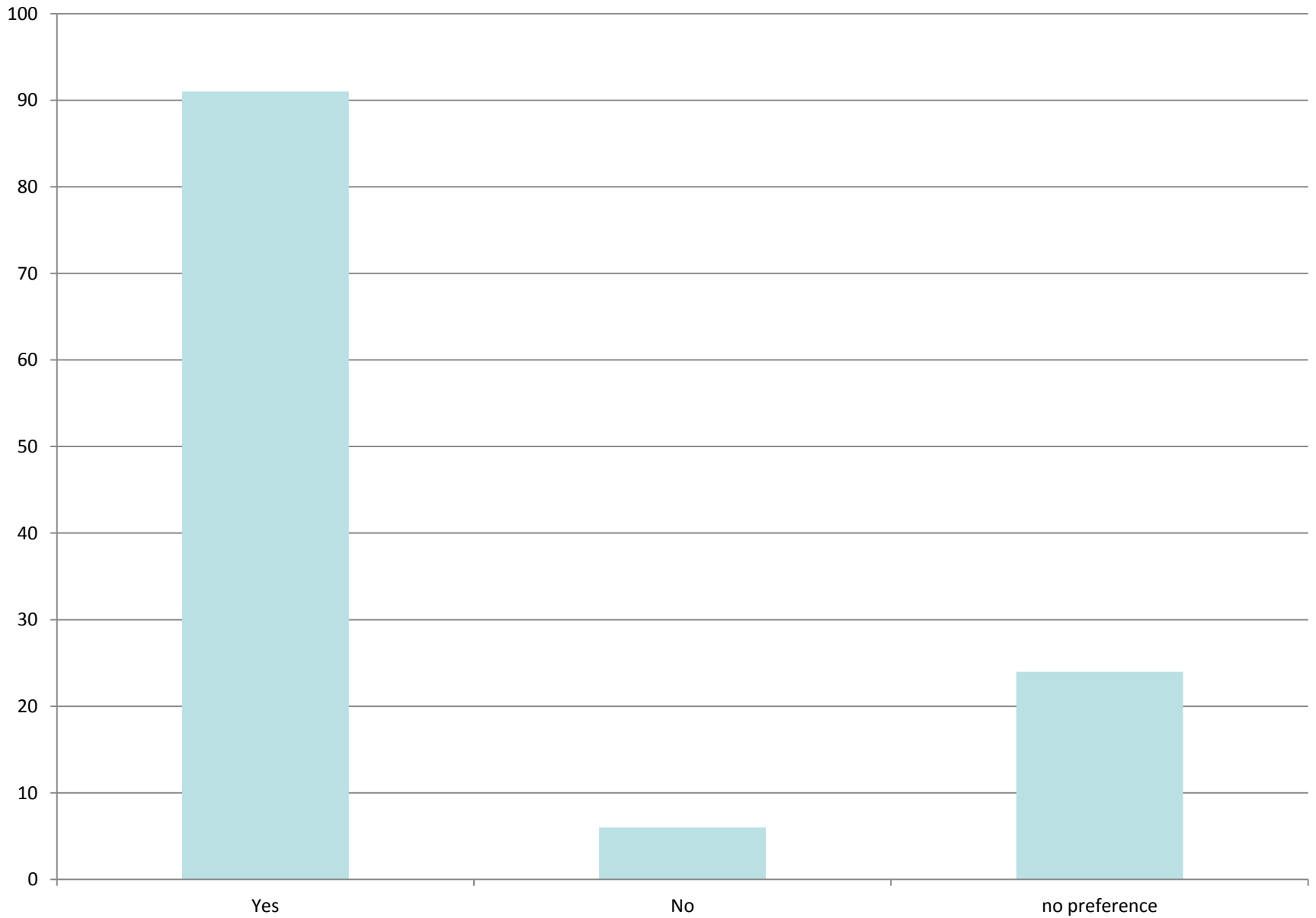


# How Easy is it to get through on the phone

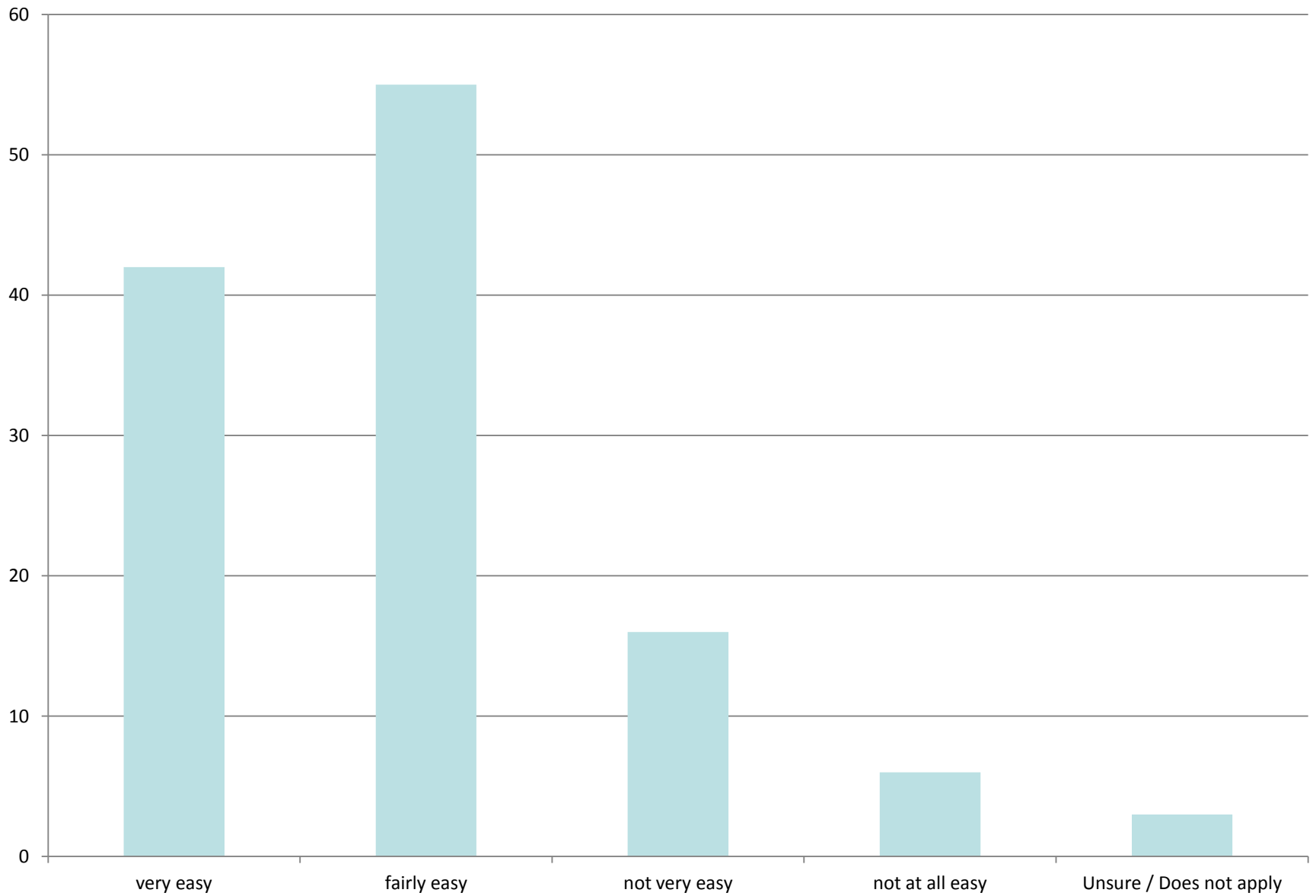




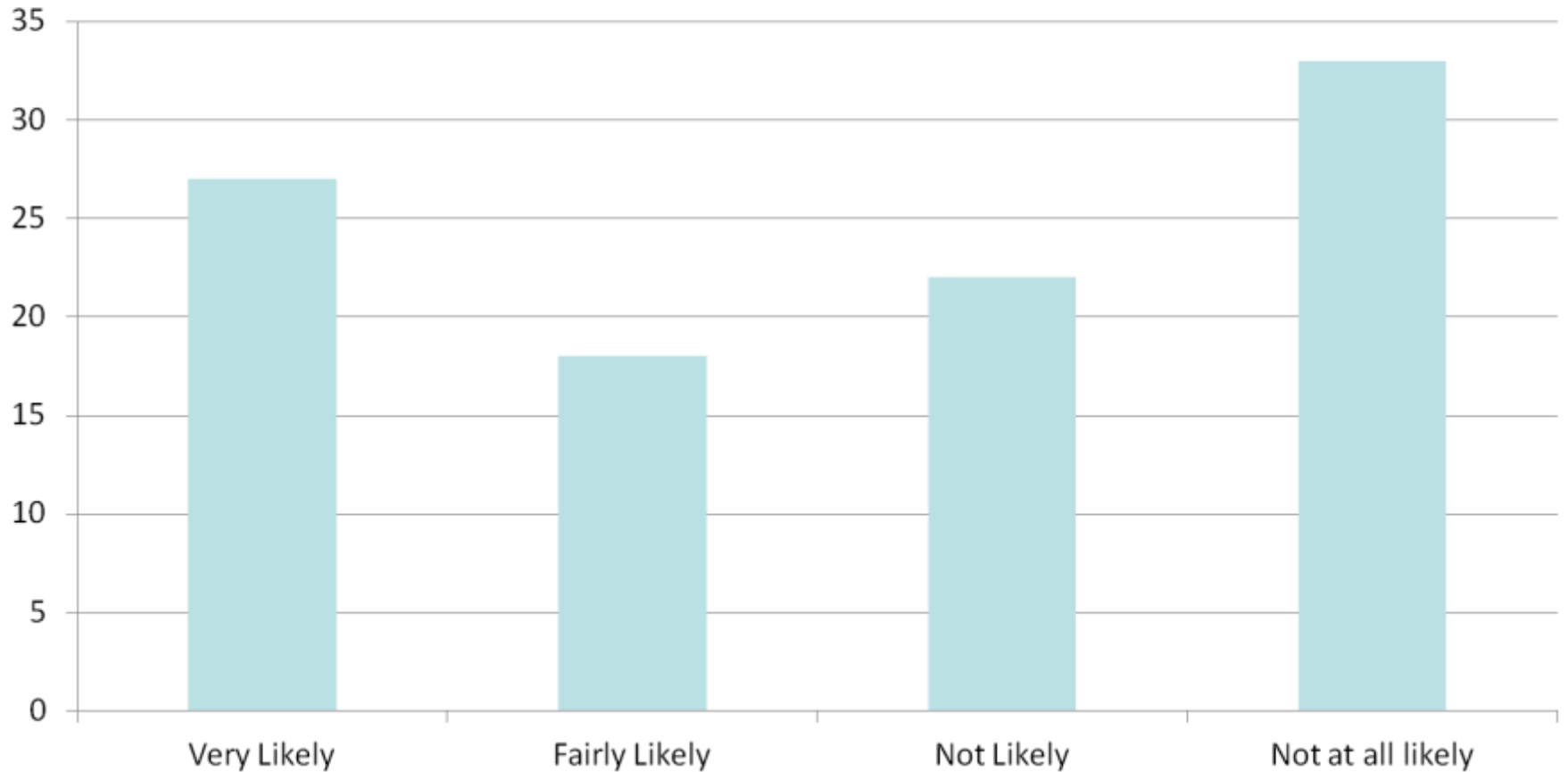
## Views on our phone number change, was it beneficial?



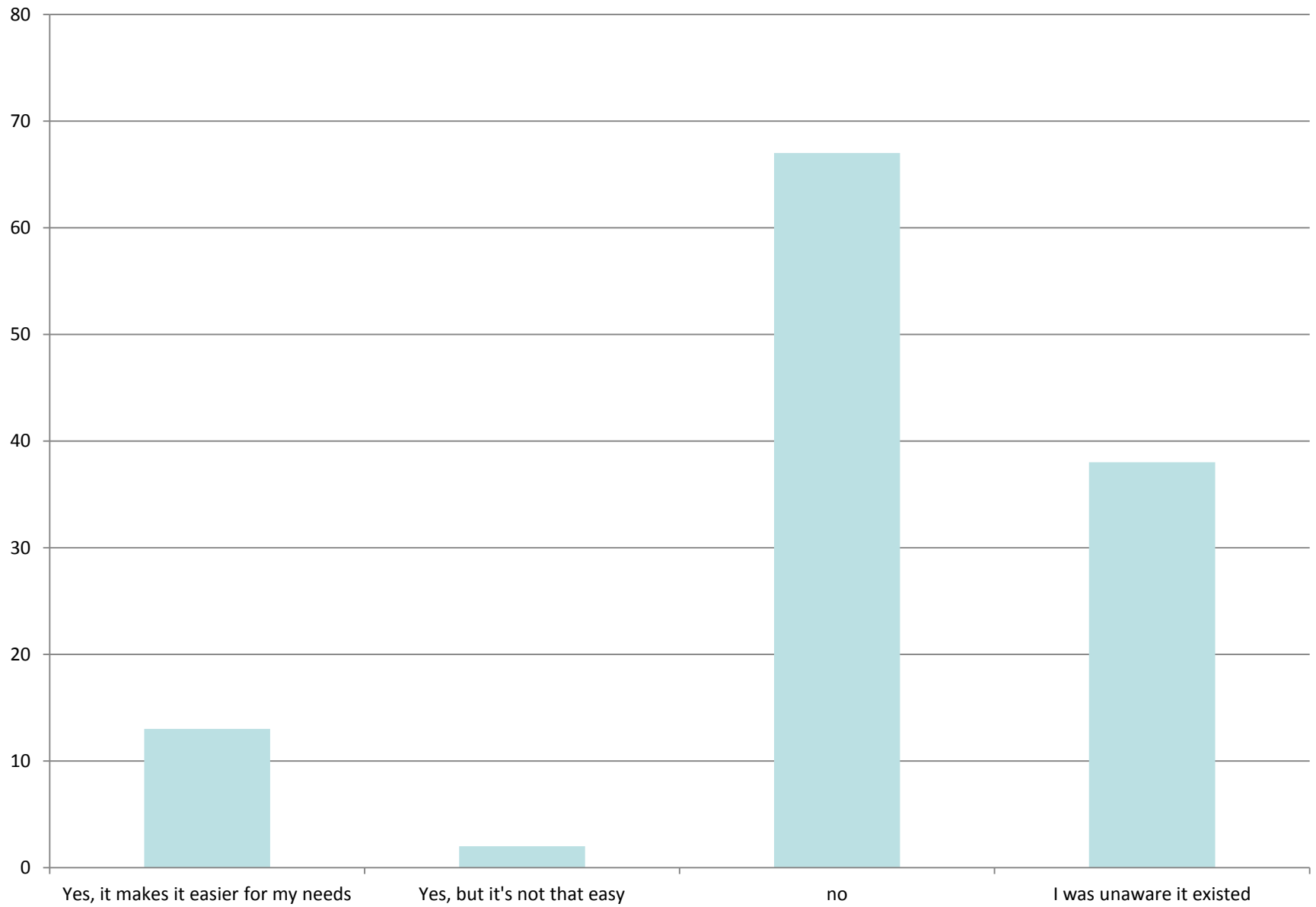
## Booking appointments by phone



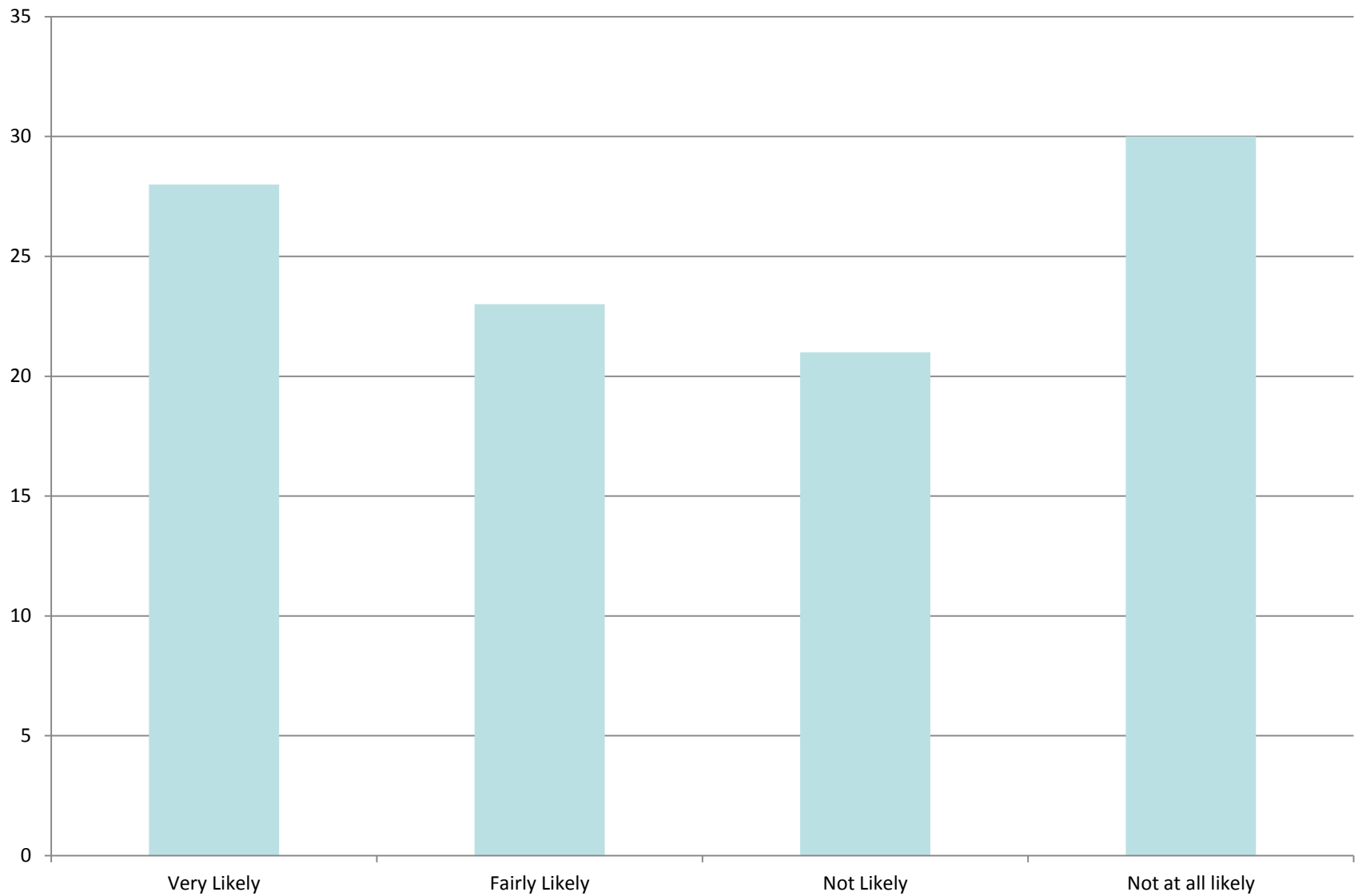
# Would you use online booking for appointments? (St Ann's 2012)



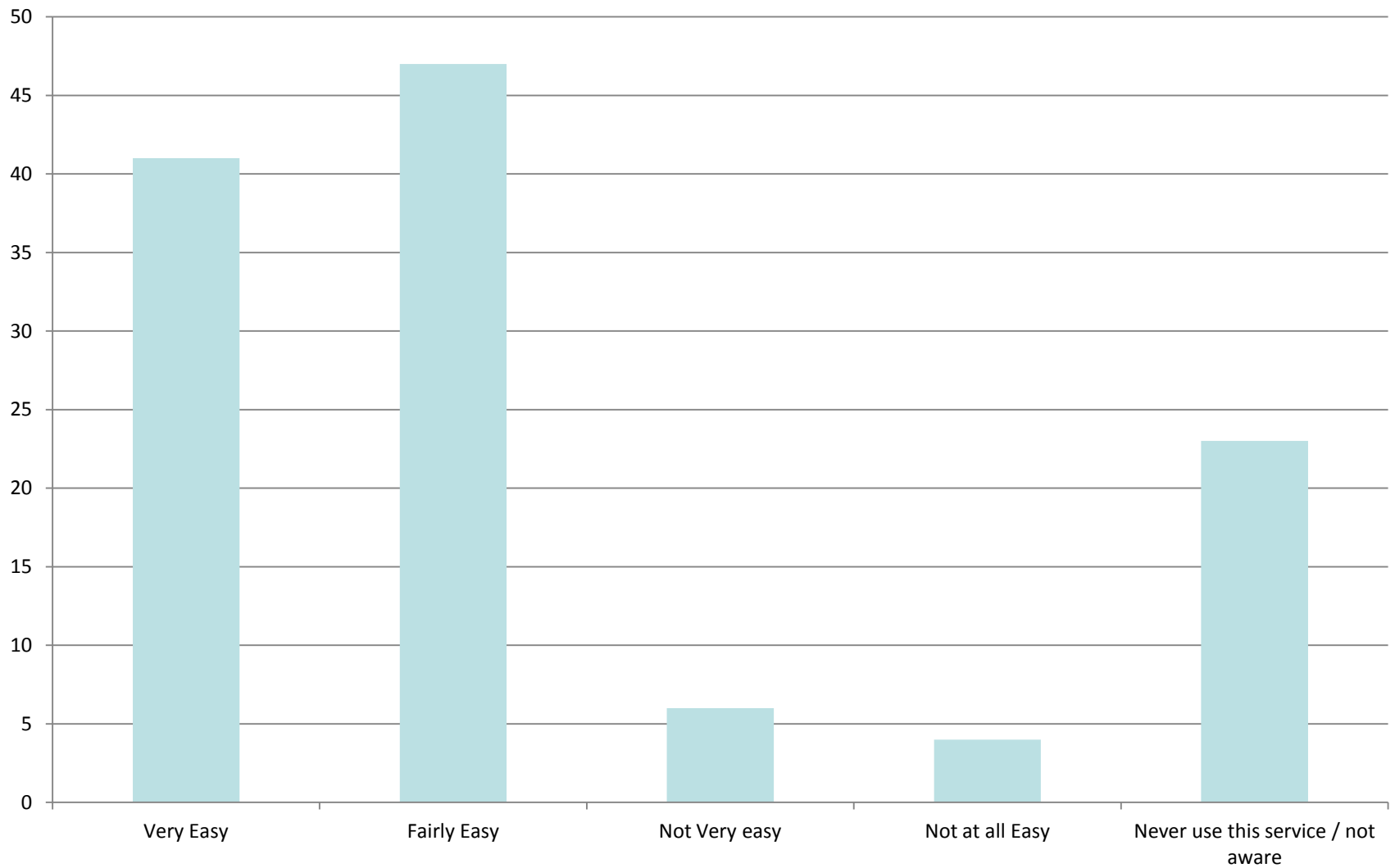
## Do you use our online appointment booking?



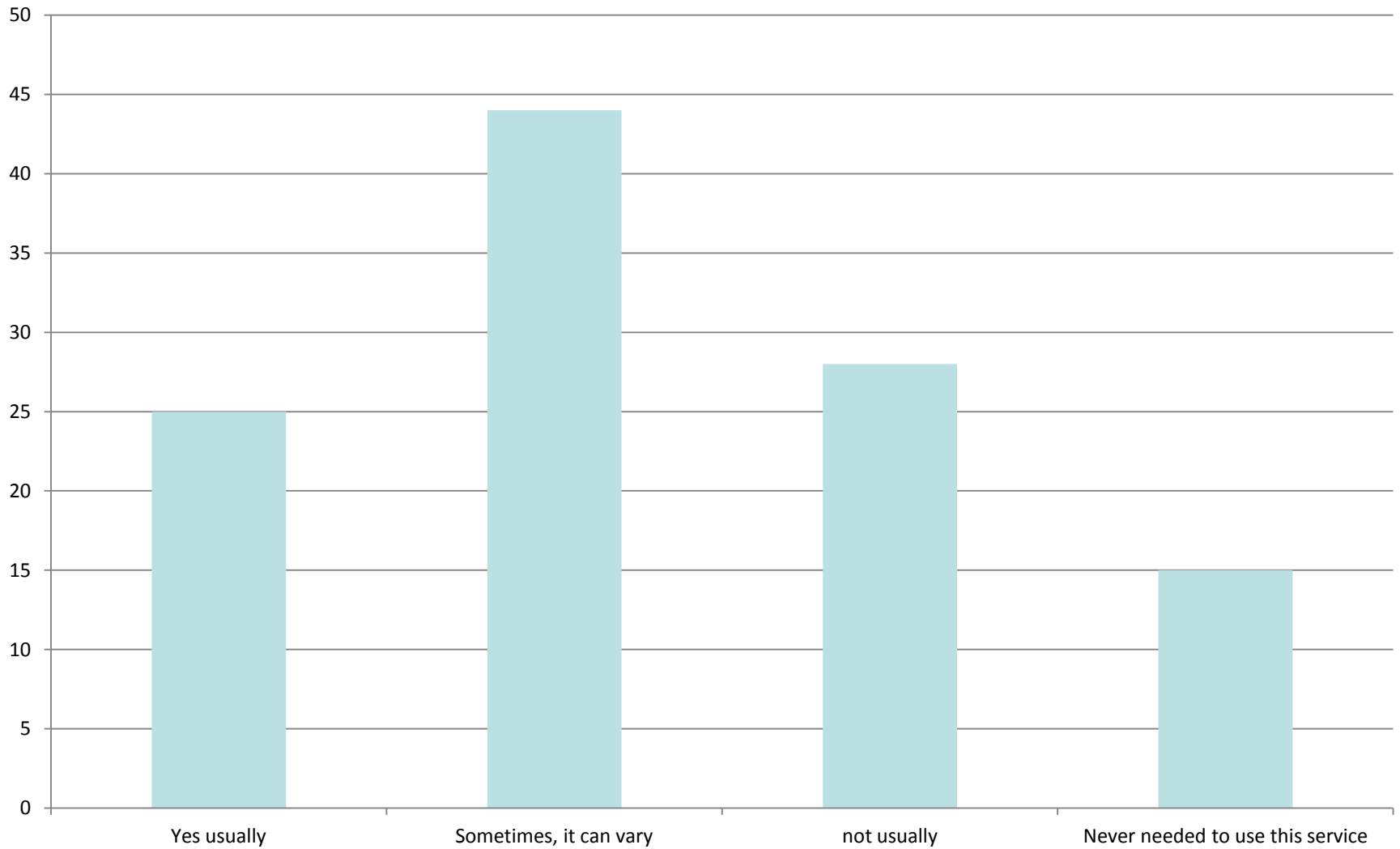
## If no, or unaware, would you use online booking for appointments?



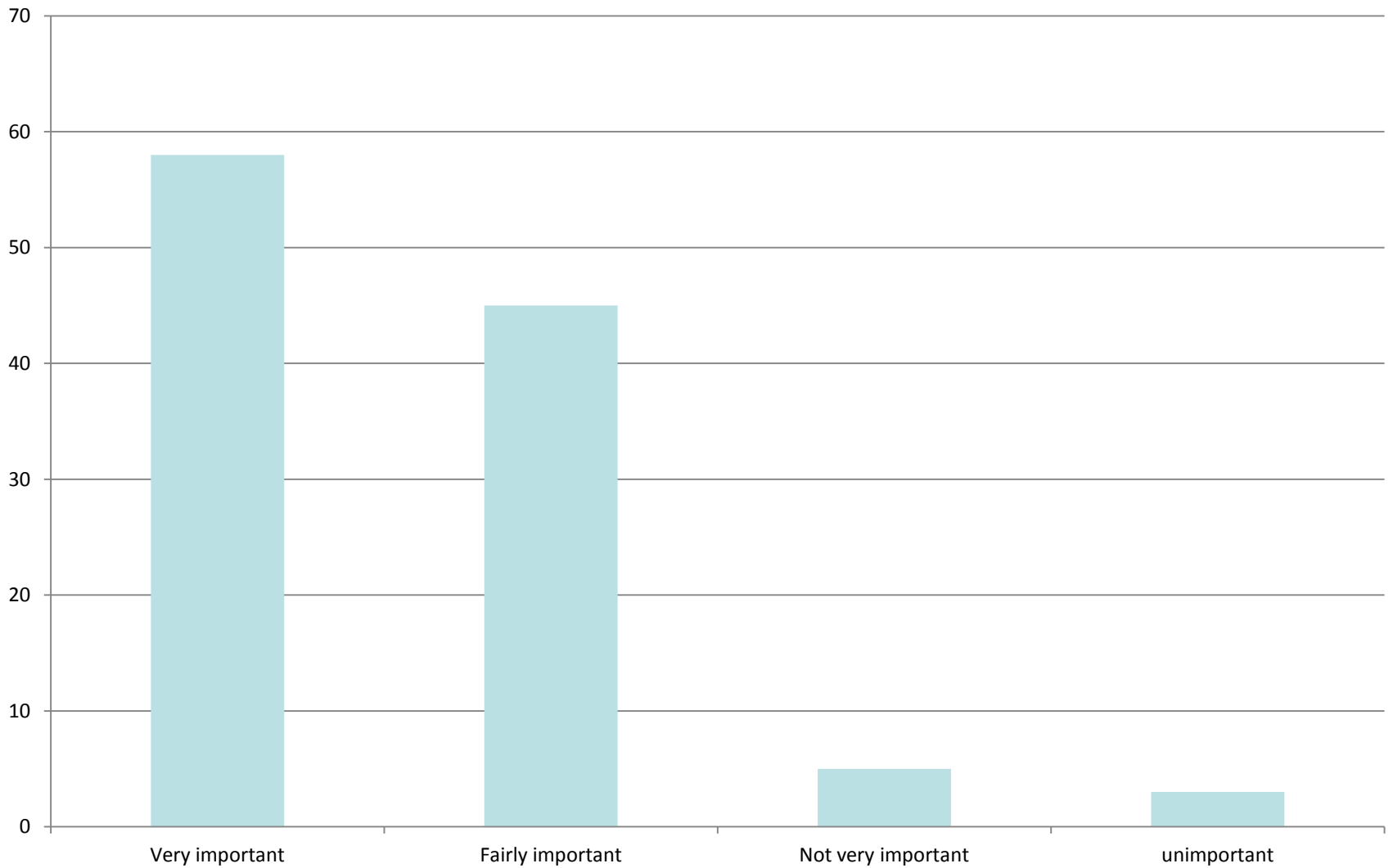
## How Easy do you find using the Nurse Triage system for urgent appointments?



## If you need to see a GP or nurse practitioner urgently, can you usually get seen on the same day?

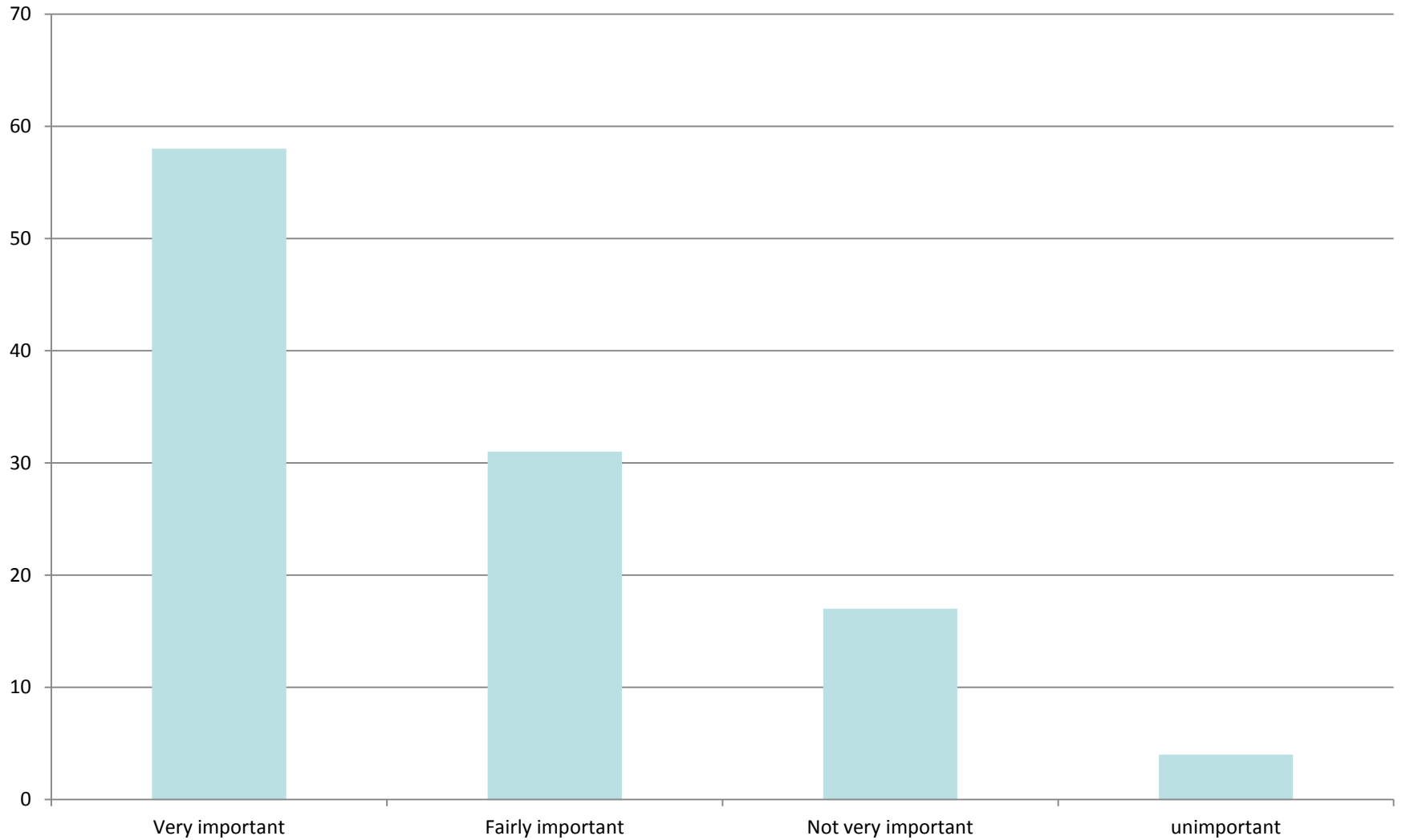


## How important is it to you to be able to book appointments in advance?

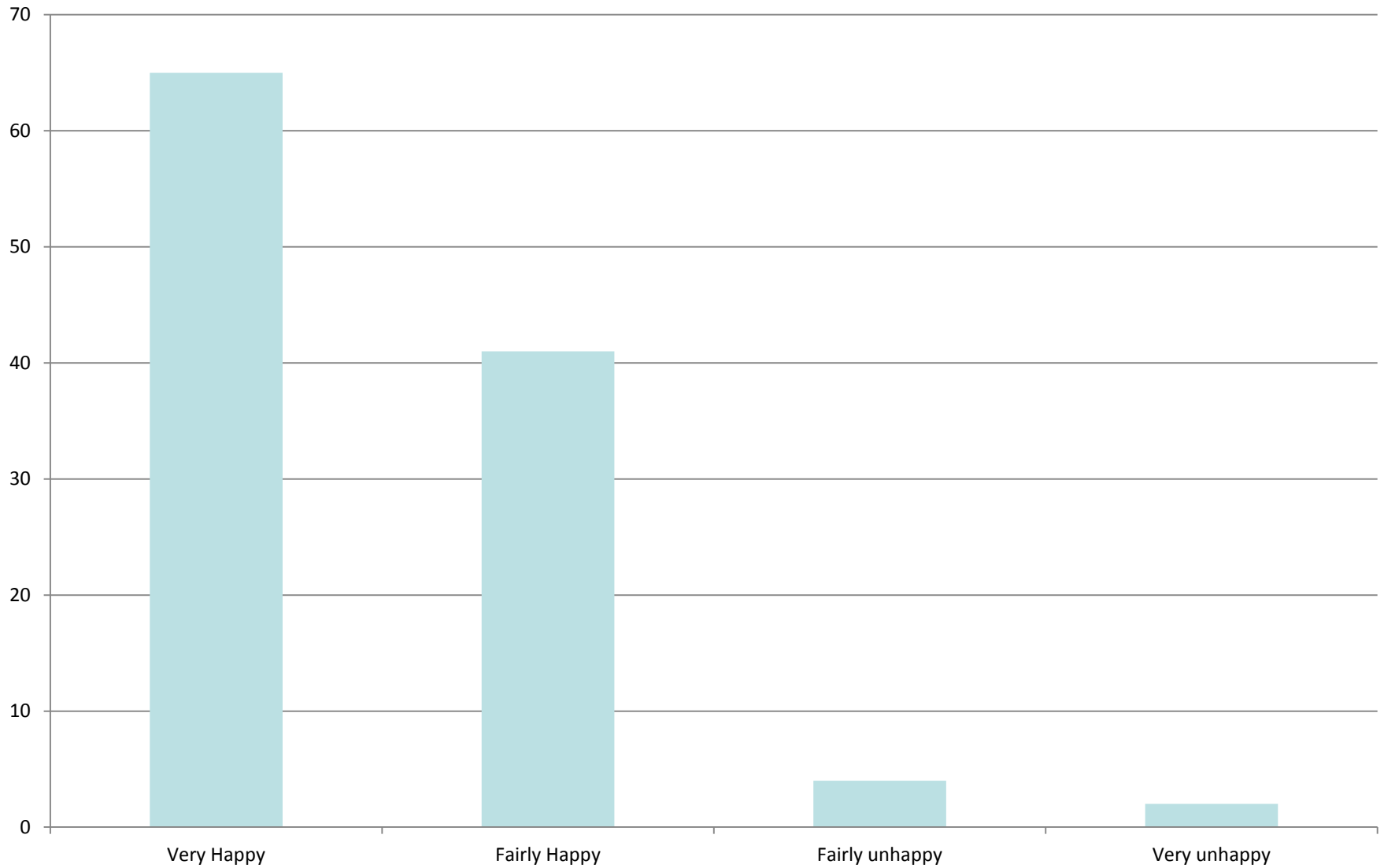




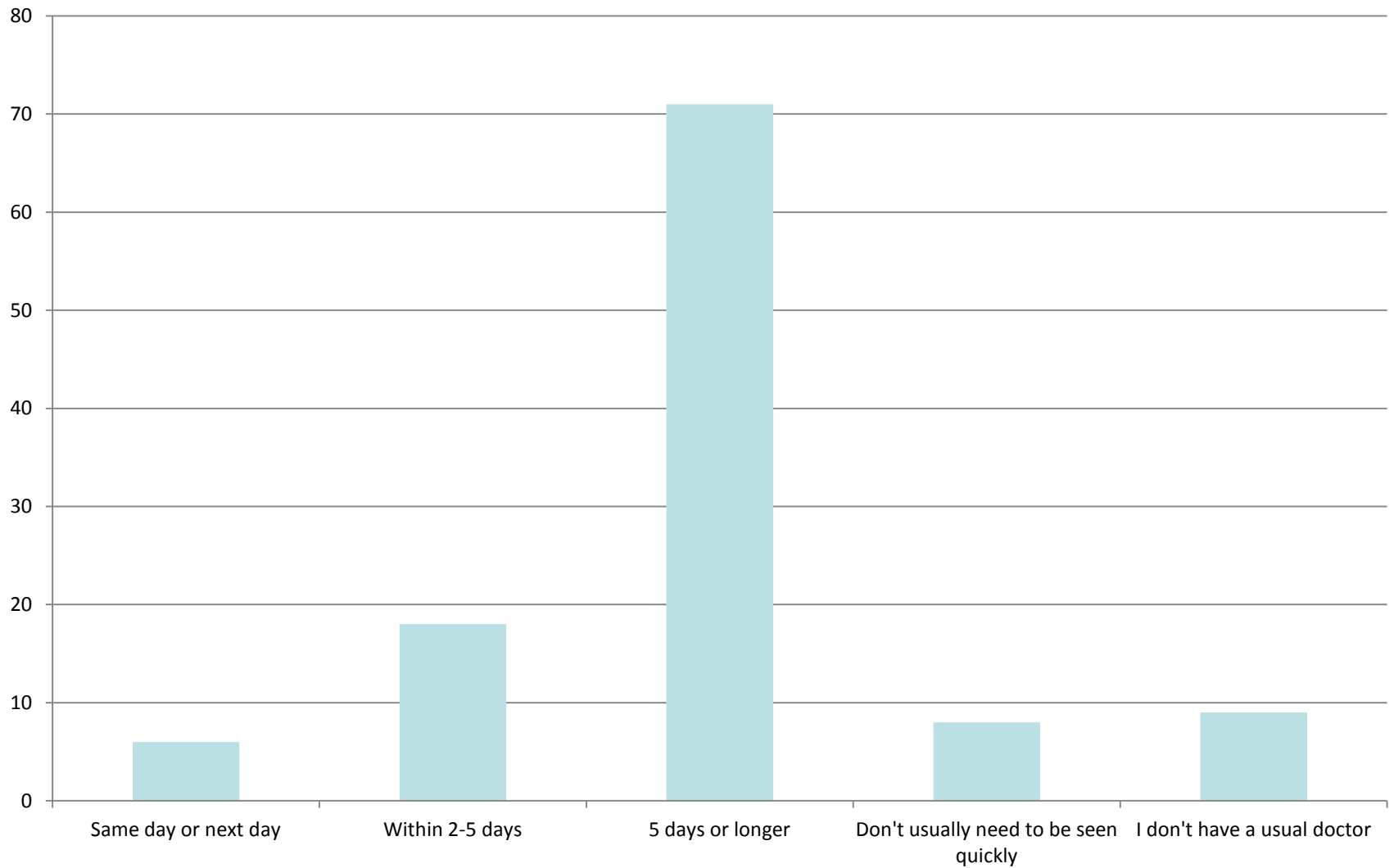
## How important is it to you to see your usual doctor for routine problems rather than the next available doctor ?



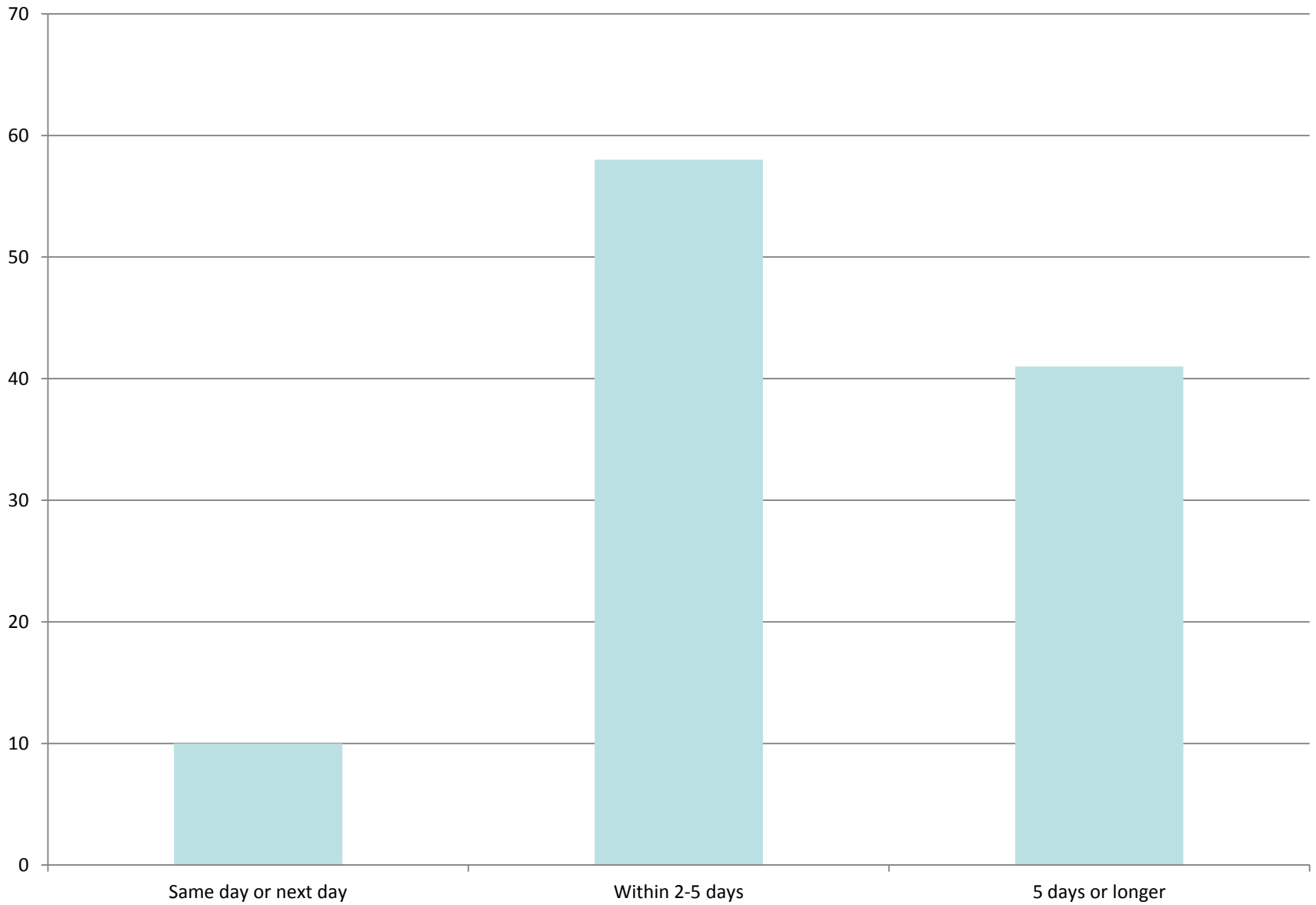
## How happy are you to see any doctor if you have an urgent problem and can be offered a same day or next day appointment?



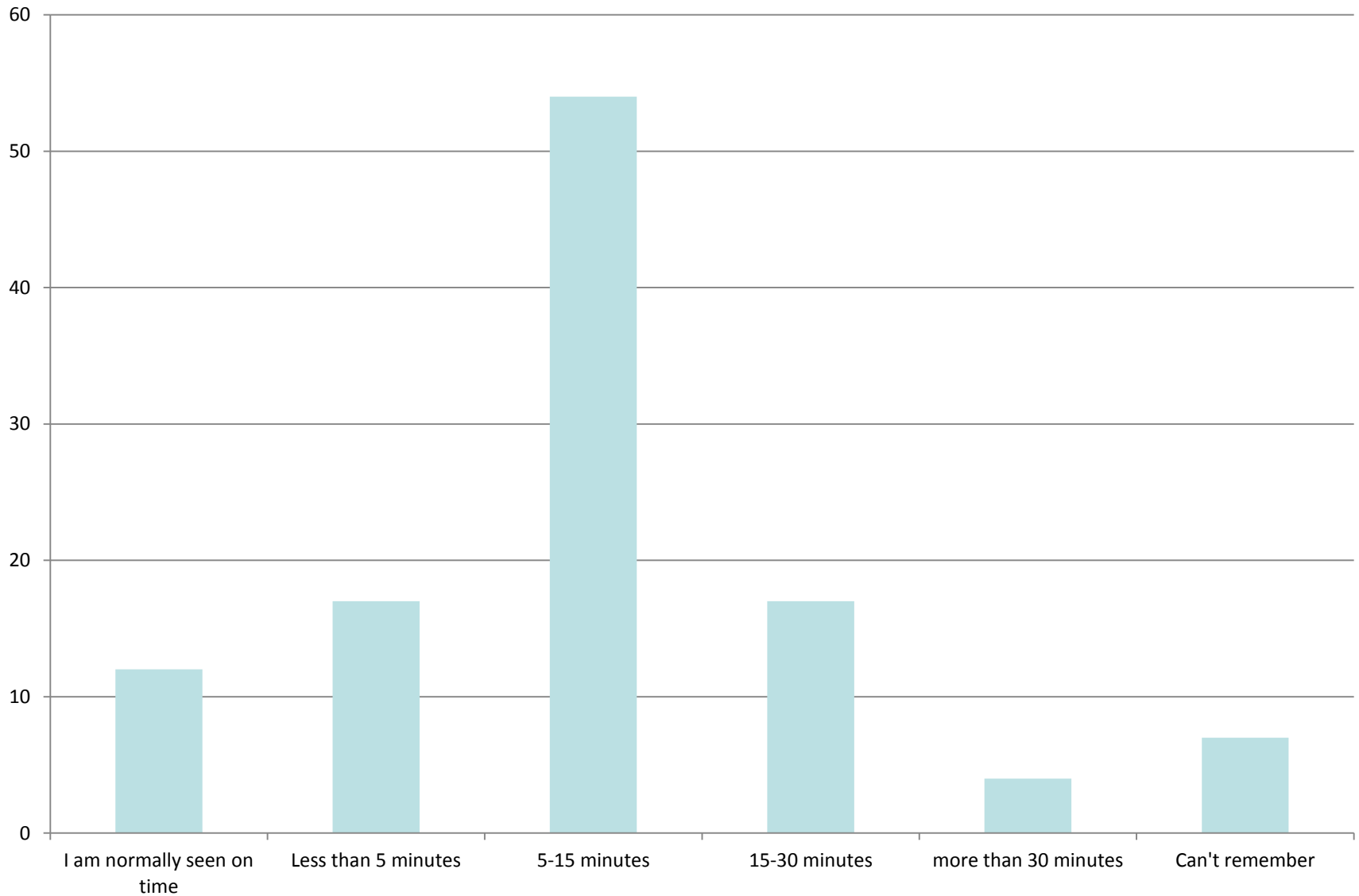
## How long does it take to get an appointment with your preferred doctor?



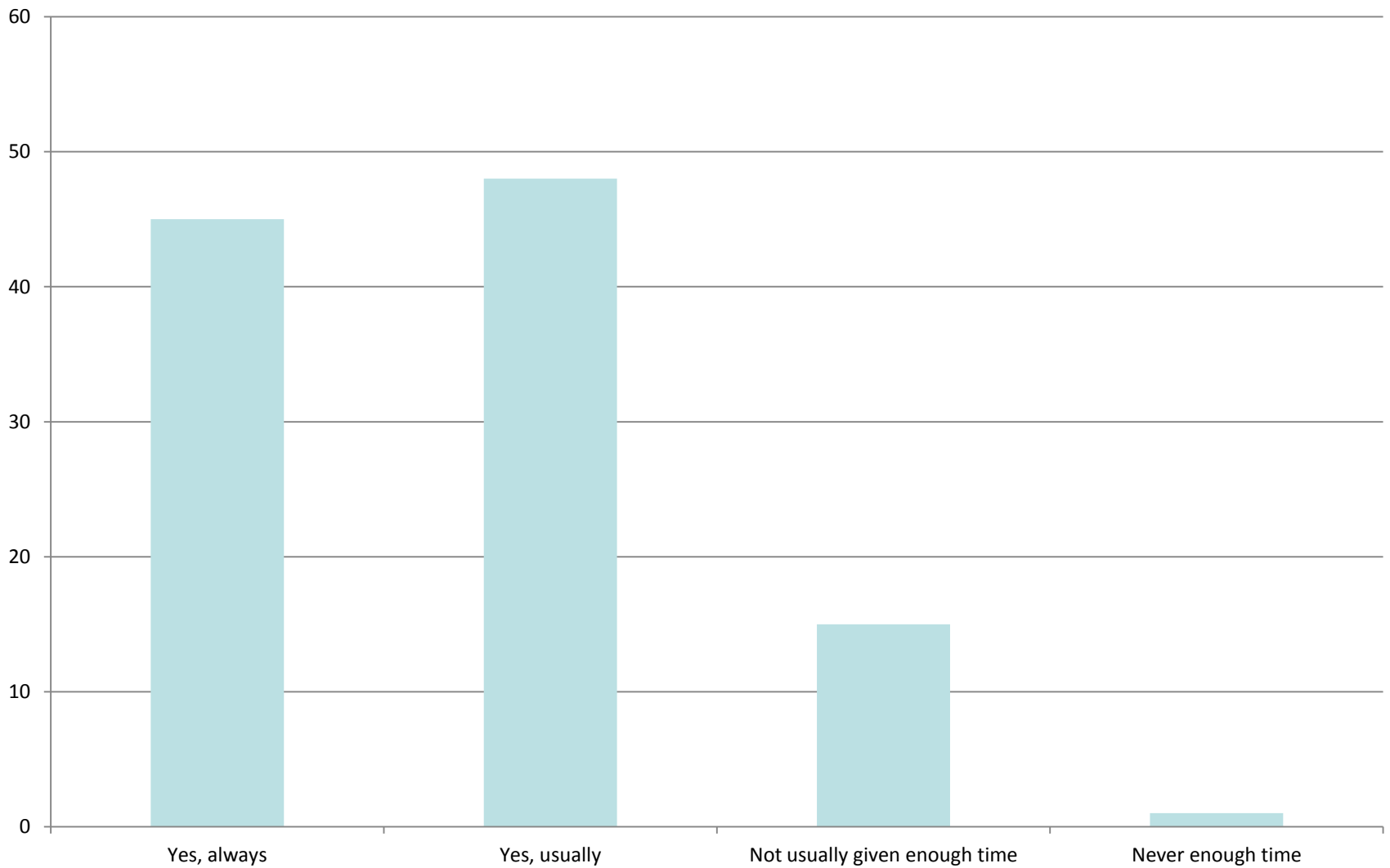
# How long does it take to get an appointment with any doctor ?



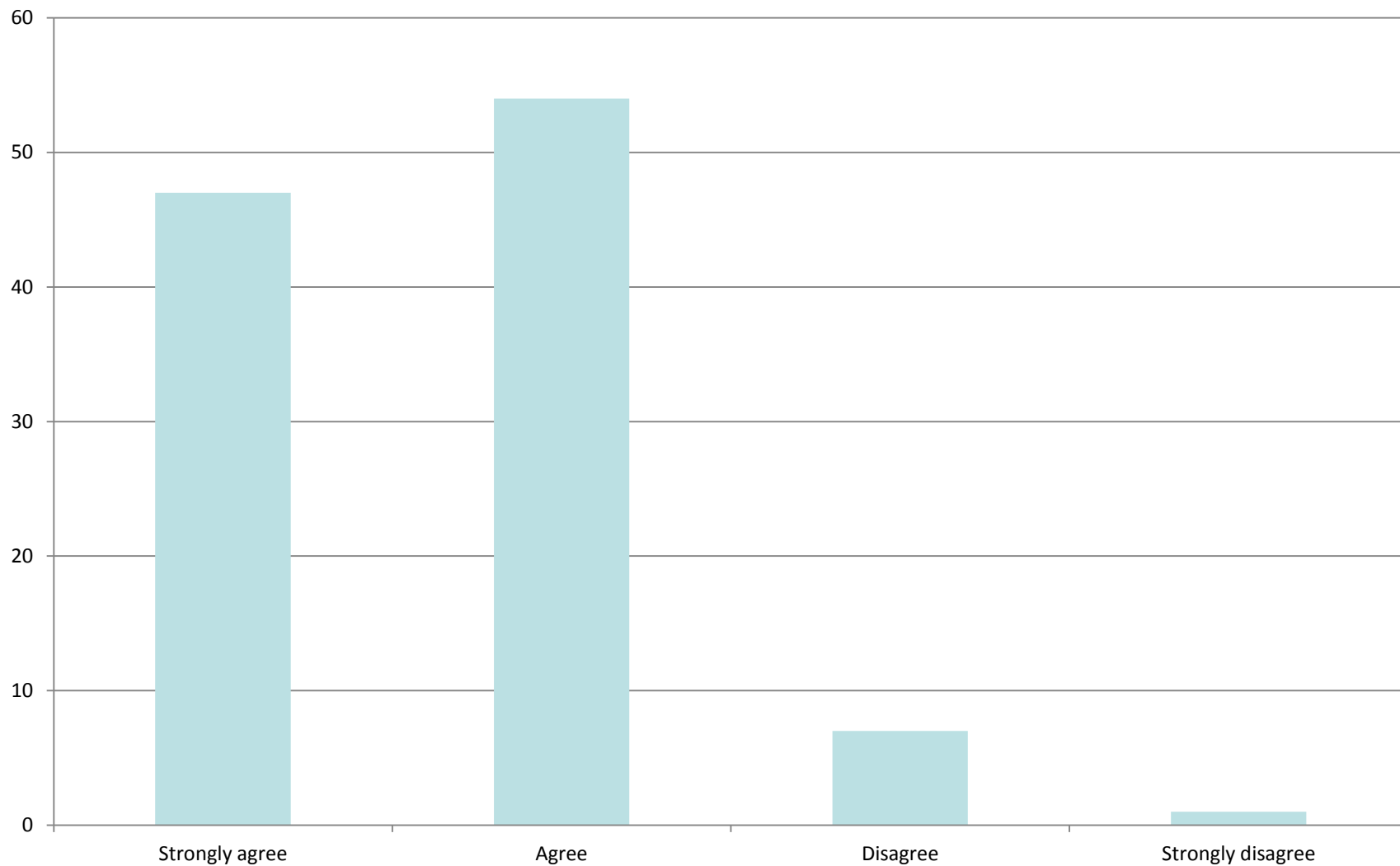
## How long after your appointment time do you normally wait to be seen?



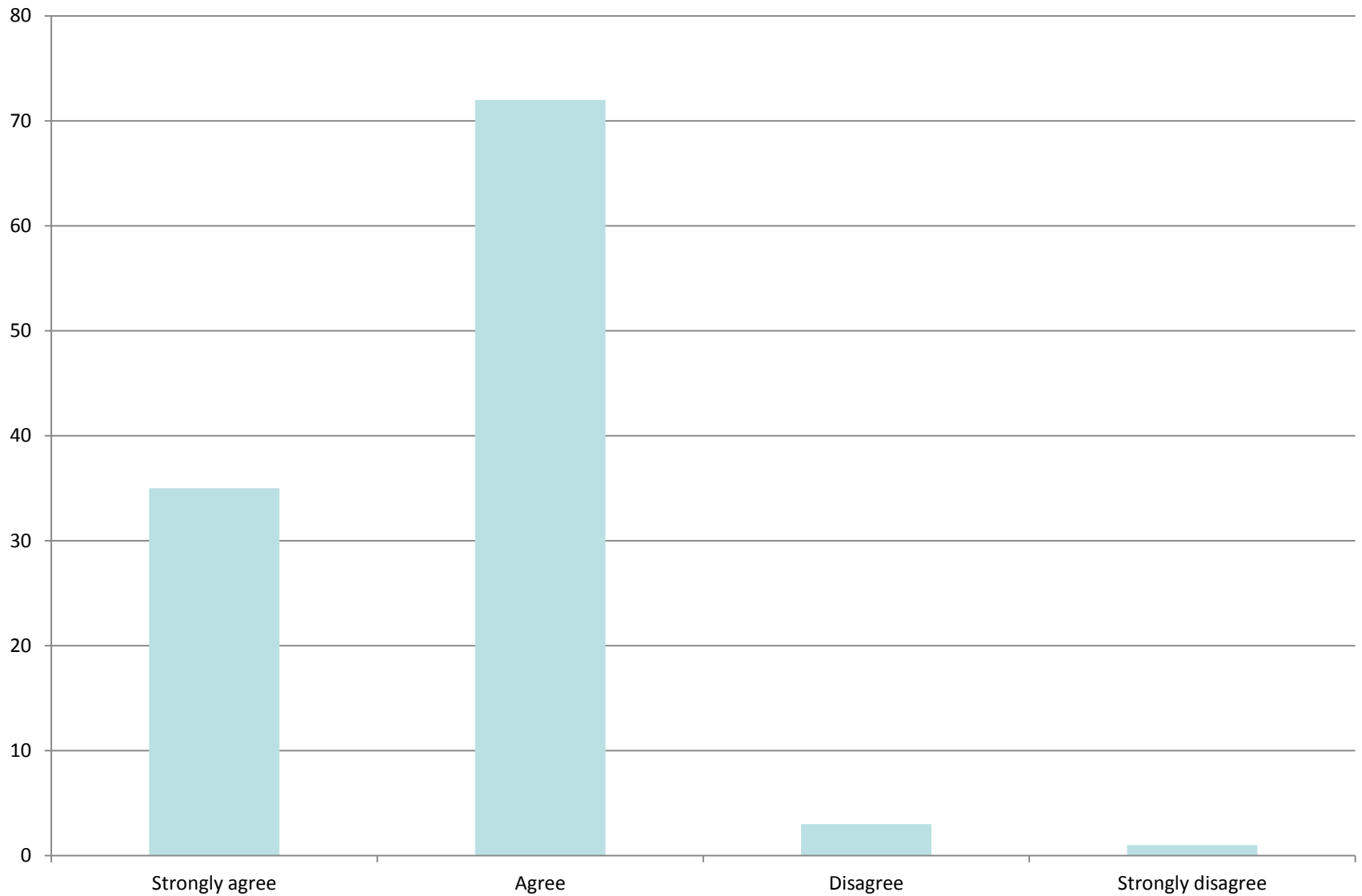
## Do you feel when you see the doctor or nurse that you are given enough time?



## Do feel that the doctors or nurses listen to you during your consultation ?

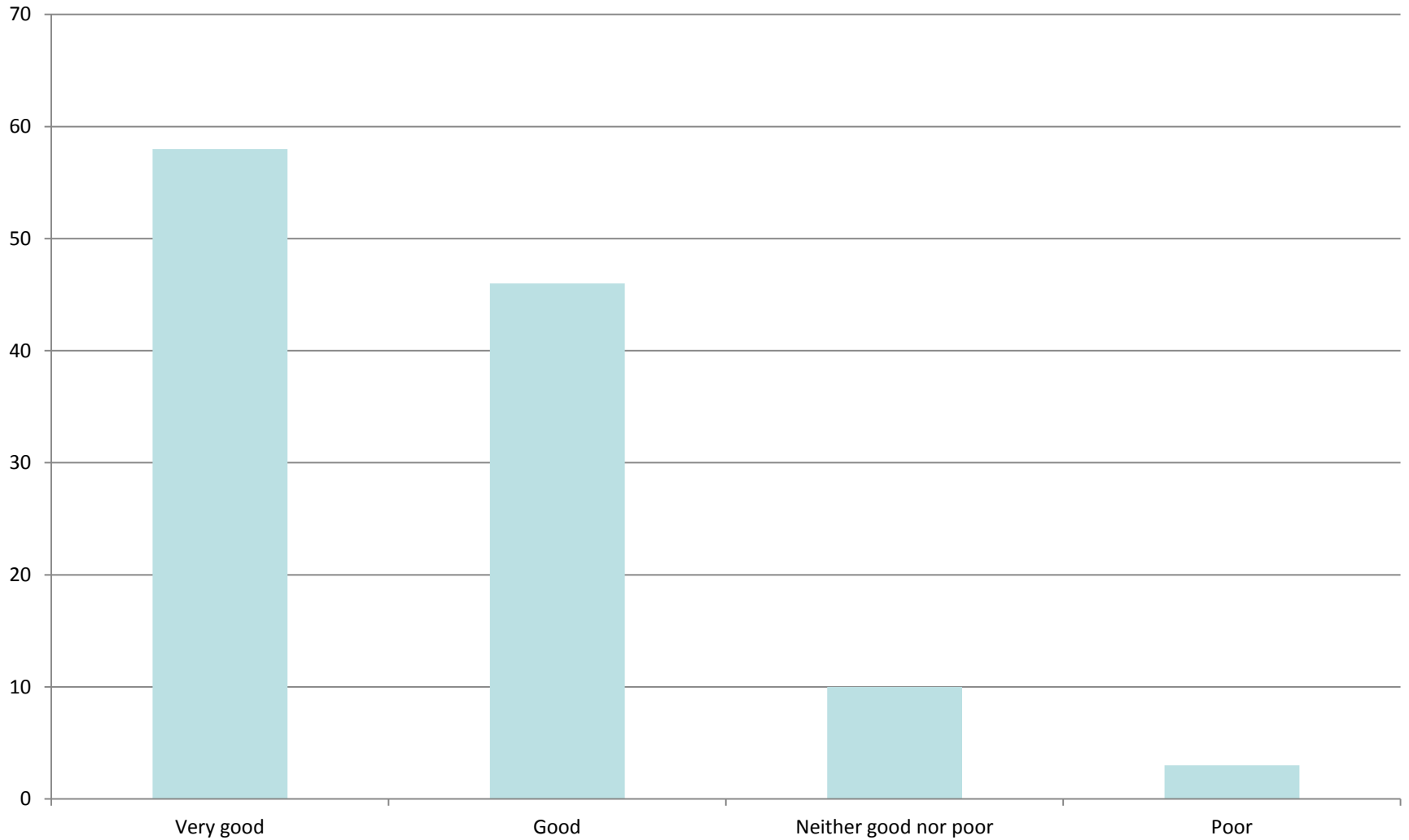


## Do the doctor and nurse involve you in decisions about your care?

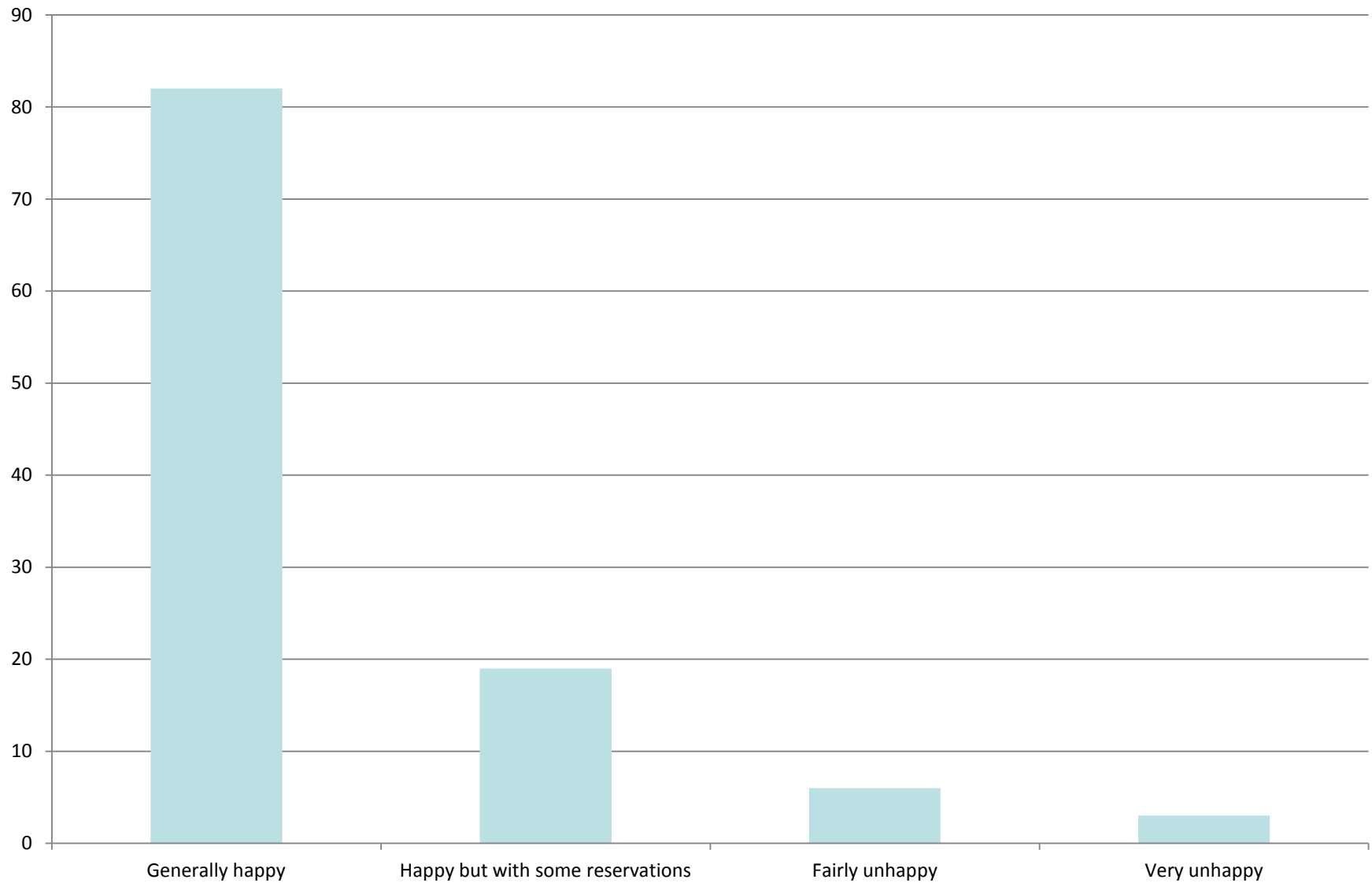




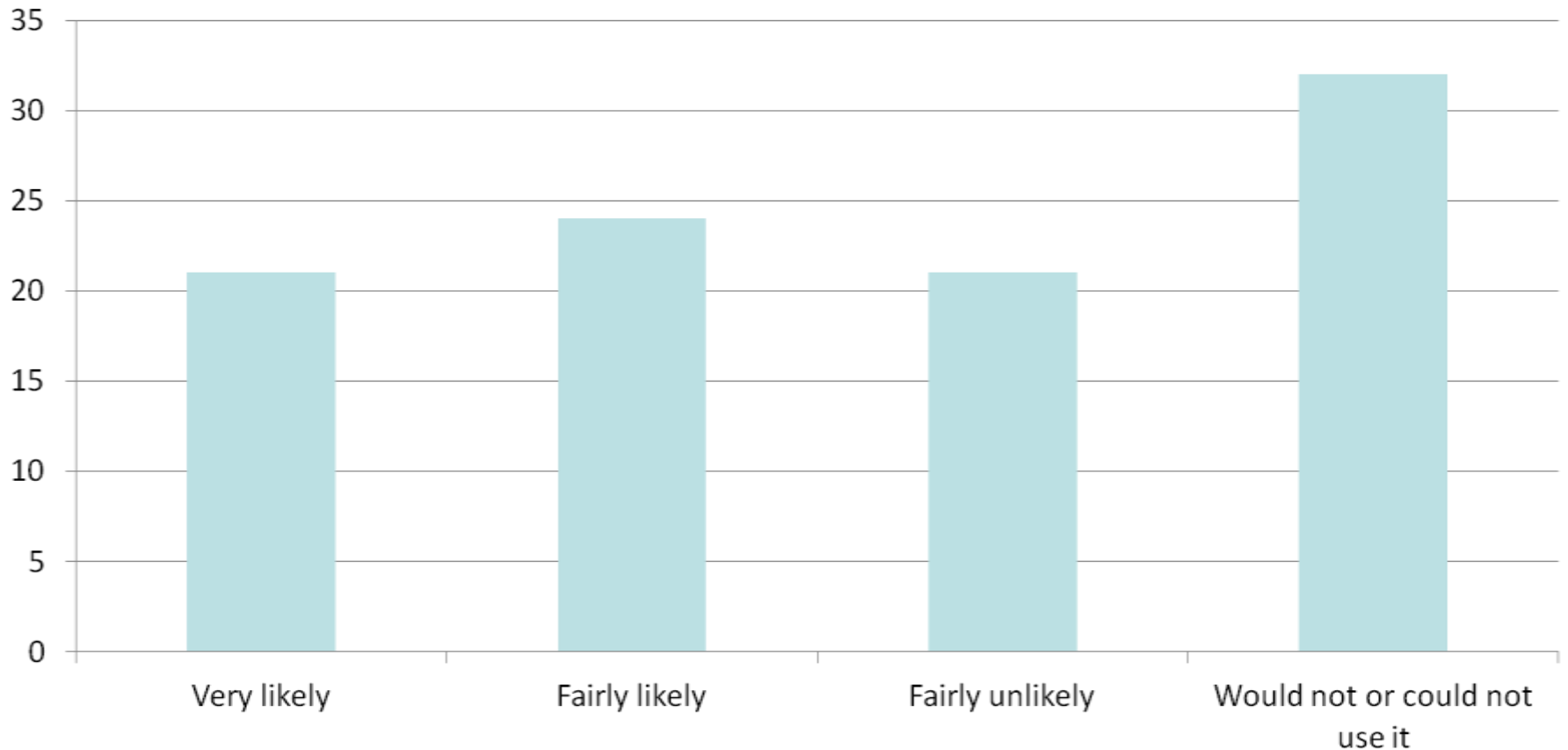
## How good was the doctor or nurse at explaining things clearly and patiently?



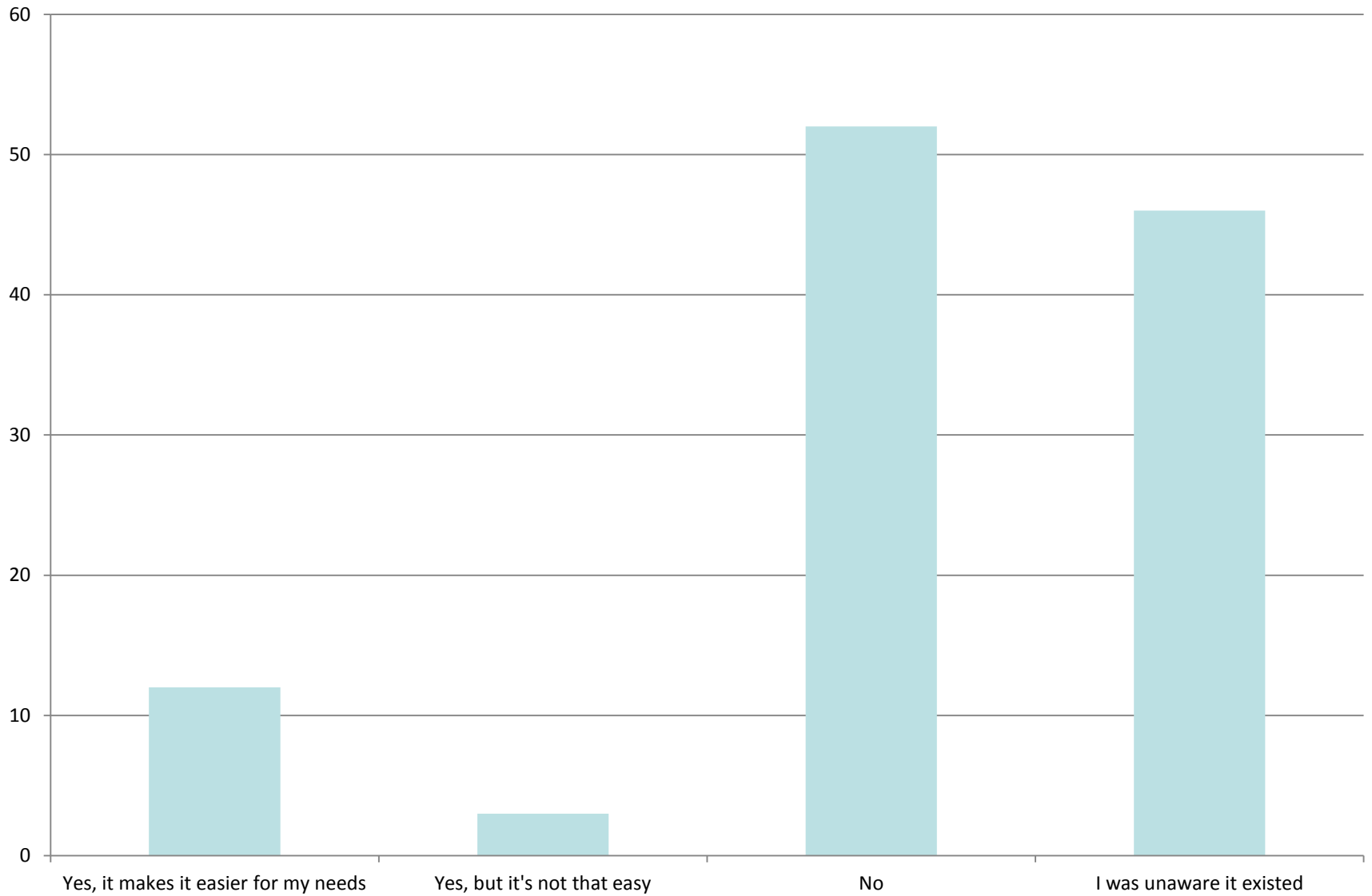
## How happy are you with the current repeat prescription service ?



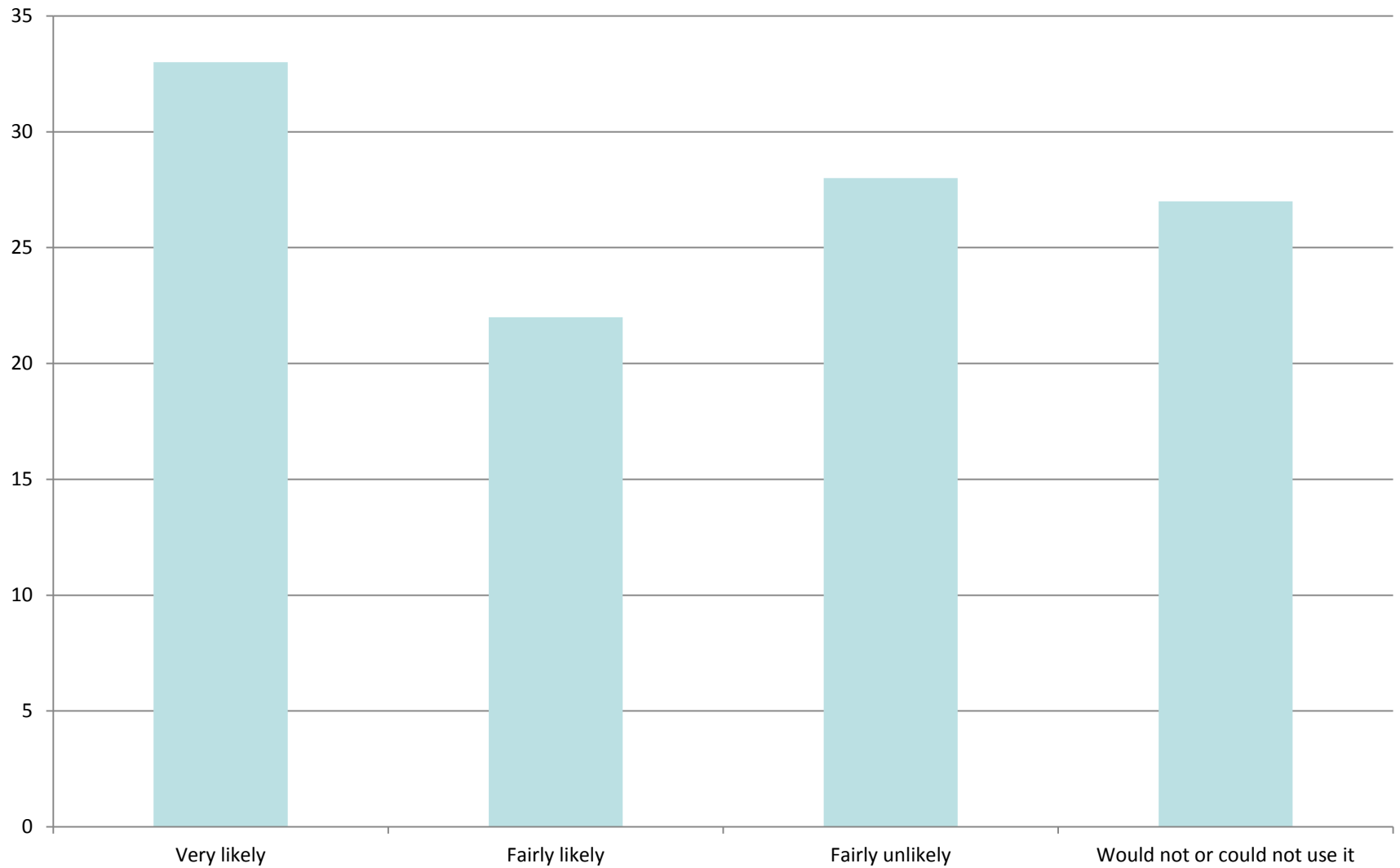
## How likely would you be to use an online prescription ordering system ? (2012)



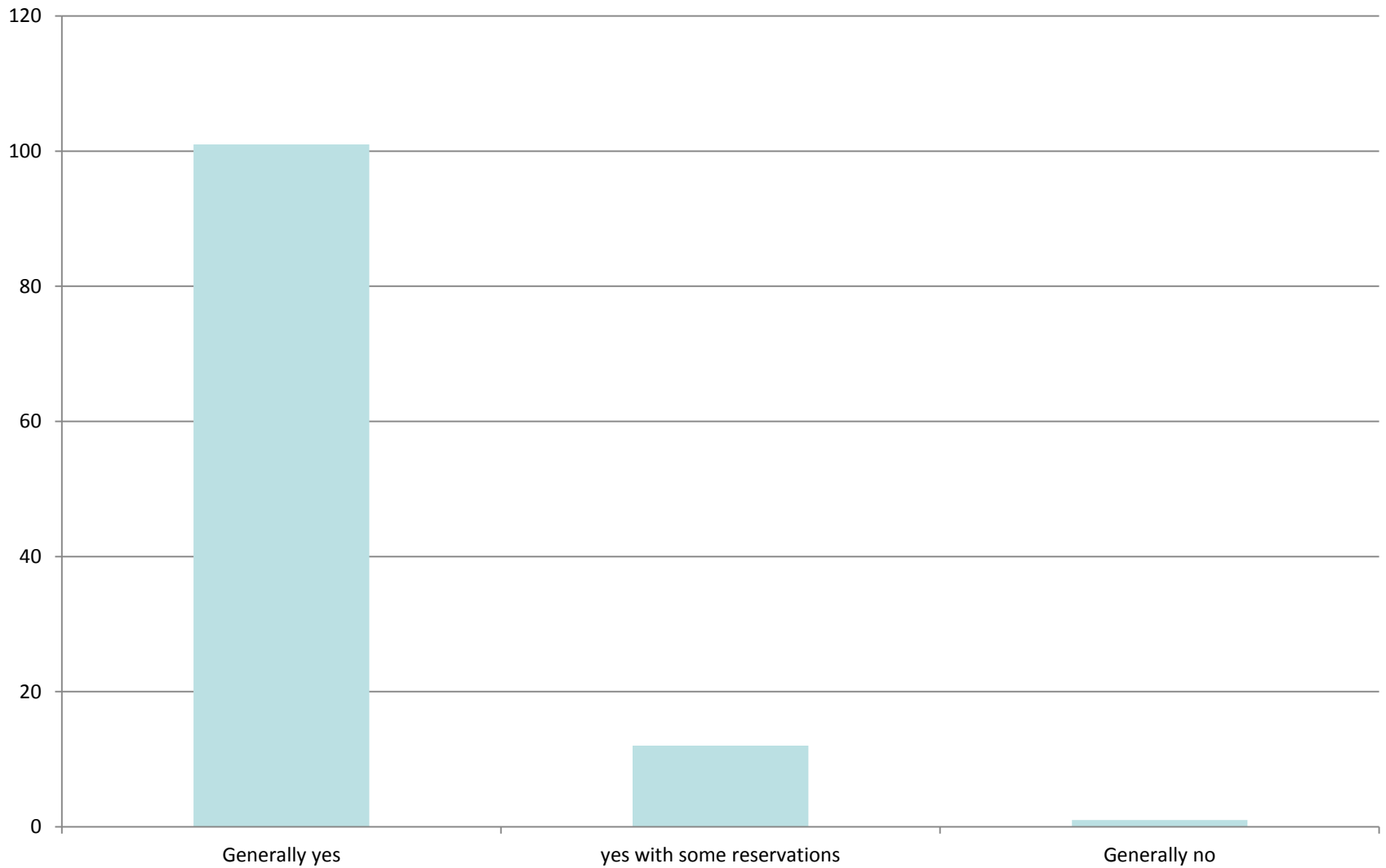
## Do you use our online prescription ordering system ?



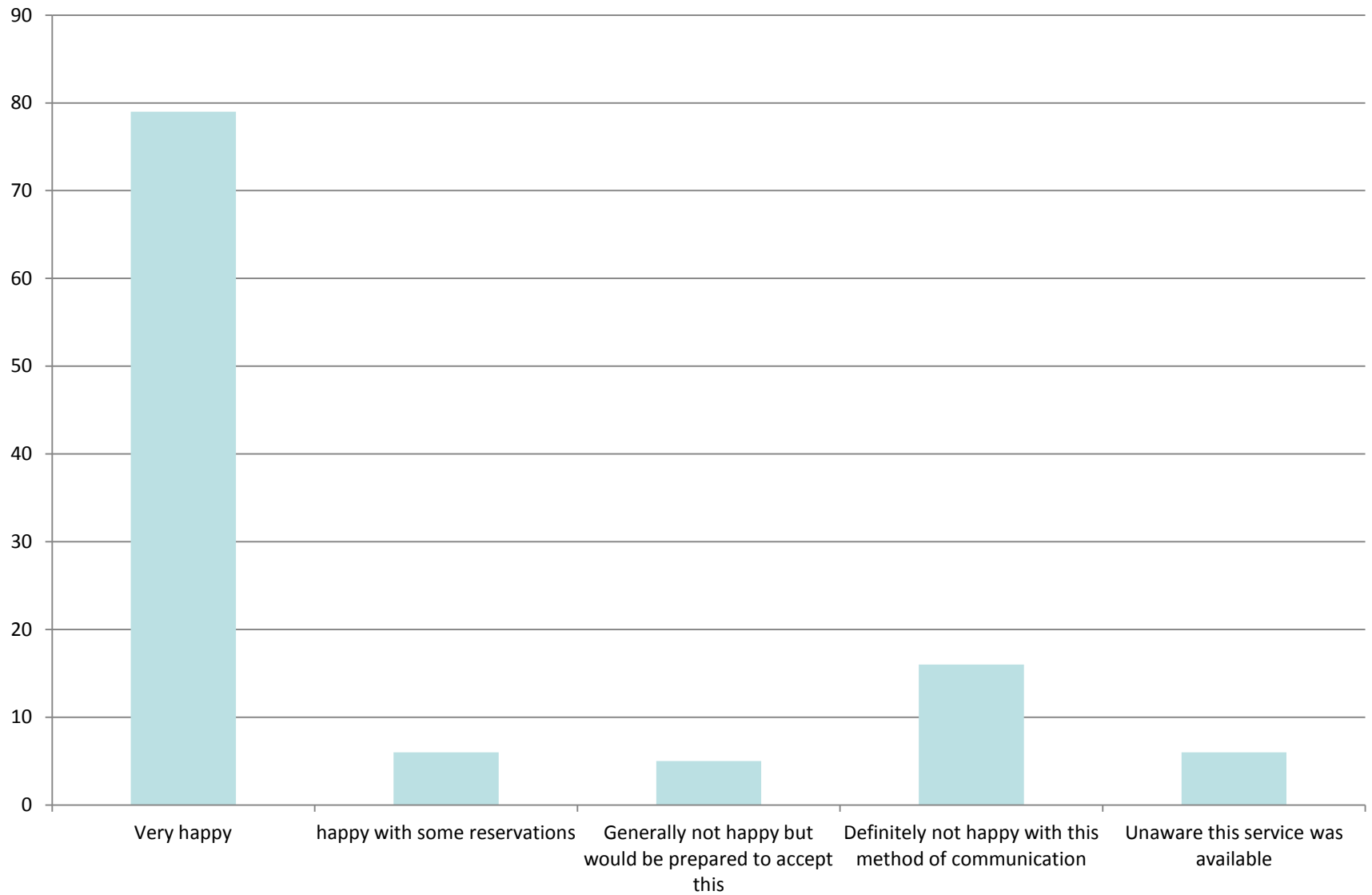
## If no or unaware, how likely would you be to use an online prescription ordering system ?



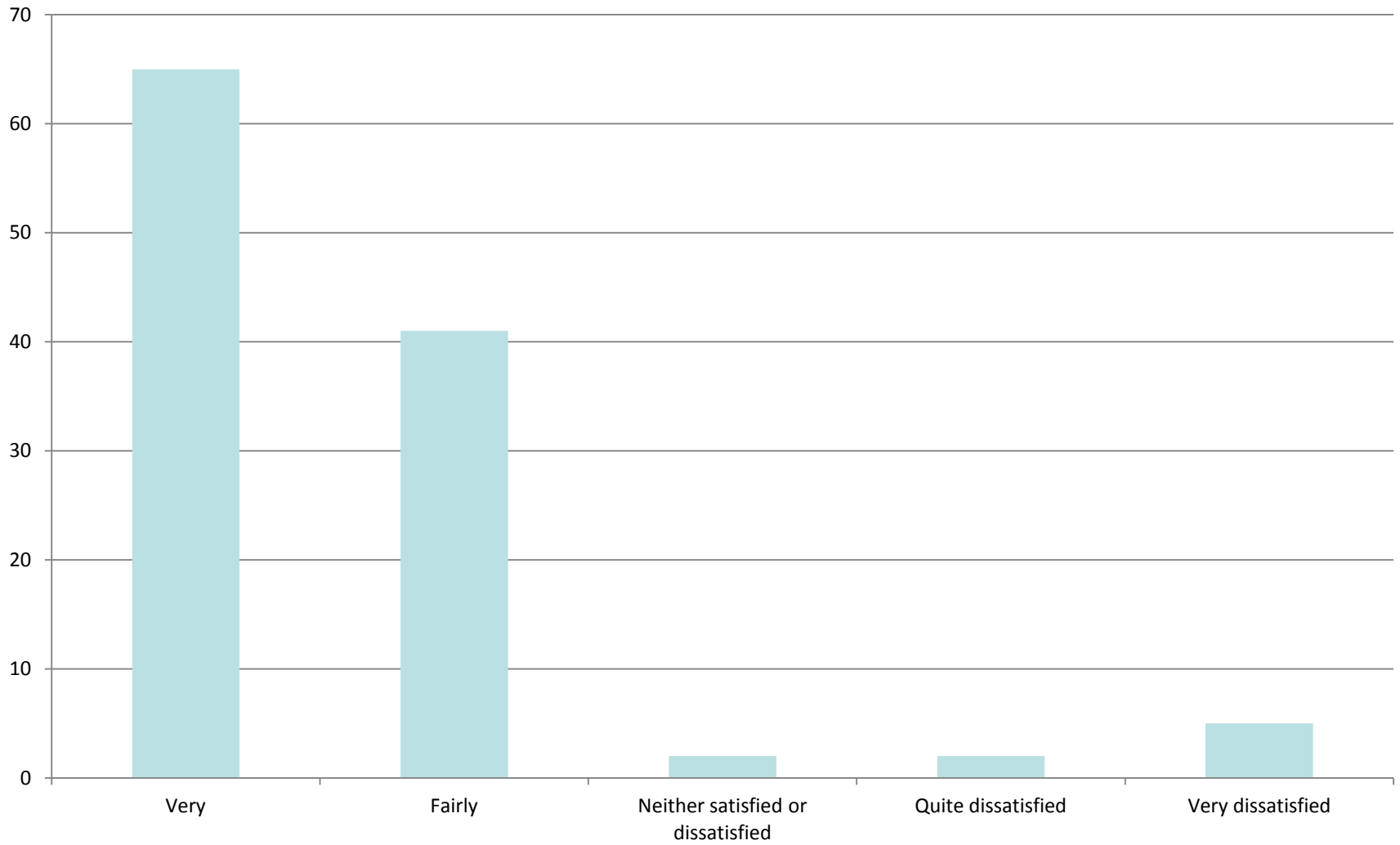
## Do you feel happy that the surgery is clean, safe and accessible with appropriate reception layout?



# Are you happy to be contacted by the surgery via text messages?

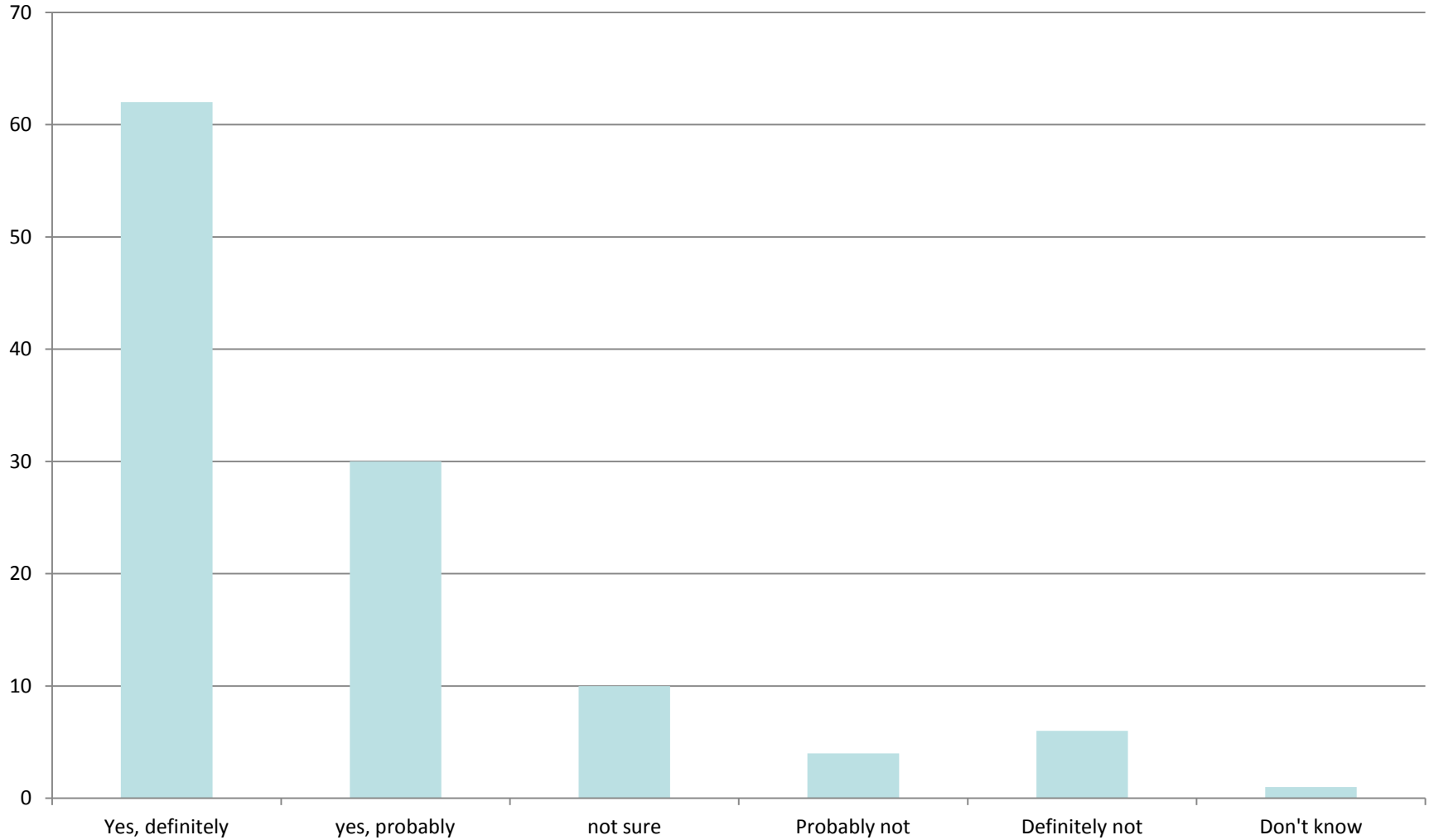


## Overall, how satisfied are you with your experience of the surgery?





## Would you recommend the surgery to someone who has just moved to your local area?



# Comments

- Dr Cooper should be asked to stay on after May as she treats you as patient not a number
- The reception desk is really high. It would be nice to be able to see the receptionists
- thank you for offering early and late appointments
- It has taken the practice a long time to modernise, i.e. online booking
- would be better to have staff representative of your catchment area i.e. speaking a second language
- waiting too long for appointments
- it takes too long to see the doctor of your choice
- sometimes feel reception staff are quite abrasive and blunt - I appreciate they may have a difficult job, however should maintain a friendly professional attitude at all times
- nothing to complain about, always been good. Keep it up!!
- I am very happy with services and appointments, it's all good. I'm, happy
- It would help if when visiting the nurse she knows what my appointment is regarding
- when making appointments having to wait 5-7 days
- all in all a very good service, keep up the good work
- St Ann's system has got better keep up the good work
- there was just one rude receptionist, the rest of the staff were great