**THE HEALTHCARE CENTRE - PATIENT SURVEY 2018/2019**

**General Information**

|  |  |
| --- | --- |
| **Age Range** | **Total** |
| 16-24 | 6 |
| 25-33 | 19 |
| 34-44 | 18 |
| 45-54 | 15 |
| 55-69 | 20 |
| 70+ | 22 |

|  |  |
| --- | --- |
| **Gender** | **Total** |
| Male | 28 |
| Female | 64 |
| Not Specified | 8 |

**Repeat prescriptions**

Are you aware that you can order your repeat prescriptions on line?

If not, would you like to register for this facility?

**Appointment booking**

Did you know that you can book/cancel routine (non-urgent) appointments with the Doctor online?

Would you prefer to be able to see your Doctor or Nurse in the evenings or at weekend? (even if this means there is less available during usual surgery hours)

As the NHS is moving towards and looking at ways of providing 08.00am to 8.00pm service – would you be happy to be seen at another local practice in the evening or at weekends?

Would you prefer to wait until the next available appointment at your OWN practice?

**Services**

Overall, how would you rate the service you receive from the practice?

Are there any services which you would like to have which the practice does not currently provide?

**If YES, which services would you like to see at the practice?**

* Blood Clinic
* Talk to someone in private if needed
* Walk In Centre
* Dermatology
* Bereavement Service
* Mental Health Hotline or Mental Health Clinic in practice
* Scans and X-Rays

**Communication**

Overall, how would you rate our patient/practice communications systems? For example: how helpful do you find our team in dealing with your requests?

**General / Comments / Compliments**

**Any other suggestions or constructive criticism:**

* Children’s Play Area could do with some TLC – very poor playhouse
* Hard to get prams in
* Be polite
* Continue to provide training to front line staff on customer care, empathy and patience
* Sometimes no clarity as to where next steps would be in treatment. Not enough communication with patient. Routine appointments to be more available. Emergency appointment availability is good. Referrals on some occasions are good however with family member of mine (father) it isn’t
* Difficult to order prescriptions – been told cannot order until down to the last two tablets. I cannot order on a Friday for tablets running out on a Monday as this is 72 hours.
* Online prescriptions are not good for my husband who it not computer literate
* Don’t like telling any other person than Doctor what is wrong
* Approach to surgery sometimes very littered – filthy mess on pavement near Dentist
* Soft quiet music in waiting room – not pop music!
* Waiting area is dull needs to be more happy looking, less sad and rainy day looking
* Email communication would be good – Website is it up to date?
* Repeat prescriptions – do not have a computer and would still like to phone the surgery for my repeat prescriptions.
* Not been at the surgery very long but never had any problems and I always get an appointment when I need one
* All runs very well