**SHAROE GREEN PATIENT SURVEY 2016**

**General Information**

**Male 16**

**Female 34**

16-24 8

25-33 6

34-44 8

45-54 8

55-69 8

70+ 12

**Repeat prescriptions**

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

Yes 33

No 17

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

Yes 5

No 29

Not Answered 16

**Appointment booking**

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

Yes 17

No 32

Not Answered 1

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)

Yes 26

No 22

Not Answered 2

**Services**

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

Poor 0

Fair 0

Average 4

Good 18

Excellent 27

No Answer 1

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

Yes 6

No 39

No answer 5

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

* Routine appointments more available – having to make “urgent” appts for non-urgent reasons as waiting time for regular appt too long to wait
* Warfarin clinic appointments
* Maybe a general medical for over 65’s, especially men
* Nurse appointments online
* Open more hours on a Thursday due to not being available at the weekend
* Evening/weekend appointments
* Blood test facilities

**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?

Poor 0

Fair 0

Average 5

Good 17

Excellent 27

No answer 1

**General**

Any other suggestions or constructive criticism

* We have always been completely satisfied with every aspect of this surgery. All members of staff have been exceptional with our whole family
* My husband is having difficulty walking and so it would be much more convenient to have warfarin clinic appointments at this clinic. Otherwise we have only praise for this clinic
* None – Receptionists always personal, pleasant and professional
* Hardly ever use the practice so accuracy of answers vitiated by lack of knowledge of practice
* When trying to get back to me, if not got through to at least try again or leave a message on the answer machine
* No problem at all
* Could all your surgeries (3?) be available to all patients? – Regardless of where they are registered. The website suggests this is possible