**THE HEALTHCARE CENTRE - PATIENT SURVEY 2017/2018**

**General Information**

|  |  |
| --- | --- |
| **Age Range** | **Total** |
| 16-24 | 11 |
| 25-33 | 17 |
| 34-44 | 20 |
| 45-54 | 21 |
| 55-69 | 30 |
| 70+ | 20 |

|  |  |
| --- | --- |
| **Gender** | **Total** |
| Male | 44 |
| Female | 75 |

**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?**

* Physiotherapy
* Blood Clinic
* An appointment “APP” to enable you to make an appointment on your mobile phone
* Chiropody
* Paediatrician
* Dressing Clinic
* Evening and weekend appointments
* Drop in mental health clinic
* Minor surgery

**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**

**Any other suggestions or constructive criticism:**

* Excellent – all round staff, doctors and nurses
* Maybe an appointment making “APP” as now everyone has iPhone
* Happy with practice
* The ability to speak to Doctors over antibiotics
* Due to mobility issues would like to attend for blood tests at the surgery
* Evening and weekend opening
* Self-service check in – could it be adjusted for tall people and still be used for others
* No suggestions – we never have any problems trying to get an appointment or with any of the staff. Fantastic!
* When you want to see a Doctor for a routine appointment they give the appointment too far in advance. Long waiting times i.e. 2-3 weeks
* Sometimes when I ring up the staff aren’t friendly
* On occasion my prescription has not been sent to the Chemist. Nurses who have been here a long time are very helpful
* I think the practice provides a good service. The only negative comment would be the number of weeks you have to wait for an appointment.
* Sometimes appointments can run late, sat waiting for 15-20 minutes
* Appointment times are not prompt enough and it is disrespectful to busy people to book an appointment and be consistently late.