**SHAROE GREEN SURGERY - PATIENT SURVEY 2017/2018**

**General Information**

|  |  |
| --- | --- |
| **Age Range** | **Total** |
| 16-24 | 3 |
| 25-33 | 1 |
| 34-44 | 8 |
| 45-54 | 9 |
| 55-69 | 15 |
| 70+ | 14 |

|  |  |
| --- | --- |
| **Gender** | **Total** |
| Male | 20 |
| Female | 30 |

**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?**

* Full evening and weekend appointments
* More nurse clinics
* Access to a nurse for minor problems

**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:**

* Very happy with GP Service – always seen promptly. Staff very friendly
* More senior GP’s available
* Never had any problems. If surgery has been busy have been to Healthcare Centre
* Very good practice.
* Often long wait for appointments. Could be due to the amount of hours open – not enough for patients. Good service when I get an appointment. Receptionists and Doctors are good.
* Only concern is that I sometimes have to wait quite a long time for an appointment. I am happy to be seen elsewhere for a faster appointment. Staff are amazing!
* Thank you for all your help throughout the years.
* Keep up the good work
* A few months ago my physical health was poor. The Doctor and hospital dealt with me very quickly with good compassion. Outcome was very good and I really appreciate and would like to thank everyone.