**THE HEALTHCARE CENTRE - PATIENT SURVEY SUMMARY 2023**

**General Information**

|  |  |
| --- | --- |
| **Age Range** | **Total** |
| 16-24 | 4 |
| 25-33 | 8 |
| 34-44 | 12 |
| 45-54 | 22 |
| 55-69 | 24 |
| 70+ | 28 |

|  |  |
| --- | --- |
| **Gender** | **Total** |
| Male | 28 |
| Female | 60 |
| Not Specified | 15 |

**Repeat prescriptions**

Are you aware that you can order your repeat prescriptions online?

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

**Appointment booking**

Did you know that we have changed our appointment system in February 2023 and are now operating as we did prior to the pandemic offering pre-bookable routine face to face appointments and telephone review appointments?

Are you aware that these appointments are available to book online?

Are you aware that ALL patients requesting an urgent on the day appointment will be triaged first by a Doctor?

Are you aware that you can make an administrative request such as a fit note request or access to your test results using the online service Patient Triage – the link is on our practice website?

If online / video consultations were available would you use this service?

Are you aware that we are providing appointments on a Tuesday evening up to 8.00pm?

We are also providing an 8am to 8pm service locally as a Primary Care Network (ISSA Medical Centre) – are you happy to be seen at these other local practices in the evening or on a Saturday?

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 you aware of the services we provide at the practice such as Diabetic podiatry, minor operations, Phlebotomy, coil fitting and removal clinic, social prescriber services?

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?**

* Bereavement Counselling / Bereavement support
* Dietary advice in groups / Dietician/nutritionist
* Ability to speak to someone regarding bereavement.
* Mental health Service
* Dermatology/Bereavement Counselling/Mental Health
* Mental health service provision. West strand CMHT is buckled to being ineffective/not conducive to mental well-being.
* Blood Clinic / Blood tests at the surgery / Bloods to be taken instead of having to Queue at blood clinic.
* More help for Mental Illnesses. Waiting times dreadful / Mental Health help
* Help with menopause.
* Dermatology
* Blood Clinic / Bloods to be taken in surgery /Bookable blood test appointments
* COPD services in community to link in with GP so more people are aware.

**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?

Did you know we have a practice website and a practice Facebook page which are both updated regularly? The practice website has lots of useful information about the services we offer, the team and important links to communicate with the practice.

**General / Comments / Compliments**

* Shorter time held on the telephone waiting for a reply.
* There should be consequences for people who fail to attend appointments.
* Should be able to see a doctor at any point, getting an appointment is becoming a headache.
* I think that it is important to see the same doctor especially for patients with ongoing issues. This consistency is vital to patient wellbeing and good medical practice.
* The music played when on hold is annoying. I prefer no music. Also make it easy to have call-back and make your information message short.
* The service you provide varies greatly depending on which receptionist answers your call. Some are extremely helpful and kind, at least one goes out of her way to be unpleasant.
* The 8am Queue when phoning to get an appointment is so frustrating when you wait 20 minutes then all the appointments have gone.
* Not sure how the services are being communicated or the various platforms i.e. facebook but would be good to have more information.
* Waiting time for response at 8am any morning is sometimes over 15 minutes, would be nice to be able to get through to a receptionist ASAP.
* Noted on sign upstairs that oxygen and defibrillator are located downstairs – what is a patient has a heart attack upstairs.
* 10 minutes for an appointment is not very good, sometimes you may need extra time with the Doctor.
* I would prefer to be seen by the same Doctor who had seen me previously, this will help to follow my diagnosis and treatment rather than starting all over again with a new Doctor.
* Possibly text reminders of appointments to minimise people missing appointments.
* More evening appointments and shorter call queues.
* Mental health service leaflets/posters.