**LONGSANDS MEDICAL CENTRE - PATIENT SURVEY 2017-2018**

**General Information**

|  |  |
| --- | --- |
| **Age Range** | **Total** |
| 16-24 | 2 |
| 25-33 | 4 |
| 34-44 | 11 |
| 45-54 | 17 |
| 55-69 | 9 |
| 70+ | 7 |

|  |  |
| --- | --- |
| **Gender** | **Total** |
| Male | 17 |
| Female | 33 |

**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 tests
* Weekend appointments
* Earlier opening i.e. 07.00am with fixed walk in slots
* Telephone consultations
* COPD Nurse

**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:**

* I have been with this practice since the beginning and been cared for very supportively and very well. The best!
* All the staff are friendly, professional and very helpful. Keep up the good work
* No criticism. Very happy with quick appointment times.
* All staff are very polite and a credit to the practice.
* Follow up call when requested regarding filling cancelled appointments.
* The door always seems to be a struggle with mobility aids and larger prams.
* Have always found the staff helpful and friendly. Recently set up on the patient access system where it is much easier to order prescriptions and book appointments. I have always been able to see a Doctor for myself and my children when needed.
* Wait for an appointment is too long.