**LONGSANDS MEDICAL CENTRE**

**PATIENT SURVEY SUMMARY 2023**

**General Information**

|  |  |
| --- | --- |
| **Age Range** | **Total** |
| 16-24 | 5 |
| 25-33 | 4 |
| 34-44 | 11 |
| 45-54 | 18 |
| 55-69 | 28 |
| 70+ | 12 |

|  |  |
| --- | --- |
| **Gender** | **Total** |
| Male | 33 |
| Female | 42 |
| Not Specified | 3 |

**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 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?**

**Physiotherapy**

**Speech & Language Therapy**

**Dermatologist**

**On the Day Appointments**

**More late evenings**

**Wellbeing – Mental Health**

**Blood Tests**

**Well Man Tests**

**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**

**Any other suggestions or constructive criticism:**

* Was difficult during COVID
* Excellent service, always helpful
* Pro-active communication as don’t always get follow up.
* No – pleased with the service at Longsands.
* We are satisfied with the practice – we should have a lab here too.
* From any position I am happy at this moment – thank you.
* Improved recently
* Always fab and helpful when I call – supportive nurses and doctors, understanding to situations – thank you.
* Still a message stating “unprecedented demand – at some point this needs to be disregarded.
* Ask Doctors to read the patients notes / record before rejecting a request for medication
* The online booking system has been down when I have tried on making a booking – my attempts have been unsuccessful to date.
* I cannot thank and praise ALL staff, medical and admin for the wonderful service they give in all respects / areas.
* Its very rare I come to the Doctors but when I phoned up initially at the centre at Flintoff way it took about 20 minutes for the telephone to be answered when I was number one in queue…..very frustrating!
* Unaware of services offered but haven’t actively looked online either. Has seemed difficult to get appointments when required but accept COVID has created issues for all.
* Prescription ordering for my medication ordering is always a nightmare – one receptionist was giving me the third degree about my ileostomy bags.
* The system of ordering prescriptions at Flintoff way is problematic. Also not able to fully order repeat prescriptions on NHS App.
* Location is a problem, directions non-existent – took almost 1 hour to find location and this meant I arrived very late!