**LONGSANDS MEDICAL CENTRE - PATIENT SURVEY 2016**

**General Information**

**Male 16**

**Female 34**

16-24 3

25-33 3

34-44 10

45-54 20

55-69 11

70+ 3

**Repeat prescriptions**

Are you aware that you can order your repeat prescriptions on line?

Yes 26

No 24

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

Yes 13

No 22

No Answer 15

**Appointment booking**

Did you know that you can book/cancel routine (non-urgent) appointments with the Doctor on-line?

Yes 7

No 43

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)

Yes 34

No 16

**Services**

Overall, how would you rate the service you receive from the practice?

Poor 0

Fair 0

Average 3

Good 24

Excellent 22

No Answer 1

Are there any services which you would like to have which the practice does not currently provide?

Yes 2

No 44

No Answer 4

**If YES, which services would you like to see at the practice?**

* Blood sample tests would be useful (2)
* Always efficient and welcome service
* Not sure as I don’t know what is/is not already available

**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?

Poor 0

Fair 1

Average 3

Good 28

Excellent 17

No Answer 1

**General**

**Any other suggestions or constructive criticism**

* Very rarely visit so cannot offer an experienced opinion really but seems a good service
* No problems – always satisfied
* I find the team very helpful. They will always try their very best to deal with my requests to the best of their ability.
* Always seen quickly – good service and polite and efficient staff
* On-line appointment availability is very limited. It dis-incentivises use of system
* Overall I find the staff very polite and helpful. I can normally obtain an appointment within a reasonable time frame at one of the surgeries. I appreciate it is sometimes easier and more appropriate to see the Nurse Practitioner freeing up time for the GP to see a more needy patient.
* Just the opening hours.
* Generally I find the team very good in dealing with my requests. I have been a patient of the practice for 40+ years, and have seen much improvement.
* Excellent services with professional staff.