**SHAROE GREEN SURGERY - PATIENT SURVEY 2018/2019**

**General Information**

|  |  |
| --- | --- |
| **Age Range** | **Total** |
| 16-24 | 5 |
| 25-33 | 3 |
| 34-44 | 5 |
| 45-54 | 8 |
| 55-69 | 16 |
| 70+ | 13 |

|  |  |
| --- | --- |
| **Gender** | **Total** |
| Male | 16 |
| Female | 34 |

**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 at branch sites
* Blood Clinics
* Not to wait 4 weeks for a GP appointment
* Information re prescription charges
* Mental Health Expertise

**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 am satisfied with the services I have received
* Can’t beat face to face interactions which have all been good.
* Flexible hours are good especially for workers and the choice of surgeries is also a good option.
* The team is so understanding and accommodating – excellent service
* I occasionally struggle to obtain early appointments outside of normal office hours at Sharoe Green. Lack of availability for GP appointments for the Office Clerks.