**PATIENT SURVEY 2018**

This survey is being conducted jointly by the practice and our patient participation groups (PPGs) to help us understand patient awareness and to help us improve services. **The survey is anonymous – please DO NOT include your name.**

**LEFT COLUMN = MOSS VALLEY; RIGHT COLUMN = GOSFORTH VALLEY**

|  |  |  |
| --- | --- | --- |
|  | Moss Valley | Gosforth Valley |
| Completed survey (as a % of those asked in the waiting room) | 79.4% | 89.7% |
| Returned completed survey (as a % of those taking the form away from the practice) | 5.7% | 52.4% |

1. **Are you aware of the practice website and do you use it (please tick one box only)?**

|  |  |  |
| --- | --- | --- |
| I am aware of the website and have some knowledge of the information contained on it. | 28 (14%) | 21 (12.7%) |
| I am aware of the website but only use it to access online services (e.g. appointment booking, prescription requests) | 41 (20.5%) | 24 (14.5%) |
| I am aware of the website but I don’t use it | 67 (33.5%) | 77 (46.7%) |
| I didn’t know the practice had a website | 34 (17%) | 24 (14.5%) |
| I do not have access to the internet | 30 (15%) | 19 (11.5%) |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| 1. **Are you aware that self-referral is available for the following services?** | | |  | 1. **For minor ailments or less serious issues, which of the following services would you consider using (please tick all that apply)?** | |  |
| Physiotherapy | 105 (52.5%) | 95 (57.6%) |  | Pharmacist | 168 (84%) | 153 (92.7%) |
| Audiology (hearing) | 76 (38%) | 58 (35.2%) |  | Practice website | 30 (15%) | 17 (10.3%) |
| Podiatry (feet) | 85 (42.5%) | 63 (38.2%) |  | Other NHS website (e.g. NHS Choices) | 57 (28.5%) | 64 (38.8%) |
| Counselling | 77 (38.5%) | 52 (31.5%) |  | NHS Walk In Centre (Sheffield) | 51 (25.5%) | 50 (30.3%) |
| Weight Management | 78 (39%) | 43 (26.1%) |  | GP Surgery | 51 (25.5%) | 91 (55.2%) |
| Stop Smoking | 78 (39%) | 51 (31.0%) |  | Accident & Emergency | 29 (14.5%) | 25 (15.2%) |
| Citizens Advice Bureau | 66 (33%) | 71  (43%) |  |  |  |  |
| Family planning | 81 (40.5%) | 50 (30.3%) |  |  |  |  |

1. **When calling for an appointment, in order for us to provide the most appropriate care, would you be happy to discuss your request / symptoms with the receptionist (please tick one box only)?**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Always | 75 (37.5%) | 59 (35.8%) |  | Do not want to discuss personal matters with a receptionist.  Receptionists aren’t trained to deal with medical matters.  Lack of privacy at reception (Moss Valley) |
| Usually | 78 (39%) | 70 (42.4%) |  |
| Rarely | 28 (14%) | 21 (12.7%) |  |
| Never | 19 (9.5%) | 15 (9.1%) |  |

|  |  |  |
| --- | --- | --- |
| 1. **What is your understanding of the role of a GP Registrar (please tick one box only)?** |  | 1. **Are you happy for your appointment to be with a GP Registrar?** |

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Unqualified; training to be a doctor | 25 (12.5%) | 17 (10.3%) |  |  | | YES | 186 (93%) | 146 (88.5%) |
| Fully qualified doctor training to be a GP | 98 (49%) | 123 (74.5%) |  |  | | NO | 14 (7%) | 19 (11.5%) |
| Fully qualified GP | 68 (34%) | 25 (15.2%) |  |  | If you have answered no, why do you say that? | | | |
| Don’t know | 9 (4.5%) | 0 |  |  |

|  |
| --- |
| Continuity of care (wanting to see the same GP)  Perceived lack of training |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| 1. **What are your normal arrangements for generating your regular repeat prescription (please tick one box only)?** | | |  | 1. **How do you prefer to receive your regular repeat medication (tick one box that best describes your preferred option)?** | | |
| I don't have regular repeat prescriptions | 40 (20%) | 21 (12.7%) |  | I **currently** have my regular repeat medication delivered to my chosen address and I’m happy with this arrangement. | 6  (3.75%) | 3 (4.17%) |
| My regular repeat prescription is sent directly to a nominated Pharmacy | 108 (54%) | 114 (69.1%) |  | I collect my regular repeat medication from a Pharmacy and would prefer to continue with this arrangement. | 142 (88.75%) | 132 (91.67%) |
| I normally collect my regular repeat prescription from the practice | 52 (26%) | 30 (18.2%) |  | I collect my regular repeat medication from a pharmacy, but would prefer home delivery if it was available. | 12 (7.5%) | 3 (4.17%) |

1. **When making an appointment, which of these would be your preferred time (please tick one box only)?**

|  |  |  |  |
| --- | --- | --- | --- |
| Monday to Friday | Daytime (8am to 6pm) | 90 (45%) | 72 (43.4%) |
| Monday to Friday | Evening (6pm to 8pm) | 32 (16%) | 21 (12.7%) |
| Saturday | Morning | 3 (1.5%) | 1 (0.6%) |
| Sunday | Morning | 1 (0.5) | 0 (0%) |
| No preference | I can attend anytime | 74 (37%) | 70 (42.4%) |

1. **For demographics only, please complete the following information:**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Male | 80 (40%) | 68 (41%) | Age: | 0 - 20 | 5 (2.5%) | 1 (0.6%) |  |  |
| Female | 120 (60%) | 91 (59%) |  | 21 - 40 | 35 (17.5%) | 23 (13.9%) |  |
|  |  |  |  | 41 - 60 | 60 (30%) | 37 (22.4) |  |
| Moss Valley Patient | 200 |  |  | 61 - 70 | 50 (25%) | 55 (33.3%) |  |
| Gosforth Valley Patient | 165 |  |  | 71 + | 50 (25%) | 49 (29.7%) |  |

Thank you for completing our survey. Completed surveys can be handed to the practice receptionist, a member of the patient participation group or placed in the comments box in the waiting room. The practice will meet with the patient participation groups to discuss the results and agree any appropriate action.

PLEASE ENSURE ALL RESPONSES ARE HANDED IN BY 30TH JUNE 2018. THANK YOU.