

Avenue House Surgery Patient Questionnaire

Results

In total the practice received a sample of 86 completed questionnaires over a 2--3 week period. Nov/Dec 2011
%'s have been rounded up or down so may not total exactly 100%

1. Future of the Practice.

How well informed are you about the proposed forthcoming political changes to the NHS and how this may affect your local practice and yourself as a patient?

Response	Number	%
Not at all	20	23%
I have a fairly limited understanding	33	38%
I have a fairly good understanding	21	24%
I have a good understanding	7	8%
I am fully aware	5	6%
No response	0	0%

Would you like further information regarding the potential changes facing your GP Practice?

Yes, I would like to know more	65	76%
No, I would not like further information	18	21%
No response	3	3%

If given the opportunity, would you like to have your say on how local patient pathways and experiences are shaped in the future?

Yes, I would like to be involved	19	22%
No, I would not	29	34%
I am not sure at the moment	36	42%
No response	2	2%

2. Wasted Appointments

Please tell us how you feel about 'wasted ' appointments

<u>Response</u>	<u>Number</u>	<u>%</u>
I would like something to be done about this	75	87%
This does not worry me	8	9%
No response	3	3%

3. Telephone System

How easy do you find it to get through to the surgery on the telephone?

<u>Response</u>	<u>Number</u>	<u>%</u>
Always very easy	12	14%
Usually very easy	23	27%
Usually fairly easy	33	39%
Not very easy at all	9	10%
Haven't tried	0	0%
No response	9	10%

In order to book patients with the most appropriate clinician, our reception staff often ask patients briefly what the medical problem is. How do you feel about this?

<u>Response</u>	<u>Number</u>	<u>%</u>
I am happy to be asked	18	21%
I don't really mind either way	29	34%
It depends what the problem is	18	21%
I prefer not to be asked	6	7%
I don't like being asked	6	7%
No response	9	10%

4. Test Results

How do you feel about the way we process patient test results?

<u>Response</u>	<u>Number</u>	<u>%</u>
I am always very happy with the system	10	12%
I am happy with the system	34	40%
I am fairly happy with the system	19	22%
I am not happy with the system	5	6%
Haven't tried	6	7%
No response	12	14%

5. Prescriptions

How do you feel about our repeat prescription service?

<u>Response</u>	<u>Number</u>	<u>%</u>
I am always very happy with the system	10	12%
I am happy with the system	34	40%
I am fairly happy with the system	21	24%
I am not happy with the system	4	5%
Haven't tried	8	9%
No response	9	10%