

Park Avenue Medical Centre Patients' Survey Sep 16

Number of Responses:128

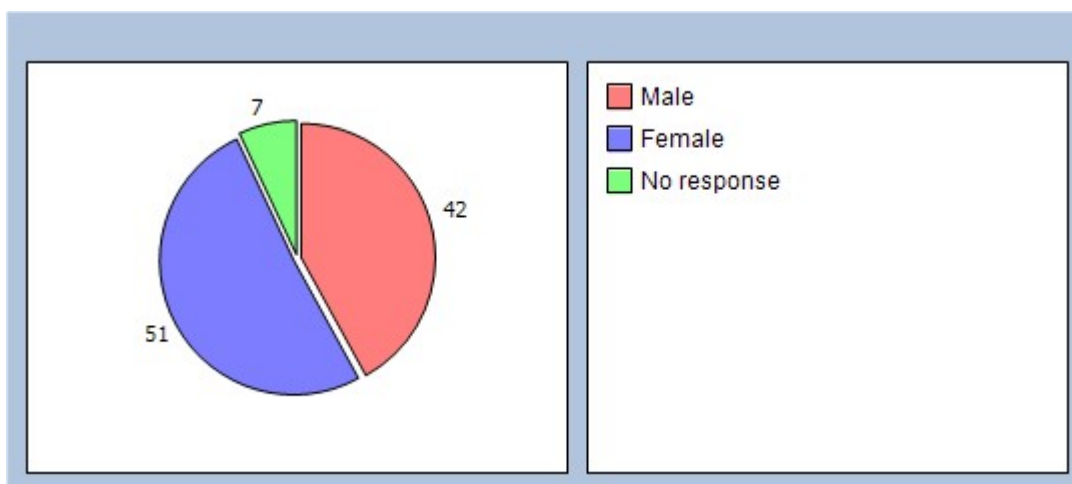
Patients' Survey Sep 16

1. Sex. Are you?

Male **42%**

Female **51%**

No response **7%**



2. Age Group

18-24 **4%**

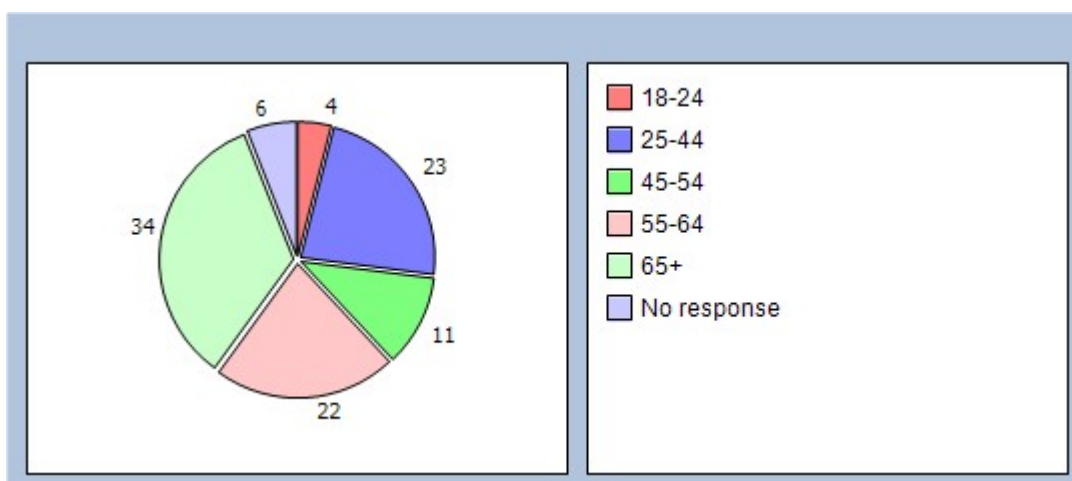
25-44 **23%**

45-54 **11%**

55-64 **22%**

65+ **34%**

No response **6%**

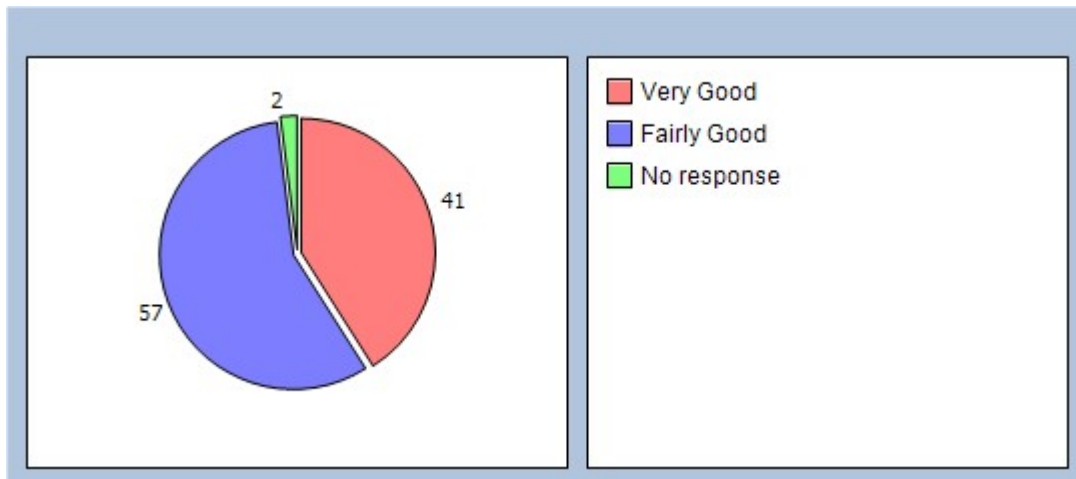


Part 1: The Present Standard of Service

1. Opening Hours - Mon to Fri 8.00 - 18.30 (Tue Opening 7.30 am) One Saturday/month.

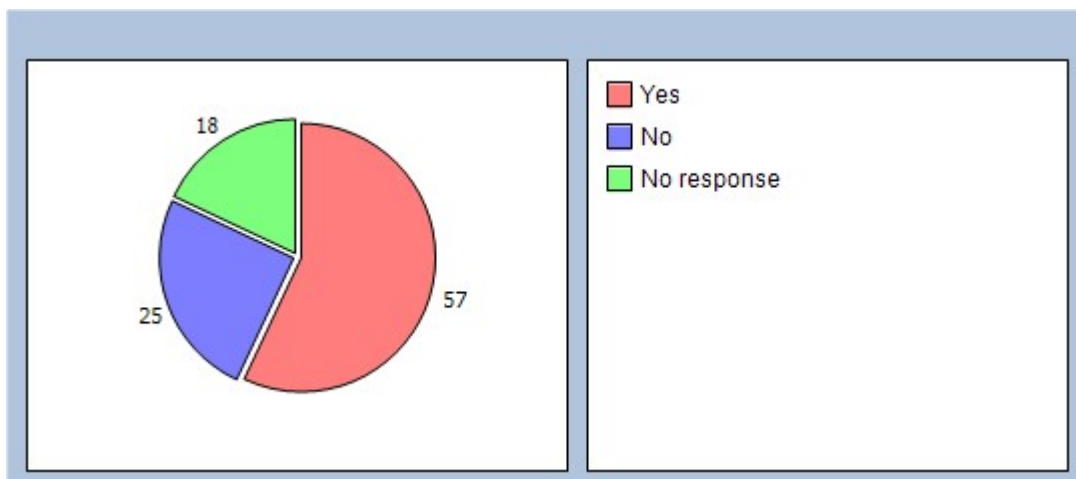
1a. Are these

Very Good **41%**
Fairly Good **57%**
Unsatisfactory **0%**
Poor **0%**
No response **2%**



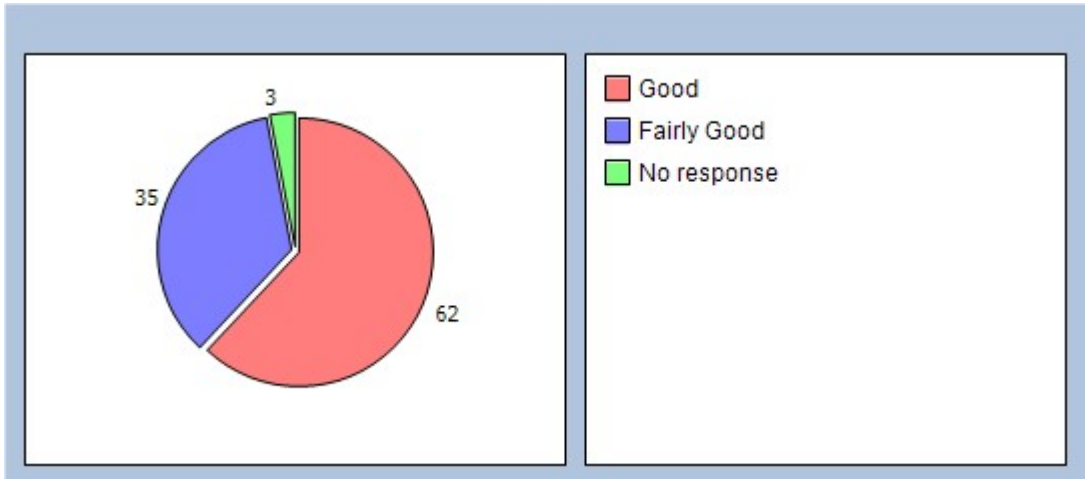
1b. Would you like Saturday opening to be fixed to a certain one/month?

Yes **57%**
No **25%**
No response **18%**



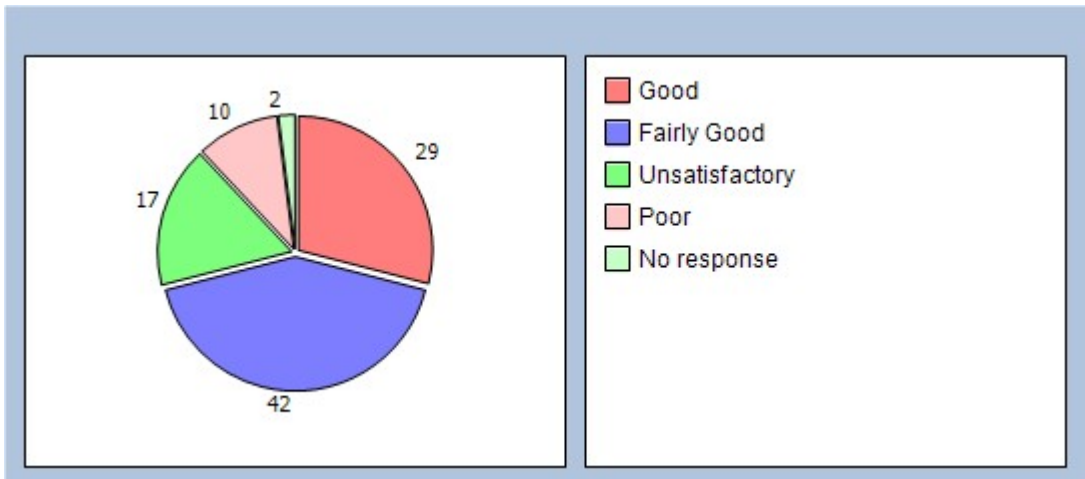
2. How good are the practice facilities?

Good **62%**
Fairly Good **35%**
Unsatisfactory **0%**
Poor **0%**
No response **3%**



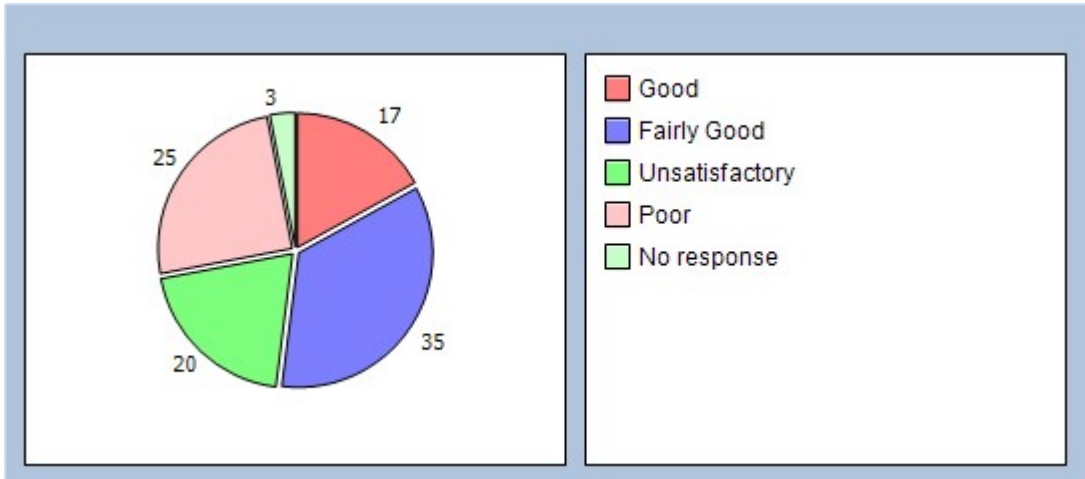
3. Ease of contact by phone?

Good **29%**
 Fairly Good **42%**
 Unsatisfactory **17%**
 Poor **10%**
 No response **2%**



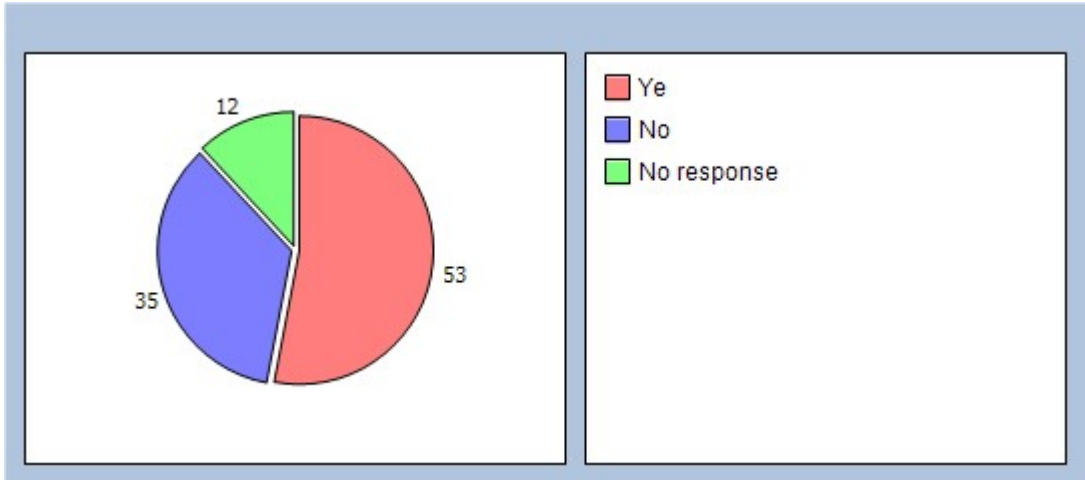
4a. Ease of booking an appointment

Good **17%**
 Fairly Good **35%**
 Unsatisfactory **20%**
 Poor **25%**
 No response **3%**



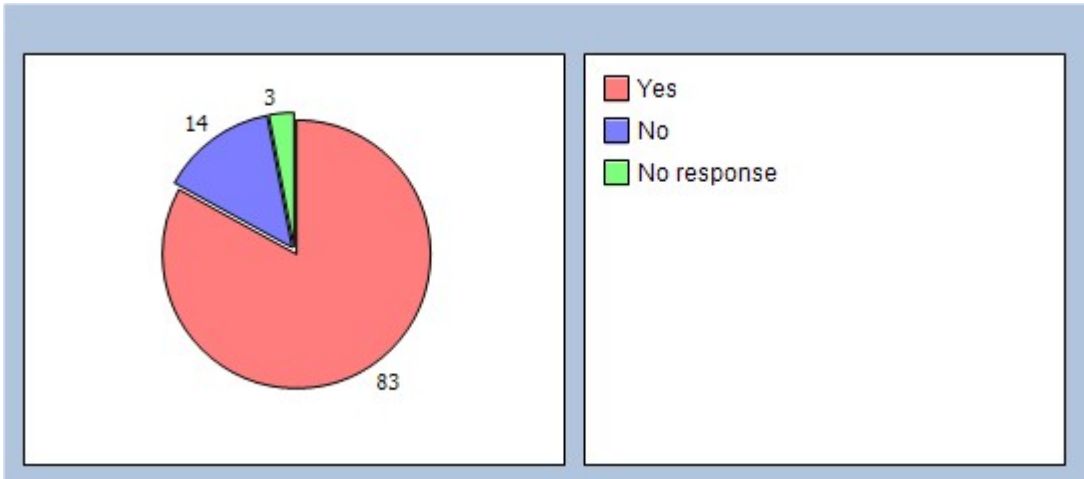
4b. Are you aware of the online booking facility (and ordering of prescriptions) available to patients, if requested & photo ID produced?

Ye **53%**
 No **35%**
 No response **12%**



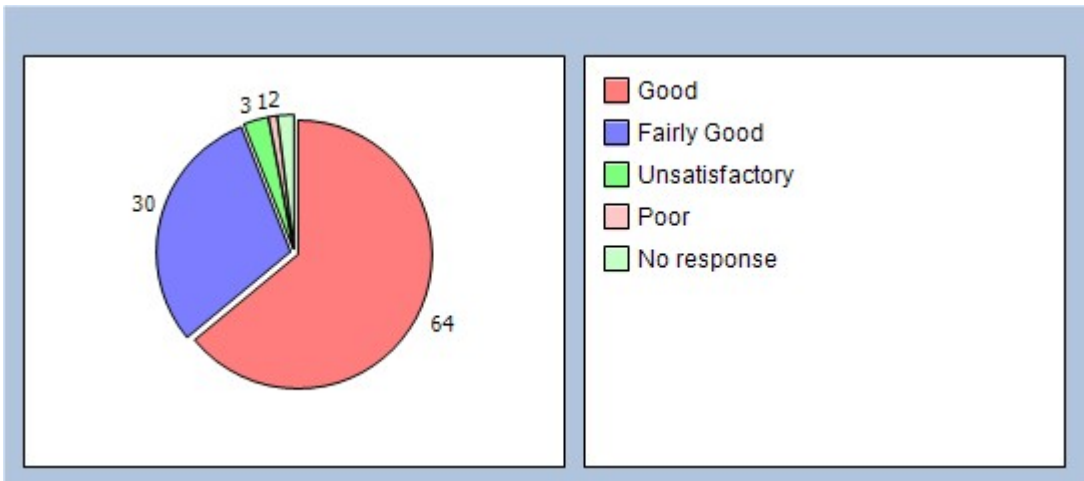
4c. Are you aware of the triage/call back service when an appointment that day is not readily available?

Yes **83%**
 No **14%**
 No response **3%**



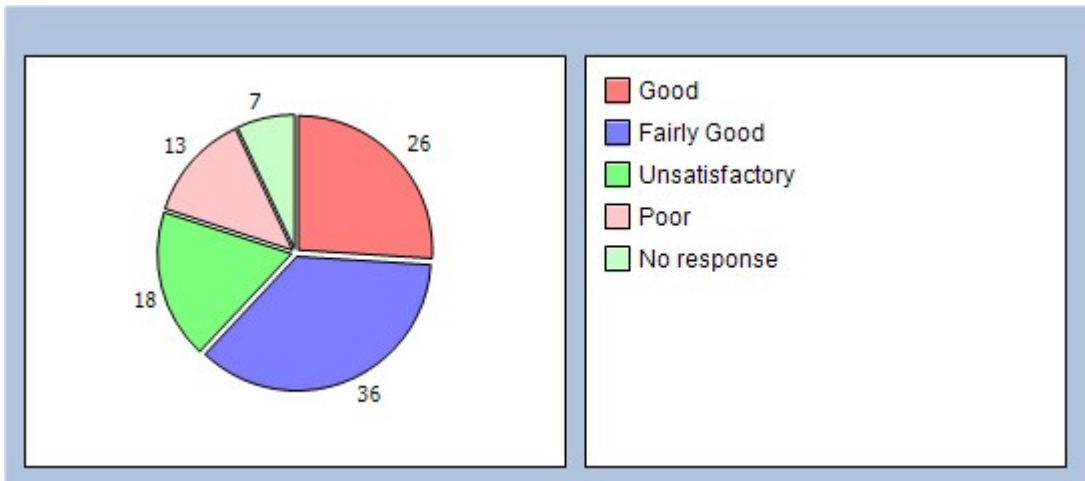
5. Helpfulness of Receptionists?

Good **64%**
 Fairly Good **30%**
 Unsatisfactory **3%**
 Poor **1%**
 No response **2%**



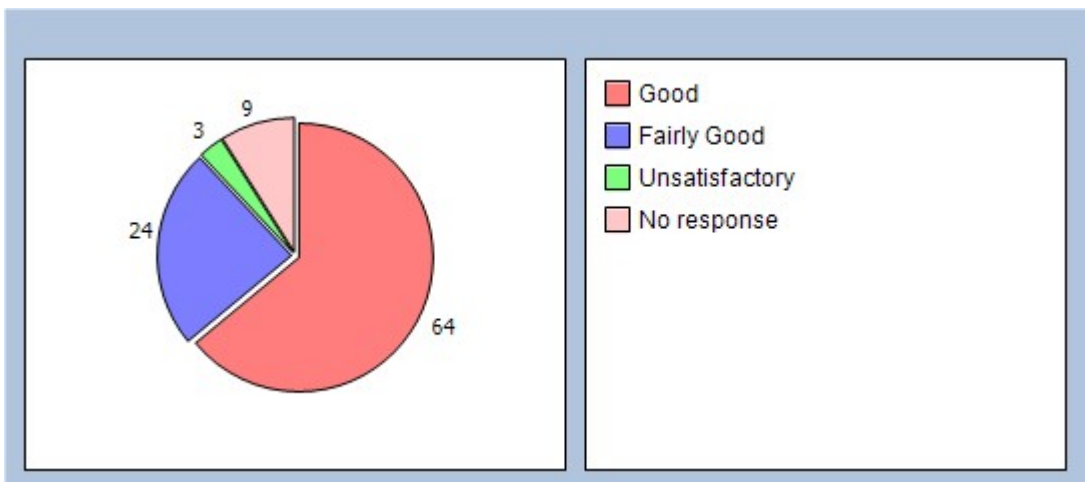
6. Ease of obtaining the doctor you prefer?

Good **26%**
 Fairly Good **36%**
 Unsatisfactory **18%**
 Poor **13%**
 No response **7%**



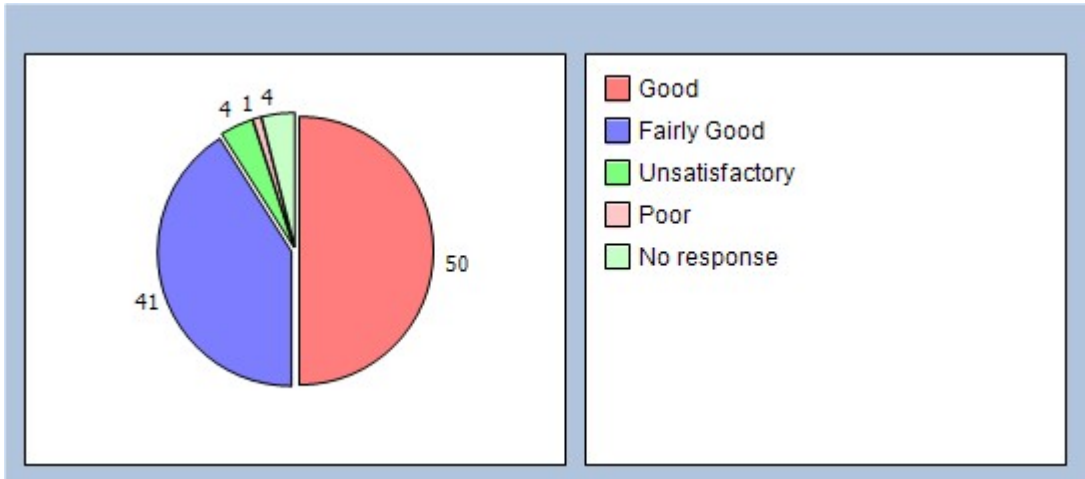
7. How good is your doctor at listening?

Good **64%**
 Fairly Good **24%**
 Unsatisfactory **3%**
 Poor **0%**
 No response **9%**



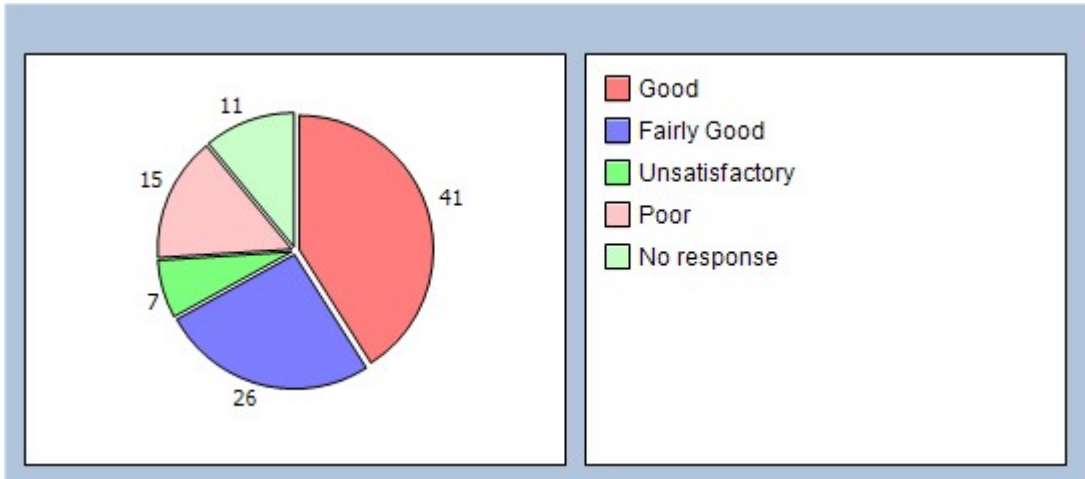
8. The time you are given with your GP?

Good **50%**
 Fairly Good **41%**
 Unsatisfactory **4%**
 Poor **1%**
 No response **4%**



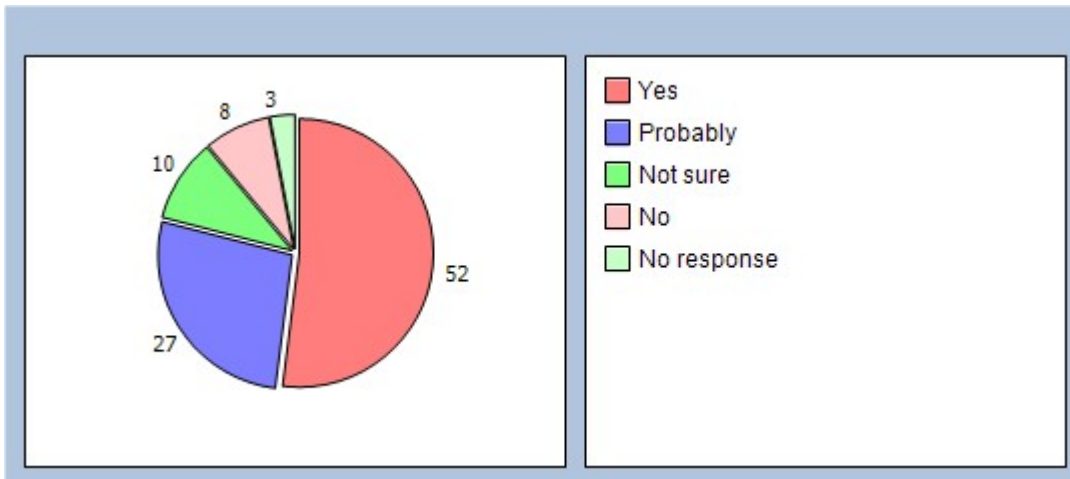
9. How do you find the service of the Chemists next door?

Good **41%**
 Fairly Good **26%**
 Unsatisfactory **7%**
 Poor **15%**
 No response **11%**



10. Overall would you recommend this surgery to friends and family?

Yes **52%**
 Probably **27%**
 Not sure **10%**
 No **8%**
 No response **3%**

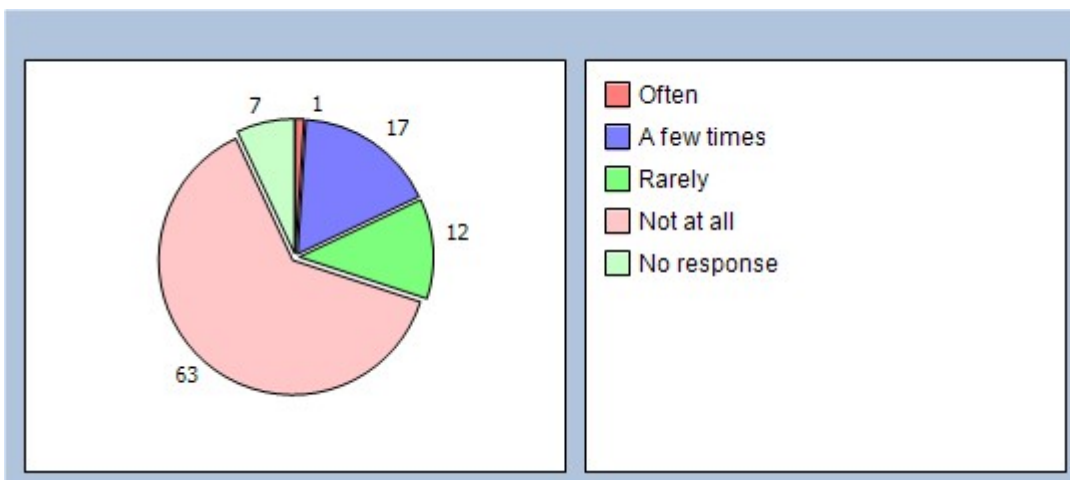


11. Your Comments and suggestions

Part 2: Alternative Sources of help and Advice

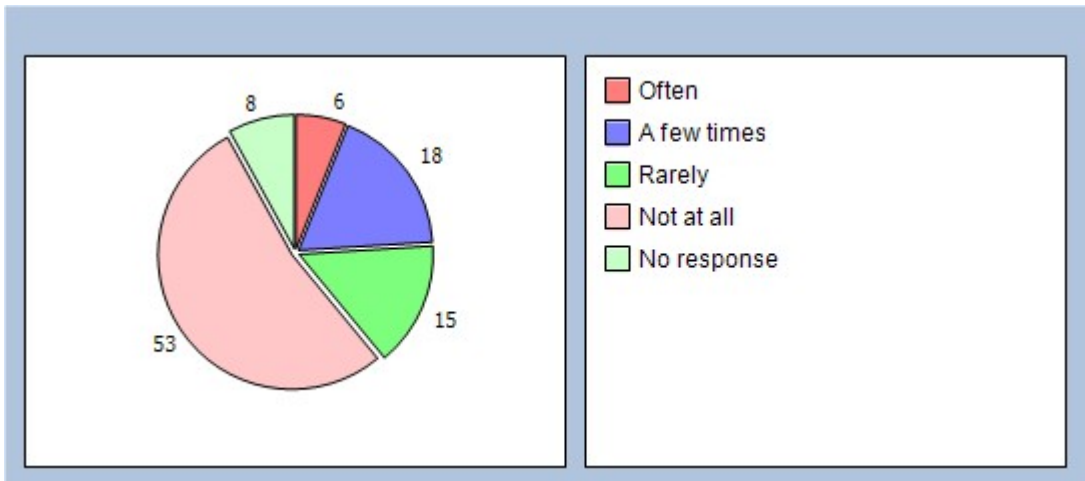
1. The Medical Centre has a website: www.parkavenuemedicalcentre.co.uk. Have you used this site to obtain information or advice?

Often **1%**
 A few times **17%**
 Rarely **12%**
 Not at all **63%**
 No response **7%**



2. The main NHS website is that of NHS Choices: WWW.nhs.net. Here there is a great deal of health related help and information, and you can rate the practice. Have you used it?

Often **6%**
 A few times **18%**
 Rarely **15%**
 Not at all **53%**
 No response **8%**

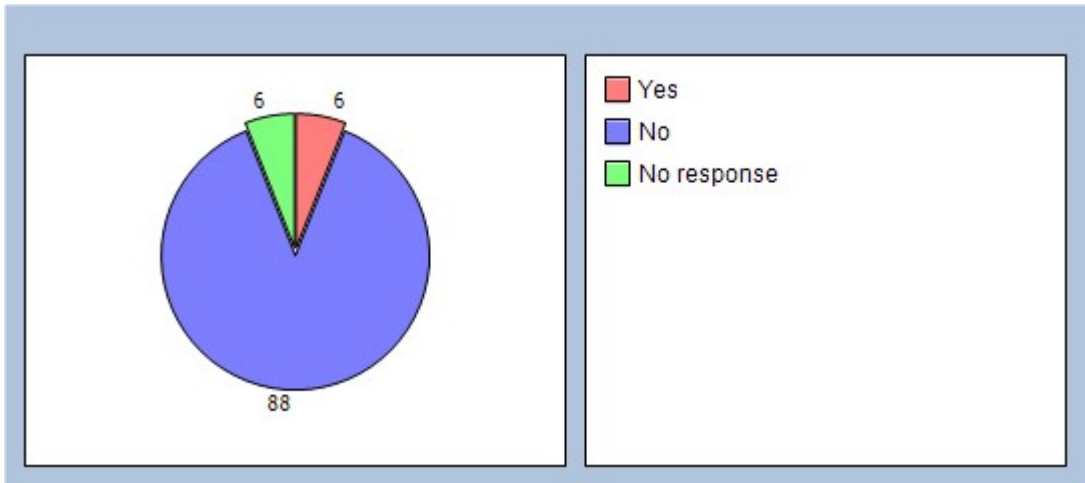


Part3 The meeting of Particular Needs

General Lifestyle

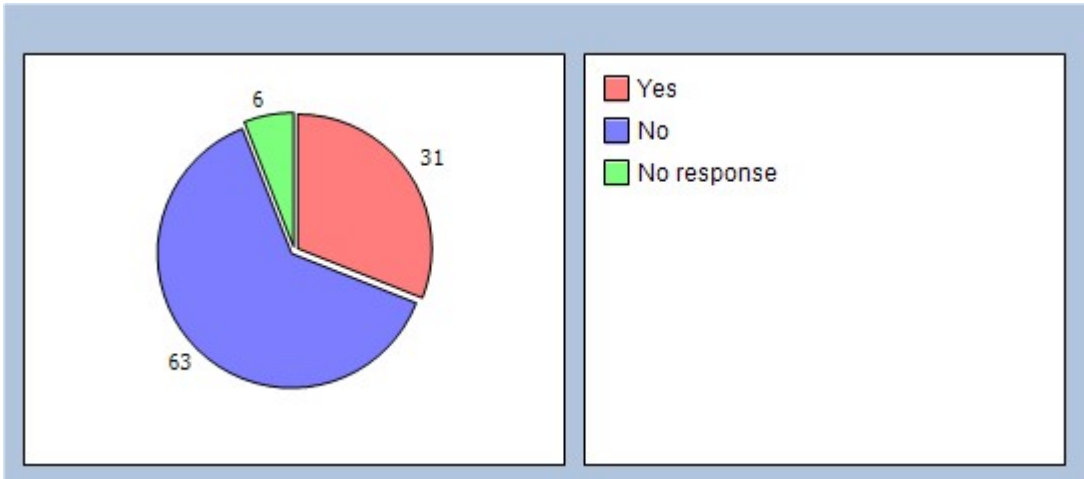
1. Are you a smoker who would like to access help, provided by the practice to give up smoking?

Yes 6%
No 88%
No response 6%



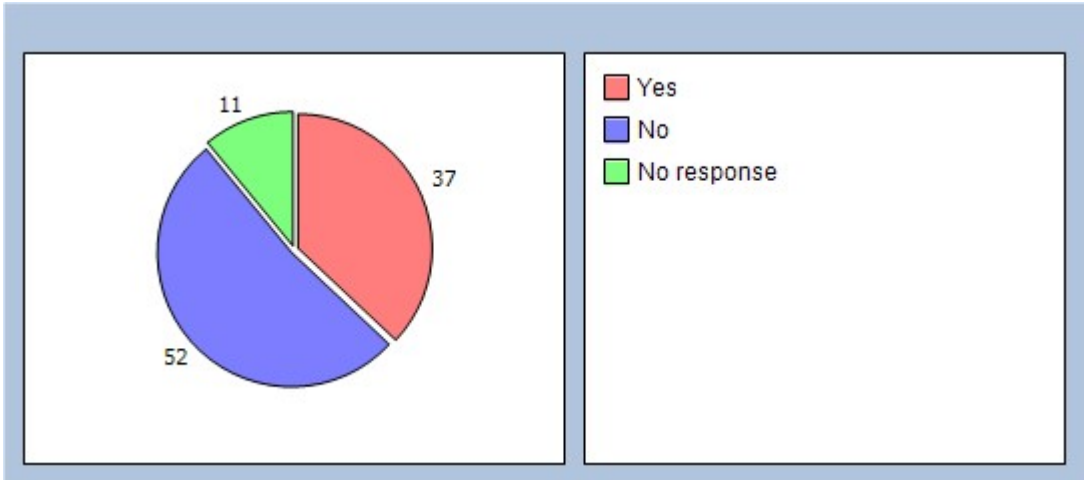
2 a. Are you worried about your weight, feel emotionally unwell, or have other worries which are likely to affect your health?

Yes 31%
No 63%
No response 6%



2 b. Are you aware of Wellbeing services such as First For Wellbeing (details available from the practice) which are there to help with such health-affecting issues?

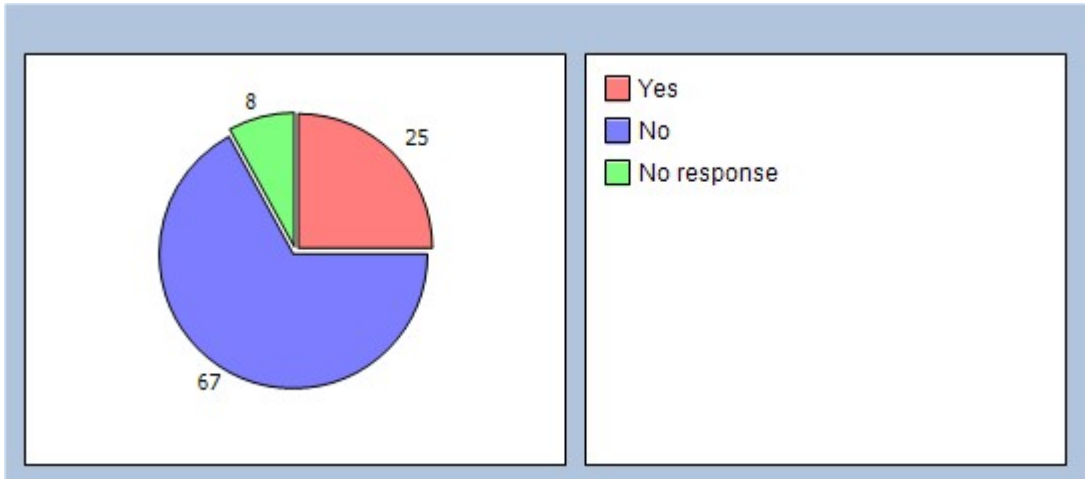
Yes **37%**
 No **52%**
 No response **11%**



Personal Difficulties

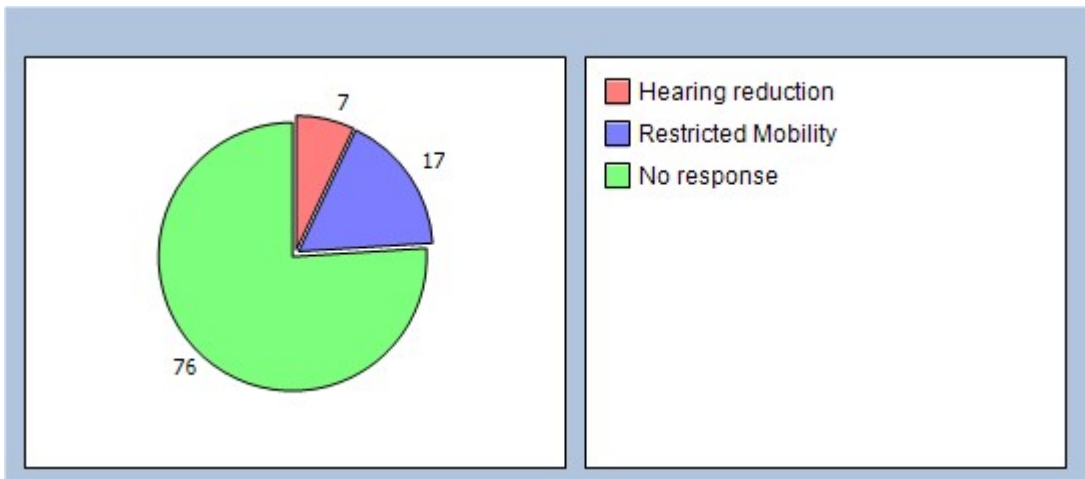
1. Do you have a physical Difficulty?

Yes **25%**
 No **67%**
 No response **8%**



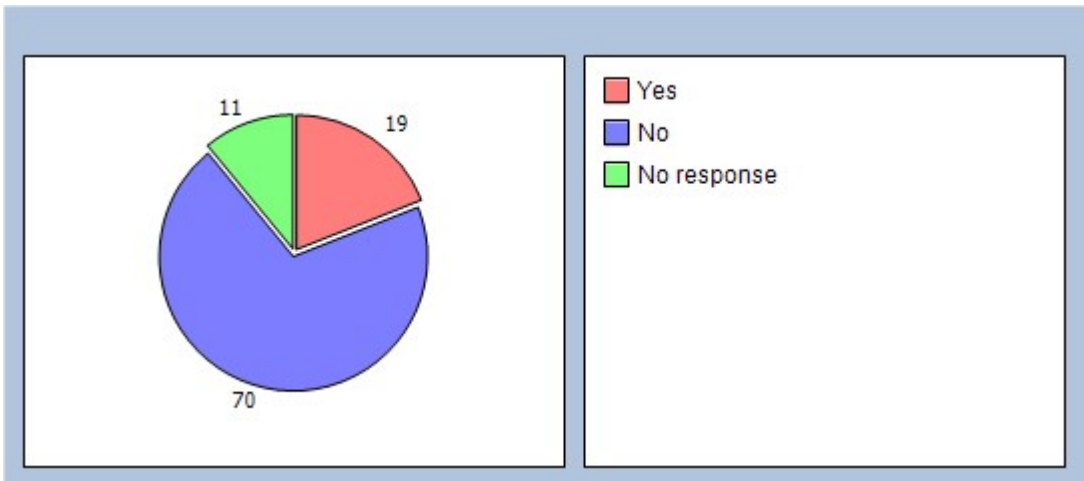
2. If so which of these applies to you?

Visual Impairment **0%**
 Hearing reduction **7%**
 Restricted Mobility **17%**
 No response **76%**



3. Do you or someone who you accompany have insufficient knowledge of English to understand the doctor or nurse?

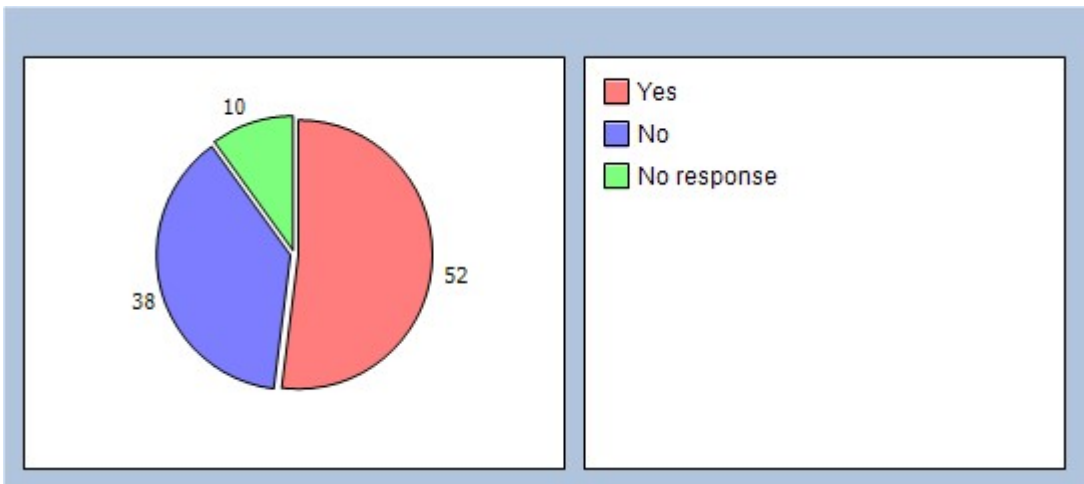
Yes **19%**
 No **70%**
 No response **11%**



Long-Term Medical Conditions

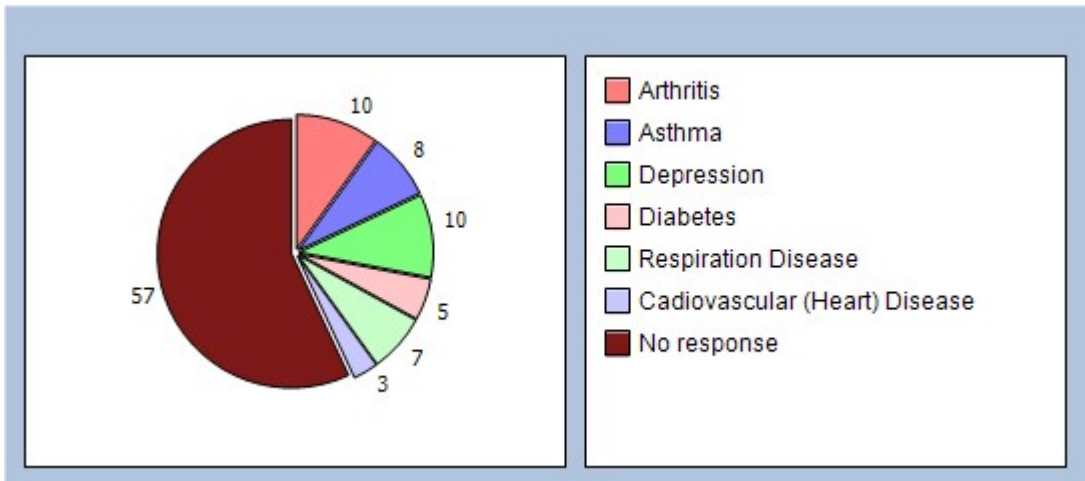
1. Do you suffer from a long-term Medical Condition?

Yes 52%
No 38%
No response 10%



2. If so, which of these do you suffer from?

Arthritis 10%
Asthma 8%
Depression 10%
Diabetes 5%
Respiration Disease 7%
Kidney Disease 0%
Cadiovascular (Heart) Disease 3%
No response 57%



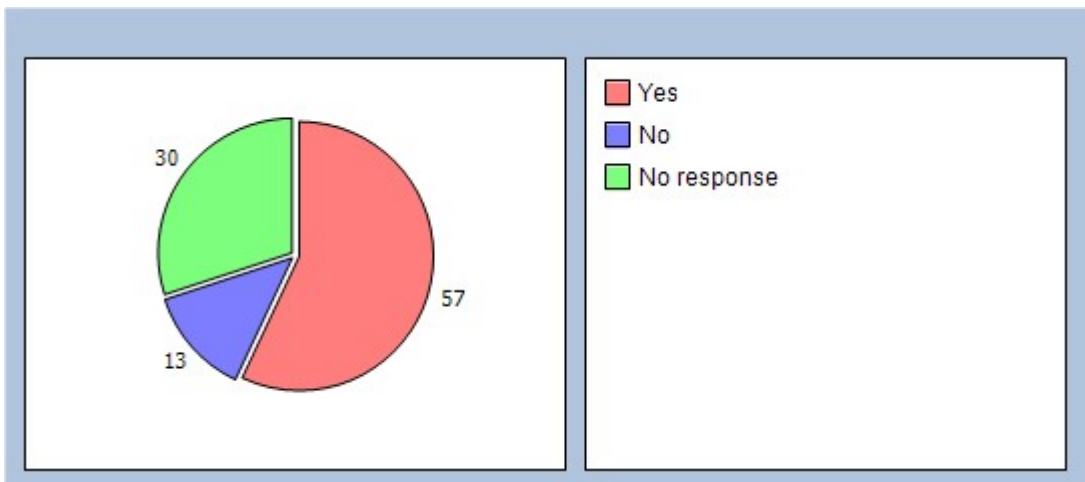
Other please specify

3. Do you feel that you have received sufficient advice or direction to sources of information on your condition from your doctor or nurse?

Yes 57%

No 13%

No response 30%

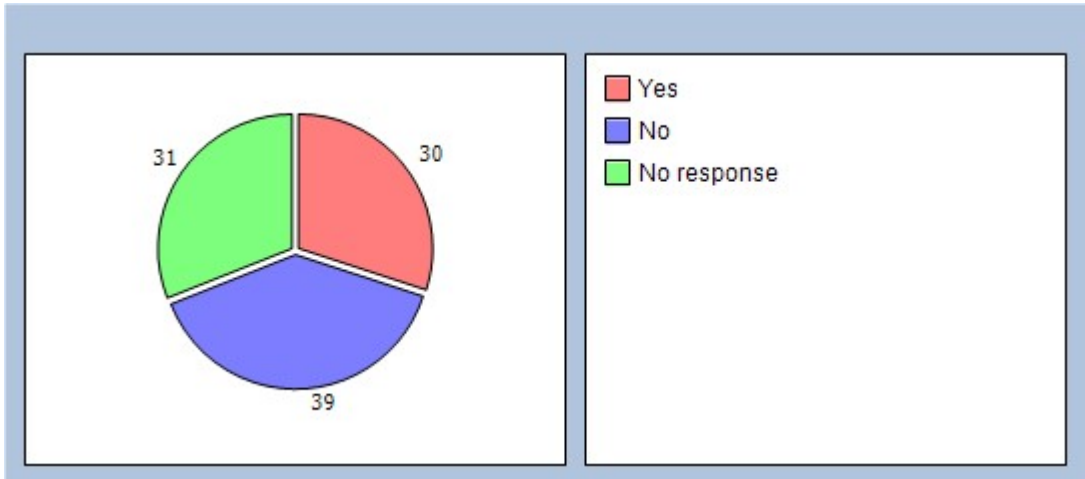


4. Have you been directed to other sources of help or a support or self-help group?

Yes 30%

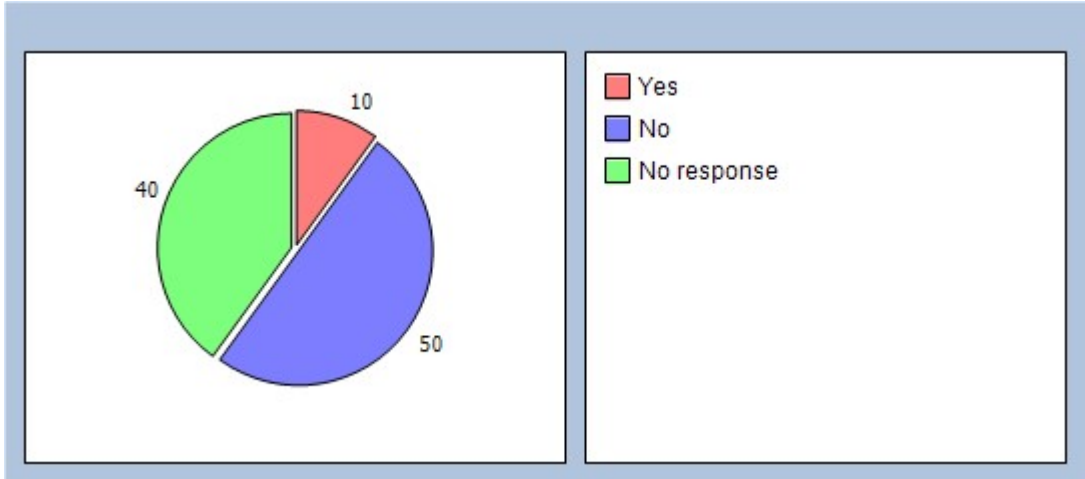
No 39%

No response 31%



4. If not, would attending such a group be of use to you?

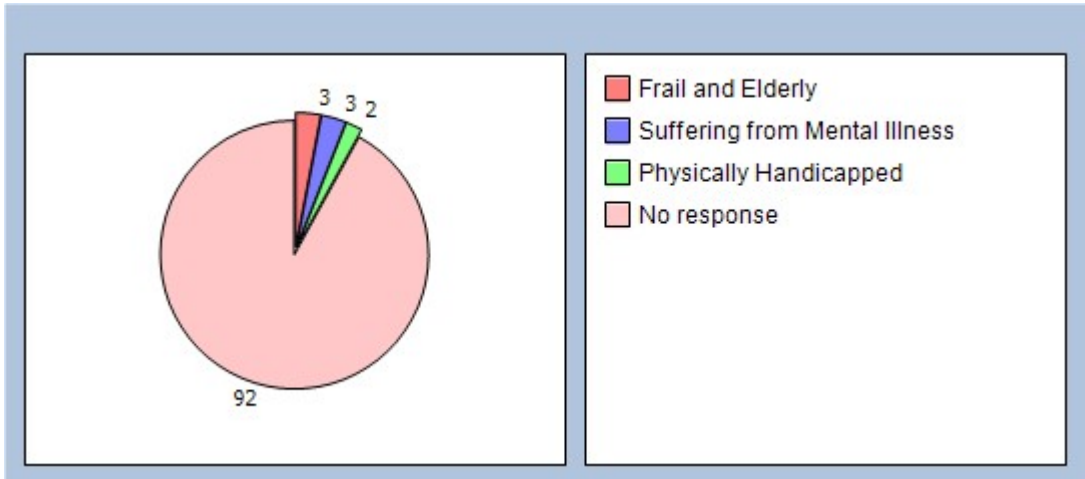
Yes **10%**
 No **50%**
 No response **40%**



Caring for others

1. If you are a carer for someone else could you indicate which of these categories applies to the person you care for?

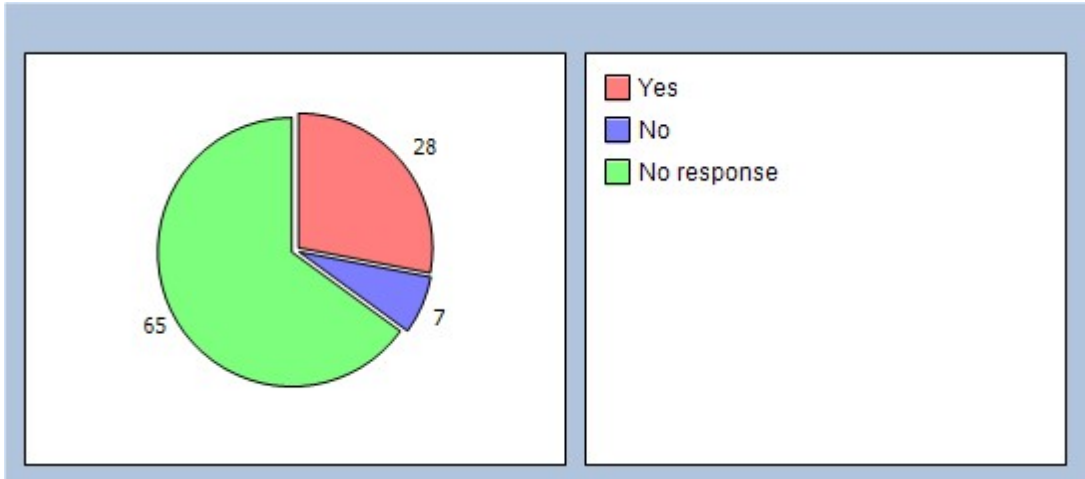
Frail and Elderly **3%**
 Suffering from Mental Illness **3%**
 Physically Handicapped **2%**
 Living with Learning Difficulties **0%**
 Other (please give details) **0%**
 No response **92%**



Which other category applies to the person you care for?

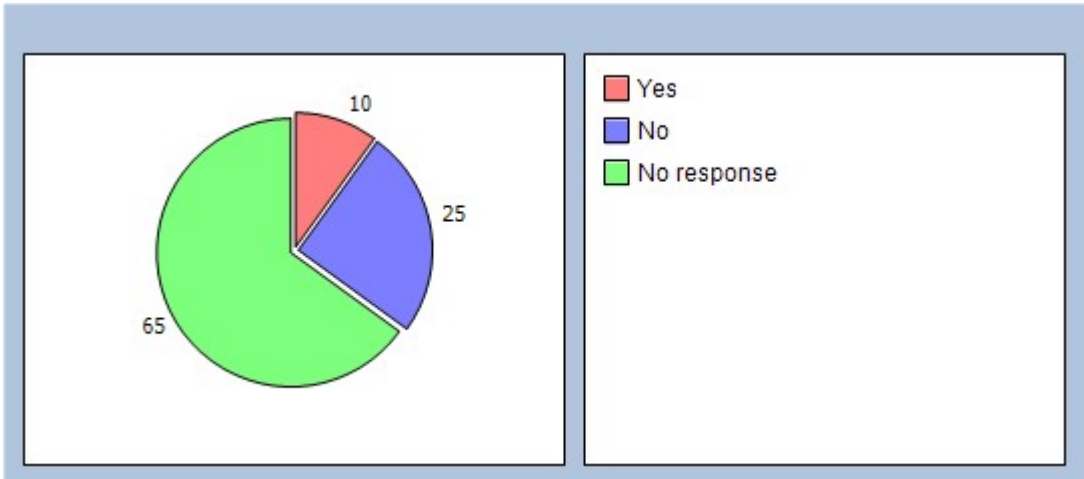
2. Do you feel that you have received sufficient advice or direction to sources of advice to help you from your doctor?

Yes 28%
 No 7%
 No response 65%



3. Do you need to be directed to other sources of help such as a support or self-help group?

Yes 10%
 No 25%
 No response 65%

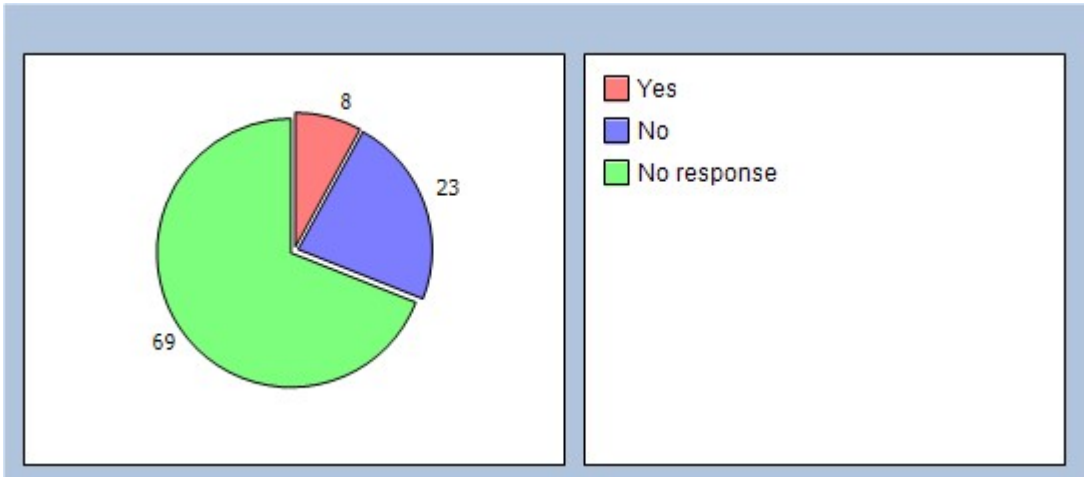


5. If you are not attending a self-help group, do you think one would be beneficial to you?

Yes **8%**

No **23%**

No response **69%**



6. Are you a young carer, or know a young carer who might need support?

Yes **1%**

No **39%**

No response **60%**

