

1. How often do you visit the Practice?

		Response Percent	Response Count
Weekly		1.6%	9
Monthly		23.8%	135
More than once a year		61.4%	349
Annually		5.8%	33
Less often		7.2%	41
Never		0.2%	1
answered question			568
skipped question			15

2. Over the last 12 months the Practice has implemented various changes to improve telephone access. Do you think the telephone access has improved during this time?

		Response Percent	Response Count
Yes		42.8%	240
No		23.2%	130
Don't know		34.0%	191
answered question			561
skipped question			22

3. In your experience are there any times during the day that the telephone lines are particularly busy?

		Response Percent	Response Count
8.00 am - 9.00 am		59.5%	332
9.00 am - 12.00 pm lunchtime		18.1%	101
12.00 pm lunchtime - 2.00 pm		5.0%	28
2.00 pm - 4.00 pm		3.2%	18
4.00 pm - 6.00 pm		6.3%	35
I don't know		28.1%	157
answered question			558
skipped question			25



4. Are you registered for our SystmOnline service to book appointments and order your repeat medication?

		Response Percent	Response Count
Yes		41.7%	231
No		58.3%	323
answered question			554
skipped question			29





5. Would you like to register for the online service? If the answer is yes please ask at reception or email the request to broughandsouthcavesurgery@nhs.net

		Response Percent	Response Count
Yes		40.3%	157
No		59.7%	233
answered question			390
skipped question			193



6. Do you know that the practice provides text message reminders for appointments?

		Response Percent	Response Count
Yes		50.6%	284
No		49.4%	277
answered question			561
skipped question			22

7. How do you normally travel to the Surgery?

		Response Percent	Response Count
Walk		26.1%	146
Public Transport		1.4%	8
Car		83.8%	469
Motorcycle		0.0%	0
Bicycle		2.9%	16
Other (please specify)			4
answered question			560
skipped question			23



8. Is there anything the Practice could do to encourage you to walk or cycle to the surgery?

		Response Percent	Response Count
Yes		2.9%	15
No		97.1%	497
answered question			512
skipped question			71

9. If you answered yes to the above please say what the Practice can do:

	Response Count
	17
answered question	17
skipped question	566


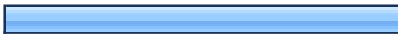
10. Do you have problems travelling to and from appointments at the practice?

		Response Percent	Response Count
Yes		3.5%	19
No		96.5%	524

If yes please give details 9



answered question	543
skipped question	40

11. Brough Voluntary Action is a local service run by volunteers to help patients with transport issues. They provide transport for both Hospital and Doctor Appointments. Have you heard of Brough Voluntary Action?




		Response Percent	Response Count
Yes		36.2%	200
No		63.8%	353

answered question	553
skipped question	30

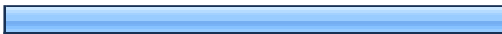

12. Are you aware that the practice operates a daily urgent bookable appointment surgery to deal with problems that cannot wait until the next available routine appt?

		Response Percent	Response Count
Yes		52.9%	294
No		47.1%	262
answered question			556
skipped question			27






13. Have you had an appointment with the Nurse Practitioner? (Specialist Prescribing Nurse)

		Response Percent	Response Count
Yes		78.8%	445
No		17.2%	97
I'm not sure		4.1%	23
answered question			565
skipped question			18

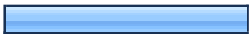




14. The Practice employs three Nurse Practitioners that can see patients for number of things including: Minor Ailments e.g. chest infections Ear and Eye Infections Throat Infections Urine Infections Contraception Advice Were you aware of this?

		Response Percent	Response Count
Yes		80.9%	454
No		19.1%	107
answered question			561
skipped question			22






15. How well did the receptionist listen to you?

		Response Percent	Response Count
Extremely well		39.6%	220
Well		44.2%	246
Neither well / unwell		12.1%	67
Unwell		2.9%	16
Very unwell		1.3%	7
answered question			556
skipped question			27






16. How helpful was the receptionist?

		Response Percent	Response Count
Extremely helpful		39.1%	216
Helpful		43.5%	240
Neither helpful / unhelpful		13.2%	73
Unhelpful		2.5%	14
Very unhelpful		1.6%	9
answered question			552
skipped question			31






17. How knowledgeable was the receptionist at dealing with your query?

		Response Percent	Response Count
Extremely knowledgeable		18.7%	98
Very knowledgeable		43.9%	230
Moderately knowledgeable		30.2%	158
Slightly knowledgeable		4.4%	23
Not at all knowledgeable		2.9%	15
answered question			524
skipped question			59

18. How clear was the information the receptionist gave you?

		Response Percent	Response Count
Extremely clear		31.1%	165
Clear		54.5%	289
Neither clear / unclear		12.8%	68
Unclear		0.9%	5
Extremely unclear		0.6%	3
answered question			530
skipped question			53

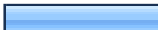
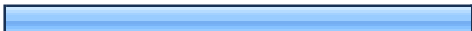
19. How likely are you to recommend the Practice to a family or friend?

		Response Percent	Response Count
Extremely likely		46.3%	255
Likely		36.7%	202
Neither likely / Unlikely		13.6%	75
Unlikely		2.7%	15
Extremely unlikely		0.7%	4
answered question			551
skipped question			32



20. Do you have any further comments about your experience at the Surgery?

	Response Count
	109
answered question	109
skipped question	474

21. Before this survey were you aware that the Practice has a Patient Participation Group?

		Response Percent	Response Count
Yes		24.6%	135
No		75.4%	413
answered question			548
skipped question			35

22. One of the first projects the Brough and South Cave Patient Participation Group was involved in was the implementation of the Patient Information Screen at both sites. Do you think the Patient Screens have been a good addition to the waiting rooms?

		Response Percent	Response Count
Yes		92.3%	477
No		7.7%	40

Any other comments about the patient screens 51

answered question 517

skipped question 66

23. What information would you like to see on the Patient Information Screens?

	Response Count
	93
answered question	93
skipped question	490

24. Do you have any further suggestions or comments about the service provided by Brough and South Cave Medical Practice?

	Response Count
	147
answered question	147
skipped question	436