

REDWOOD HOUSE SURGERY PATIENT PARTICIPATION GROUP SURVEY 2013/14

1. HOW EASY IS IT TO MAKE AN APPOINTMENT AT THE SURGERY?

VERY EASY: **46/42%**

EASY: **51/47%**

DIFFICULT: **13/12%**

CANNOT MAKE AN APPOINTMENT: **0**

2. HOW LONG DO YOU HAVE TO WAIT TO SEE A GP URGENTLY?

SAME DAY: **82/75%**

NEXT DAY: **12/11%**

3 -5 DAYS: **12/11%**

OVER A WEEK: **0**

3. WHEN MAKING A ROUTINE APPOINTMENT ARE YOU ABLE TO SEE A GP OF YOUR CHOICE?

YES: **66/60%**

NO: **4/0.4%**

SOMETIMES: **38/35%**

4. IF YOU ORDER PRESCRIPTIONS VIA OUR WEBSITE HOW EASY IS IT?

EASY: **34/31%**

DIFFICULT: **3/0.3%**

N/A: **72/66%**

5. HOW USEFUL DO YOU FIND THE INFORMATION ON OUR WEBSITE?

VERY USEFUL: **16/15%**

USEFUL: **25/23%**

POOR: **0**

N/A: **68/62%**

6. IF YOU WERE ABLE TO HAVE A TELEPHONE CONSULTATION WITH A GP WOULD YOU USE THIS FACILITY?

YES: **71/65%**

NO: **11/10%**

SOMETIMES: **25/23%**

7. SURGERY IS CURRENTLY OPEN BETWEEN 8AM AND 6.30PM WITH OUR SURGERY CONSULTATION HOURS RANGING BETWEEN 8AM – 12.30 AND 3.30PM – 6PM WITH EXTENDED HOURS WITH A NURSE ON MON, TUES, WED 7 – 8AM AND FRIDAY 7.30 – 8AM.

HOW SATISFIED ARE YOU WITH THESE HOURS?

VERY SATISFIED: **52/48%**

SATISFIED: **54/50%**

DISSATISFIED: **0**

8. HOW SATISFIED ARE YOU WITH THE LEVEL OF CARE PROVIDED BY OUR DOCTORS AND NURSES IN HELPING YOU WITH YOUR CONDITION?

VERY SATISFIED: **75/69%**

SATISFIED: **31/28%**

DISSATISFIED: **0**

9. IF WE WERE TO PROVIDE AN ONLINE SYSTEM FOR BOOKING APPOINTMENTS WOULD YOU USE IT?

YES: **59/54%**

NO: **15/14%**

MAYBE: **37/34%**

10. IF WE PROVIDED AN OPEN SURGERY ON ONE/TWO MORNINGS A WEEK, WOULD YOU USE IT FOR URGENT ISSUES?

YES: **89/82%**

NO: **14/13%**

11. WHICH AGE GROUP ARE YOU IN?

16 – 30 YEARS: **15/14%**

31 – 45 YEARS: **28/26%**

46 – 60 YEARS: **24/22%**

OVER 60 YEARS: **41/38%**