

PATIENT QUESTIONNAIRE 2016/ 2017 – 29 questionnaires were completed

Q1 Do you find it easy to speak to someone at your practice on the telephone?

Very easy      Fairly easy      Not very easy      Not at all easy      %

23                      5

Q2 On average are you seen at your appointment time?

Yes                      Sometimes                      Never

17                      12

Q3 Do you feel your GP or nurse listens to you at your appointment?

Always              Sometimes              On occasions              Never

25                      4

Q4 When you see your GP how well do you feel they dealt with your problem?

Very well      Fairly well      Not at all      Unsure

25                      3                                      1

Q5 How well do you feel the surgery staff help with your problem?

Very well      Unsure              Not very well

28                      1

Q6 How well would you describe your overall experience of your GP surgery?

Excellent      Very good      Good      Fair      Poor      Very poor

20                      6                      1                      2

Q7 How easy do you find it to use the online service for A) prescriptions; B) appointment; C) summary care records

Very easy      Fairly easy      Not very easy      Not all easy      Do not use this service

5                      2                      1                                      19

1 did not answer the question

1 did not know about the service

Out of the 29 random patients surveyed most of them scored the highest mark for all the questions. Our aim for 17/18 is to improve the use of our online services which are available through our website. We are hoping to improve our website to improve access and make it easier to use our online services including 'e consult' We have contacted our online patient group and have come up with an action plan to improve access.