

The Patient Liason Group met to organise the Patient Survey for 2012/13 – here are the results and comments

RESULTS 2012
REDWOOD HOUSE SURGERY
PATIENT SURVEY

150 PATIENTS WERE GIVEN A SURVEY TO FILL IN AND HERE ARE THE RESULTS AND COMMENTS

How often do you visit the practice?

Regularly	Occasionally	Very Rarely
37.3%	50.6%	12.1%

How do you rate the normal surgery hours (8am-6.30pm)?

Poor	Fair	Good	Excellent
0%	3.4%	58.6%	38%

**Are you aware of the extended hours Mon, Tues Wed 7am-8am with Nurse
Friday 7.30-8am with Nurse?**

Yes	No
41.4%	58.6%

And how do you rate this?

EXCELLENT	GOOD	POOR	NOT ANSWERED
58.6%	26%	0%	15.4%

Which of the following services would you be prepared to use if unable to get a quick appt if needed with your GP?

(Many ticked more than one answer)

Pharmacy Advice	Minor Injuries	A&E
92pts	83pts	31pts

How do you rate the availability of appointments at Redwood House with a GP?

Good	Average	Poor
69.3%	28%	2.7%

Are you aware that Lynn Pucill is a Nurse Prescriber and can see patients for medication reviews?

Yes	No
39.3%	60.7%

Are you aware of all the different services the Practice Nurses (Lynn and Sarah) Offer?

Yes	No	Don't Know
28%	66%	6%

If relevant - Are you aware the Practice Nurses offer Smoking Cessation Advice subsidised by the Department of Health?

Yes	No	Not relevant
21%	35.3%	43.7%

Do you always remember to cancel booked appointments if not needed?

Always	sometimes	Never
89.3%	10.7%	0%

Which age group are you in?

16-30years	31-45 years	46-60years	Over 60years
23.9%	24.6%	31.8%	44.5%

What is your ethnic background?

White	Mixed	Indian	Asian	Chinese
79.3%	8.1%	4.4%	7.1%	1.1%