THE BURNHAM SURGERY - PATIENT PARTICIPATION GROUP - SURVEY RESULTS

We have recently upgraded our telephone system and added more lines. Do you think this has made it easier to get through to the surgery? No 1 Don't Know 7 Have you used the late surgery on a Monday (from 18:00 to 20:00)? Yes 6 No 25					
Q2Have you used the late surgery on a Monday (from 18:00 to 20:00) ?Yes6No25					
Q2 Have you used the late surgery on a Monday (from 18:00 to 20:00) ? No 25					
Yes 26					
we run a late surgery on a Monday (from 18:00 to 20:00). Do you think that the					
late surgeries are worth the additional cost and staff and GP time? No 2 Don't Know 3					
Vac 22					
Do you think the late surgery on a Monday has improved access for working No 0					
patients to see a doctor? Don't Know 9					
Do you think the surgery has the right system in place when offering Yes 21					
annointments?					
Don't know 2					
In the past 6 months has there been an instance where the surgery could not					
offer you an appointment up to 7 days in advance?					
Don't know 1					
In the past 6 months has there been an instance where the surgery could not No. 13					
offer you an appointment with the doctor of your choice ? Don't Know 1					
Ves 26					
lif you could not book to see the doctor of your choice were you offered an					
alternative choice ? Don't Know 5					
Haday 10 Dogg 75					
Q9 Please indicate your age: Order 16 16-24 25-39 40-64 65-74 Over 75 years					
0 2 4 12 10 3					
Q10 Please state gender: Male 10					
Female 21	T				· · · · · · · · · · · · · · · · · · ·
	-=	-=			
Mhite British Black British Asian British Pakistani Pakistani	Bangladeshi	esh	eg.		_
Paki stani	ad	ad	Chinese	Mixed	Other
Q11 Please state your Ethnicity: p U X X X E E Y Y Y Y Y Y Y Y	lbul	ıng	.ie	Ī	ō
White White Black Asia Asia Page 1999	Ba	B			
	_	0		-	1
Voc. 19	0	U	0	0	1
Q12 Before you took this survey, did you know the practice had a Patient Group? No 13					
Yes 18					
Q13 Do you think the Patient Participation Group (PPG) will be a benefit to patients? No 2					
Don't Know 11					
Yes 10					
Q14 Are there any topics or services you think the PPG should address? No 4					
Don't Know 17					
Will you give your consent to use your email address to inform you of planned events and/or seek your views on any Yes 27					
changes/developments to your primary care? No 4					

THE BURNHAM SURGERY - PATIENT PARTICIPATION GROUP - SURVEY RESULTS

					_								
Q1	We have recently upgraded our telephone system and added more lines. Do you	Yes		74.19% 3.23%									
	think this has made it easier to get through to the surgery?		INO										
	amin tine had hidden to get through to the ourgery.		Don't Know										
Q2	Have you used the late surgery on a Monday (from 18:00 to 20:00) ?	Yes		19.35%									
		No		80.65%									
	We run a late surgery on a Monday (from 18:00 to 20:00). Do you think that the late surgeries are worth the additional cost and staff and GP time?	Yes		83.87%									
		No Dania Kanana		6.45%									
		Don't Know		9.68%									
Q4	Do you think the late surgery on a Monday has improved access for working patients to see a doctor ?	Yes No		70.97%									
				0.00%									
		Don't Know Yes		29.03%									
	Do you think the surgery has the right system in place when offering appointments ?	Yes No		67.74% 25.81%									
		Don't Know											
				6.45% 38.71%									
Q6	In the past 6 months has there been an instance where the surgery could not offer you an appointment up to 7 days in advance?	Yes No		58.06%									
		Don't Know		3.23%									
		Yes		54.84%									
Q7	In the past 6 months has there been an instance where the surgery could not offer you an appointment with the doctor of your choice?	No		41.94%									
		Don't Know		3.23%	_								
Q8 Q9	If you could not book to see the doctor of your choice were you offered an alternative choice? Please indicate your age:	Yes		83.87%									
		No		0.00%									
		Don't K		16.13%									
		Under 16					Over 75						
		years	16-24	25-39	40-64	65-74	years						
			6.45%	12.90%	38.71%	32.26%	9.68%						
010	Please state gender:	Male		32.26%									
Q10		Fema	ale	67.74%									
		46	_	ų,	_	an	sh			id.			
Q11	Please state your Ethnicity:	Ě	ear	ij	숙 ea	fric	riŧi	<u>_</u>	Pakistani	səg	Chinese	g	₩.
		<u>Ф</u>	White	A B	slac	Ä	u B	Indian	kist	glac	ine	Mixed	Other
		White British	White European	Black British	Black Caribbean	Black African	Asian British		Ра	Bangladeshi	ည်	2	
			2 222/	В		B	A			Ω			2 2221
		93.55%	3.23%			V		TO 000 /					3.23%
Q12	Before you took this survey, did you know the practice had a Patient Group?					Yes		58.06%					
						No Voc		41.94%					
040	Do you think the Betient Bertininstian Crown (BBC) will be a honefit to retient 2				Yes No		58.06% 6.45%						
QIS	Do you think the Patient Participation Group (PPG) will be a benefit to patients?					Don't Know							
								35.48% 32.26%					
014	are there any topics or services you think the PPG should address?				Yes No		12.90%						
Q 14	are there any topics or services you think the PPG should address?						Know	54.84%					
	Will you give your consent to use your email address to inform you of planned events and/or seek your views on any						es	87.10%					
Q15	changes/developments to your primary care?					N N		12.90%					
	onanges/developments to your primary care :						10	12.90%					