

THE BURNHAM SURGERY - PATIENT PARTICIPATION GROUP - SURVEY RESULTS

Q1	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 ?	Yes								23			
		No								1			
		Don't Know								7			
Q2	Have you used the late surgery on a Monday (from 18:00 to 20:00) ?	Yes								6			
		No								25			
Q3	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								26			
		No								2			
		Don't Know								3			
Q4	Do you think the late surgery on a Monday has improved access for working patients to see a doctor ?	Yes								22			
		No								0			
		Don't Know								9			
Q5	Do you think the surgery has the right system in place when offering appointments ?	Yes								21			
		No								8			
		Don't Know								2			
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								12			
		No								18			
		Don't Know								1			
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 ?	Yes								17			
		No								13			
		Don't Know								1			
Q8	If you could not book to see the doctor of your choice were you offered an alternative choice ?	Yes								26			
		No								0			
		Don't Know								5			
Q9	Please indicate your age:	Under 16 years	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			
Q11	Please state your Ethnicity:	White British	White European	Black British	Black Caribbean	Black African	Asian British	Indian	Pakistani	Bangladeshi	Chinese	Mixed	Other
		29	1	0	0	0	0	0	0	0	0	0	1
Q12	Before you took this survey, did you know the practice had a Patient Group ?	Yes								18			
		No								13			
Q13	Do you think the Patient Participation Group (PPG) will be a benefit to patients ?	Yes								18			
		No								2			
		Don't Know								11			
Q14	Are there any topics or services you think the PPG should address ?	Yes								10			
		No								4			
		Don't Know								17			
Q15	Will you give your consent to use your email address to inform you of planned events and/or seek your views on any changes/developments to your primary care ?	Yes								27			
		No								4			

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Q1	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 ?	Yes		74.19%									
		No		3.23%									
		Don't Know		22.58%									
Q2	Have you used the late surgery on a Monday (from 18:00 to 20:00) ?	Yes		19.35%									
		No		80.65%									
Q3	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		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		70.97%									
		No		0.00%									
		Don't Know		29.03%									
Q5	Do you think the surgery has the right system in place when offering appointments ?	Yes		67.74%									
		No		25.81%									
		Don't Know		6.45%									
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		38.71%									
		No		58.06%									
		Don't Know		3.23%									
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 ?	Yes		54.84%									
		No		41.94%									
		Don't Know		3.23%									
Q8	If you could not book to see the doctor of your choice were you offered an alternative choice ?	Yes		83.87%									
		No		16.13%									
		Don't Know		16.13%									
Q9	Please indicate your age:	Under 16 years	16-24	25-39	40-64	65-74	Over 75 years						
			6.45%	12.90%	38.71%	32.26%	9.68%						
Q10	Please state gender:	Male		32.26%									
		Female		67.74%									
Q11	Please state your Ethnicity:	White British	White European	Black British	Black Caribbean	Black African	Asian British	Indian	Pakistani	Bangladeshi	Chinese	Mixed	Other
		93.55%	3.23%										
Q12	Before you took this survey, did you know the practice had a Patient Group ?	Yes		58.06%									
		No		41.94%									
Q13	Do you think the Patient Participation Group (PPG) will be a benefit to patients ?	Yes		58.06%									
		No		6.45%									
		Don't Know		35.48%									
Q14	Are there any topics or services you think the PPG should address ?	Yes		32.26%									
		No		12.90%									
		Don't Know		54.84%									
Q15	Will you give your consent to use your email address to inform you of planned events and/or seek your views on any changes/developments to your primary care ?	Yes		87.10%									
		No		12.90%									