

THE BURNHAM SURGERY - PATIENT PARTICIPATION GROUP - SURVEY RESULTS MARCH 2013 OUT OF 61 RESPONSES

Q1	Does our telephone system allow your call to be answered quickly?	Yes	85%											
		No	14%											
		Don't Know	1%											
Q2	Do you think our opening hours of 08.00-18.30 Monday to Friday are suitable for your needs?	Yes	91%											
		No	9%											
		Don't Know												
Q3	When you visit the surgery are you treated with respect and dignity?	Yes	100%											
		No												
		Don't Know												
Q4	We have recently introduced a triage nurse service for patients who wish to speak urgently with a health care professional and to triage home visit requests. Do you think this service would be of benefit to patients?	Yes	83%											
		No	8%											
		Don't Know	9%											
Q5	Do you think the surgery has the right system in place when offering appointments ? If answered 'no' please comment on how we could improve this?	Yes	77%											
		No	17%											
		Don't Know	6%											
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	25%											
		No	73%											
		Don't Know	2%											
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? (choice also refers to you being able to see your 'usual' doctor)	Yes	23%											
		No	73%											
		Don't Know	4%											
Q8	If you could not book to see the doctor of your choice were you offered an alternative choice ?	Yes	23%											
		No	4%											
		Don't Know	4%	69% n/a										
Q9	Please indicate your age:	Under 16 years	16-24	25-39	40-64	65-74	Over 75 years	ONE DID NOT ANSWER						
		2	3	9	14	11	21							
Q10	Please state gender:	Male	22	ONE DID NOT ANSWER										
		Female	38											
Q11	Please state your Ethnicity:	White British	White European	Black British	Black Caribbean	Black African	Asian British	Indian	Pakistani	Bangladeshi	Chinese	Mixed	Other	
		57	2	0	0	0	0	1	0	0	0	0	1	
Q12	Before you took this survey, did you know the practice had a Patient Participation Group ?	Yes	58%	3% DID NOT ANSWER										
		No	39%											
Q13	Do you think the Patient Participation Group (PPG) will be a benefit to patients ? If answered 'no' could you please comment?	Yes	59%	4% DID NOT ANSWER										
		No	8%											
		Don't Know	29%											
Q14	Are there any topics or services you think the PPG should address ? If answered 'yes' please could you add a comment?	Yes	13%	3% DID NOT ANSWER										
		No	41%											
		Don't Know	43%											
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	45%	4% DID NOT ANSWER										
		No	51%											

NB: OUT OF THE 45% = 28 PEOPLE THAT SAID THEY WOULD GIVE CONSENT TO USE THEIR EMAIL ONLY 15 SUPPLIED THIS.