

BARRINGTON MEDICAL CENTRE



Patient Survey Report 2019

In 2019 we improved our online presence within the existing practice website www.barringtonmedicalcentre.co.uk and the introduction of a practice Facebook page @BarringtonMedicalCentre.

The survey was conducted in the practice waiting room and questionnaires were made available for completion over a three week period.

Due to the focussed nature of the survey we received a relative small number of responses (18) and the results are outlined below:

Do you use our website regularly?

YES	4
NO <i>The reasons why are stated below (some people ticked more than one response)</i>	12
<ul style="list-style-type: none">• Didn't know it existed (9)• Don't use the internet (3)• Doesn't contain the info I need (2)• Not interested (2)• Difficult to use (1)	

Website feedback

Satisfaction level	Good	satisfactory	Bad
Patient access to register. Appointment / booking / cancellations , prescriptions	3	1	1
To check our opening times	5	0	0
To find our phone number	4	0	0
To see who the doctors and nurses are	3	0	1
To access the general health related information	3	1	0
To read our CQC report and our patient surveys	3	1	0
To keep in touch with the latest surgery news	3	1	0

What improvements or additional content would you like on our new website?

I would like to have my medical records online
it was so lovely to have a human gorgeous person on reception today as the screen was broken. Human interaction is so important for patient wellbeing.
Book repeat prescriptions, make appointments
Didn't know you could book appointments online, maybe make this clearer online.
The two times I did go to the website to book an appointment I couldn't do it so I had to try again. That could be 12 months ago so may have improved.

@barringtonmedicalcentre

Do you think this is a good idea?	YES (7) NO (8)
Would you follow us?	YES (7) NO (8)

What content would you like to see on the page?

News about the practice:	YES - 5 NO - 11
Updates regarding our services:	YES - 6
Patients comments about our services:	YES - 2
Health campaigns:	YES - 5

Miscellaneous comments:

- Book repeat prescriptions, make online appointments.
- I do not use Facebook at all.
- Do not like Facebook, please consider patients who are illiterate or not computer savvy.
- Don't use social media so would not use.
- I don't use Facebook.
- Just concentrate on improving actual appointment services, reducing waiting times, better admin