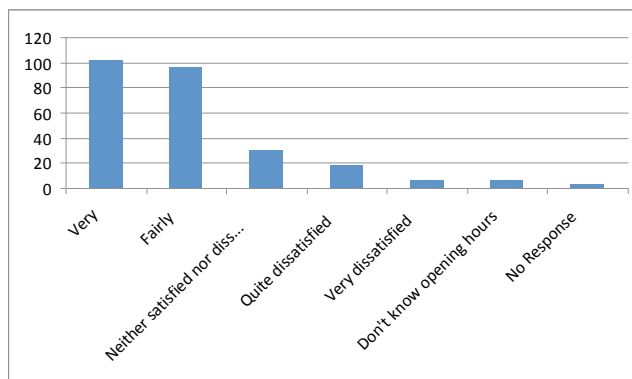


RESULTS OF BEECHWOOD MEDICAL PRACTICE PATIENT SURVEY AUGUST 2012

Question 1

How satisfied are you with the opening hours at the surgery?

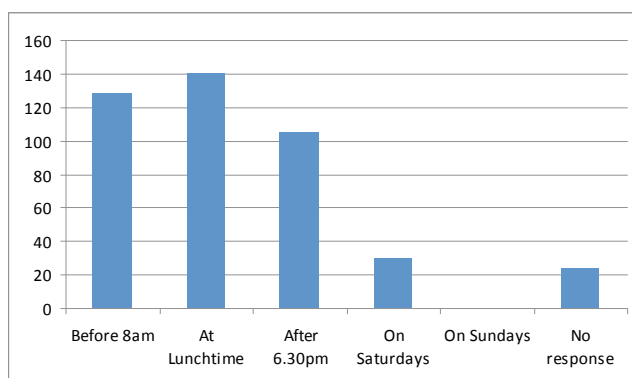
| | |
|------------------------------------|------------|
| Very | 102 |
| Fairly | 96 |
| Neither satisfied nor dissatisfied | 30 |
| Quite dissatisfied | 18 |
| Very dissatisfied | 6 |
| Don't know opening hours | 6 |
| No Response | 3 |
| Total | 261 |



Question 2

As far as you know the surgery is open (patients could tick more than one)

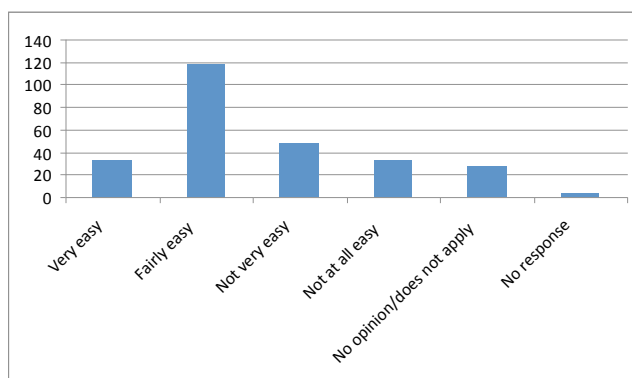
| | |
|--------------|-----|
| Before 8am | 129 |
| At Lunchtime | 141 |
| After 6.30pm | 105 |
| On Saturdays | 30 |
| On Sundays | 0 |
| No response | 24 |



Question 3

How easy is it to get an appointment with the nurse or treatment room?

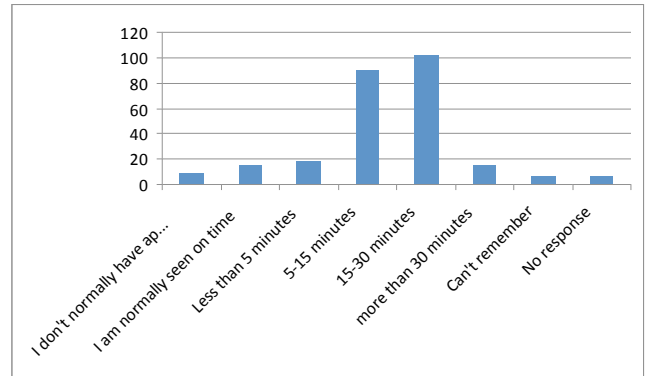
| | |
|---------------------------|------------|
| Very easy | 33 |
| Fairly easy | 118 |
| Not very easy | 48 |
| Not at all easy | 33 |
| No opinion/does not apply | 27 |
| No response | 3 |
| Total | 261 |



Question 4

How long after your appointment time do you normally wait to be seen when seeing a GP?

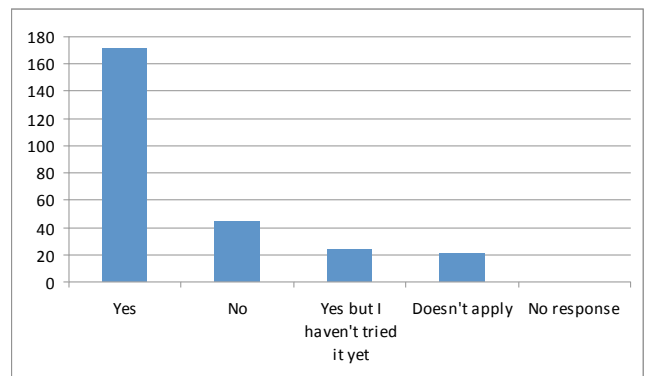
| | |
|---|------------|
| I don't normally have appointments at a specific time | 9 |
| I am normally seen on time | 15 |
| Less than 5 minutes | 18 |
| 5-15 minutes | 90 |
| 15-30 minutes | 102 |
| more than 30 minutes | 15 |
| Can't remember | 6 |
| No response | 6 |
| Total | 261 |



Question 5

Did you know that you can order your repeat prescription via email or our website if you wished?

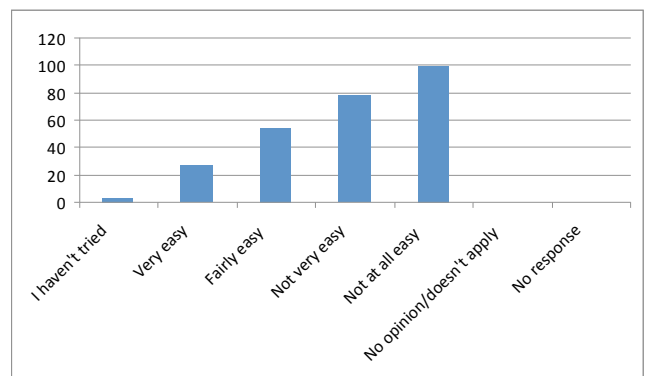
| | |
|--------------------------------|------------|
| Yes | 171 |
| No | 45 |
| Yes but I haven't tried it yet | 24 |
| Doesn't apply | 21 |
| No response | 0 |
| Total | 261 |



Question 6

How easy is it to contact the surgery by telephone?

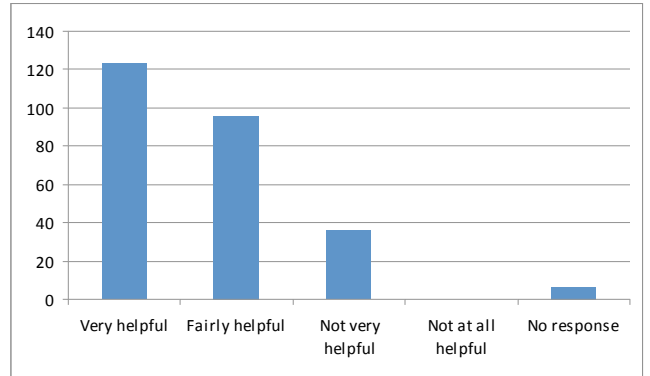
| | |
|--------------------------|------------|
| I haven't tried | 3 |
| Very easy | 27 |
| Fairly easy | 54 |
| Not very easy | 78 |
| Not at all easy | 99 |
| No opinion/doesn't apply | 0 |
| No response | 0 |
| Total | 261 |



Question 7

How helpful do you find the staff at the surgery?

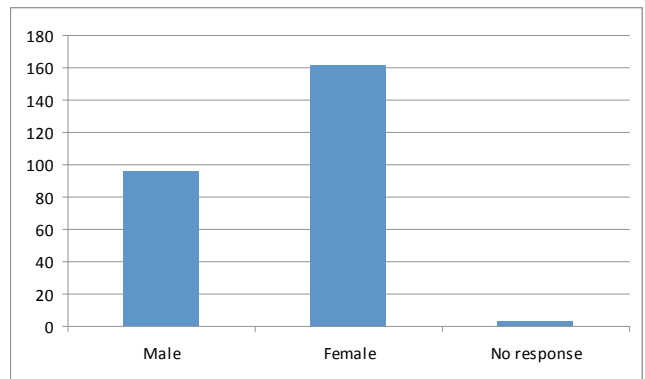
| | |
|--------------------|------------|
| Very helpful | 123 |
| Fairly helpful | 96 |
| Not very helpful | 36 |
| Not at all helpful | 0 |
| No response | 6 |
| Total | 261 |



Demographic information on patients completing the survey

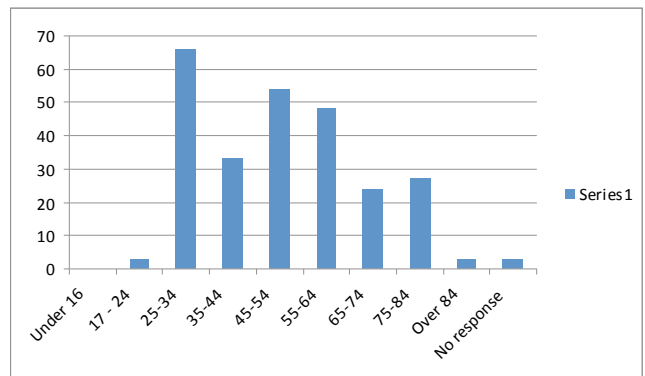
What is your gender?

| | |
|--------------|------------|
| Male | 96 |
| Female | 162 |
| No response | 3 |
| Total | 261 |



What age are you?

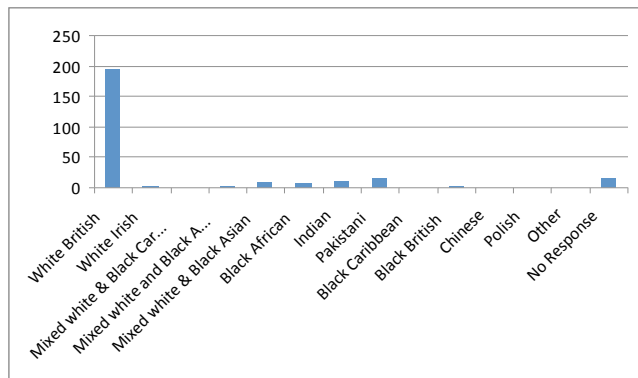
| | |
|--------------|------------|
| Under 16 | 0 |
| 17 - 24 | 3 |
| 25-34 | 66 |
| 35-44 | 33 |
| 45-54 | 54 |
| 55-64 | 48 |
| 65-74 | 24 |
| 75-84 | 27 |
| Over 84 | 3 |
| No response | 3 |
| Total | 261 |



What is your ethnic background?

| | | |
|-------------------------------|-----|-----|
| White British | 195 | 75% |
| White Irish | 3 | 1% |
| Mixed white & Black Caribbean | 0 | 0% |
| Mixed white and Black African | 3 | 1% |
| Mixed white & Black Asian | 9 | 3% |
| Black African | 6 | 2% |
| Indian | 12 | 5% |
| Pakistani | 15 | 6% |
| Black Caribbean | 0 | 0% |
| Black British | 3 | 1% |
| Chinese | 0 | 0% |
| Polish | 0 | 0% |
| Other | 0 | 0% |
| No Response | 15 | 6% |

Total 261



Thank you to all our patients who took part in our recent survey. We will be discussing these results with our patient group and looking at ways to improve the areas you have identified where our service might benefit from review.