

**Sheepcot Medical Centre  
Patient Participation Group  
Overview of the 2017 pilot patient survey results**

The majority of those who completed the survey seemed pleased to be asked and willingly completed the surveys. Those who commented on the quality of the service were almost universally positive and complimentary. The majority of people know they can request a telephone consultation with the doctor; a similar proportion will not consider Skype consultations, one or two are unsure-however nearly 20 percent would try this approach. There is a majority of people that know they can cancel GP appointments, but quite a number are saying they were only aware that this was possible by phone, rather than the range of by phone/ text/online. On evening and weekend appointments, there was a fairly even spread of people between those who were aware and rather more who were not aware of this service. On the website, the majority were aware that there is a website, but only a small proportion use it regularly. Through Patient Access, the majority of people were not aware that they can view their medical records and view test results. A slightly higher proportion know they can request prescriptions through Patient Access.

On the Patient Participation Group, there was an even split of people who know about the PPG and the comment box, compared with those who did not know about them. A number said they didn't know about the comments box. Only a small number of people said they'd be interested in joining PPG.

There were quite a few comments about the appointment system, that it isn't always easy to see your own doctor and within a reasonable time for routine appointments, though most who commented could get emergency appointments. A couple of people found the telephone system lengthy and cumbersome. Some expressed difficulties getting double appointments or routine appointments. There are a number of comments about the online appointments, saying they were too few and too far away in time. On the facilities, some people found limited parking a problem, particularly for disabled people. One wheelchair user commented on difficulty of access through the doors in the building.

**Note on the survey procedure**

50 patients were surveyed in the waiting room over three days in early July 2017, with a broad spread of ages, the least being the 18 to 30 age group and then the over 75 age group.