

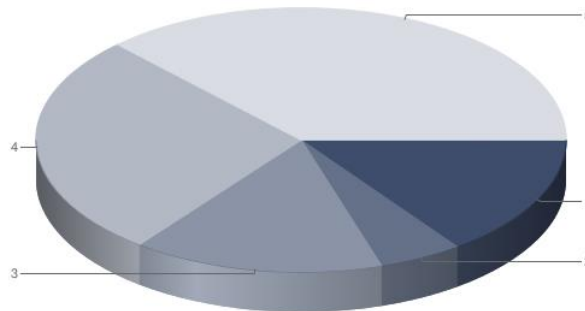
Sheepcot Medical Centre Survey Jan 2014

We Asked:

"We would be grateful if you would complete this survey about your experiences when you try to communicate with Sheepcot Medical Centre. During the past few months the practice Patient's Participation Group have focused on how this can be improved. Some improvements have been implemented, and further changes will be made in the next few weeks."

COMMUNICATION: 1. ON LINE BOOKING OF APPOINTMENTS: On a scale of 1-5 where 1 is not very important and 5 is very important how important is it to you to be able to book appointments via the internet?

Single answer question or grid (answers per option add up to roughly 100%)

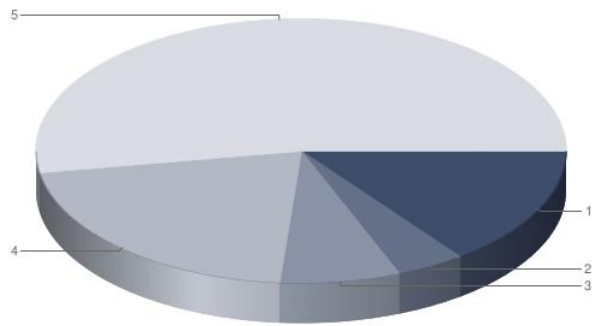


Option:	TOTAL
	(234)
1	35 15%
2	12 5%
3	36 15%
4	64 27%
5	87 37%

Base: 234 out of 243 people answered this question

2. ON LINE REQUESTING OF REPEAT PRESCRIPTIONS: On a scale of 1-5 where 1 is not very important and 5 is very important how important is it to you to be able to request repeat prescriptions via the internet?

Single answer question or grid (answers per option add up to roughly 100%)

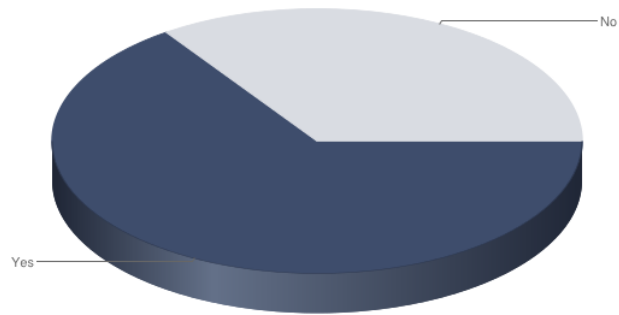


Option:	TOTAL
	(235)
1	28 12%
2	8 3%
3	14 6%
4	40 17%
5	145 62%

Base: 235 out of 243 people answered this question

3. TEXT REMINDER SERVICE: A. Are you aware we offer a text reminder service via your mobile phone, regarding your appointments at the surgery ? Please remember to give us your mobile phone number so we can update our database.

Single answer question or grid (answers per option add up to roughly 100%)

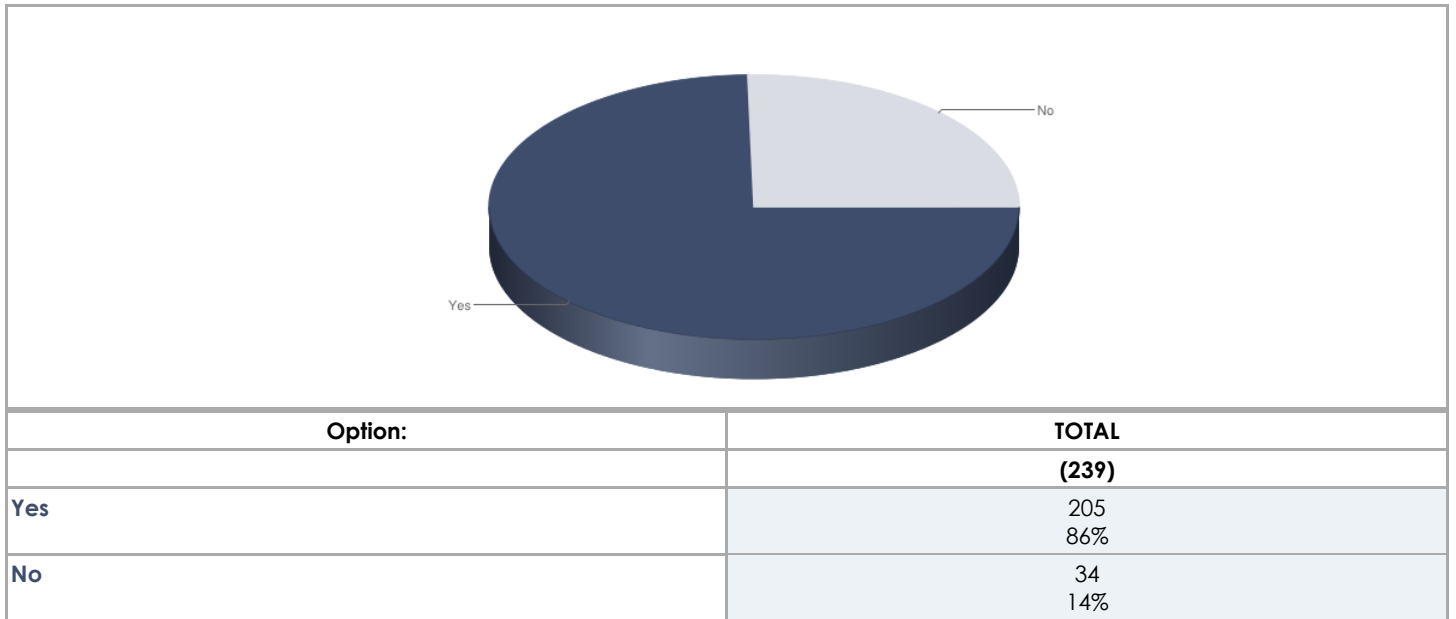


Option:	TOTAL
	(238)
Yes	185 78%
No	53 22%

Base: 238 out of 243 people answered this question

B. Would you find it helpful to receive information regarding items such as: Annual diabetic review due, Smear due , Flu vaccination reminder (Via text message with the facility to decline by text).

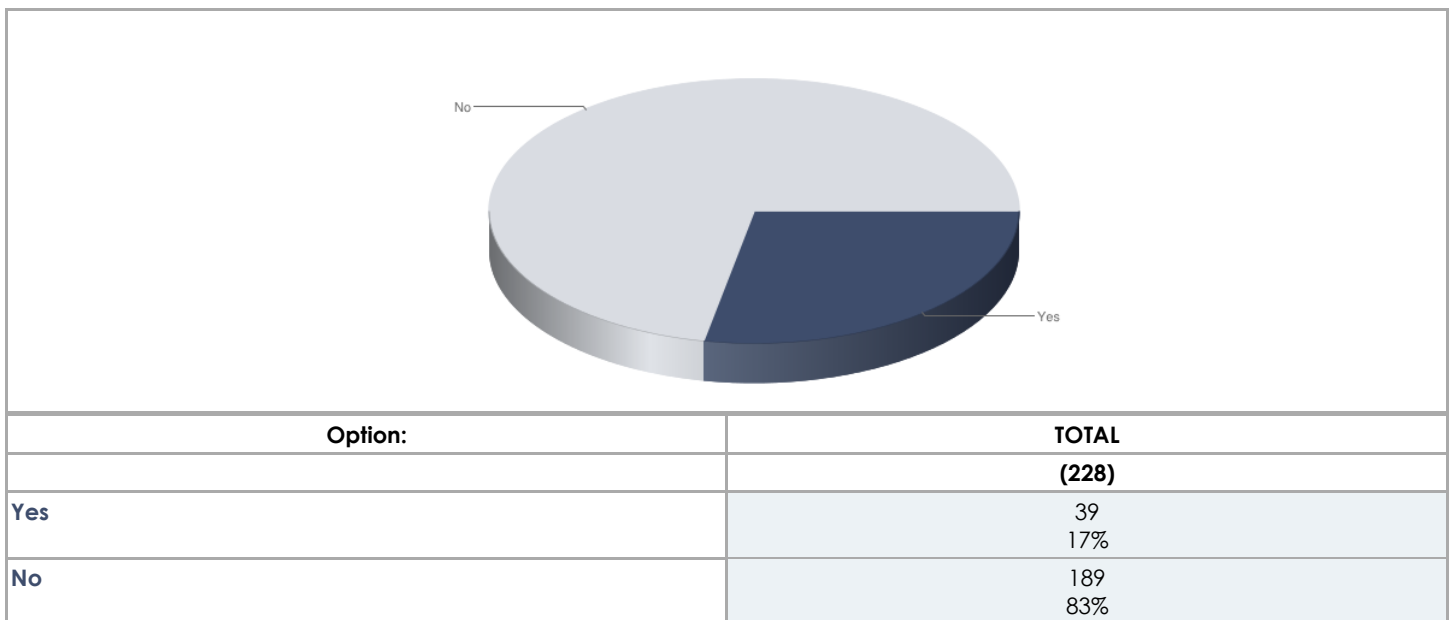
Single answer question or grid (answers per option add up to roughly 100%)



Base: 239 out of 243 people answered this question

4. Do you think a surgery twitter account would be beneficial?

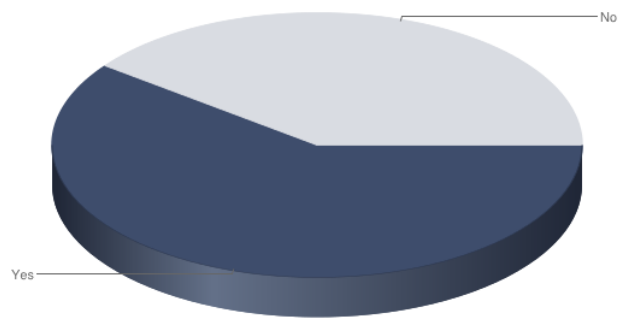
Single answer question or grid (answers per option add up to roughly 100%)



Base: 228 out of 243 people answered this question

5. Were you aware that you can speak to a GP/Nurse on the telephone?

Single answer question or grid (answers per option add up to roughly 100%)

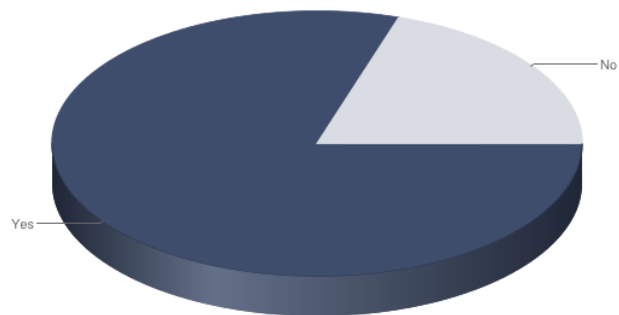


Option:	TOTAL
	(242)
Yes	176 73%
No	66 27%

Base: 242 out of 243 people answered this question

6. Were you aware that a Pharmacist can deal with many minor ailments Example: colds, sore throat, diarrhea, cough, headaches, smoking cessation advice.

Single answer question or grid (answers per option add up to roughly 100%)

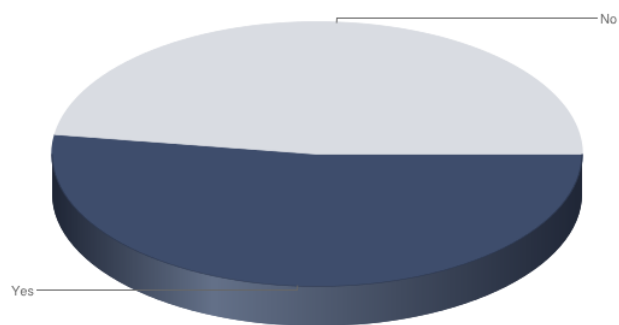


Option:	TOTAL
	(242)
Yes	217 90%
No	25 10%

Base: 242 out of 243 people answered this question

7. WHEN THE SURGERY IS CLOSED: A. Do you know how to contact a Doctor when the surgery is closed?

Single answer question or grid (answers per option add up to roughly 100%)

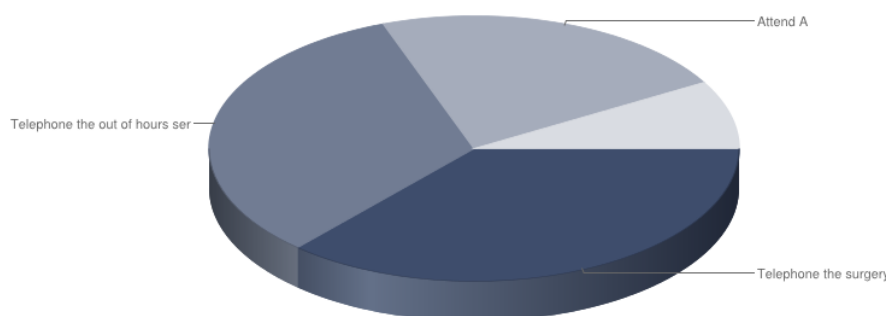


Option:	TOTAL
	(242)
Yes	151 62%
No	91 38%

Base: 242 out of 243 people answered this question

B. If you have needed to contact a doctor when the surgery has been closed: which, if any, of these did you do?

Multiple answer question or grid (answers per row option may add up to more than 100%)



Option:	TOTAL
	(209)
Telephone the surgery for information	97 46%
Telephone the out of hours service	87 42%
Attend A & E Dept. at a local hospital	59 28%
Other " please state in box below	22 11%

Base: 209 out of 243 people answered this question

If Other please state here

Small free-text box

Option:	TOTAL
---------	-------

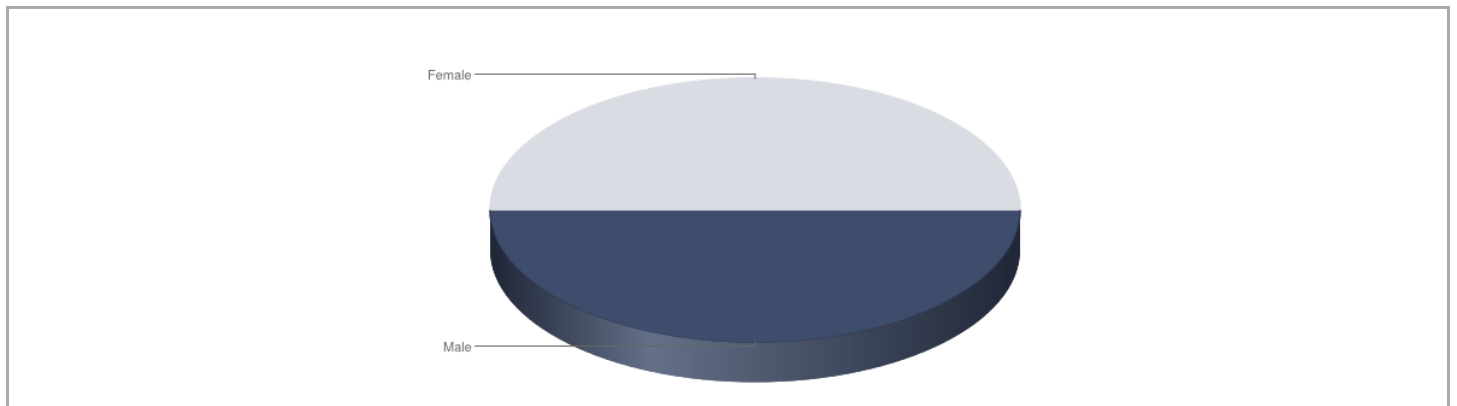
	(34)
Comments:	maybe on the prescription form when we have ordered medication, the out of hours number could be placed under the fax number for ordering medication.
	Haven't needed to contact Dr out of hrs
	NEVER NEEDED TO
	Use the 111 service
	Not applicable
	Not applicable
	look up nhs direct
	NHS direct
	n/a
	NHS Direct
	So far I haven't
	Reception staff members are very helpful
	Reception staff members are very helpful
	contacted the District Nurse emergency line
	Go to Harmony in Watford
	Go to Harmony in Watford
	tel 111
	111
	n/a
	None. So far I have never needed to this facility but I would go to A & E if I was very sick.
	online direct
	NHS Direct
	NHS Direct
	Phone 111
	dialled 111
	contact private health care help line
	call NHS direct
	NHS Direct
	ring 999
	or NHS Direct

Option:	TOTAL
	(34)
nhs direct	
not needed to	
111	
spoke 111 - visit to hospital	

Base: 34 out of 243 people answered this question

The following questions will help us to see how experiences vary between different groups of the population. Please tick as appropriate. Information about you:

Single answer question or grid (answers per option add up to roughly 100%)

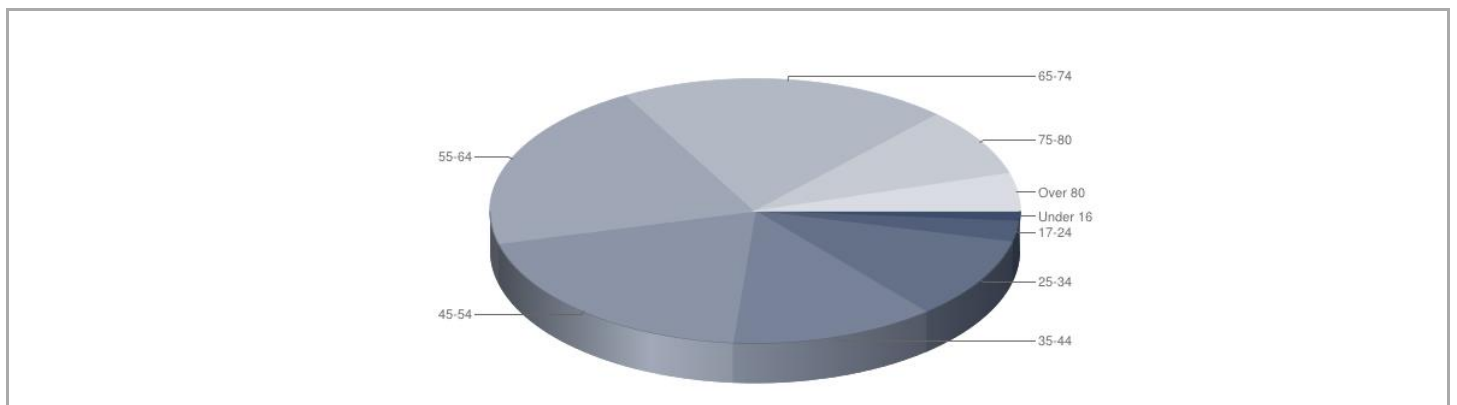


Option:	TOTAL
	(236)
Male	104 44%
Female	132 56%

Base: 236 out of 243 people answered this question

Your Age:

Single answer question or grid (answers per option add up to roughly 100%)



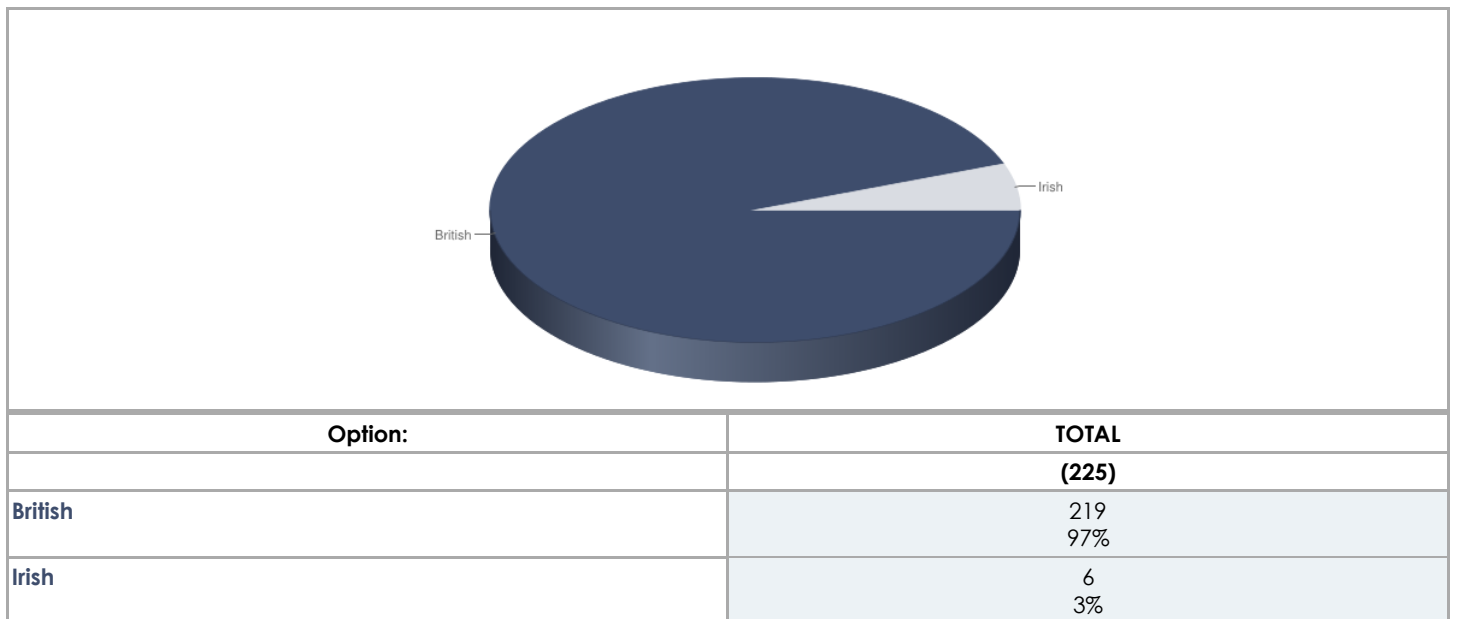
Option:	TOTAL
---------	-------

	(239)
Under 16	3 1%
17-24	6 3%
25-34	24 10%
35-44	30 13%
45-54	47 20%
55-64	50 21%
65-74	48 20%
75-80	20 8%
Over 80	11 5%

Base: 239 out of 243 people answered this question

Ethnic Background White:

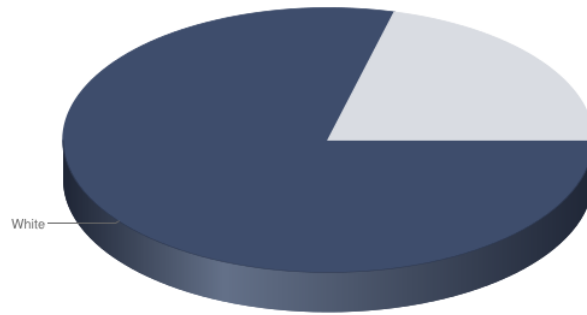
Single answer question or grid (answers per option add up to roughly 100%)



Base: 225 out of 243 people answered this question

Mixed:

Single answer question or grid (answers per option add up to roughly 100%)

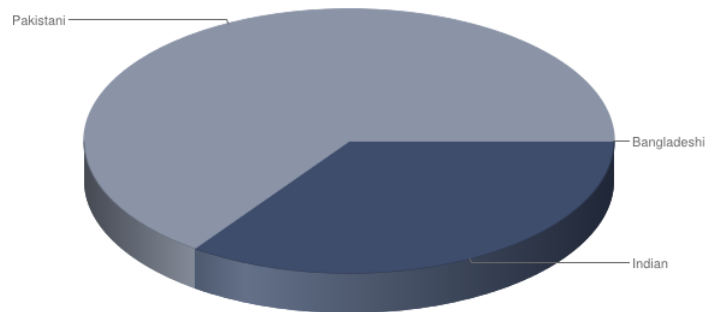


Option:	TOTAL
	(62)
White & Black Caribbean	49 79%
White & Black African	13 21%

Base: 62 out of 243 people answered this question

Asian or Asian British:

Single answer question or grid (answers per option add up to roughly 100%)

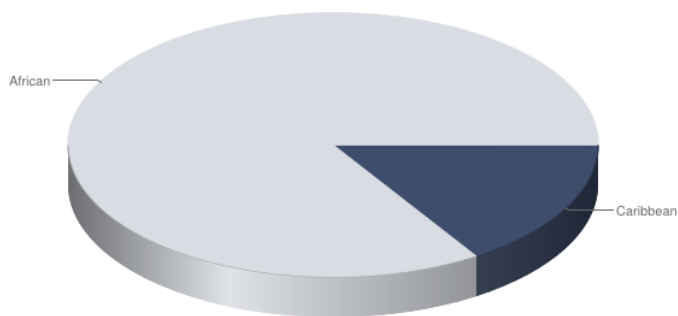


Option:	TOTAL
	(63)
Indian	22 35%
Pakistani	41 65%
Bangladeshi	0

Base: 63 out of 243 people answered this question

Black or Black British:

Single answer question or grid (answers per option add up to roughly 100%)



Option:	TOTAL
	(44)
Caribbean	7 16%
African	37 84%

Base: 44 out of 243 people answered this question

Chinese or Other:

Single answer question or grid (answers per option add up to roughly 100%)



Option:	TOTAL
	(41)
Chinese	0
Any Other	41 100%

Base: 41 out of 243 people answered this question