

The Woodlands Practice Patient Survey Results March 2016

Patient survey put together with the help of our Patient Participation Group. We targeted patients from different age, ethnicity and needs groups. We sent out a total of 350 questionnaires and had 326 completed and returned, a total of 93.1%. Below is a breakdown of our findings and a summary

| Q1. Patient awareness of the following information? | | | |
|--|-------------|-------------|-----------------|
| | YES | NO | Non- responders |
| Did you know we open late Mon and Tues until 8pm | 142 (44%) | 184 (56%) | 0 |
| Did you know we open at 8am | 287 (88%) | 39 (12%) | 0 |
| Did you know we are open until 6:30pm on Wed, Thur and Fri | 190 (58.5%) | 136 (41.5%) | 0 |
| Are you aware of our 'privacy room' if you wish to speak to our receptionist confidentially? | 40 (12%) | 286 (88%) | 0 |

| Q2. Online Patient Access (EMIS) facility? | | | |
|--|-----------|-------------|-----------------|
| | YES | NO | Non- responders |
| Are you aware of the Online Patient Access Facility? | 189 (58%) | 136 (41.5%) | 1 (0.5%) |

| Q3. Which facilities do you currently use through Online Patient Access (EMIS) Access? | | | |
|---|------------|-------------|-----------------|
| | YES | NO | Non- responders |
| Book an appointment with a doctor | 89 (27.5%) | 125 (38%) | 112 (34.5%) |
| Cancel an appointment booked through Online Patient Access (EMIS) access | 56 (17%) | 155 (47.5%) | 115 (35%) |
| Request repeat medication | 64 (20%) | 147 (45%) | 115 (35%) |
| Access your information regarding Allergies & Immunisations | 32 (10%) | 179 (55%) | 115 (35%) |

| Q4. Are you satisfied with the welcome you receive at Reception? | | |
|---|----------------|---------------|
| | No of Patients | % of Patients |
| YES | 323 | 99% |
| NO | 3 | 1.00% |
| Non- responders | 0 | 0.00% |

| Q5. If you have contacted the surgery for an urgent, on the day medical issue, have you been able to see/speak to a GP the same day? | | |
|---|----------------|---------------|
| | No of Patients | % of Patients |
| YES | 232 | 71.00% |
| NO | 44 | 13.50% |
| Non- responders | 50 | 15.50% |

| Q6. Are you aware of the new NHS electronic record called the Summary Care Record (SCR)? | | |
|---|----------------|---------------|
| | No of Patients | % of Patients |
| YES | 93 | 28.50% |
| NO | 226 | 69.50% |
| Non- responders | 7 | 2.00% |

| Q7.If you have attended an Urgent Care Centre, Walk-in Centre or A&E Department within the last 6 months, was this due to The Woodlands Practice being closed? | | |
|--|----------------|---------------|
| | No of Patients | % of Patients |
| YES | 85 | 26.00% |
| NO | 148 | 45.50% |
| Non-responders | 93 | 28.50% |

Q8. N/A comment only answer

| Q9. Would you say that overall you are happy with the service that The Woodlands Practice team provide? | | |
|---|----------------|---------------|
| | No of Patients | % of Patients |
| YES | 319 | 98.00% |
| NO | 3 | 1.00% |
| Non- responders | 4 | 1.00% |

Statistical Information

| Gender: | | |
|---------------|----------------|---------------|
| | No of Patients | % of Patients |
| Male | 110 | 34% |
| Female | 211 | 65.00% |
| Not Disclosed | 5 | 1.00% |

| Age: | | |
|--------------------|----------------|---------------|
| | No of Patients | % of Patients |
| 0-20 years | 13 | 4.00% |
| 21-40 years | 96 | 29.50% |
| 41-60 years | 124 | 38.00% |
| 61-80 years | 78 | 24.0% |
| 80 years and older | 10 | 3.00% |
| Not Disclosed | 5 | 1.50% |

| Ethnicity | | |
|---|----------------|---------------|
| | No of Patients | % of Patients |
| White | 271 | 83.00% |
| Mixed | 8 | 2.50% |
| Black / African / Caribbean / Black British | 7 | 2.00% |
| Asian or Asian British | 17 | 5.50% |
| Other ethnic group | 12 | 4.00% |
| Not Disclosed | 11 | 3.00% |