

The Woodlands Practice Patient Survey Results March 2015

Group. We targeted patients from different age, ethnicity and needs groups. We sent out a total of 350 questionnaires and had 323 completed and returned, a total of 92.3%. Below is a breakdown of our findings and a summary

| Q1. Are you aware of our opening times? | | | | |
|---|-------------|-------------|--------------|-----------------|
| | YES | NO | NO | Non- responders |
| Did you know we open late Mon and Tues until 8pm | 150 (46.4%) | 173 (53.6%) | 173 (53.56%) | |
| Did you know our doors open at 8am | 275 (85.1%) | 48 (14.9%) | 48 (14.86%) | |
| Did you know we stay open until 6:30pm on Wed, Thur and Fri | 179 (55.4%) | 144 (44.6%) | 144 (44.58%) | |

| Q2. Are you aware of our Emis access facility? | | | | |
|---|-------------|-------------|--------------|-----------------|
| | YES | NO | NO | Non- responders |
| Do you currently book appointments/request repeat prescriptions through | 122 (37.8%) | 196 (60.7%) | 196 (60.68%) | 5 (1.5%) |

| Q3. Which facilities do you currently use through EMIS Access? | | | | |
|--|------------|------------|------------|-----------------|
| | YES | NO | NO | Non- responders |
| Book an appointment with a doctor | 54 (44.3%) | 47 (38.5%) | 47 (38.5%) | 22 (18%) |
| Cancel an appointment booked through Emis access | 32 (26%) | 55 (45.8%) | 55 (45.6%) | 22 (18%) |
| Request repeat medication | 48 (39%) | 52 (42.6%) | 52 (42.6%) | 22 (18%) |
| Access your information regarding Allergies & Immunisations | 15 (12.3%) | 85 (69.7%) | 85 (69.7%) | 22 (18%) |

| Q4. Are you satisfied with the welcome you receive at Reception? | | |
|--|----------------|---------------|
| | No of Patients | % of Patients |
| YES | 312 | 97% |
| NO | 1 | 0.31% |
| Non- responders | 10 | 3.09% |

| 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 | 220 | 68.10% |
| NO | 33 | 10.22% |
| Non- responders | 70 | 21.68% |

| Q6. Are you aware of the new NHS electronic record called the Summary Care Record (SCR)? | | |
|--|----------------|---------------|
| | No of Patients | % of Patients |
| YES | 111 | 34.36% |
| NO | 201 | 62.23% |
| Non- responders | 11 | 3.41% |

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?

| | |
|----------------|-----|
| YES | 56 |
| NO | 42 |
| Non-responders | 225 |

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 | 294 | 91.00% |
| NO | 6 | 1.85% |
| Non- responders | 23 | 7.15% |

Statistical Information

Gender:

| | No of Patients | % of Patients |
|---------------|----------------|---------------|
| Male | 86 | 27% |
| Female | 210 | 65.00% |
| Not Disclosed | 27 | 8.00% |

Age:

| | No of Patients | % of Patients |
|--------------------|----------------|---------------|
| 0-20 years | 7 | 2.16% |
| 21-40 years | 91 | 28.20% |
| 41-60 years | 124 | 38.40% |
| 61-80 years | 63 | 19.5% |
| 80 years and older | 11 | 3.40% |
| Not Disclosed | 27 | 8.34% |

Ethnicity

| | No of Patients | % of Patients |
|--|----------------|---------------|
| White | 266 | 82.35% |
| Black or White British | 13 | 4.02% |
| Chinese | 1 | 0.33% |
| Asian or Asian British | 6 | 1.86% |
| Any Mixed / multiple ethnic background | 3 | 0.93% |
| Any other ethnic group | 5 | 1.54% |
| Not Disclosed | 29 | 8.97% |

