

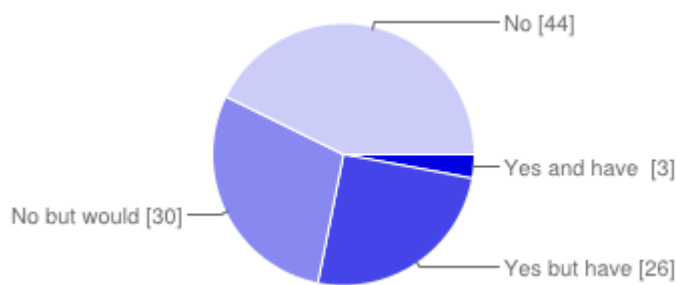
# BROOKSIDE SURVEY PATIENT SURVEY RESULTS

108 responses

## Summary

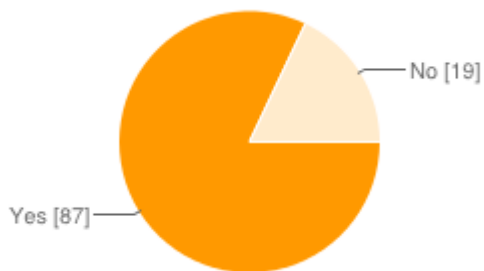
### ACCESS

Are you aware that you can now book appointments online?



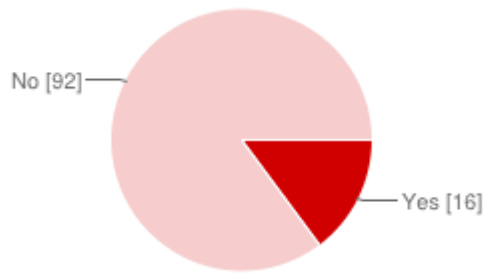
Yes and have used this	3	3%
Yes but have not registered	26	25%
No but would like to	30	29%
No	44	43%

When you last booked an appointment were you able to get one without difficulty?



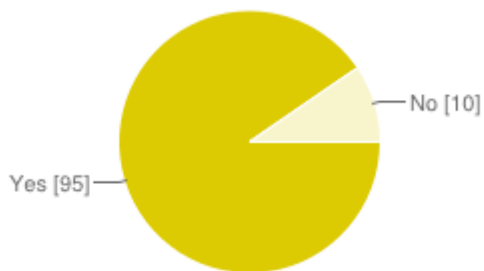
Yes	87	82%
No	19	18%

### When you last contacted the practice by telephone did you have any difficulty?



Yes	<b>16</b>	15%
No	<b>92</b>	85%

### Are you satisfied with the practice opening hours?

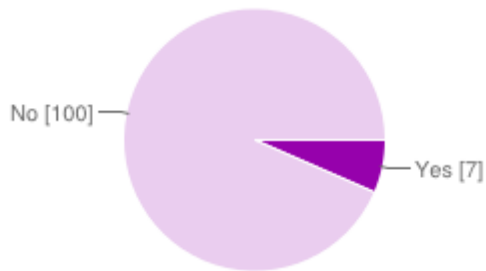


Yes	<b>95</b>	90%
No	<b>10</b>	10%

### How do you travel to the surgery?

Car/Motorbike	<b>80</b>	70%
Walk	<b>31</b>	27%
Taxi	<b>1</b>	1%
Public Transport	<b>1</b>	1%
Other	<b>2</b>	2%

## Do you have particular difficulty getting to the surgery?



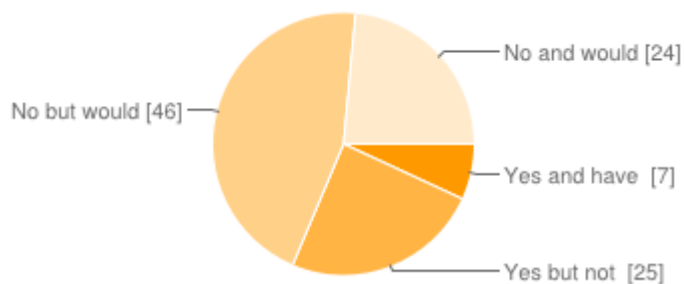
Yes	<b>7</b>	7%
No	<b>100</b>	93%

## REPEAT PRESCRIPTIONS

### How do you currently contact the practice to order repeat prescriptions?

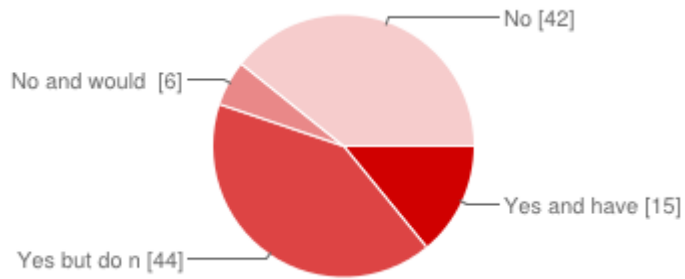
Telephone	<b>59</b>	47%
Use Repeat Slip	<b>33</b>	26%
In Person	<b>22</b>	18%
Other	<b>11</b>	9%

### Are you aware that you can now order repeat prescriptions online?



Yes and have used this	<b>7</b>	7%
Yes but not yet needed to use this	<b>25</b>	25%
No but would like to	<b>46</b>	45%
No and would not use	<b>24</b>	24%

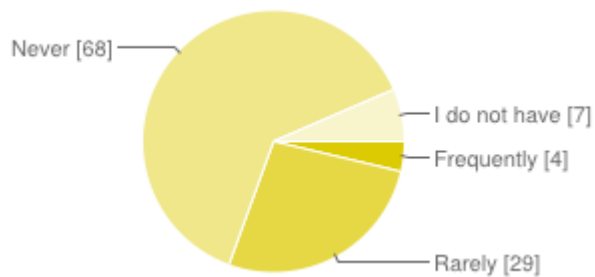
## Are you aware that we offer a free medication delivery service to all our dispensing patients?



Yes and have used this	<b>15</b>	14%
Yes but do not need the service	<b>44</b>	41%
No and would like to use the service	<b>6</b>	6%
No	<b>42</b>	39%

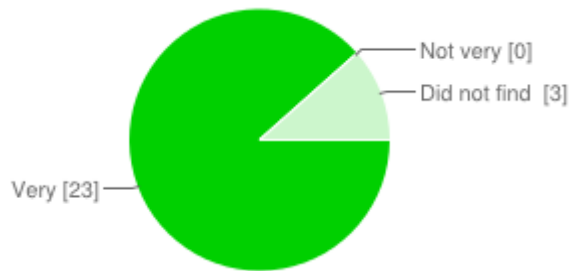
## COMMUNICATION

### How often do you use the practice website



Frequently	<b>4</b>	4%
Rarely	<b>29</b>	27%
Never	<b>68</b>	63%
I do not have internet access	<b>7</b>	6%

## Having used our website, how informative did you find it?

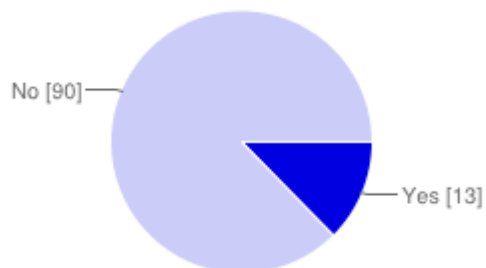


Very	<b>23</b>	88%
Not very	<b>0</b>	0%
Did not find the information I needed	<b>3</b>	12%

## Which is the best way for us to let you know what is happening at the surgery (tick all that apply)?

Parish magazines	<b>43</b>	22%
Website	<b>36</b>	19%
Newsletter in waiting room	<b>47</b>	24%
Newsletter in village shops	<b>19</b>	10%
By email	<b>44</b>	23%
Other	<b>4</b>	2%

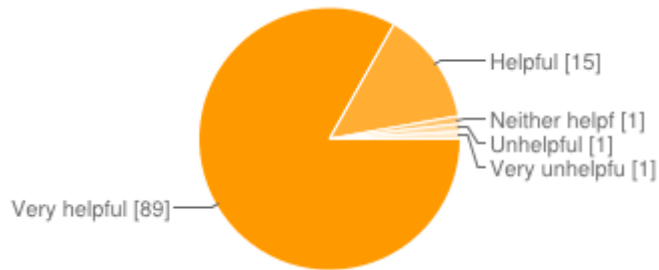
## Are there any improvements that you feel could be made to the surgery waiting areas?



Yes	<b>13</b>	13%
No	<b>90</b>	87%

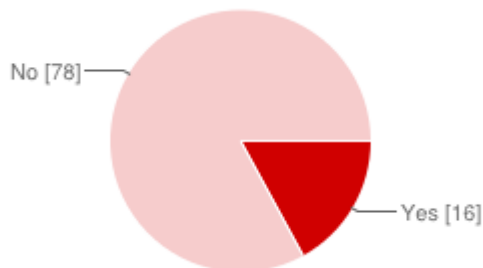
# OVERALL SATISFACTION

When you last visited or telephoned the practice, how helpful were the staff?



Very helpful	89	83%
Helpful	15	14%
Neither helpful or unhelpful	1	1%
Unhelpful	1	1%
Very unhelpful	1	1%

Are there any other services you feel the practice should offer?

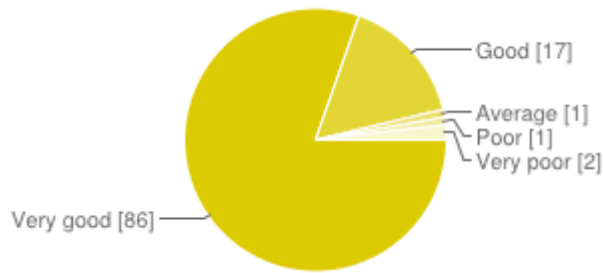


Yes	16	17%
No	78	83%

Which other services do you think the surgery should offer

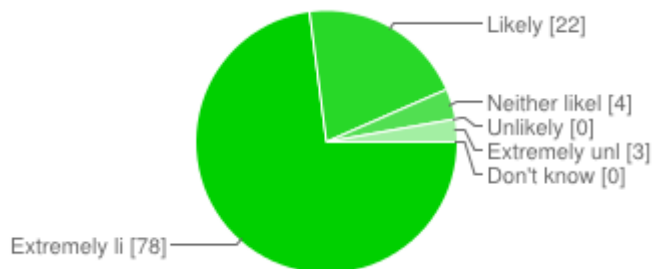
Basic blood testing. Physio Blood tests. chiropdy. Out surgery at Ryton. Pick ups. Podiatry. ? chiropody, but perhaps it does and I've not had to use that! Regular opening times. Chiropody. Physiotherapy. I'm not sure what you offer already A physiotherapy outreach service would be brilliant. A specialist back pain clinic would also be brilliant!! Alternative therapies, ie aromatherapy/ acupuncture. Notice board specifying which doctors are in attendance

## Overall how would you rate Brookside Surgery?



Very good	<b>86</b>	80%
Good	<b>17</b>	16%
Average	<b>1</b>	1%
Poor	<b>1</b>	1%
Very poor	<b>2</b>	2%

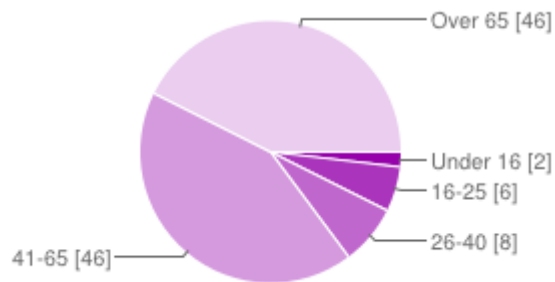
## How likely are you to recommend this practice to family and friends living in our practice area?



Extremely likely	<b>78</b>	73%
Likely	<b>22</b>	21%
Neither likely or unlikely	<b>4</b>	4%
Unlikely	<b>0</b>	0%
Extremely unlikely	<b>3</b>	3%
Don't know	<b>0</b>	0%

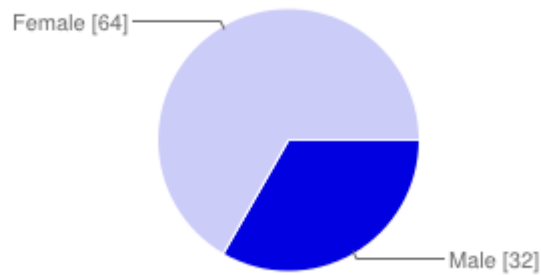
# A BIT ABOUT YOU

## Age



Under 16	<b>2</b>	2%
16-25	<b>6</b>	6%
26-40	<b>8</b>	7%
41-65	<b>46</b>	43%
Over 65	<b>46</b>	43%

## Gender



Male	<b>32</b>	33%
Female	<b>64</b>	67%

## Village

Stretton on Dunsmore	<b>38</b>	36%
Ryton on Dunsmore	<b>25</b>	23%
Frankton	<b>4</b>	4%
Marion	<b>8</b>	7%
Bourton	<b>3</b>	3%
Wolston	<b>2</b>	2%
Birdingbury	<b>0</b>	0%
Eathorpe	<b>6</b>	6%
Other	<b>21</b>	20%



