

Questionnaire– Summary for Patient Reference Group

Survey Results

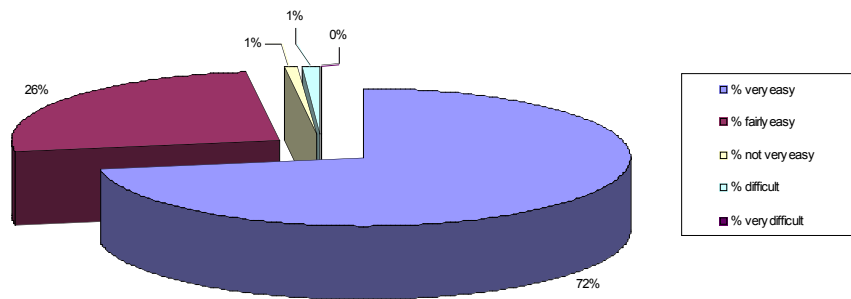
During the month of February questionnaires were handed out to as many patients as possible. In total 125 people responded with completed questionnaires. This data is summarized below:

Question 1 - How easy is it to.....

a) See a doctor or nurse for same day advice or treatment

Average score of 1.06 (where 1 is very easy and 5 is very difficult)

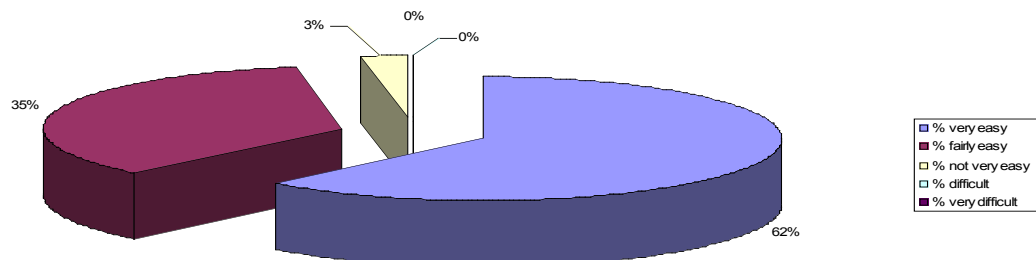
How easy is it to see a doctor or nurse for same day advice or treatment



b) See your preferred GP or nurse

Average score of 1.29 (where 1 is very easy and 5 is very difficult)

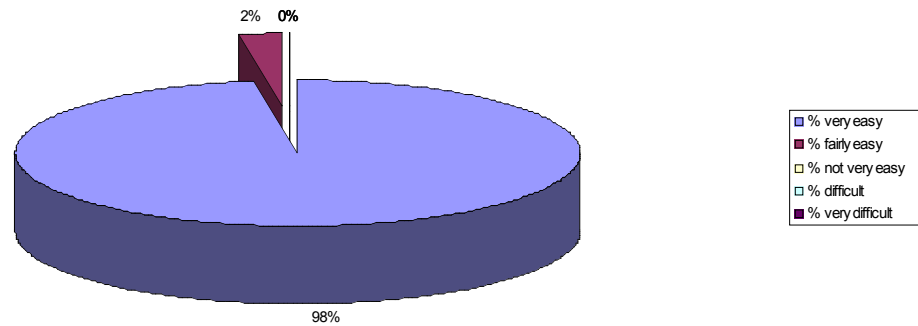
How easy is it to see your preferred GP or nurse



c) Cancel an appointment you can't attend

Average score of 1.02 (where 1 is very easy and 5 is very difficult)

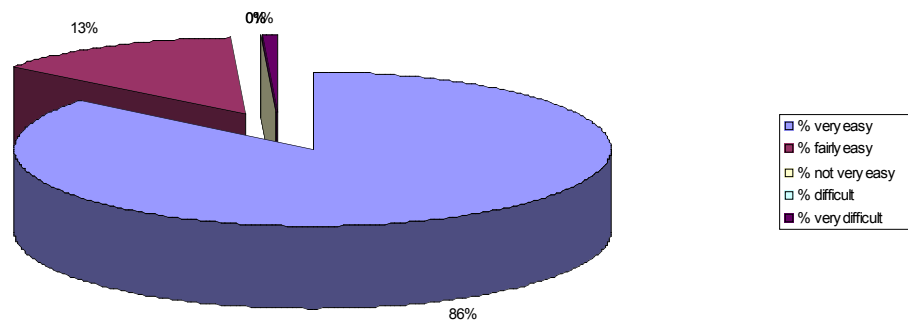
How easy is it to cancel an appointment



d) Book an appointment in advance

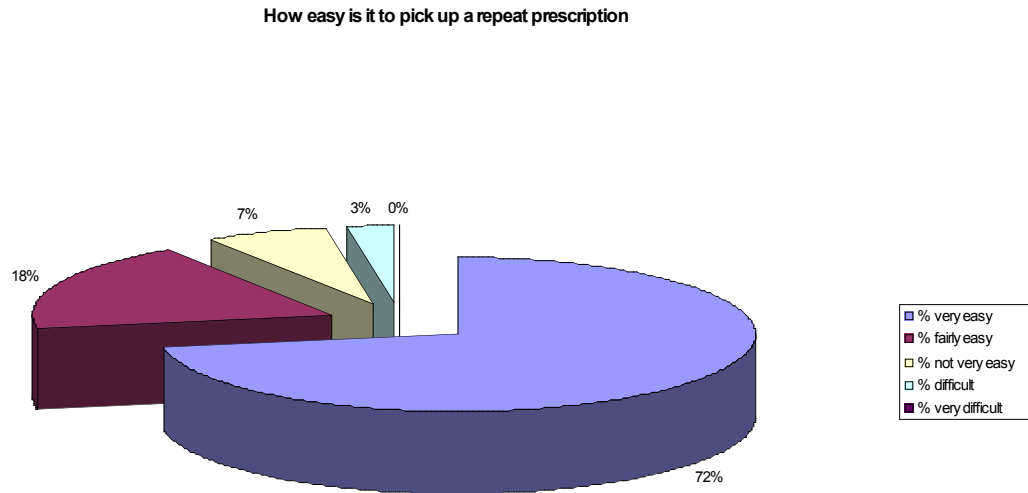
Average score of 1.07

How easy is it to book an appointment in advance



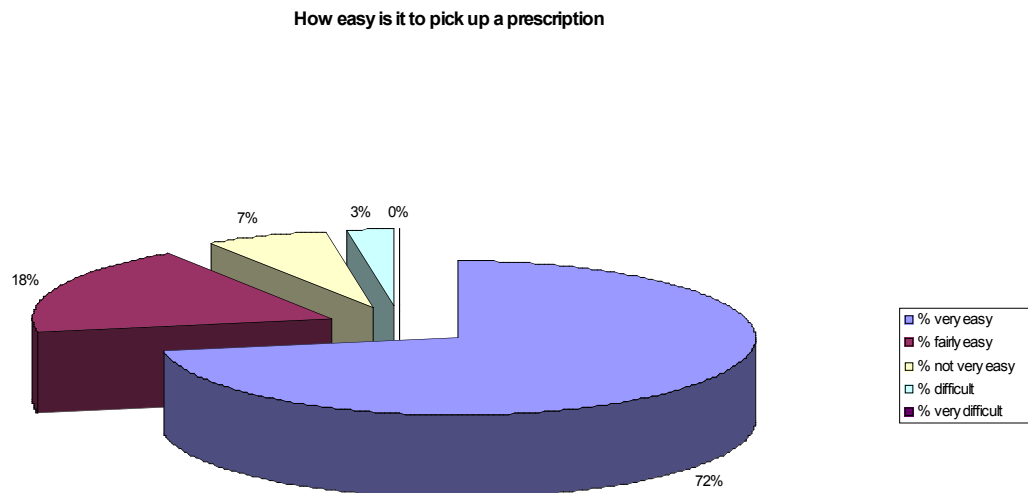
e) Order a repeat prescription

Average score of 1.1



f) Collect a prescription

Average score of 1.33



Question 2 – Are you happy with the way you are treated by the staff of Wyndham House?

98.4 % of respondents are happy; 1.6 % respondents not happy.

Question 3 – Would you like to be texted about an upcoming appointment?

23.5 % would; 76.5 % wouldn't

Question 4 – Did you know we had a website?

86.2% did; 13.8% didn't know

Question 5 – Would you like to book some appointments online?

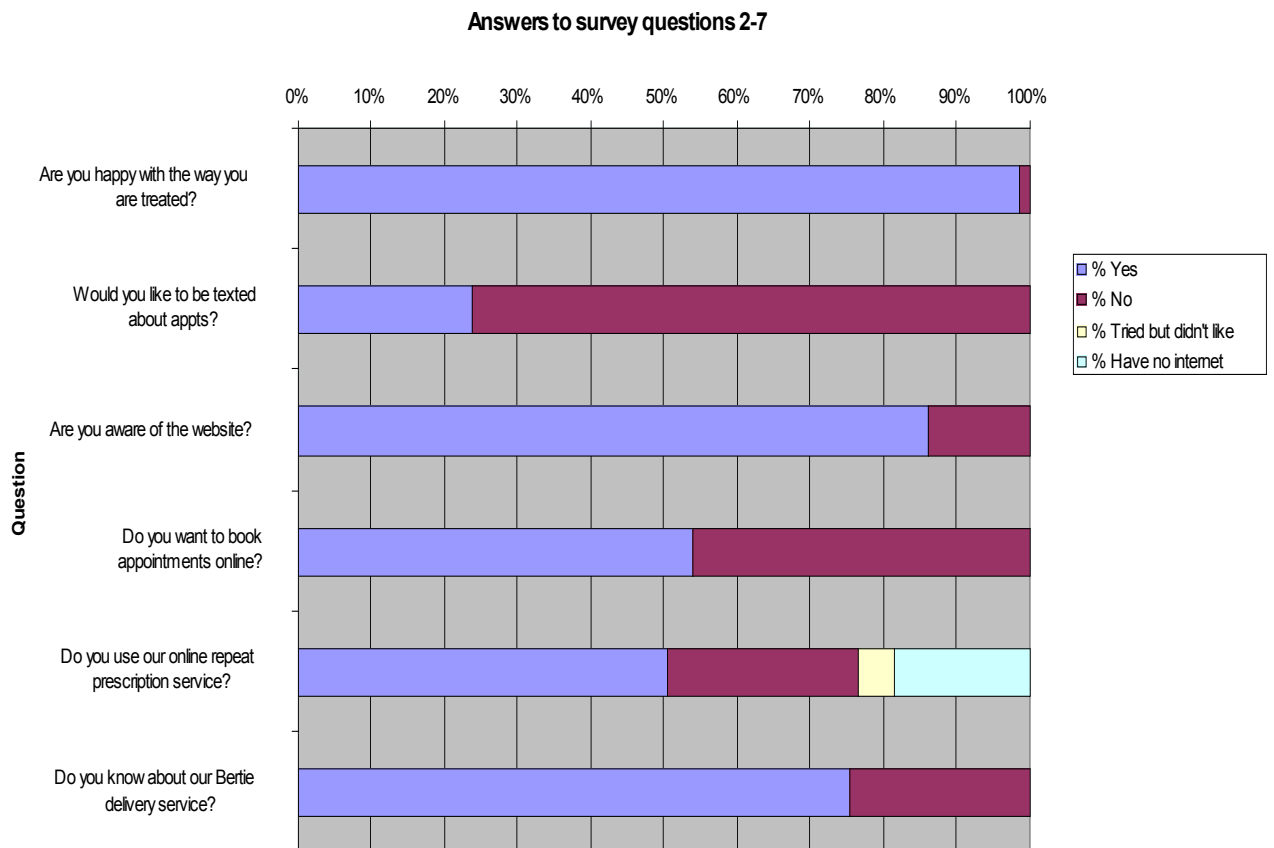
53.7% said yes; 46.3% said no

Question 6 – Do you use our online prescription request?

50% of all respondents use it regularly; 4.8% have tried it but didn't like it; 26% hadn't used it (but may do so now) and 18.7 % have no internet access.

Question 7 – Do you know about our prescription delivery service?

75.4% did; 24.6 % didn't



Questionnaire results – Interpretation

The results of the survey show that most people (>60% and average of 87%) find it very easy to see a doctor the same day, see a preferred doctor or nurse, cancel an appointment, book an appointment in advance, order a repeat prescription and pick up a prescription. 98% people are happy with the way they are treated by staff.

Only 23.5% of people would like to be texted about appointments, but 53.7% would like to book appointments online. 86% of people knew the surgery had a website and 50% of people used the online repeat prescription request page. Significantly 18.7% had no internet access. 75% of people knew that we delivered prescriptions with the Bertie delivery service.

Some of the comments brought up areas that the surgery could improve on. These included comments about dispensary opening hours, the radio station in the waiting room and not having a bell at the dispensary window.

Overall, the results of the survey show that Wyndham House Surgery is highly thought of within the community and the doctors and staff treat patients well. Some comments include:

“I think Silvertownians are very well served with polite, friendly, professional and very efficient staff”

“My family and I think you’re all wonderful – thank you so much!”

“We are very fortunate to have a practice with so many facilities – and such friendly, caring and approachable staff”

“We are a very fortunate community”

Wyndham House Surgery will follow up this survey by continuing to promote the Bertie delivery service, the website and prescription ordering online.