

Mansfield Park Surgery

Annual Patient Survey 2017 / 2018

Comments

"Very grateful to the support received and the wonderful treatment given to my mother as a temporary patient"

"Thank you for all you have done in 2017."

"Thanks - grace under pressure - keep it up!"

"We are very pleased with the help received both from the Doctors, Nursing staff, & receptionists at this surgery."

"I would like more than 4 weeks on my repeat meds "

"Dr Cornes is fantastic!"

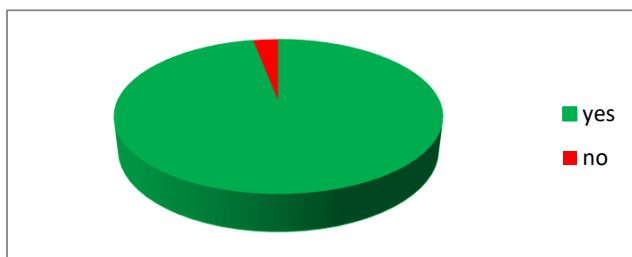
"I consider we are well served with our GPs and fortunate to have 2 major hospitals"

"Thank you so much for your continued excellent care and service for all of my family"

Questions & Results

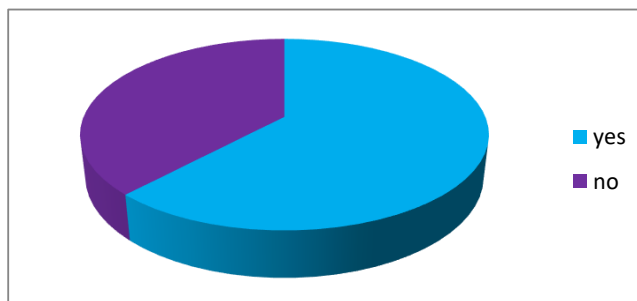
Do you have internet access at home?

yes 97%
no 3%



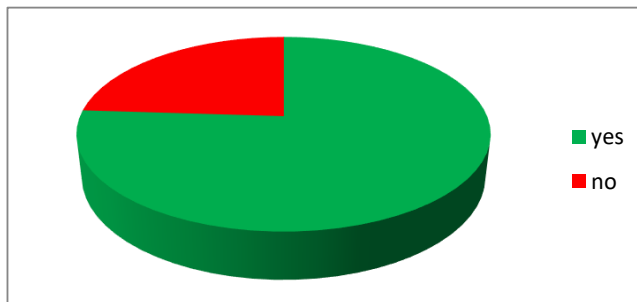
Have you signed up to make appointments online, order repeat prescriptions on-line and view your medical record online?

yes 62%
no 38%



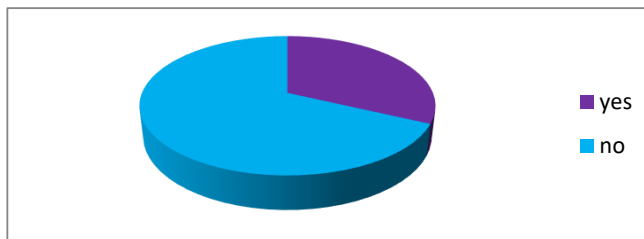
Would you be willing to give it a try?

yes 76%
no 24%



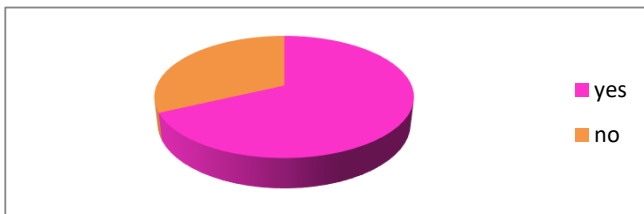
Have you signed up to the electronic prescription service at your local pharmacy?

yes 32%
no 68%



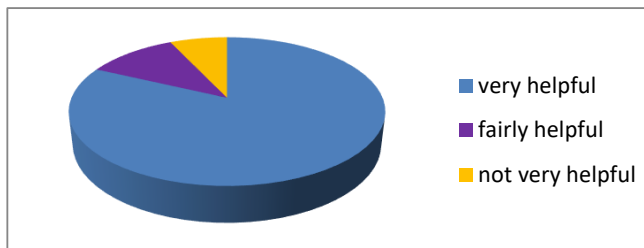
Would you be willing to give it a try?

yes 68%
no 32%



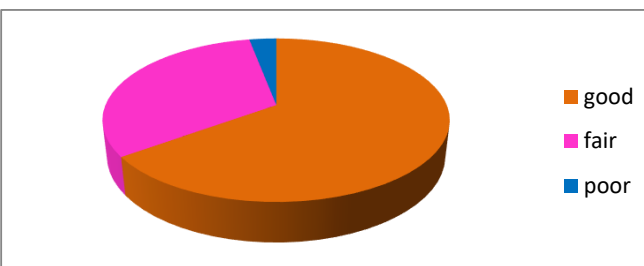
How helpful do you find the receptionists at the practice?

very helpful 82%
fairly helpful 11%
not very helpful 7%



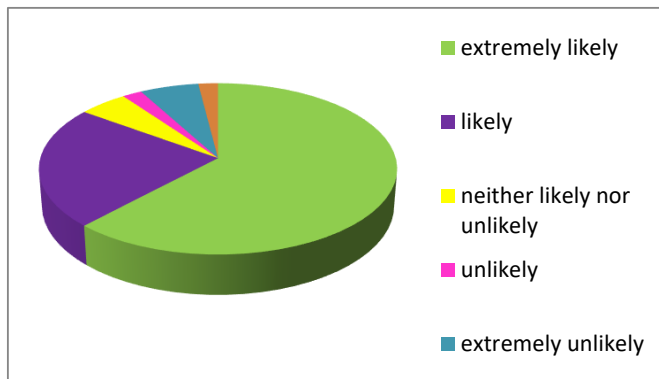
How easy is it to get through to the practice by telephone?

good 65%
fair 32%
poor 3%



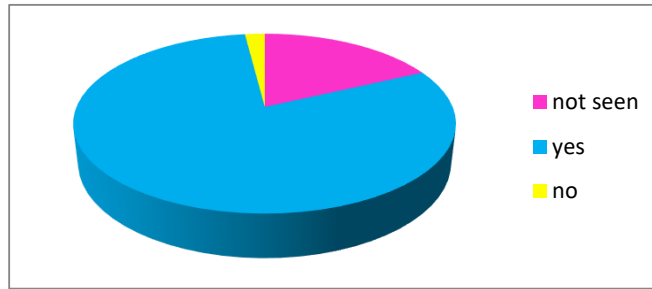
Overall, would you recommend this practice to your friends or family?

extremely likely 62%
likely 23%
neither likely nor unlikely 5%
unlikely 2%
extremely unlikely 6%
don't know 2%



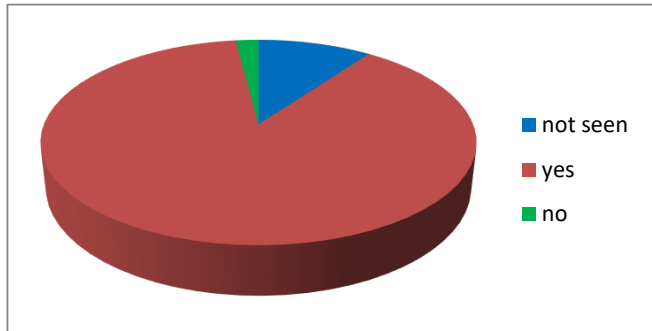
If you have seen a GP in the last 6 months, did you have confidence and trust in the GP that you saw?

not seen 18%
 yes 80%
 no 2%



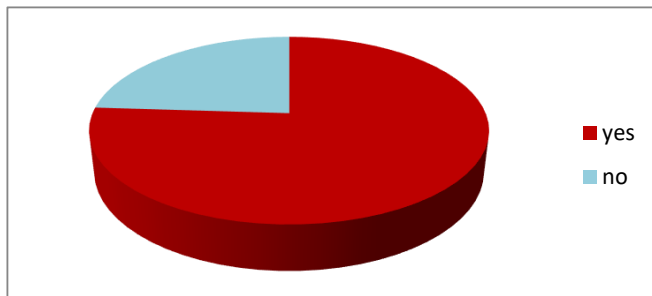
If you have seen a nurse in the last 6 months, did you have confidence and trust in the nurse that you saw?

not seen 10%
 yes 88%
 no 2%



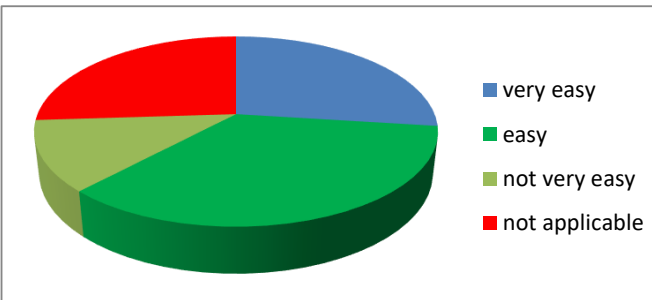
In the last 6 months have you booked a routine - non-urgent appointment with any GP?

yes 76%
 no 24%



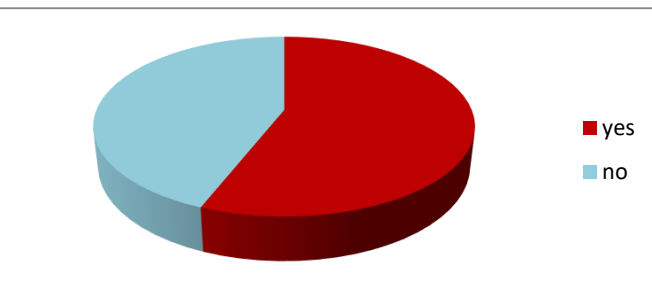
How easy did you find this?

very easy 27%
 easy 35%
 not very easy 12%
 not applicable 26%



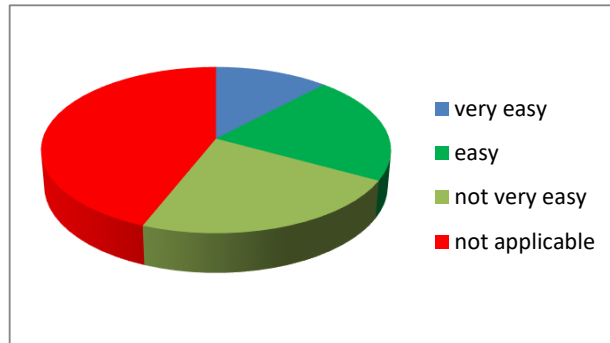
In the last 6 months have you booked a routine -non-urgent appointment with a specific GP?

yes 56%
 no 44%



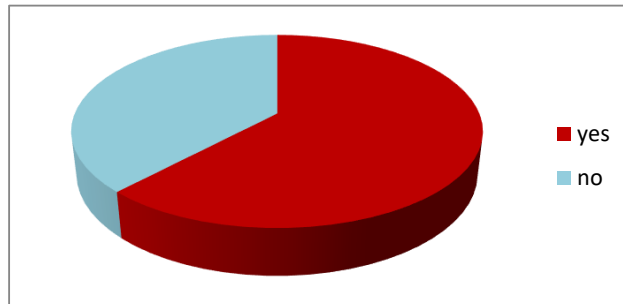
How easy did you find this?

very easy 12%
easy 21%
not very easy 23%
not applicable 44%



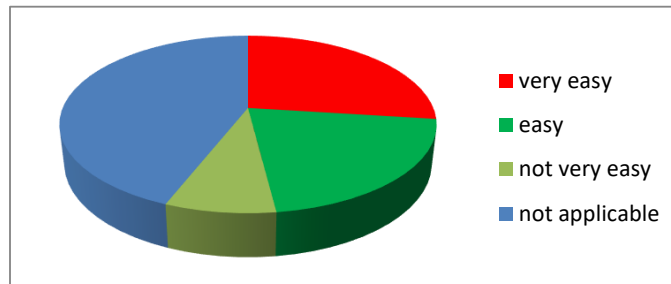
In the last 6 months have you booked a same day urgent appointment?

yes 62%
no 38%



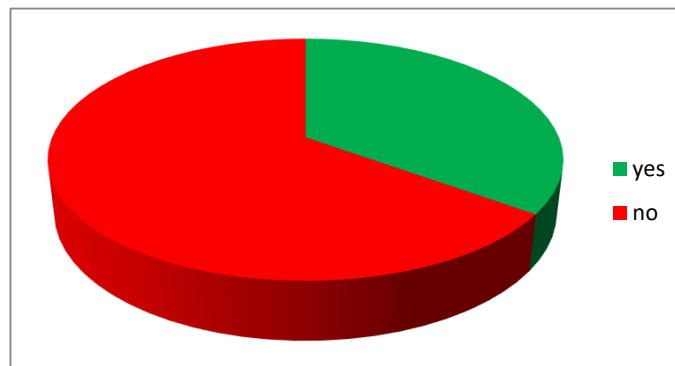
How easy did you find this?

very easy 27%
easy 21%
not very easy 8%
not applicable 44%



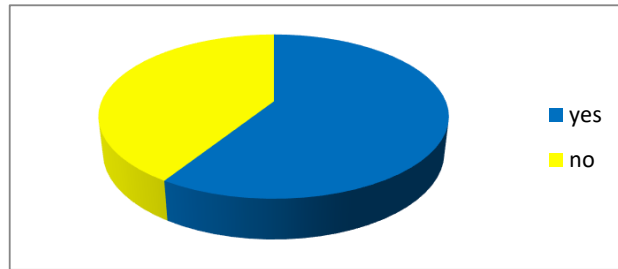
If someone arrives more than 10 minutes late for an appointment with the GP or nurse, do you think that you should still be seen - even if this causes a delay in another patient's appointment

yes 35%
no 65%



Are you aware that there is a Practice Patient Participation Group?

yes 59%
no 41%



Would you like to join the Practice patient Participation Group?

yes 21%
no 79%

