

Patient Reference Group - Practice Survey

Findings from Patient Survey 2017/18

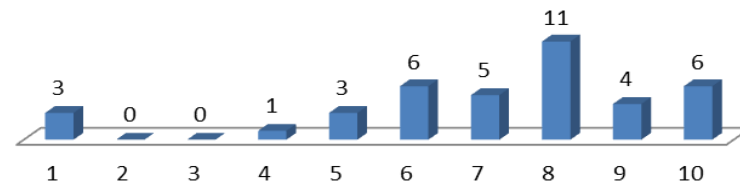
New Telephone System

- Have you had to telephone the surgery recently?
- Did you get through to the Surgery within a few rings?



How satisfied on a 1-10 basis were you with getting through to the Health Centre (1 being the lowest)

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Booking Appointments

- Have you needed to telephone the Surgery in the last 3 months for an appointment?
- If Yes, did you get an appointment when you needed it?
- Are you happy with the appointment times:



Exeter Primary Care

- Did you know that you now have access to GP services evenings and weekends?
- Would you be happy to be seen in the evening or at the weekend for a routine appointment?



Online Services

- Did you know that you can order your prescriptions, book appointments etc., online?
- Have you signed up to use our online services?
- If Yes, do you find it useful to be able to use this service?



Patient Check In Screen

- Have you used our Self Check in Screen before?
- If Yes, did you find it easy?
- Did you find that it saved you time with not having to queue at Reception to get yourself checked in?



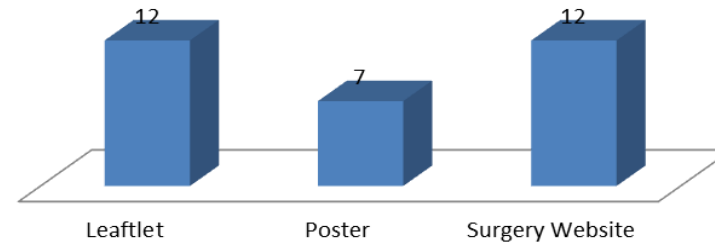
Chart Title

- Are you aware that we have a Patient Participation Group?
- Would you be interested in joining our group?
- Would you be happy to receive notification re these talks/group meetings via text message or email?

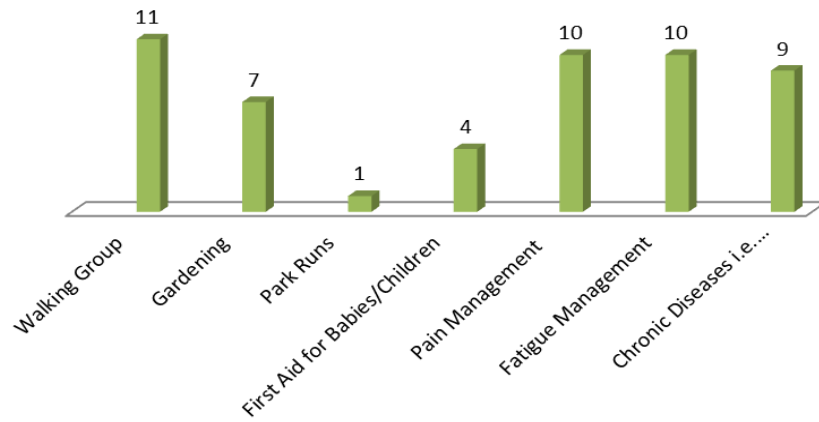


What are the best methods to advising you about talks?

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Health Education Event



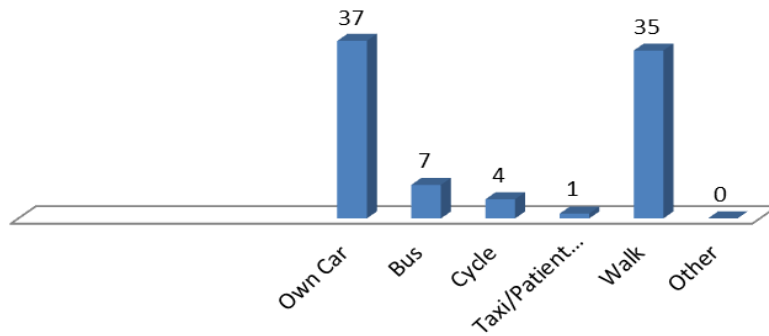
Telephone Consultations

■ Are there occasions when you would be prepared to have a telephone consultation with your GP or nurse, rather than a face to face consultation?



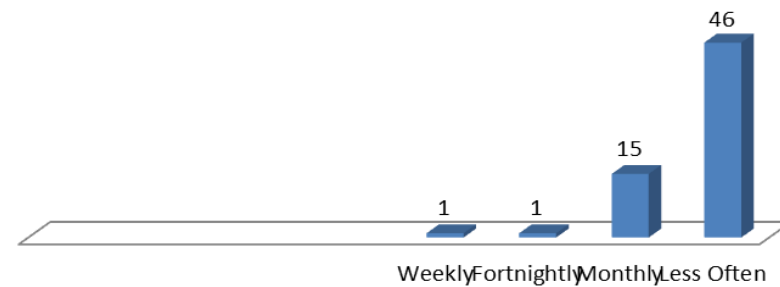
Travelling to the Health Centre

■ How do you travel to the Health Centre?

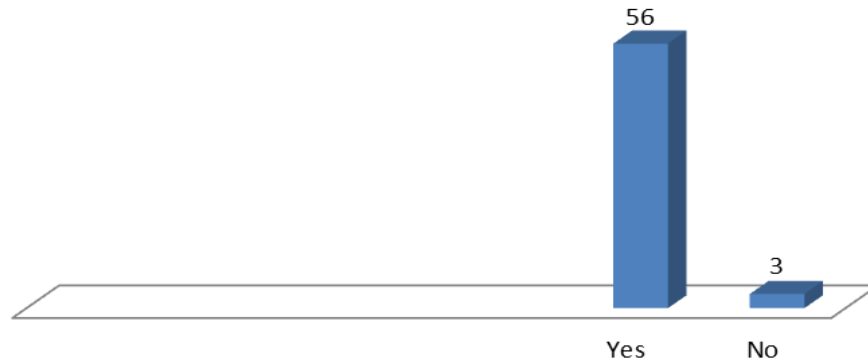


On average how often do you travel to the Health Centre

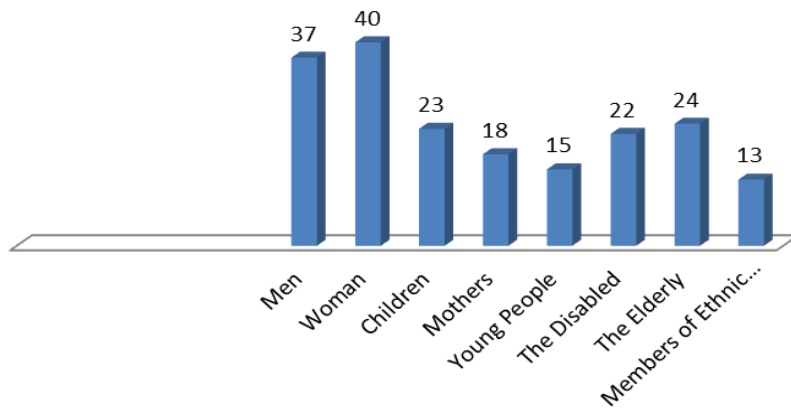
■ On average how often do you travel to the Health Centre



Are you happy with the services we provide at the Health Centre?



The Health Centre Caters well For?



How would you rate your experience?

