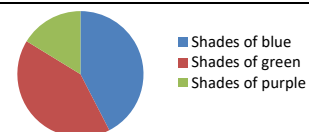


Carterknowle & Dore Patient Survey 2018

In coming months the practice has plans for a renovation project at Carterknowle practice. These plans include an upgrade to all patient waiting areas along with the creation of three new downstairs clinical rooms. However we would like feedback from patients to let us know what other changes are important to you in order to improve your patient experience.

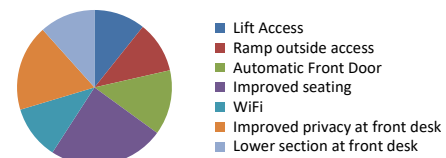
1. What would your preferred colour scheme be?

Shades of blue	154	42%
Shades of green	150	41%
Shades of purple	59	16%
	363	



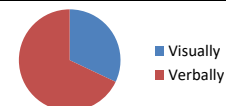
2. Which of the following (Please tick any number of options) do you think the practice would benefit from?

Lift Access	128	11%
Ramp outside access rather than steps	128	11%
Automatic Front Door	162	14%
Improved seating in the waiting area	288	24%
WiFi	134	11%
Improved privacy at the front desk	215	18%
Front desk with lower section for wheelchair users	139	12%
	1194	



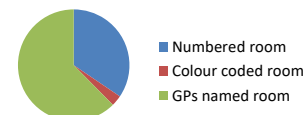
3. How would you prefer to be called for appointments?

Visually (via TV screen)	122	32%
Verbally (via intercom)	259	68%
	381	



4. How would you prefer to be called to a clinicians' room?

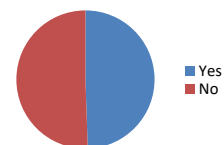
Called to a numbered room	132	34%
Called to a colour coded room	12	3%
Called to a GPs named room	239	62%
	383	



Last year, the practice made changes to the way patients are called in for an annual review, to try to reduce the number of visits patients have to attend. This was named Birthday Medical Review (BMR) and patients have been called to make an appointment around the time of their birthday.

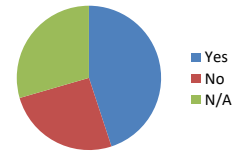
5. Have you attended for a BMR this past year?

Yes	188	49%
No	192	51%
	380	



6. Have you found the explanation of BMR (practice poster / information on our website) helpful?

Yes	160	45%
No	91	26%
Not applicable to me	105	29%
	<u>356</u>	

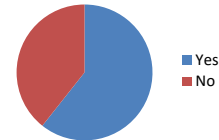


If you are still unsure what BMR is and how it works, please put any questions you have in the box below. We can then answer your questions via our FAQ page on our website

Free text answers have been omitted

7. If you have attended for a BMR appointment, do you think the system has worked better than previous systems i.e. have you had to make less visits?

Yes	128	61%
No	83	39%
	<u>211</u>	

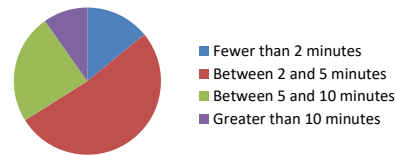


If no, please give us feedback on why you think it has not worked

Free text answers have been omitted

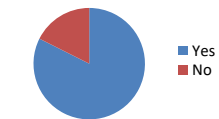
8. In recent months we have made some changes to our telephone system welcome message in order improve te filter of calls throughout the day and reduce waiting times. How long, on average, do you usually have to wait to speak to our team on the telephone?

Fewer than 2 minutes	49	14%
Between 2 and 5 minutes	181	52%
Between 5 and 10 minutes	84	24%
Greater than 10 minutes	34	10%
	<u>348</u>	



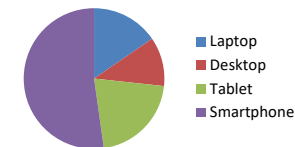
9. If you had the option to contact us with your health query to access advice, information or appointments online around the clock, would you use this service?

Yes	309	82%
No	66	18%
	<u>375</u>	



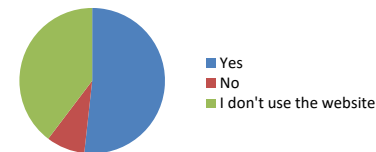
10. If you made use of this service, how would you prefer to access this?

Laptop	52	15%
Desktop	38	11%
Tablet	71	21%
Smartphone	176	52%
	<u>337</u>	



11. Our website has recently been updated with the aim of being more user friendly. Do you find the website easy to navigate in order find the desired information?

Yes	193	52%
No	32	9%
I don't use the website	148	40%
	<u>373</u>	



If no, please provide some feedback on how you think the website can be improved or what information you have struggled to find.

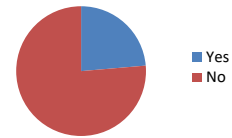
Free text answers have been omitted

12. Would you be willing to share photographs of the surrounding area to be included on our website homepage?

Yes	74	24%
No	239	76%
	313	

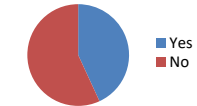
[If yes, please send them to us via email at carterknowdore@gmail.com.](mailto:carterknowdore@gmail.com)

Please do not include people or other identifiable personal information in any images.



13. Do you regularly use social media?

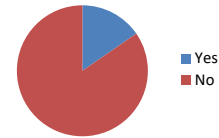
Yes	163	43%
No	215	57%
	378	



14. Would you find it useful to keep up to date with the practice via social media i.e. by following us on Twitter?

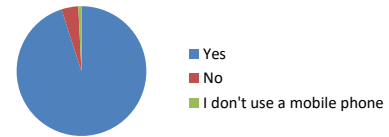
Yes	58	15%
No	319	85%
	377	

If yes, you can follow us @Carterknowle_mc



15. The practice are able to send out SMS text messages as reminders for appointments or to update on practice news. Do you find this service helpful?

Yes	362	95%
No	16	4%
I don't use a mobile phone	3	1%
	381	



16. We would like you to think about your recent experience of our service. How likely are you to recommend to friends and family if they needed similar care or treatment?

Extremely likely	118	31%
Likely	146	39%
Neither likely or unlikely	57	15%
Unlikely	28	7%
Extremely unlikely	16	4%
Don't know	12	3%
	377	

