

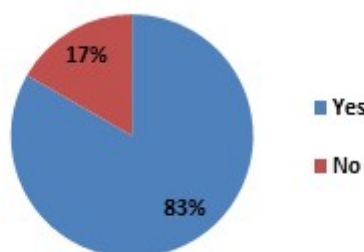
Questionnaire Results 2019

Thank you to everyone who participated in our 2019 patient survey.

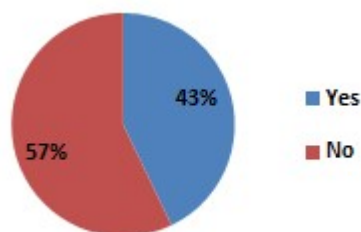
These are the responses to the main questions of our Patient Survey which was carried out in March, and received over 500 responses!
Thank you kindly for all the feedback.

Online Access

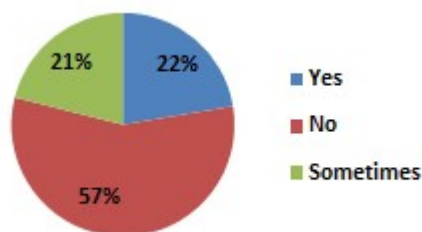
Are you aware you are able to contact the practice and book appointments and order prescriptions online via our practice website?



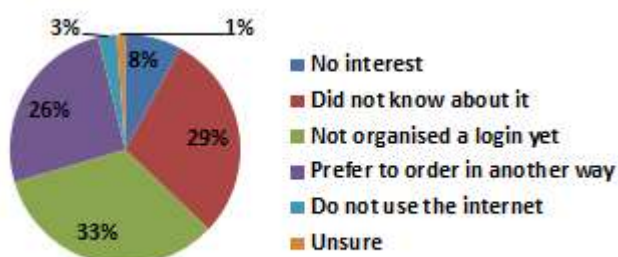
Do you request your prescription online?



Do you make appointments online?

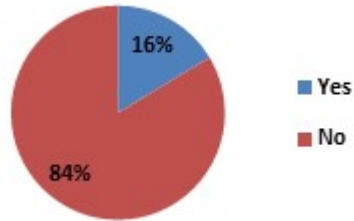


If you are not signed up for online access could you tell us why this is?



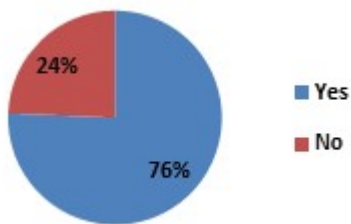
Practice Website

Do you use our practice website to access information on healthy living and advice on health conditions?

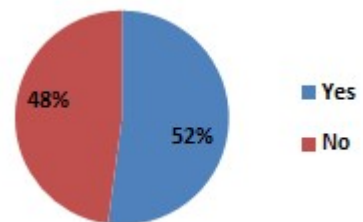


If the service was available, would you:

Ask a clinician for non-urgent advice via our website?



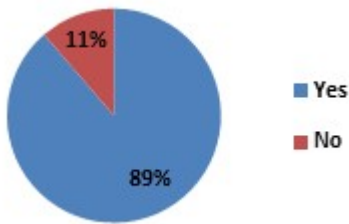
Ask our reception team non urgent advice via our website?



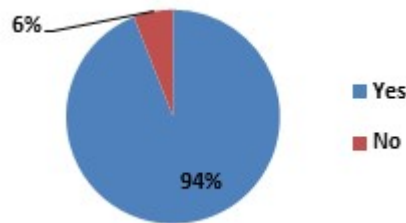
Building Renovations

If you use Carterknowle practice regularly, do you find the practice:
(Since the building renovations)

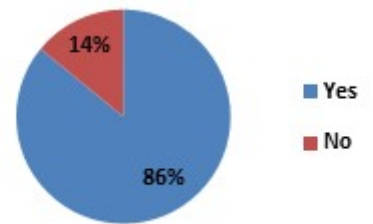
More accessible?



Improved interior?

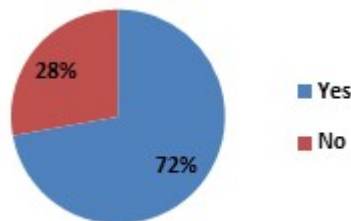


Has a more welcoming waiting area?



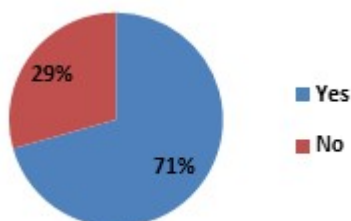
Centralised Telephone Service / Shared Resources

Do you feel that the Government's agenda to encourage neighbouring general practices to join together to offer services is a good idea?



This could mean additional centralised services such as paramedics, physiotherapy, podiatry, practice pharmacist, consultations with a doctor, district nurses, community geriatricians, dementia workers, adult mental health services and social care and the voluntary sector.

If these additional services are offered within a neighbourhood at a different surgery, would you be prepared to travel?



Patient Comments



- Big improvement for the interior of the building
- Especially like the fact you have installed a lift - as a mum with a baby it was difficult to attend upstairs appointments.
- Vast improvement both in appearance and accessibility.
- The lift massively improves access.