

Rivergreen Medical Centre

RIVERGREEN PATIENT SURVEY 2023

(<https://www.mysurgeryoffice.co.uk/psurvey.aspx?p=357675&xls=1>)

(<https://www.mysurgeryoffice.co.uk/psurvey.aspx?p=357675&xls=2>)

Number of Responses: 291

RIVERGREEN PATIENT SURVEY 2023

Dear Patient

The practice is undertaking a short survey to gauge patients awareness of new services currently being provided and also for feedback on potential extended access and preferred consultation method.

Please note survey results completed within the surgery, online or via post are amalgamated and individuals cannot be identified.

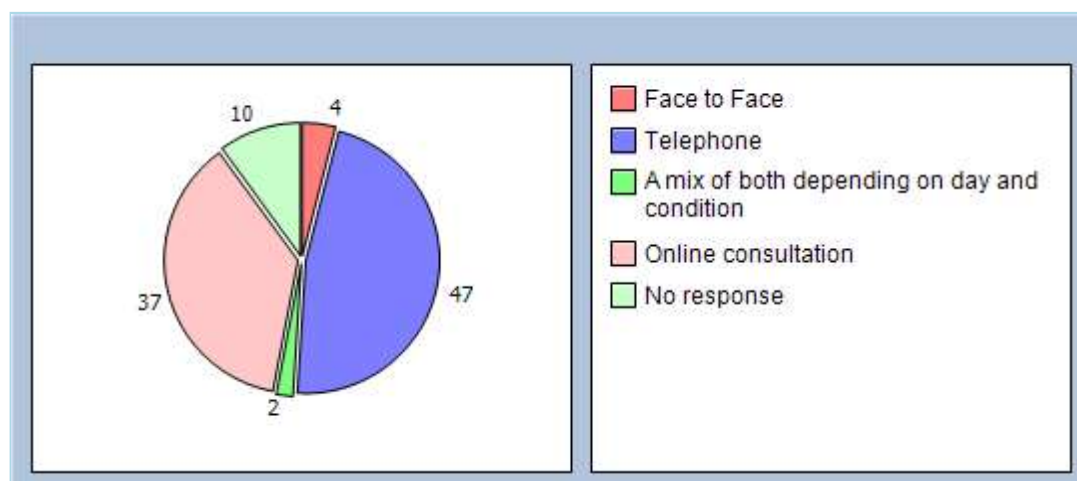
Thank you for taking part

1- We work hard to have an appointment system that reflects your wishes and meets the needs of those who work, do not work and are in different stages of life. Which of the following do you most prefer?

Face to Face	80%
Telephone	6%
A mix of both depending on day and condition	6%
Online consultation	8%

Which do you least prefer ?

Face to Face	4%
Telephone	47%
A mix of both depending on day and condition	2%
Online consultation	37%
No response	10%

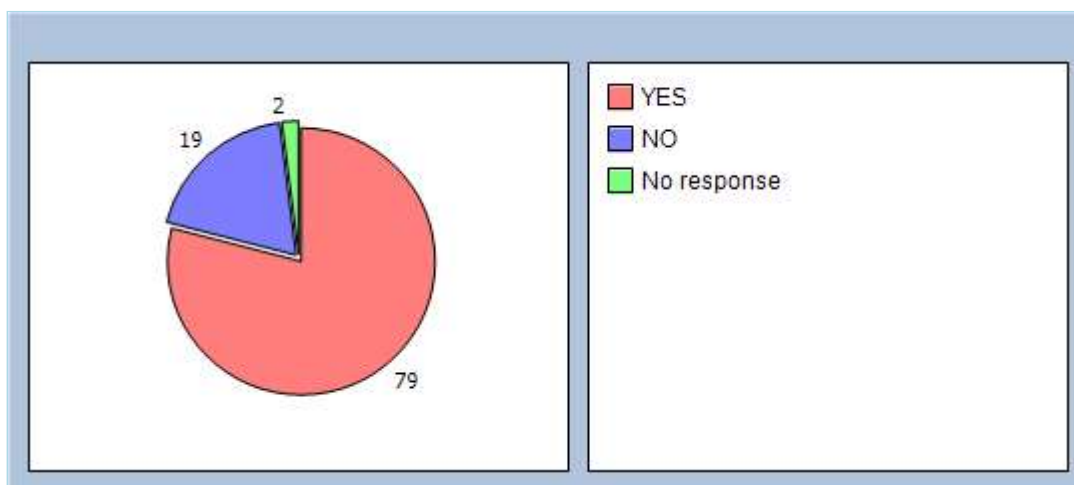


2- Which of the following additional roles in the practice are you aware of ?

Clinical Pharmacist	70%
Cancer Care Co-ordinator	13%
Physiotherapist	40%
Physician Associate	24%
Mental Health Practitioner	29%
Health Care Assistant	70%
Social Prescriber	18%
Health & Wellbeing Coach	8%

3- Do you know that we have a Clinical Pharmacists working in practice and remotely, who can complete your medication reviews and answer medication queries? You can see them either face to face or on the telephone

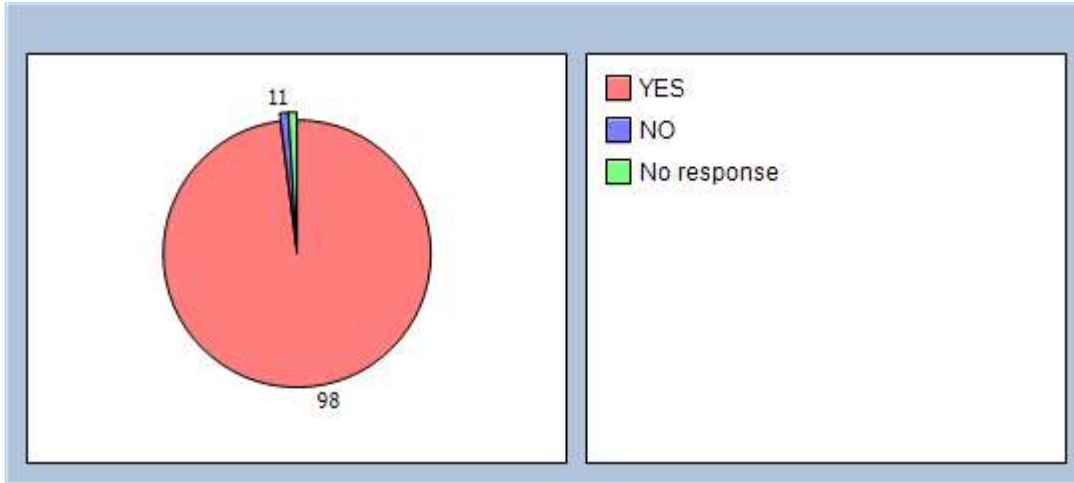
YES	79%
NO	19%
No response	2%



If you have used this service - how was it ?

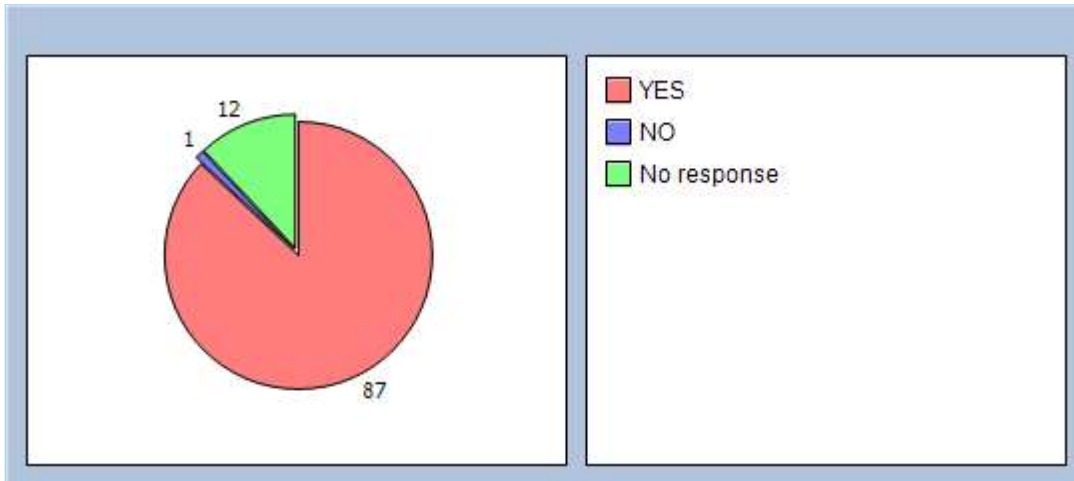
4- We constantly review our access and opening hours. We are currently open 8am – 6.30 pm on weekdays and offer extended access from 7am – 8pm everyday of the week including face to face with a GP on a Saturday at Rivergreen. Do you welcome this service?

YES	98%
NO	1%
No response	1%



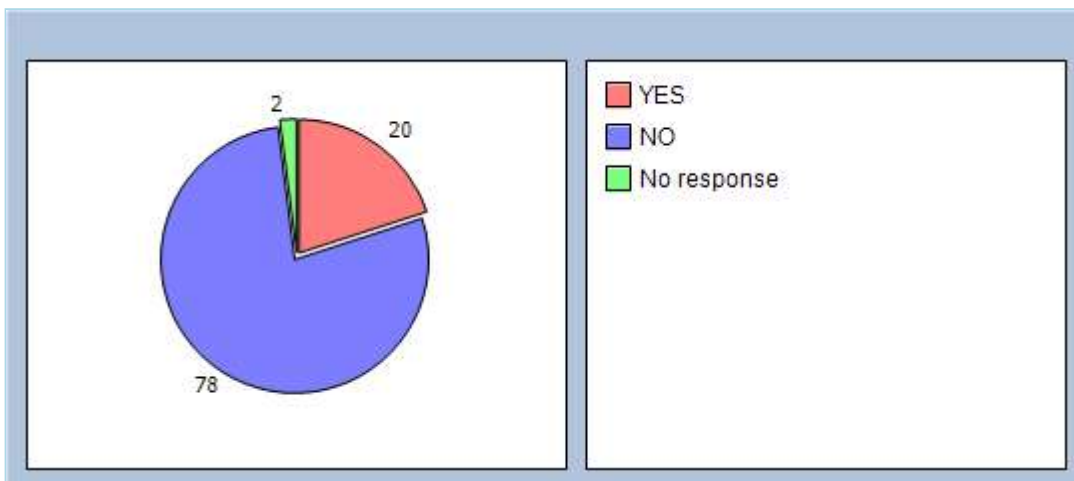
5- Would you welcome Nurses and Healthcare Assistants on a Saturday too?

YES	87%
NO	1%
No response	12%



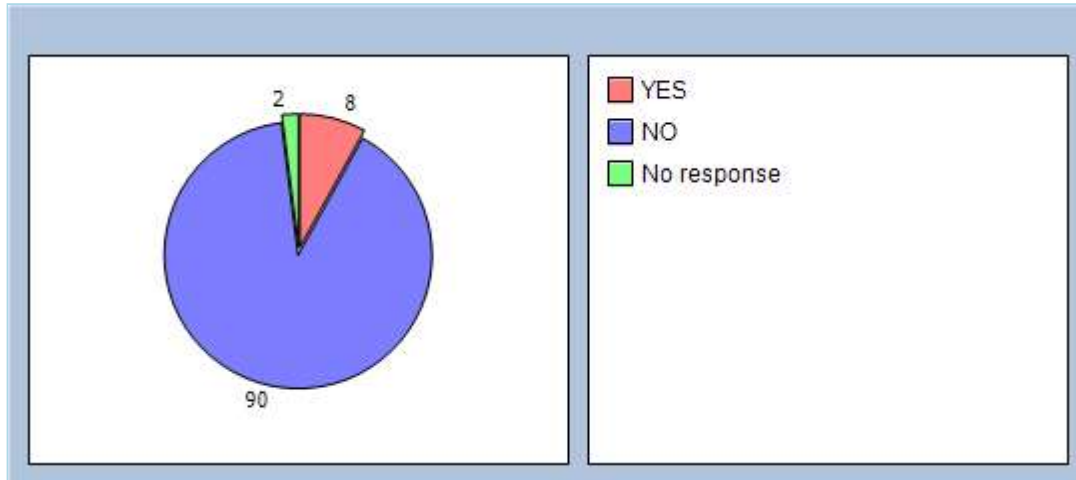
6- From May 2023 - We now manage each patient on the day making sure that every contact counts. This ensures you get seen by the right clinician and we preserve the GP for chronic disease management, and it gets patients seen quicker. Did you know that the NHS contract had changed for all GP surgeries?

YES	20%
NO	78%
No response	2%



7- Are you on a hospital waiting list ?

YES	8%
NO	90%
No response	2%



If yes - for how long ?