

11. Are you aware that you need to give 2 working days notice (48hrs) when submitting a repeat prescription as drugs need to be ordered in, dispensed and bagged up?	YES	NO	
12. Are you aware of the Wellbeing Service that can offer help with regard to coping with stress or low mood?	YES	NO	
13. Are you aware that the surgery offer a hearing test service for patients over 50 who are concerned about their hearing and they could be referred for a free hearing aid?	YES	NO	
14. Wells Health Centre is Dementia friendly. Did you know that you can request a free memory test if you have any concerns regarding your memory?	YES	NO	
15. Are you aware that Wells Health Centre offers a free NHS health check if you are aged 40-74	YES	NO	
16. Are you aware that a NHS Health Trainer attends the surgery on Wednesdays to offer support to patients on personal health, e.g. healthy eating, stopping smoking, weight management, alcohol intake, physical activity, etc.	YES	NO	
17. Despite financial pressures on local GP services, are you satisfied with the service you receive from Wells Health Centre?	YES UNSURE	NO	
	If No, please comment		
18. Do you have any constructive ideas on how to improve the health centre further, bearing in mind financial constraints?			
19. Do you have any other comments concerning your health care at the surgery?			
20. Are you?	Male	Female	
21. Your age range?	Under 25	25-40	41-55
	56-70	71-85	Over 85

Results

Q		YES	YES %	NO	NO %	UNSURE/ NOTUSED	UNSURE %	UNANS	UNANS %	TOTAL
1	Aware easy to book by phone	95	96%	0	0%	1	1%	3	3%	99
2	Aware book/order repeat online	78	79%	21	21%		0%		0%	99
3	Aware extended hours	62	63%	37	37%		0%		0%	99
4	Aware out of hours	95	96%	4	4%		0%		0%	99
5	Aware can book telephone consultation	74	76%	25	25%		0%		0%	99
6	Aware book home visit before 10.30am	78	80%	21	21%		0%		0%	99
7	home visit easy to book	27	97%	1	3%	69	n/a	n/a	n/a	99
8	Aware open lunchtime	90	91%	5	5%	4	4%		0%	99
9	Aware of website	71	72%	26	27%		0%	2	2%	99
10	Aware if live in Wells prescription to chemist	62	87%	9	13%	0	0%	28	n/a	99
11	Aware give 48hours for repeat scripts	96	97%	3	3%		0%		0%	99
12	Aware wellbeing offered	51	52%	46	46%		0%	2	2%	99
13	Aware offer hearing test	55	56%	44	44%		0%		0%	99
14	Aware offer memory test	54	55%	45	45%		0%		0%	99
15	Aware of free NHS check	76	77%	21	21%		0%	2	2%	99
16	Aware of Health trainer	46	46%	53	54%		0%		0%	99
17	Satisfied with surgery	95	96%	0	0%	3	3%	1	1%	99
18	Any ideas	12	12%	0	0%	0	0%	87	n/a	99
19	Any comments	16	16%	0	0%	0	0%	83	n/a	99

Q18 – Do you have any constructive ideas on how to improve the health centre, bearing in mind financial constraints?

- Booking online is the best improvement!
- To help with financial problems try a fund raising scheme with volunteers from Wells
- Better doctor who gets off his seat and checks you properly
- None. Doing well at the way things are
- Thought it was better when there was a Saturday morning surgery, especially for those working Mon - Fri
- I feel under pressure to be out of the door in 2 mins after a consultation - not 10 mins
- I do not see how it can be improved on such low budgets
- no, excellent service
- have always been satisfied with my treatment
- No. Excellent service as it is
- Everything is fine as it is

Q19 – Do you have any other comments concerning your health care at the surgery

- I am very satisfied with my health thanks to all who work at the health centre. You have given me extended years to my life
- Excellent service in all areas
- None at all
- None at all
- such brief consultations could lead to no diagnosis due to lack of time or a mis-diagnosis
- excellent
- cannot fault anything
- Very good
- I am happy with the service I receive
- Has been excellent
- excellent
- Very satisfied
- Excellent. Happy staff - always there to help and offer guidance
- Excellent staff all round
- Very pleased with the care received by all members of staff

Q20

Sex of Respondents

Sex	Count	%
Male	35	35%
Female	61	61.5%
Not Answered	3	3%

Q21**Age Range of Respondents**

Age	Count	%
Under 25	6	6%
25-40	13	13%
41-55	12	12%
56-70	29	29%
71-85	36	36%
Over 85	3	3%

Summary

- Lots of very nice comments and very few poor ones.
- 96% of respondents found it easy to book an appointment by telephone which is excellent.
- 78% were aware that appointments/repeat prescriptions could be done online.
- 62% were aware of the extended hours early on Thursday mornings.
- 78% were aware that a home visit should be requested before 10.30am.
- 97% who had booked a home visit found it easy to do so.
- 91% were aware that the surgery was open at lunchtime.
- 72% were aware of our website.
- 87% of those that responded were aware that prescriptions could go straight to the chemist (13% unaware).
- 96% were aware that they had to leave 48hrs before picking up a repeat prescription.
- 51% were aware that we offered a wellbeing service (49% unaware).
- 56% were aware that we offered a hearing test (44% unaware).
- 55% were aware that we offered a memory test (45% unaware).
- 77% were aware that we offered a free NHS health check.
- 46% were aware a health trainer was available every week (54% unaware).
- 96% were satisfied with the service we provide (one did not answer and three unsure). No one was unhappy.
- One patient thought a Saturday morning surgery would be useful.
- One patient felt rushed during a GP appointment.

Conclusion

This has been a very positive survey and we are very pleased that 96% of patients are happy with the service we provide (indeed no one was unhappy although three were unsure).

Telephone booking, online booking and ordering, home visit requests, website awareness and prescription ordering were all working well.

Surprisingly some patients were still not aware of the extended hours offered on Thursday mornings. Also, patients were not always aware that we offer wellbeing, hearing tests, memory tests, NHS health checks and a Health Trainer.

Action

Carry on being the friendly, helpful practice that we are!

It was a slight concern that, despite notices, posters, information on the website, letters to patients, etc. that some patients were still not aware of some of the services available to them. Publishing the results in our newsletter and on the website and in the local Quay will hopefully help highlight some of these services. Also, will try revamping some posters and adding some leaflets to hand out.

Many thanks to everyone who completed the questionnaires!