

Shirland Medical Patient Survey December 2022 Results

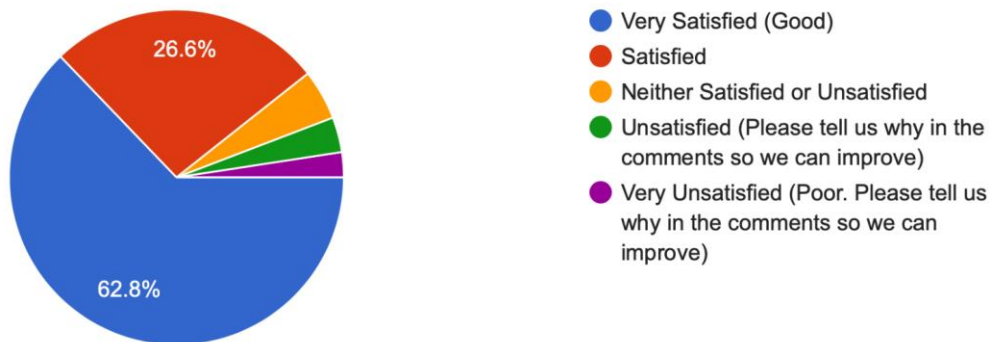
A huge thank you to everyone who contributed to our survey which ran in December 2022, we received 211 responses and are grateful to everyone who contributed. This will be helpful in improving our service offer and we have already made improvements and changes based on your feedback. Please see the results summary, comments and feedback responses below.

Service Satisfaction:

We are pleased that >89% of respondents were satisfied or very satisfied with their most recent appointment and that >82% of respondents would be likely or very likely to recommend us to a friend or family member (representing a slight increase on the 2021 survey).

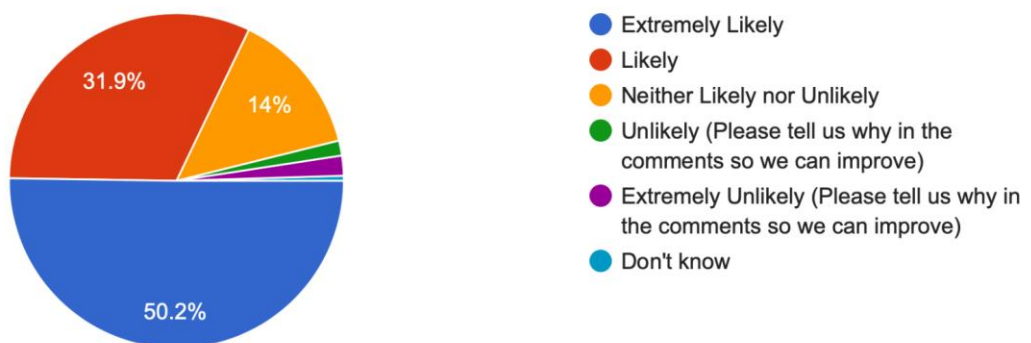
3. How satisfied were you with your appointment?

207 responses



4. How likely are you to recommend Shirland Medical to a friend or family member?

207 responses

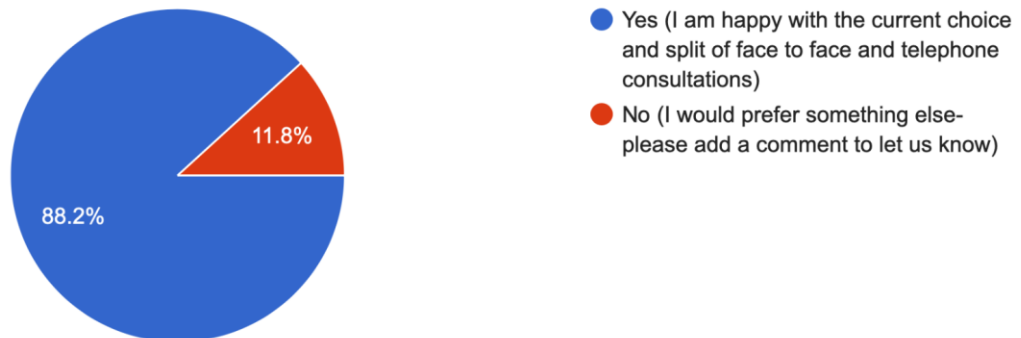


Appointment Types and Systems:

Our Patient Choice system introduced in August 2022 for doctors (GP) appointments is supported by 88% of respondents and will continue. We will look into options for the 1/3 of respondents who would prefer a face to face appointment with a pharmacist. We are applying for more space in the medical centre, so if successful we hope to be able to offer face to face appointments with a pharmacist in 2023.

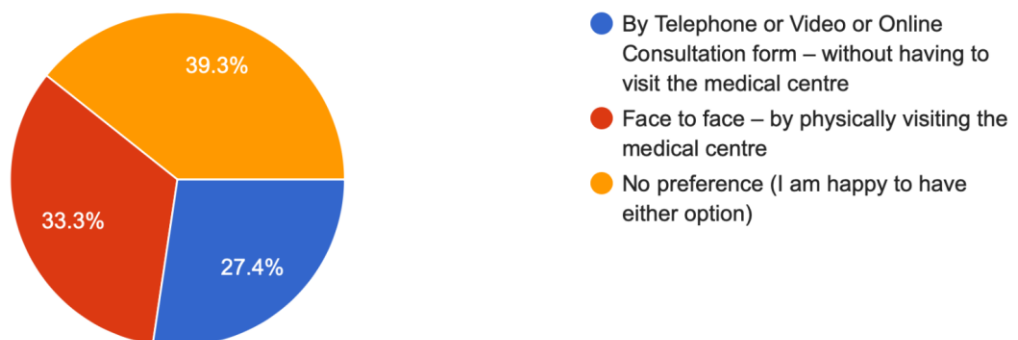
7. For Doctor (GP) appointments we offer a patient choice system. You can choose between a face to face appointment at the medical centre or having...portion of these. Do you think this is about right?

204 responses



6. What would be your preferred way to have an appointment with a Pharmacist at Shirland Medical (Please choose one option)

201 responses



New Team Members:

Of the responses

- 78.3% are happy to see a Doctor that is undertaking their General Practitioner Qualification.
- 69.8% are happy to see an Advanced Clinical Practitioner (A Pharmacist or Nurse that has completed extra qualifications to be able to assess, examine, diagnose, prescribe and treat)

We hope to gain additional clinical space in the health centre to help improve our range of services and increase our accessibility for patients. If this is approved, we aim to proceed with the next step of becoming an approved training practice for Doctors undertaking General Practitioner Qualifications as well as options for trialling an Advanced Clinical Practitioner.

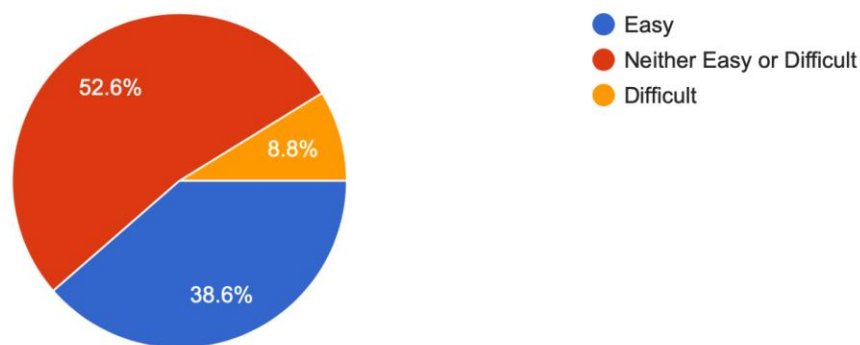
Our Website:

Around half of all respondents had used our website to look for information or one of our online services. A significant minority found it difficult to find the information they were looking for.

With the feedback and comments received we have redesigned our website to improve its appearance with a new clearer and easier to use design.

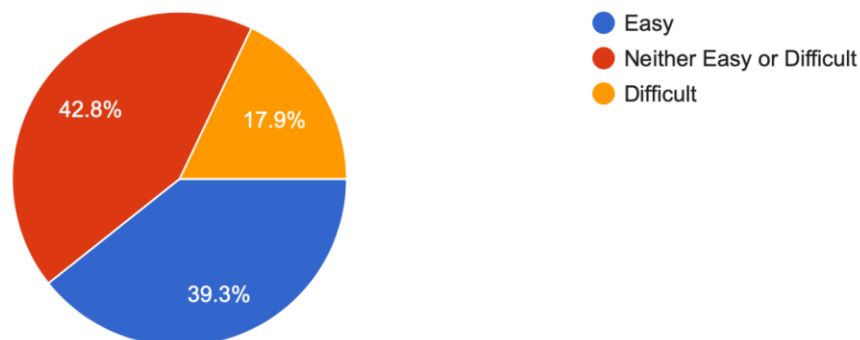
11. How easy did you find it to get the information you were looking for?

171 responses



13. How easy did you find our website for using a service? (e.g. prescriptions, online consultations, medical record access through SystemOnline, patient registration)

173 responses



Other Comments and Feedback:

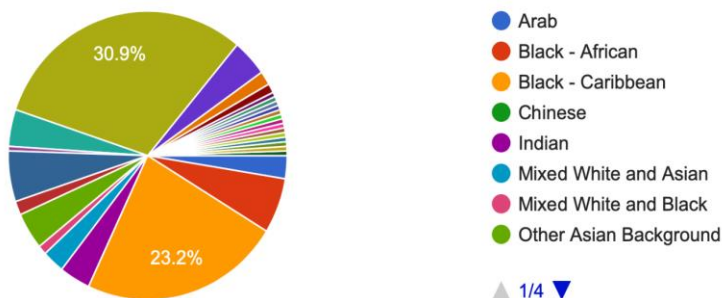
1. I think the website could do with some improvements.
 - a. *The website has been redesigned with this survey’s input and an accessibility group.*
2. I wish telephone appointments could be within a two hour window rather than a.m. or p.m
 - a. *We are looking at options around how this could be implemented*
3. Yes I would like to stick to just one doctor than different ones on appointment
 - a. *You are free to choose the same doctor just request this when booking an appointment.*
4. Please make it possible to book appointments online.
 - a. *Online booking using SystmOnline, the NHS and Airmid apps has been activated.*
5. Becoming a training practice and having more space is a good idea
 - a. *We agree and hope to be successful with our applications. Your support for this is helpful*
6. I would advise on opening the surgery on Saturdays as well, especially for those in full-time employment and unable to take leave during working days
 - a. *We work with our partners at the St Charles Hub to offer appointments including GP, nurse, and blood tests on weekday evenings and weekend days. Please ask when booking.*
7. i am happy with the doctors and the staff, cos they have always been helpful
 - a. *Thank you. We enjoy working with our patients in our dynamic part of London.*

Demographics of Respondents:

- 64.4% were female, 35.6% were male
- A broad mix of ages responded in line with those who most frequently need our services.
- Respondents ethnicity was in keeping with our diverse practice population

Optional Equality Q3. What is your ethnic background (options listed alphabetically).

194 responses



Optional Equality Q2. What is your age?

204 responses

