

Blackheath PMS 2018/19 Patient Survey Results

Did Not Attend (DNA)			
	YES %	NO%	N/A%
1. Are you aware that the surgery experiences large amounts of DNAs each week?	60	31	9
2. Are you aware that DNAs cost the NHS hundreds of pounds in wasted time?	84	14	2
3. Do you always remember to let the practice know if you <u>cannot</u> make your appointment?	85	5	10
4. Do you think that we should consider charging patients who do not make their appointments and forget to cancel?	60	29	11
Pharmacy 2U			
	YES%	NO%	N/A%
5. Have you heard or seen any advertising for Pharmacy2U?	38	60	2
6. Do you use Pharmacy2U?	5	88	7
7. If YES , does it work well for you?	9	5	86
Patient Participation			
	YES%	NO%	N/A%
8. Would you be interested in joining our Patient Participation Group?	29	50	21
9. If YES , would you be willing to attend meetings every 3 months?	24	24	52
10. If NO , would you be willing to be part of a virtual patient group and we would contact you by email?	24	57	19
Please list any improvements that you feel we should consider:			
<p>1) The less privileged. 2) People in employment. 3) People that are sick and at home alone.</p>			
<p>1. Less waiting time to see a Doctor you chose to see. 2. More information about therapeutic and holistic approach than medications 3. If you miss to book at 8pm it difficult to see a doctor. 4. Weekend surgery's should be open.</p>			
<p>Be able to book appointments other than on the day, especially those who have to go to work.</p>			
<p>Children are not chased for immunisations.</p>			
<p>Having to Book a GP appointment is sometimes very difficult. Sometimes having to go to the GP when you already have, for example a blood test form from a consultant, seems like a waste of time and money.</p>			

I am very pleased with the service I get from the surgery so I would have to say no to improvements

I am well pleased with the service I have received from my surgery

I'm happy with the current service I have experienced

If i be reminded by leaving a message by your reminder on my phone it will help me not forget my appointment

Increase your opening time during weekdays

Love your quick response. No change is required

Nothing to add .I'm ok with the services given by my GP. Thanks

Online prescription For children

Open surgery till 8pm for the benefits of people that work

Prescription of medication Not telling people how many weeks they have to stay before booking for their next appointment, even when the person is seriously ill.

Surgery should examine patients especially small children carefully and must prescribe them medication they require. This practice is not doing anything they don't have much patients they don't prescribe any medication to anybody. This practice should be closed and government will save lots of money. Thanks

To be able to Pre book appointments would be handy as I can't always have an appointment on emergency bookings.

The secretarial staff could be more friendly and more helpful

Would be great if you consider patients' needs more.