

Patient Survey Results



From the 22nd June – 7th July 2017 a survey was conducted at both Grove House Practice and Heath Road Medical Centre to gain patient views on access.



Grove House Practice Questions & Results



Question 1) Do you feel your urgent medical symptoms are attended to in an appropriate time frame?

Yes 74.3%

No 24.8%

Question 2) Usually, are you able to book a routine appointment within 2 weeks?

Yes 73.3%

No 25.7%

Question 3) Have you used a telephone consultation with a GP?

Yes 56.2%

No 43.8%

Question 4) Do you know that you can have a medication review with a Clinical Pharmacist at the Practice?

Yes 34.3%

No 65.7%

Question 5) Are you happy to see any GP for a new health problem?

Yes 73.3%

No 26.7%

Heath Road Medical Centre Questions & Results



Question 1) Are you happy to wait (up to 2.5 hours) to see the GP in the morning Clinic?

Yes 42.7%

No 56.4%

Question 2) Would you prefer a time slot appointment?

Yes 48.2%

No 44.5%

Question 3) Are you happy with the current opening hours of the Practice?

Yes 67.3%

No 31.8%

Question 4) Would you like to have access to more services?

Yes 68.2%

No 25.5%

Question 5) Are you aware that you can order prescriptions and book GP appointments online 24 hours per day?

Yes 71.8%

No 28.2%

Discussion and Action Plan

