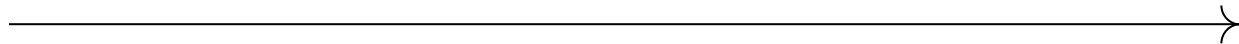




Flixton Road  
Medical Centre



# Patient Survey 2022-23

February 2023

# Welcome to Flixton Road Medical Centre

- Patient Survey 2022-23
- Responses received 1093 (until 4 Feb 2023)

# Age

0-18	2
19-34	68
35-44	143
45-64	451
65+	401



<b>Question</b>	<b>No of responses</b>	<b>Rating</b>
Do you find our reception staff helpful?	1072	4.26 Average Rating
How do you rate our practice accessibility through phone?	1064	3.70 Average Rating
The surgery has introduced digital platforms like askmyGP to facilitate the appointment booking process. Do you find it useful (please ignore this question if you are not able to use askmyGP due to no internet access).	912	3.54 Average Rating

# How often do you get to see your preferred GP?

● Always or most always	172
● A lot of the time	202
● Some of the time	394
● Never or almost never	247



# When you need to see a GP or a clinician, how soon you are able to get an appointment?

● Same day	103
● Next day	72
● Within 3 days	271
● Within a week	364
● More than a week	215



<b>Question</b>	<b>No of responses</b>	<b>Rating</b>
How much were you satisfied with the choice of appointment offered when needed?	1045	3.85 Average Rating
How would you rate on experience of making an appointment or getting an answer to your query by the Practice?	1064	3.72 Average Rating
In your last Clinician appointment, were you happy with the time of call by the clinician?	1041	4.15 Average Rating

<b>Question</b>	<b>No of responses</b>	<b>Rating</b>
Was the health professional you saw or spoke to was good at listening to your concerns during your last general practice appointment?	1058	4.34 Average Rating
Was the health professional you saw or spoke to was good at treating you with care and concern during your last general practice appointment?	1057	4.57 Average Rating
Was the health professional you saw involved you in decision making for your care and treatment?	1036	4.21 Average Rating



<b>Question</b>	<b>No of responses</b>	<b>Rating</b>
Please rate your confidence and trust in the healthcare professional you saw or spoke to during your last GP appointment?	1054	4.32 Average Rating
How would you rate the practice in understanding your specific health needs (also include mental health needs)	1046	3.98 Average Rating

**Are you aware that practice also provides weekend appointments i.e. Saturday and Sunday (GP, Nurse, Assistant Practitioners and Phlebotomy) from 09:00 am to 1:00pm.**



# Have you ever used the Saturday or Sunday service?



<b>Question</b>	<b>No of responses</b>	<b>Rating</b>
(If you have used our Saturday service) How do you rate our Saturday Clinics?	326	4.33 Average Rating
(If you have used our Sunday service) How would you rate our Sunday Clinics?	224	4.29 Average Rating
In few words, if you can let us know if you want to propose any changes to the weekend appointments?	212	

<b>Question</b>	<b>No of responses</b>	<b>Rating</b>
Overall, how would you rate your experience with the practice?	1051	4.02 Average Rating