

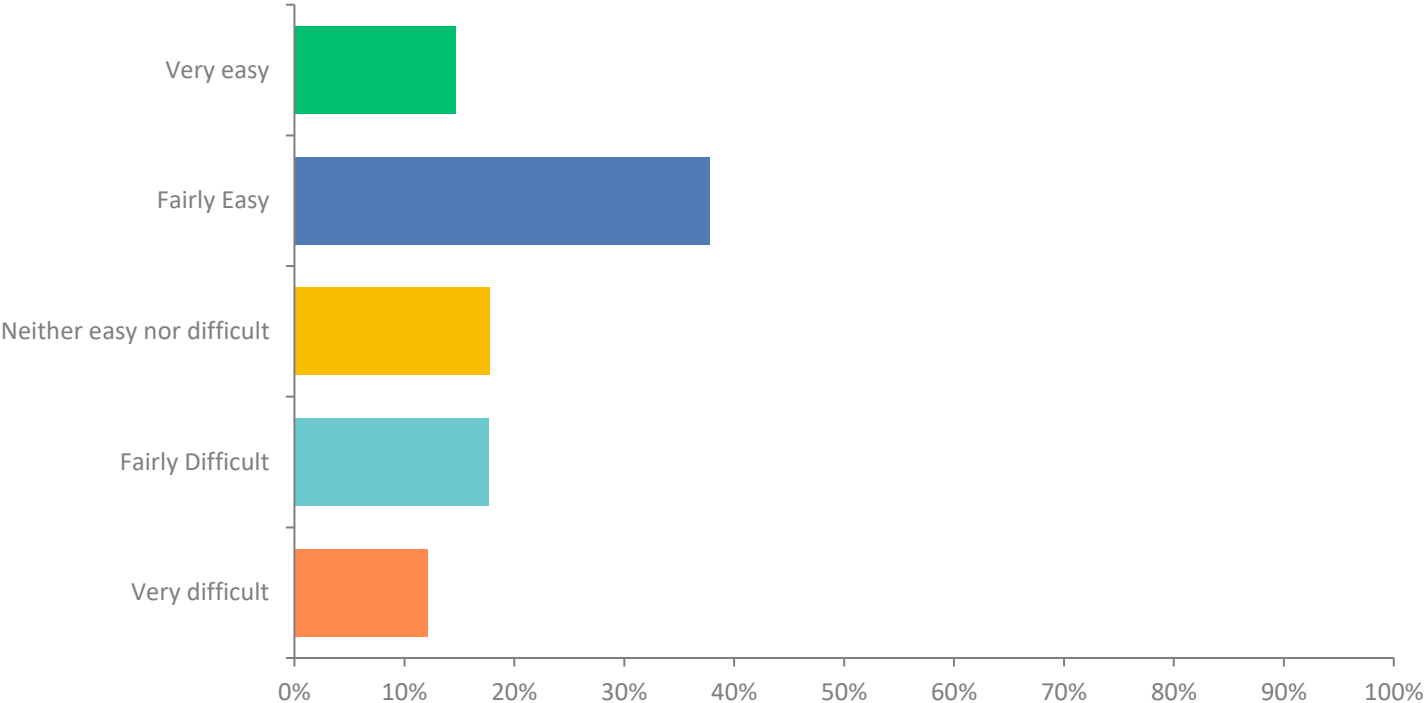
# North Street Medical Care Patient Survey 2025

1255 total responses



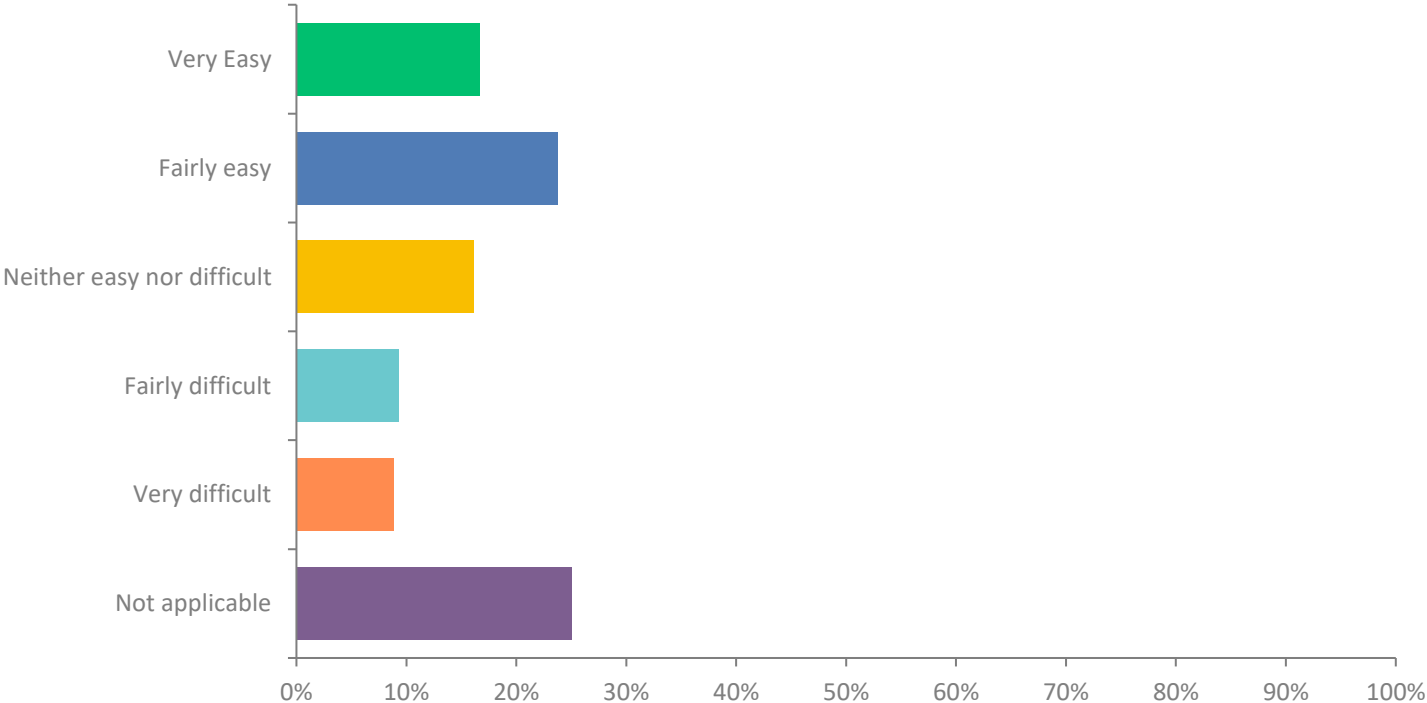
# Q1: Generally, how easy or difficult is it to contact your GP practice on the phone?

Answered: 1255



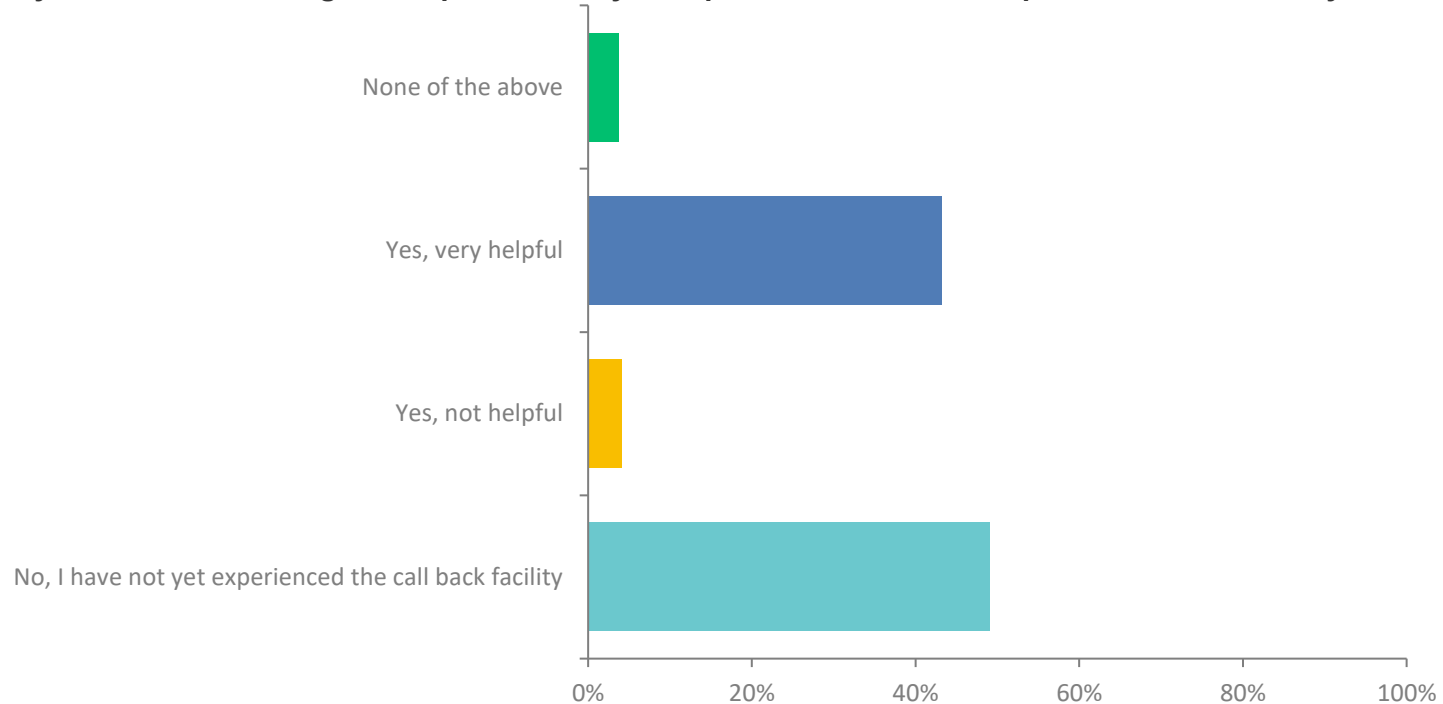
# Q2: Generally, how easy or difficult is it to contact your GP practice using the NHS App?

Answered: 1255



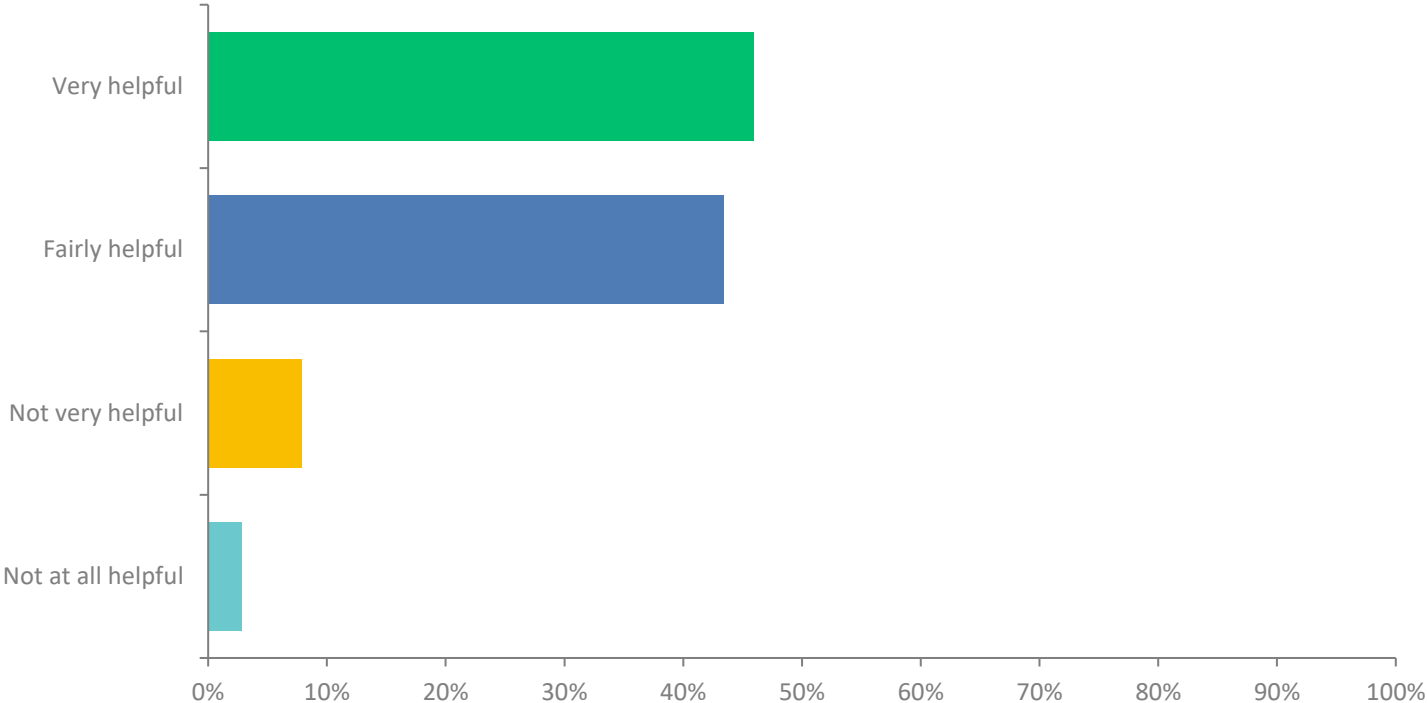
**Q3: Automated call-back is a feature of our telephone system that allows a caller to choose to be called back rather than wait on hold in the phone queue. When a receptionist becomes available, the system will call you back and when you answer, you will be connected to the receptionist. We will attempt to call you twice if you opt for the call back system. If you are offered the call back option, please accept it to save you time from waiting in the queue. Have you experienced our new telephone call back facility?**

Answered: 1255



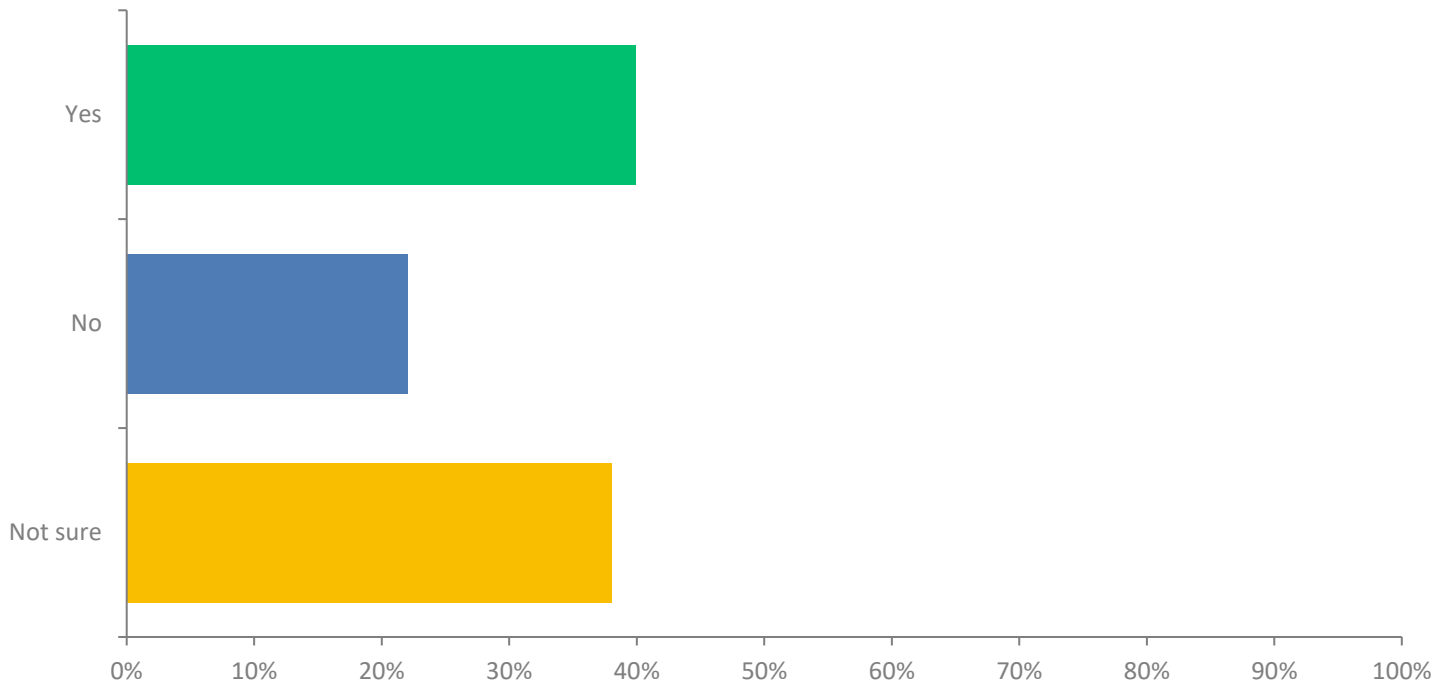
# Q4: Overall, how helpful do you find the reception and administrative team at your GP practice?

Answered: 1255



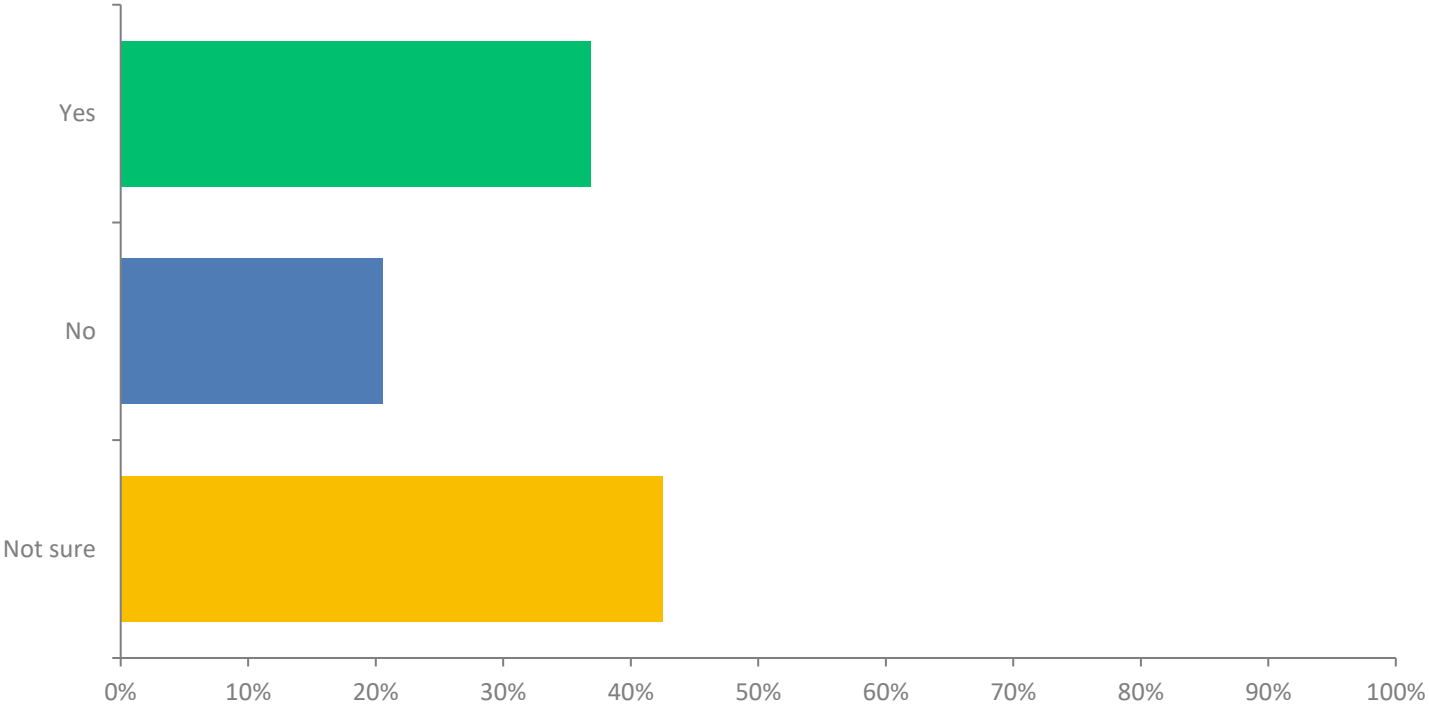
**Q5: Some GP practices use a Chatbot / AI service which enables you to access GP services 24/7 with immediate non-urgent responses? You wouldn't need to wait for surgery hours to speak to your GP team. If we adopted this service, would you likely consider using it?**

Answered: 1255



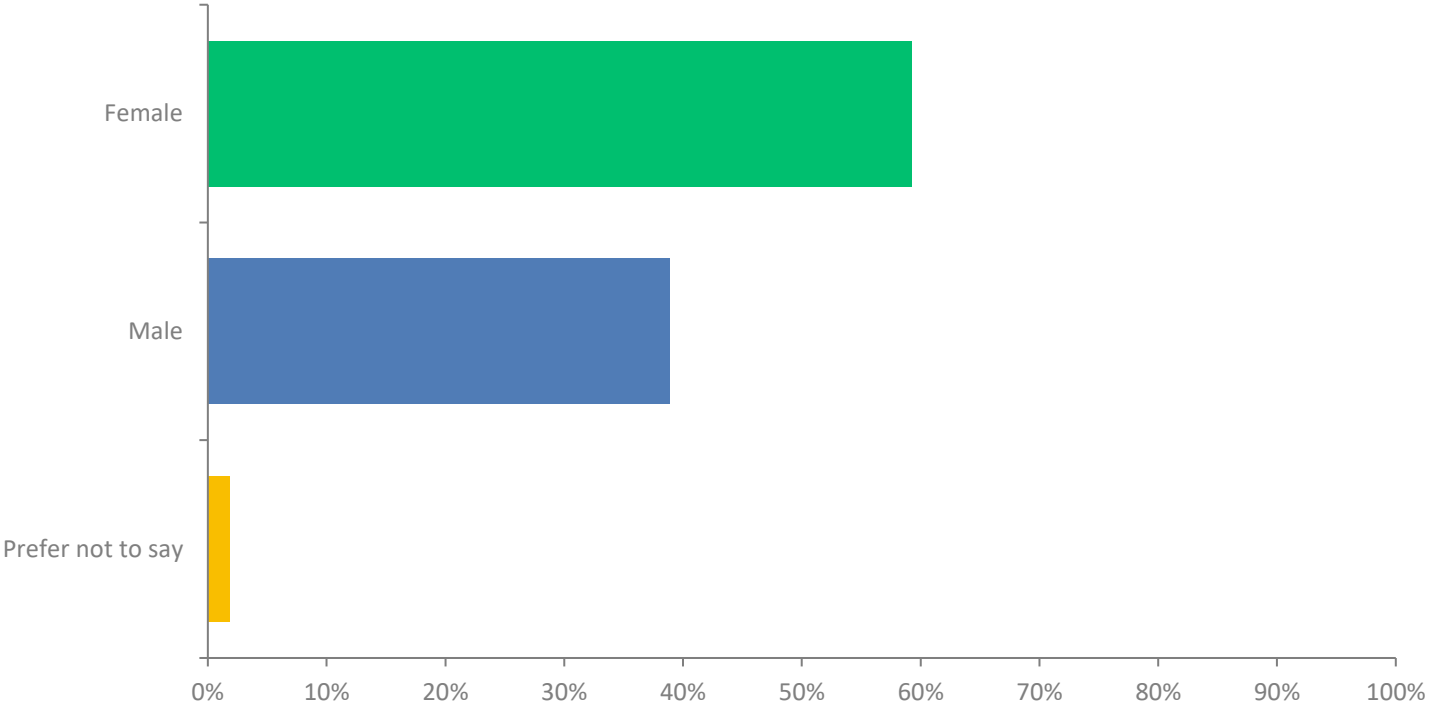
**Q6: Some GP practices have started providing an AI based clinical triage system that ensures patients are directed to the best primary health care provider for their needs. This has been shown to help patients access the care they need rapidly and accurately, the first time. If we adopted this service, would you be prepared to access our services with this user friendly digital front door?**

1255 answered



# Q8: What is your gender

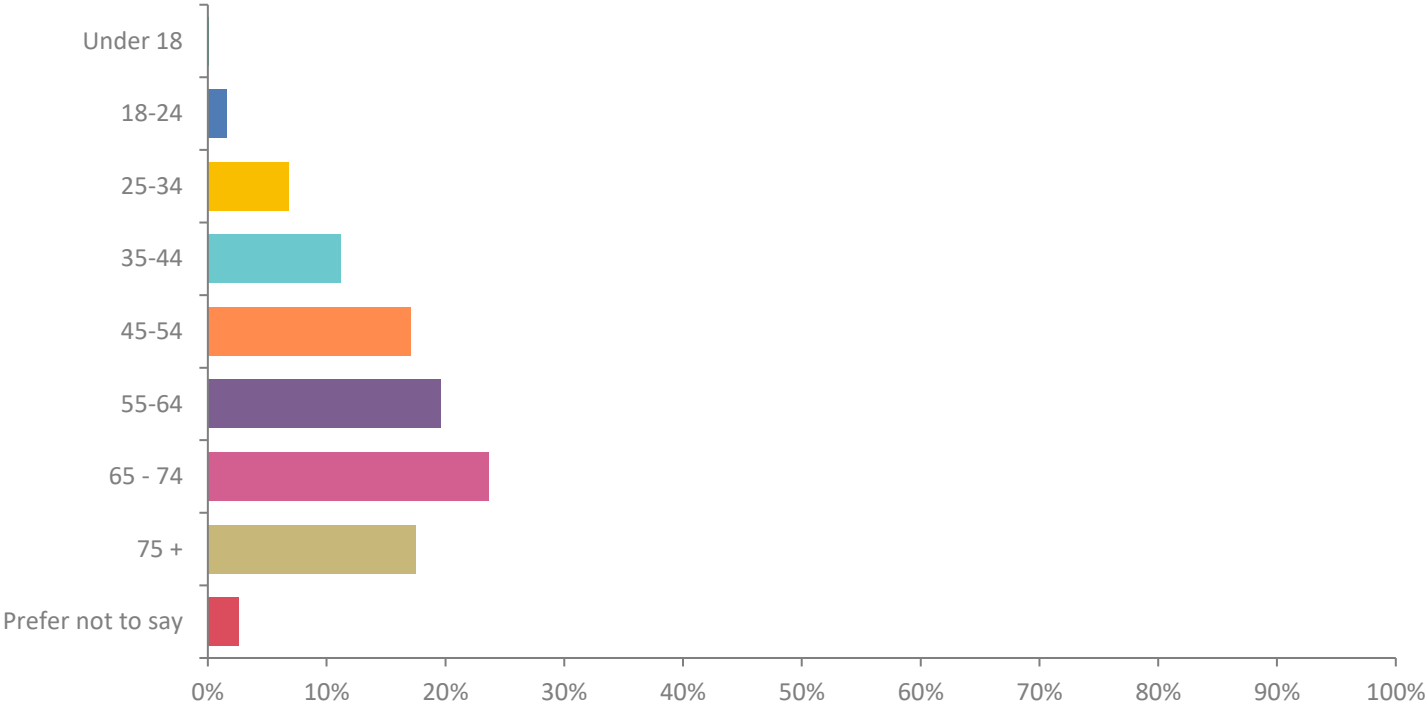
Answered: 1255





# Q9: What is your age group?

Answered: 1255



# Q10: What is your ethnicity?

Answered: 1255

