



## Patient Representative Group Patient Survey 2022

**You can help this general practice improve its service**

- This practice would welcome your honest feedback
- No-one at the practice will be able to identify your personal responses
- Once completed, please return this survey to reception

Please mark the questionnaire like this ☒ with a blue or black pen. If you change your mind just cross out your old response and make your new choice.

**Please leave your comments at the bottom of the survey**

### About our Practice

		YES	NO	N/A
1	Are you happy with the practice's opening hours?	98.5%	1.5%	
2	Are you happy with the ease of contacting the practice on the telephone?	69.9%	29.6%	0.5%
3	Are you happy with the availability of seeing a Doctor/Nurse/ Practitioner of your choice?	79.8%	18.5%	1.7%
4	Were you satisfied with the length of time between booking and attending your last appointment?	82%	17.7%	0.3%

### About our Clinicians

		YES	NO	N/A
5	Are you overall satisfied with your last visit to see the doctor/nurse/practitioner?	94.8%	3.6%	1.6%
6	Were you happy with the information you received from the doctor/nurse/practitioner?	92%	5%	3%
7	Were you satisfied with the amount of time given to you at your last appointment?	97.7%	2%	1.2%
8	Were you satisfied with the length of time you had to wait for your last appointment in surgery?	85.4%	9%	5.6%
9	If you required an examination at your last face to face appointment, were you offered a chaperone?	45.9%	16.2%	37.9%

### About our Reception Staff

		YES	NO	N/A
10	Are you happy with the manner in which you were treated by the reception staff?	93.3%	3.7%	3
11	Are you happy with the amount of privacy and confidentiality you were treated with?	92.5%	3%	4.5%

### How you book your appointment

		In Person	By Phone	E-consult
12	How do you normally book your appointments to see a Doctor/Nurse/ Practitioner at the practice?	12.5%	45.8%	41.7%
13	As we come out of the pandemic, which is your preferred way of having a consultation with the GP or Nurse	84.7%	15.3%	

### About our Practice

		YES	NO	N/A
14	Are you aware the surgery has a website?	91.2%	8.8%	
15	Do you know we have a text reminder service for appointments?	94%	6%	
16	Are you satisfied with the cleanliness and hygiene of the premises?	100%		
17	Are you aware we have a privacy room? e.g. used for breast feeding, contagious disease etc	39.2%	50.3%	10.5%
18	As we are a teaching practice, would you be happy having a student present at your consultation?	92.5%	7.5%	

General Questions		YES	NO	N/A
19	During the pandemic, practices could only offer telephone consultations. If you used this method of appointment, were you satisfied	63.1%	21.4%	15.5%
20	Have you used the Extended Access Hubs for an appointment outside of normal surgery hours? (Evenings, Weekends & Bank Holidays)	16.2%	81.4%	2.4%
21	If you have used the Extended Access Hubs provided by OurNet Health Services Ltd, were you satisfied and did it meet your requirements?	24.4%	23.7%	51.9%
22	Are you aware that there is an Electronic Prescribing Service where your prescription is sent direct to the chemist of your choice (if applicable)	88.8%	11.2%	
23	Have you used the online platform "e-Consult" to obtain medical advice from the surgery?	66.6%	30.3%	3.1%
24	If you have used the e-Consult service, were you happy with the outcome?	56.2%	17%	26.8%
25	Are you aware the surgery has a Facebook Page?	44.5%	53.3%	2.2%

Patient Representative Group		YES	NO	N/A
26	Are you aware the surgery has a Patient Representative Group who have regular meetings?	49.2%	50.8%	
27	Are you aware of how to contact a member of the PRG should you have a question or suggestion about the surgery?	29.4%	68.2%	2.4%
28	Would you be interested in becoming a PRG member? If yes, please ask reception for a new member form	6.9%	90.6%	2.5%



STAR RATING what star rating would you give Northgate Practice for delivery of health care services? (Please tick amount of stars) 1. Poor- 5. Excellent

1 Star 0%    2 Star 2.2%    3 Star 20.7%    4 Star 45.2%    5 Star 31.9%

29) How old are you in years?		30) Are you...		31) How long have you been attending this practice?	
Under 25	3	Male	46	Less than 5 years	14
25-59	46	Female	79	5 – 10 years	10
60+	60			More than 10 years	44

THANK YOU FOR YOUR TIME IN COMPLETING THIS SURVEY