

Third Survey Results

1. On a scale of 1-5 how satisfied have you been with the overall process this year? (1 Very satisfied- 5 Very dissatisfied)

1 Very satisfied	42.4 %
2 Satisfied	24.2 %
3 Neutral	21.2 %
4 Dissatisfied	9.5 %
5 Very Dissatisfied	3.0 %

2. On a scale of 1-5 how satisfied have you been with the number of surveys you have been asked to fill out this year? (1 just right – 5 far too many)?

1 Just right	51.6 %
2 Ok	16.1 %
3 Neutral	16.1 %
4 Too many	12.9 %
5 Far too many	3.3 %

3. On a scale of 1-5, how do you feel your views have been represented? (1 very well represented – 5 no represented at all)

1 Very well Represented	51.6 %
2 Well Represented	16.1 %
3 Neutral	16.1 %
4 Not Represented	12.9 %
5 Not represented at all	3.3 %

4. On a scale of 1-5, how satisfied have you been with the implementation of the survey results? (1 very satisfied – 5 very dissatisfied)

1 Very satisfied	42.4%
2 Satisfied	30.3%
3 Neutral	18.1%
4 Dissatisfied	6.1%
5 Very Dissatisfied	3.1%

5. Do you feel the current survey model (online and by post) is the best way to carry the development of the group forward? If not then please let us know your thoughts on how else it could be done.

Yes	91.7%
No	8.3%

6. If you could include one thing to be included in next years survey, for the group to look at, then what would it be? 13 responses out of 33 total respondents.

1	Nothing
2	On Line appointment booking
3	Can never hear who the doctor is calling for
4	May be a late night opening on a rota basis or a just call in and see a doctor hour with out an appointment having to be made.
5	Delay in actually getting an appointment to see a doctor when contacting the surgery by phone
6	Emergency prescriptions ----when it is difficult to come to surgery to pick it up --- could prescription be sent on line, although not possible for those unable to access. How to get prescription and meds. as soon as possible?
7	Online appointment system
8	Making particular GP specialisms more public within the surgery so that if you have a particular problem and a GP specialises in dealing with this or runs clinics for this, then appointments can be made with that doctor rather than wasting appointments just to be referred to a clinic or a different doctor.
9	Cant think of any yet
10	I still think you should consider a small children's play area , as some parents just allow to let children run anywhere at least they would be all together in one place
11	Nowt.
12	With the changes to how budgets etc are going to be run within the NHS, would there be a space for patients to have a view or an input to this?
13	A vending machine with hot and cold drinks and also a snack machine.

7. Do you wish to continue in the group?

Yes	90.9%
No	9.1%