

Coleford Family Doctors Patient Survey 2023

719

Responses

05:49

Average time to complete

Closed

Status

1. How would you describe how often you come to the practice?

● Regularly	90
● Occasionally	369
● Very rarely	257



2. When did you last see or speak to a GP from Coleford Family Doctors?

● In the past 3 months	266
● Between 3 and 6 months ago	136
● Between 6 and 12 months ago	116
● More than 12 months ago	180
● I have never seen or spoken to ...	20



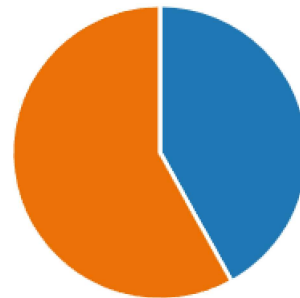
3. When did you last see or speak to a nurse

● In the past 3 months	323
● Between 3 and 6 months ago	131
● Between 6 and 12 months ago	136
● More than 12 months ago	107
● I have never seen or spoken to ...	21



4. Have you seen or spoken to our Clinical Pharmacist?

● Yes	300
● No	415

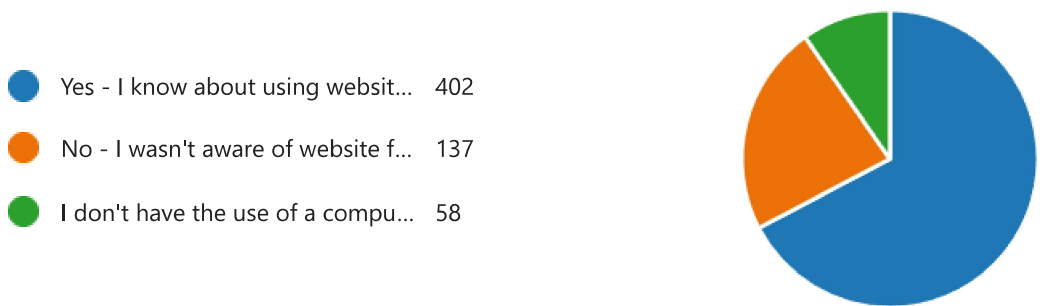


5. Generally, how easy is it to get through on the telephones

● Very easy	38
● Fairly easy	200
● Not very easy	228
● Difficult	204
● Haven't tried	48

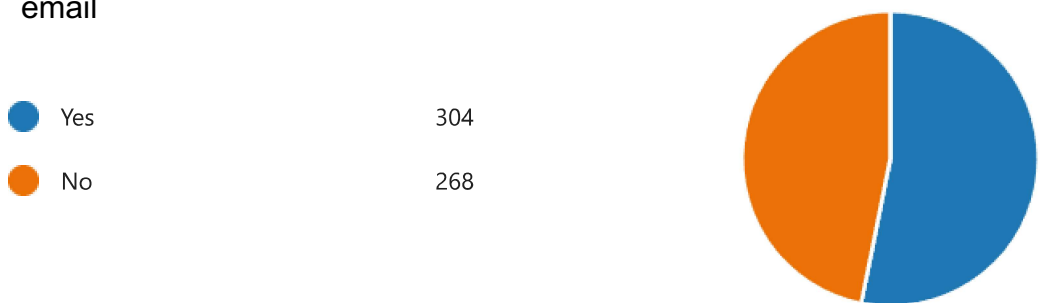


6. If you answered not very easy, or difficult to Q5, are you aware that you can get in touch with the surgery by using website forms? These are used so that you can send any questions you may have to a GP or Nurse. Someone will usually respond the same day or within 2 days.



7. If you answered not very easy, or difficult to Q5, are you aware that you can get in touch with the surgery by

email



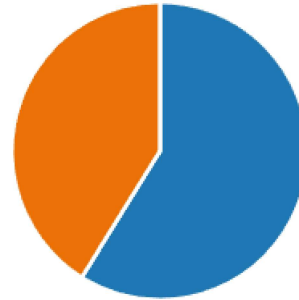
8. If you answered not very easy, or difficult to Q5, are you aware that you can get in touch with the surgery

Attending in person



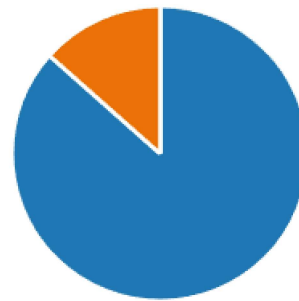
9. Are you happy with the appointment time available for GPs?

● Yes 402
● No 281



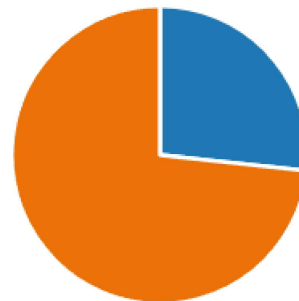
10. Are you happy with the appointment time available for Nurses?

● Yes 579
● No 90

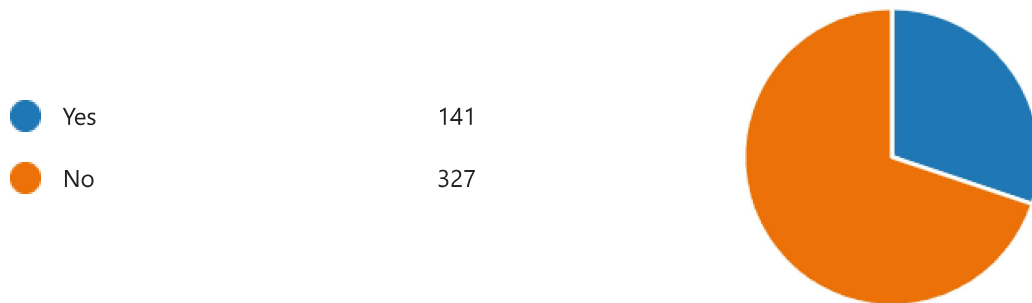


11. If you answered no to either Q9 or Q10, then are you aware that you can book Enhanced Access telephone consultation appointments from 18:30-20:00 with a clinician?

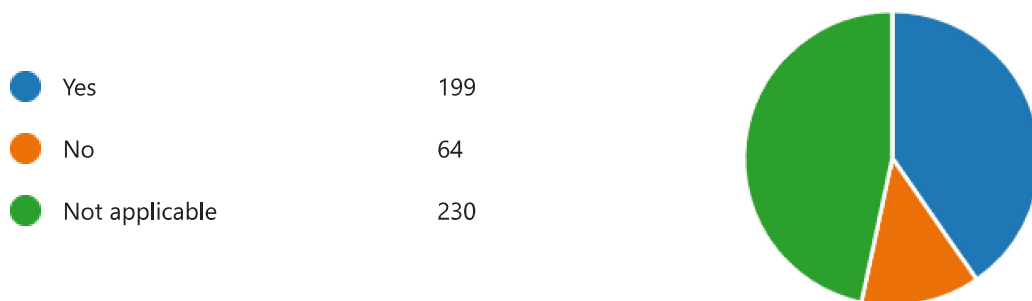
● Yes 123
● No 338



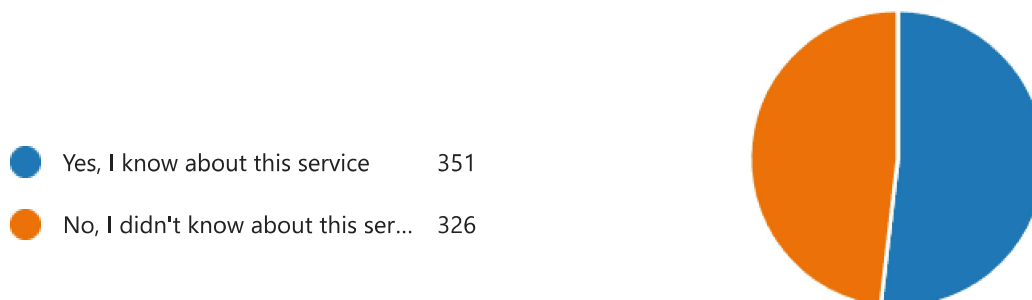
12. If you answered No to either Q9 or Q10 , then are you aware that you can book 'Enhanced Access' face to face appointments on Saturday mornings 8:30 - 12:30 at various locations around the Forest of Dean surgeries, including your own surgery?



13. If you answered that you were not happy with the surgery appointment times, are you happy with the additional times and appointments offered and available via the Forest of Dean Enhanced Access service?

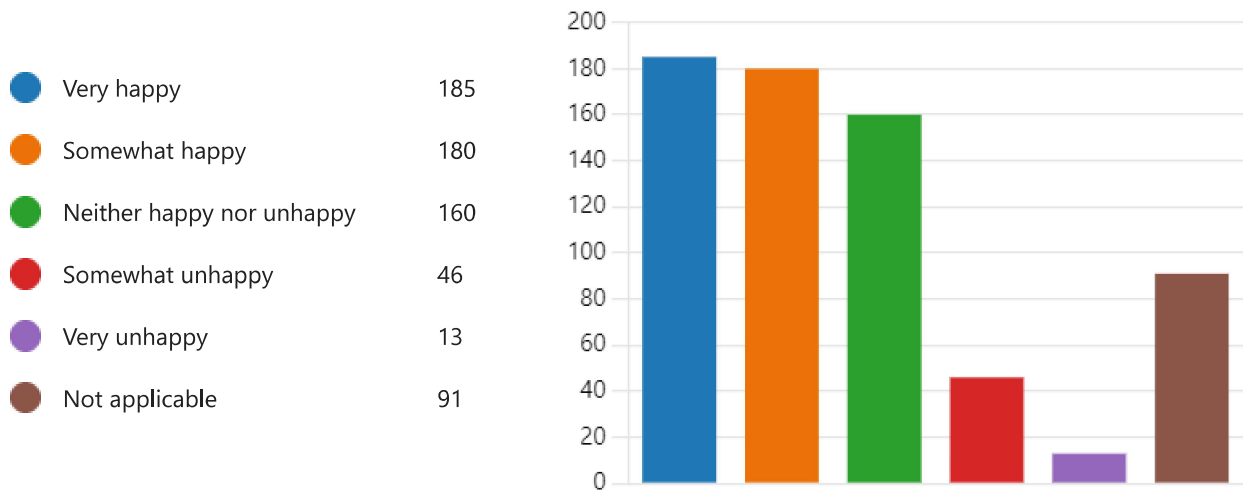


14. Are you aware that our reception staff are trained to help you find the right service to meet your needs?

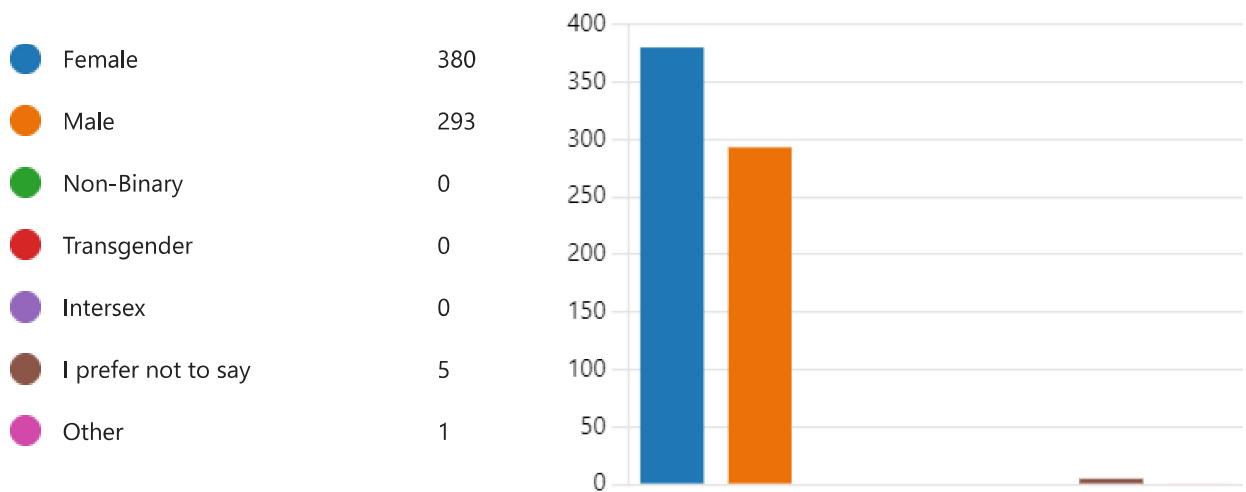


Note - The NHS calls this 'Care Navigation'. This means that staff at the Practice help patients by telling them about the most suitable professional services to meet their needs. This is being done to make sure that you, the patient, can get the right care, first time and as efficiently as possible. You could be given information about a service or member of staff at Coleford Practice who can help you as well as about other NHS or social care organisations and services in the community. Providing this service doesn't mean you can't see your GP or a Nurse and will only be offered if your needs are relevant to any of the following: Community Pharmacy, Minor Eye Conditions and Treatment Service (MECATS), Physiotherapy GP practice services already provided by other members of staff (e.g. Immunisations), Social Care, Urgent Treatment Centres

15. Given the above information regarding our care navigation staff, how happy are you with the appointments that you have been offered?

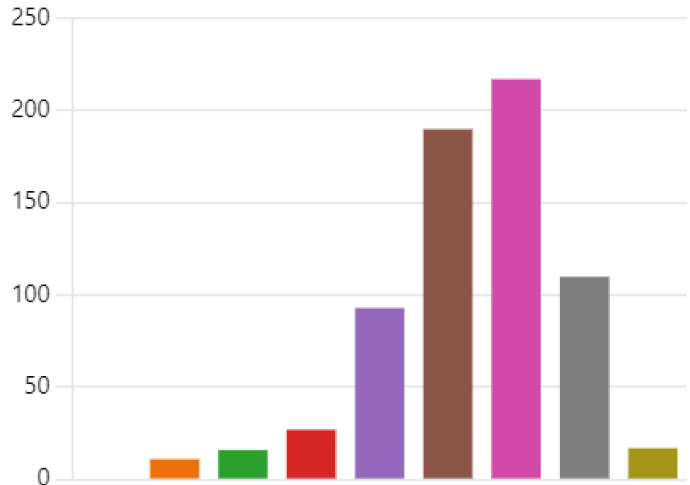


16. To help us analyse your answers, please tell us a few things about yourself;



17. What age are you?

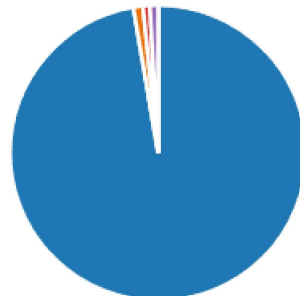
● Under 16	0
● 17 - 24	11
● 25 - 34	16
● 35 - 44	27
● 45 - 54	93
● 55 - 64	190
● 65 - 74	217
● 75 - 84	110
● 85 and over	17



18. We need the following information to ensure the Practice can work to be inclusive and give our patients appropriate and equal access to our services

19. White

● English/Welsh/Scottish/Norther...	653
● Irish	7
● Gypsy or Irish Traveller	0
● Any other White background, pl...	5
● Other	6



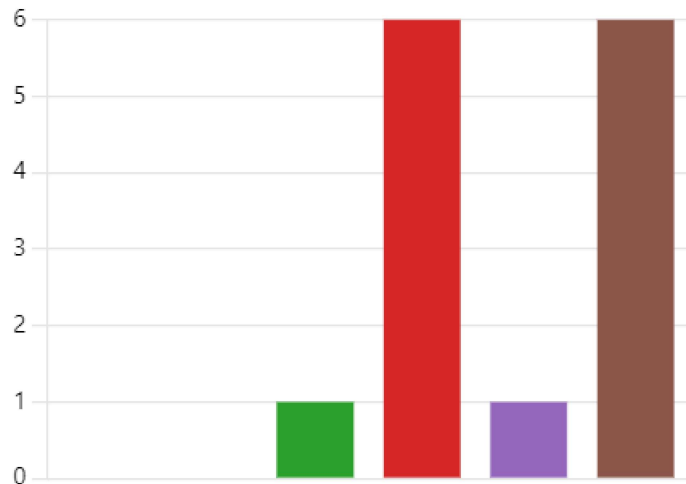
20. Mixed/Multiple ethnic groups

● White and Black Carribean	6
● White and Black African	2
● White and Asian	2
● Any other Mixed/Multiple ethn...	2
● Other	6



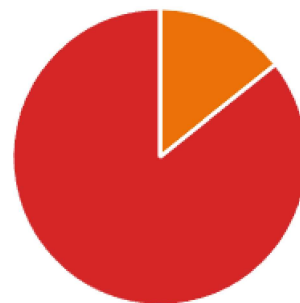
21. Asian/Asian British

● Indian	0
● Pakistani	0
● Bangladeshi	1
● Chinese	6
● Any other Asian background, pl...	1
● Other	6



22. Black/African/Caribbean/Black British

● African	0
● Caribbean	1
● Any other Black/African/Caribbe...	0
● Other	6



23. Other ethnic group

● Arab	0
● Any other ethnic group, please ...	0
● Other	6

