

Patient Survey

Anyone with this link can view a summary of responses



<https://forms.office.com/Pages/AnalysisPage.aspx?AnalyzerToken=JSC2>

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1. If you had a straight forward problem that could be dealt with on the telephone by a healthcare clinician, would you be happy with a telephone call?

 Yes	683
 No	70



2. If you have had a telephone consultation in the last 12 months were you satisfied with the outcome?

 Yes	409
 No	230



3. If you answered 'No' to the above question, was this because;

- You wanted a face to face appoi... 65
- The problem couldn't be manag... 67
- Not applicable 311



4. Have you used our new Clinical Pharmacist?

- Yes 178
- No 564



5. If 'Yes' to the above question, then did you find this service helpful?

- Yes 167
- No 56



6. If 'No' to the above, please answer below why you didn't find this service helpful

191
Responses

Latest Responses
"Didn't know about it "
"No clue what it is."

27 respondents (14%) answered **service** for this question.



7. Are you aware of Social Prescribing Referrals?

● Yes	92
● No	639



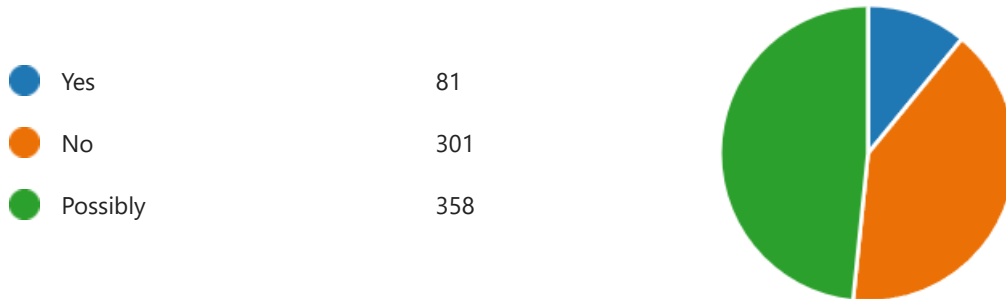
8. If you answered 'No', did you understand what 'social prescribing' is?

● Yes	62
● No	588



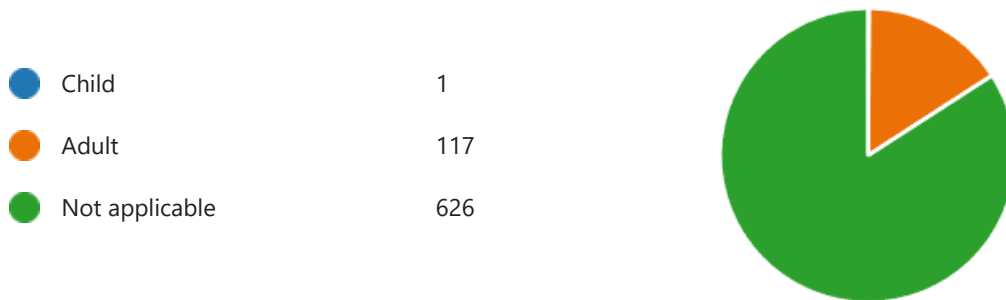
9. Social Prescribing - There are many things that affect our health and wellbeing, such as where we live, how we spend our time, our financial situation and our relationships with friends and family.

Sometimes we need extra support, for example when coping with a short or long term health situation, or when life throws other challenges our way.

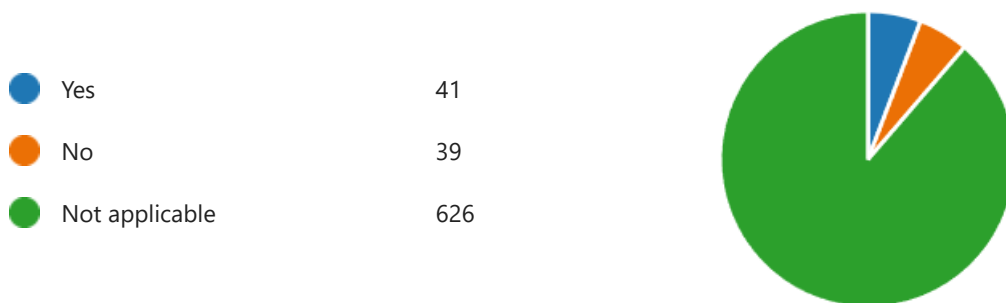


10. Please contact the surgery if you are interested in a social prescribing referral and our staff will be able to help

11. Are you an adult or child caring for someone with a long term health condition



12. If you are a Carer - have you let the surgery know?



13. Are you aware of the services available to you as a Carer?

● Yes	26
● No	70
● Not applicable	620



14. Are you aware of our Patient Participation Group and would you be interested in more information or joining? A Patient Participation Group (PPG) is a group of people who are patients of the surgery and want to help it work as well as it can for patients, doctors and staff.

● Yes	106
● No	579
● Other	21



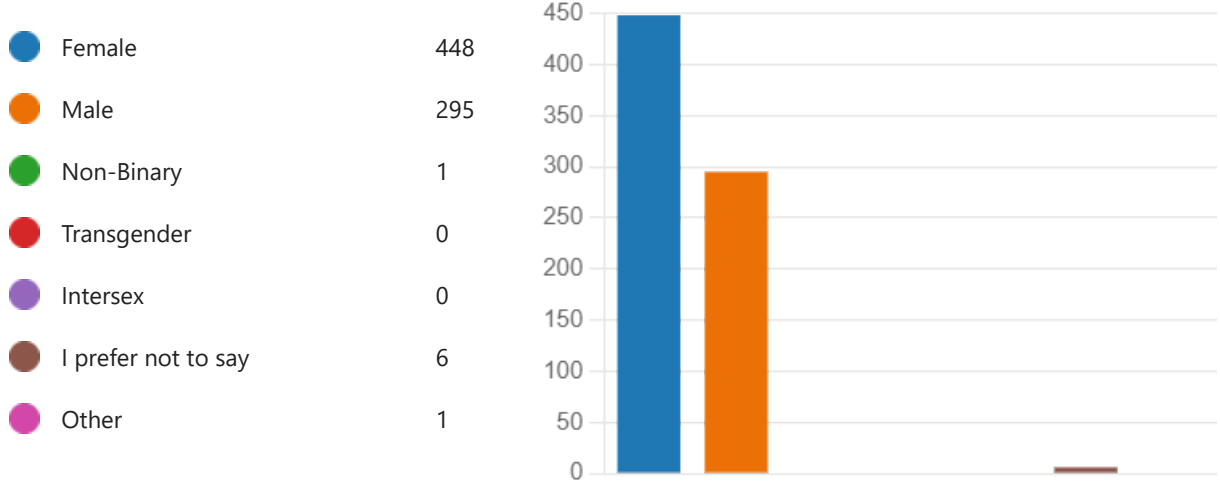
15. If YES you are interested please email your details to colefordppg@yahoo.com

16. Are you aware of DNAs (patients who do not attend and do not cancel their appointment)?

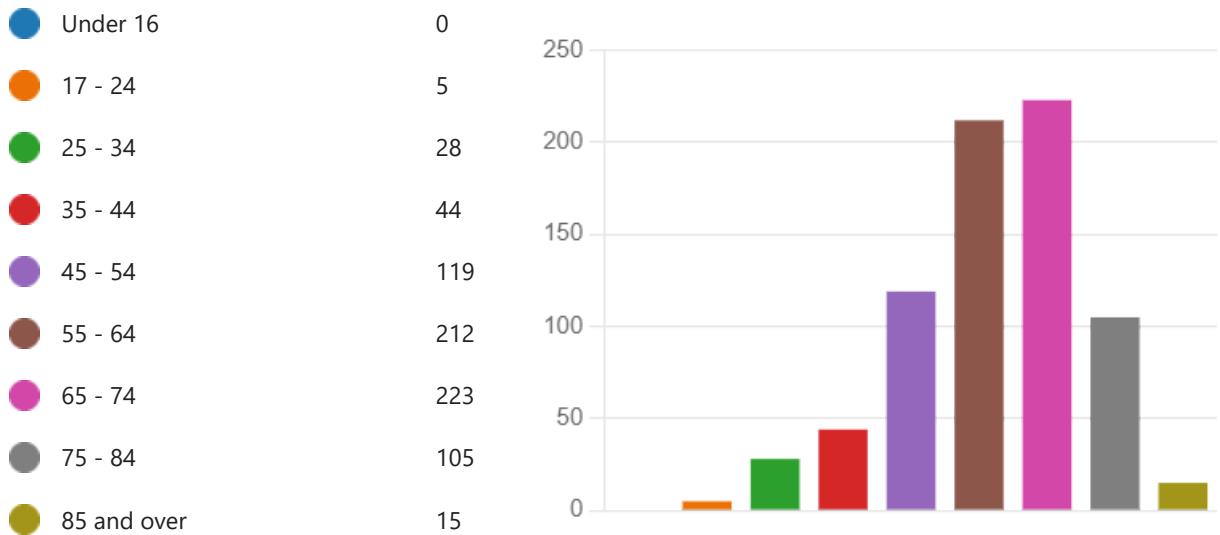
● Yes	572
● No	173



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



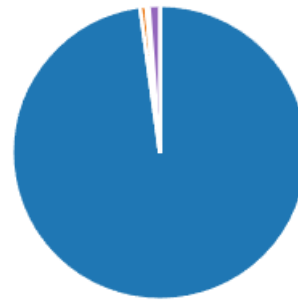
18. What age are you?



19. 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

20. White

● English/Welsh/Scottish/Norther...	726
● Irish	5
● Gypsy or Irish Traveller	0
● Any other White background, pl...	2
● Other	9



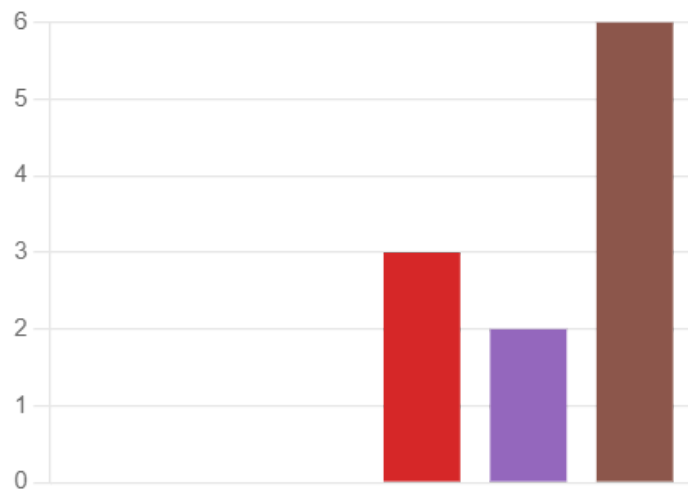
21. Mixed/Multiple ethnic groups

● White and Black Carribean	5
● White and Black African	1
● White and Asian	1
● Any other Mixed/Multiple ethni...	1
● Other	6



22. Asian/Asian British

● Indian	0
● Pakistani	0
● Bangladeshi	0
● Chinese	3
● Any other Asian background, pl...	2
● Other	6



23. Black/African/Caribbean/Black British

● African	0
● Caribbean	0
● Any other Black/African/Caribbe...	0
● Other	3



24. Other ethnic group

● Arab	0
● Any other ethnic group, please ...	0
● Other	3



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

● Regularly	82
● Occasionally	334
● Very rarely	313

