

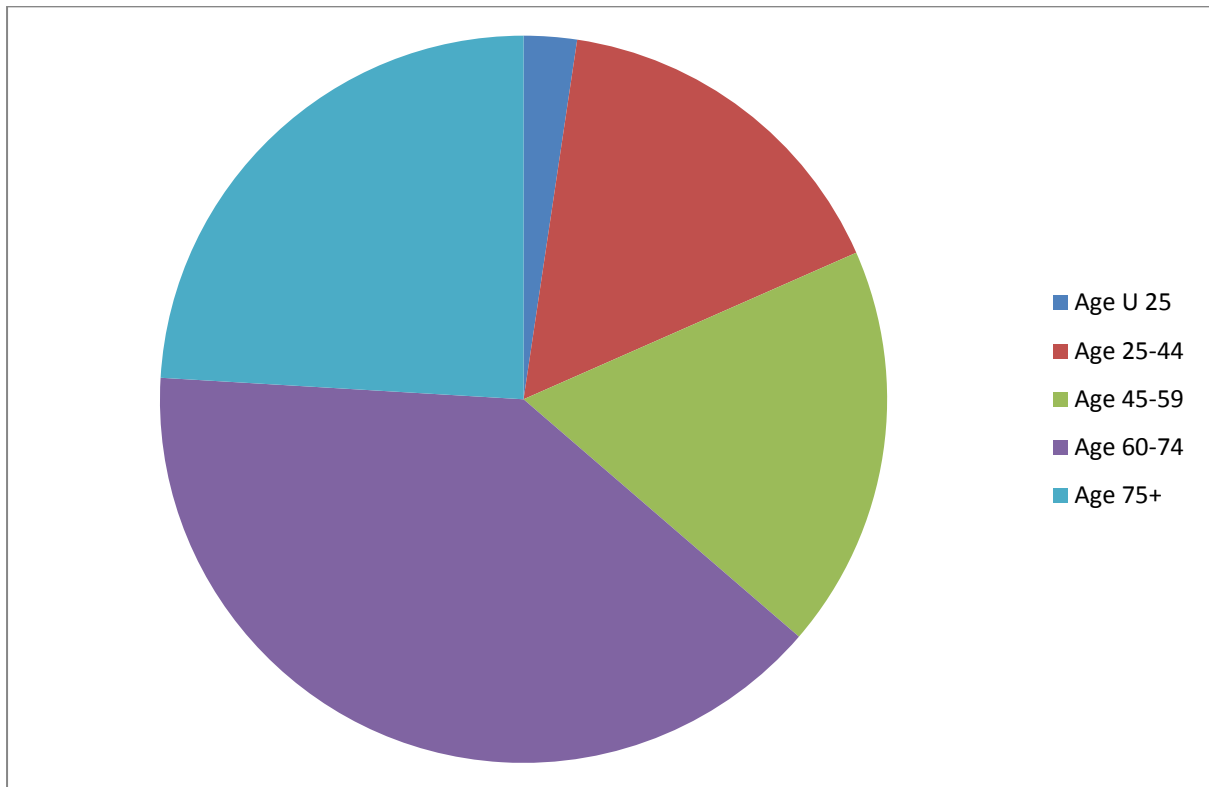
Evergreen Oak and Creekmoor Surgeries

Patient Survey 2016/2017

Analysis of Responses

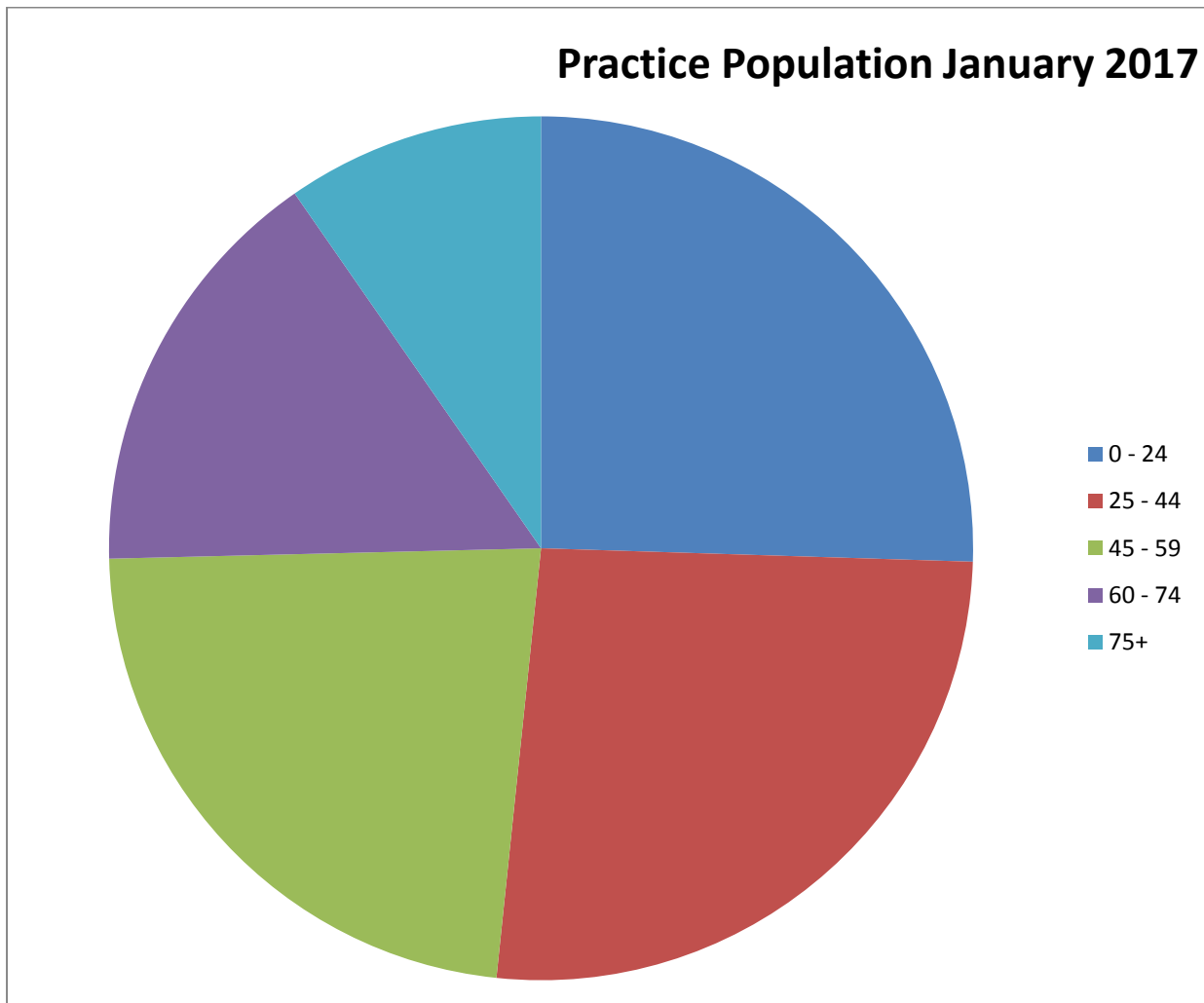
Question 1

Please tell us your age group



Survey Responses		
Age Range	Total	% of total responses
0 - 24	5	2.4
25 - 44	34	16.0
45 - 59	38	17.9
60 - 74	84	39.6
75+	51	24.1
Total	212	100.0

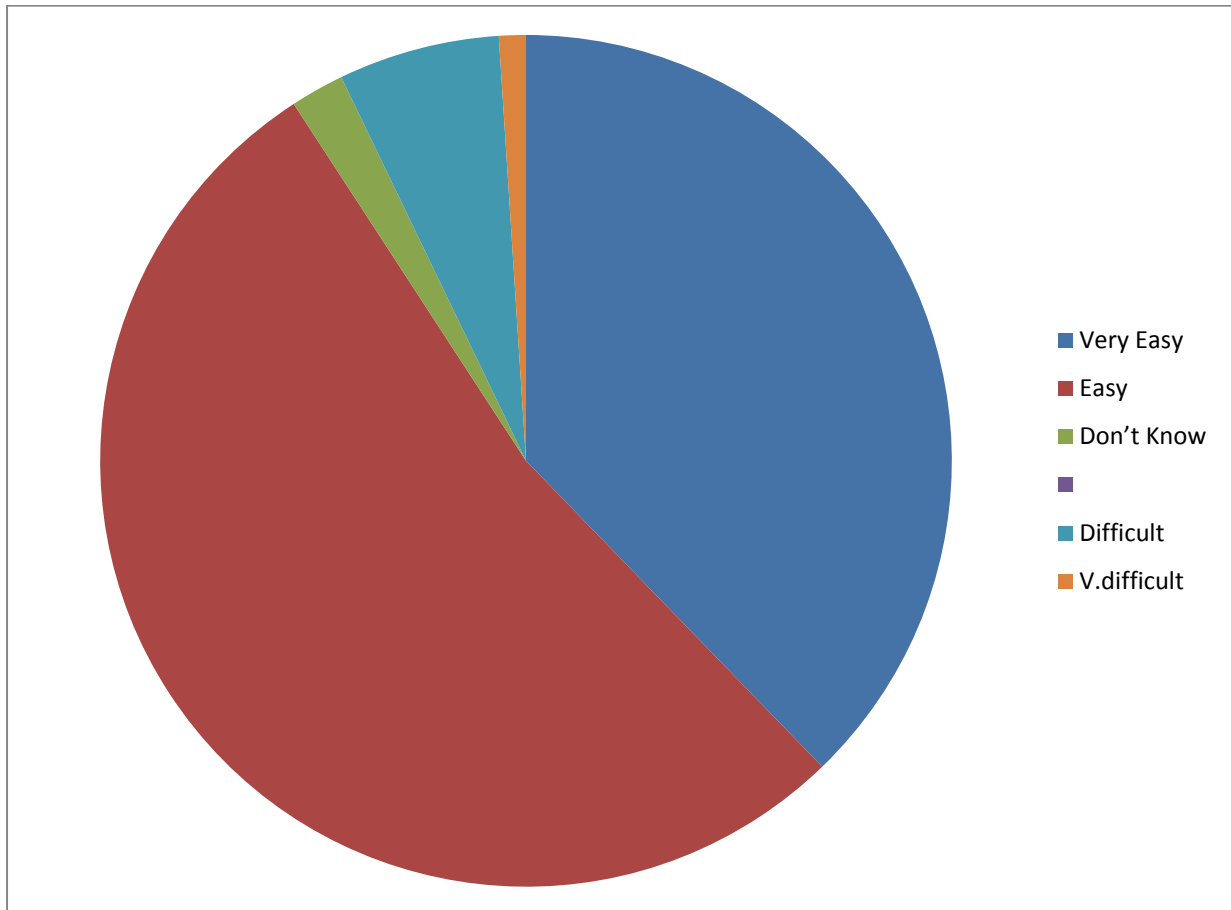
Comparison with Total Practice Population



Age Range	Population	Responses	% of Population Responded
0 - 24	1362	5	0.4
25 - 44	1397	34	2.4
45 - 59	1227	38	3.1
60 - 74	840	84	10.0
75+	516	51	9.9
Total	5342	212	4.0

Question 2

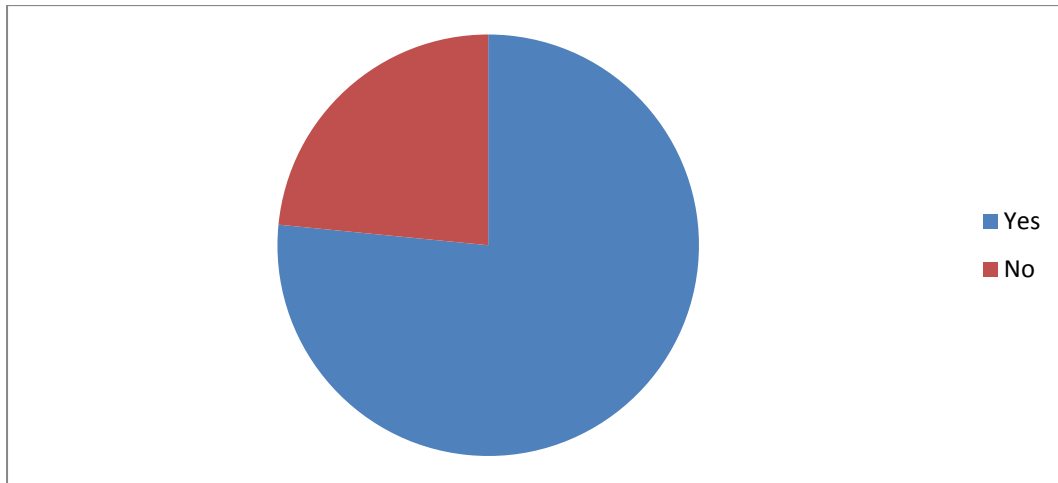
How easy do you find it is to get an appointment at the surgery?



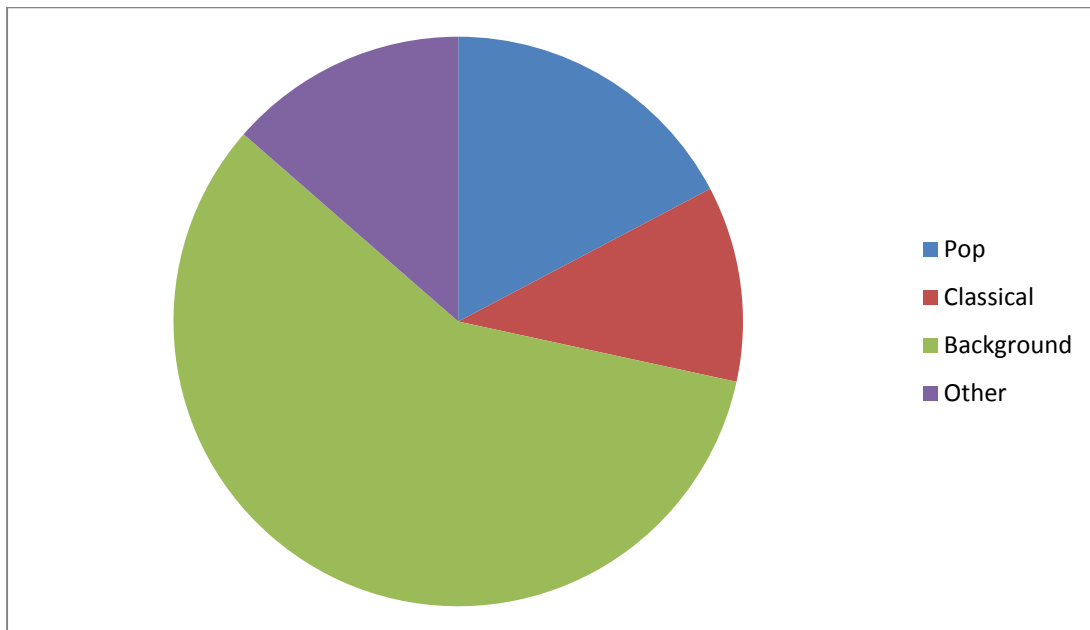
Very Easy	Easy	Don't Know	Difficult	Very Difficult
37	52	2	6	1

Question 3

Do you like to have music on in the background whilst waiting to be seen?



If **yes**, what music do you prefer:



Other

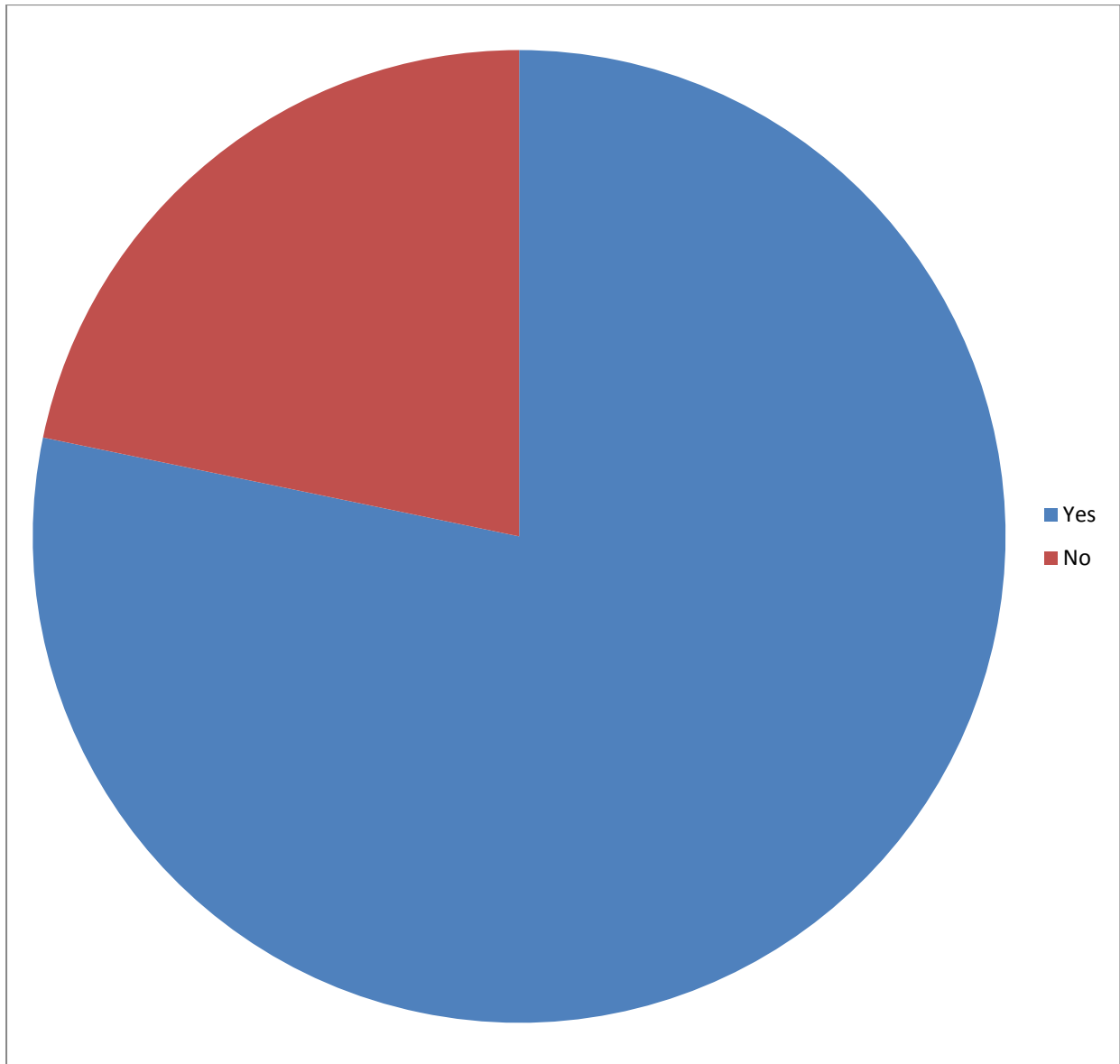
Brass Band
Any Music
Don't Find
Anything but
not too loud

Chart Music
Mix
Not a cheap machine
Not fussy

Pop	Classical	Background	Other
14	9	47	11

Question 4

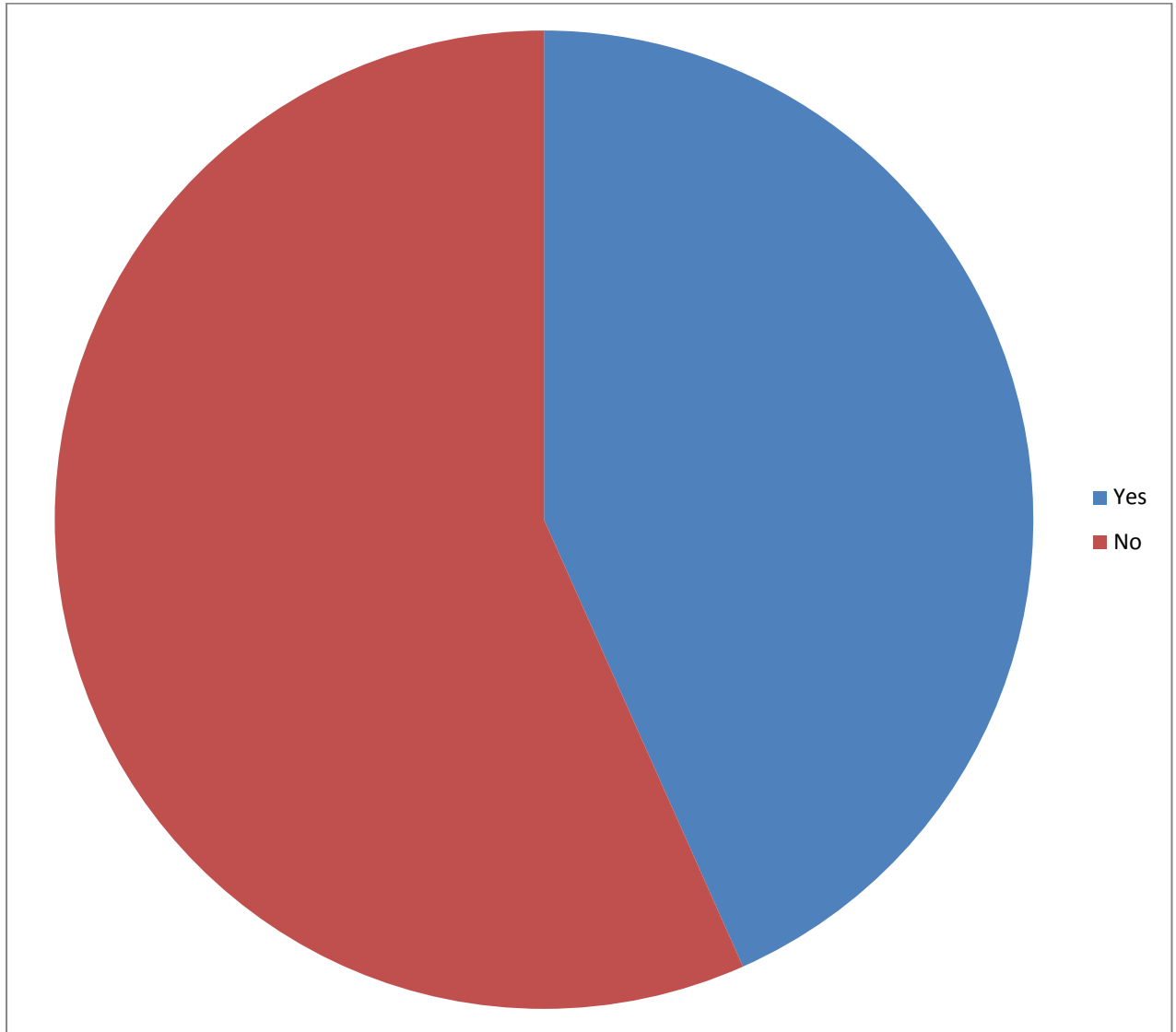
Are you aware that you can book your appointment and order prescriptions on line?



Yes	No
72	20

Question 5

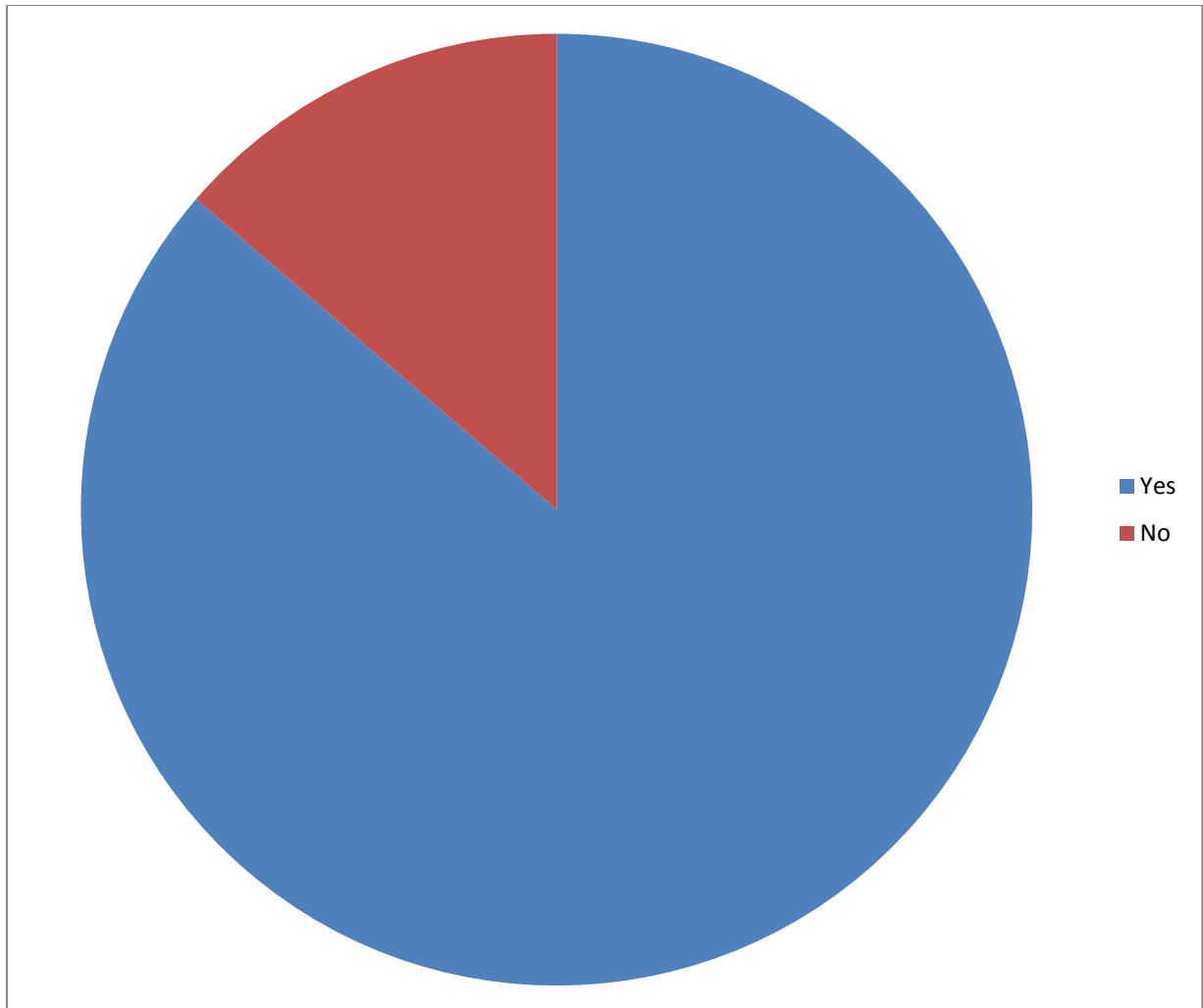
If you have difficulties getting to the surgery are you aware that you can order transport to your appointment through Friends of Evergreen Oak Surgery?



Yes	No
39	51

Question 6

Are you aware that we have a website?



Yes	No
82	13

Suggestions

- I have no online equipment
- Why are all the GP appointments only available for Creekmoor? Also why does new system only show available appointment one week ahead
- Information poster near seating of back entrance
- Poster on noticeboard giving address, get Facebook page and have link
- Dancing girls and free beer!!
- Maybe a flyer with online prescription info on for patients to take away as no guidance
- Have website address displayed in the surgery perhaps
- be a bit clearer on your website
- Information card
- Maybe a cardboard cut-out of a car or taxi to advertise the friends of EGO car service
- Regular newsletter emailed telling us about new Drs; maybe a meet the team,

Can we do anything better?

Just keep doing what you do

Very satisfied with the practice

I think you all do the necessary very well. It is an excellent surgery and has been since 1998

Nothing you're great :)

You all are great. You all work hard, have a happy surgery (from how I see it) and it is a pleasure to have you for my local surgery, thank you :)

Better availability to see the Dr of your choice sooner

I'd like to thank all of the caring staff especially the nurses that show so much attention and nothing is too much trouble

Greater continuity with individual Drs

The disembodied voice when waiting for triage and constant repetition is unhelpful

Does it cost the caller when holding on from initial booking?

I am very happy with the service I receive

I think we are extremely lucky to be patients at such a supportive and responded surgery, many thanks to all

Everything seems to always run smoothly, especially repeat prescriptions going straight to the chemist

Not to my knowledge

Stop putting needles in me Julie!!

Just like to add that the nurses are very professional and understanding

Jeremy Hunt must be sacked!

More phlebotomists like Ann! Always professional, Julie is excellent too!

Perhaps putting up notices in the surgery regarding your website

You are doing fine

If there is nothing on the noticeboard at present perhaps put a notice explaining more about transport arrangements; a TV screen showing relevant info might be an idea too

Information surgery website

Make it easier to get through on phone, I have had problems