

# NORTH STREET MEDICAL CARE

## Patient Survey Results 2022



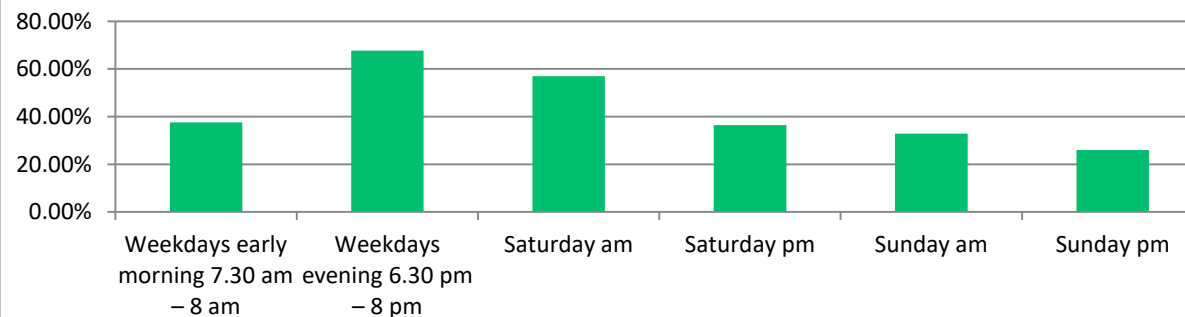
### How did we choose the questions?

The North Street Medical Care Patient Participation Group (PPG), Dr Sura, Susanne Bauer- Practice Manager and Aaron Fernandes - Deputy Practice Manager worked together to create this survey. If you are interested in joining our PPG please register on line or send your details to reception.

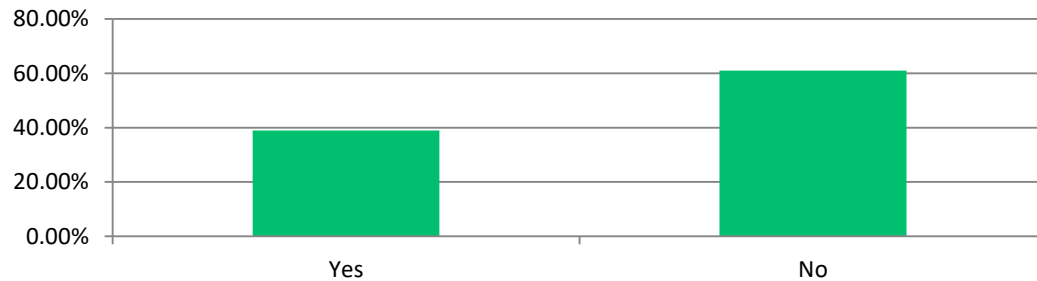
### How did we carry out the survey?

A text message was sent to about 8,000 over 17 years old patients for whom we had a consent to text inviting them to complete the survey. 399 paper copies were distributed to patients who do not have a mobile phone number. We had 1188 responses from the text message and 69 responses from the paper survey.

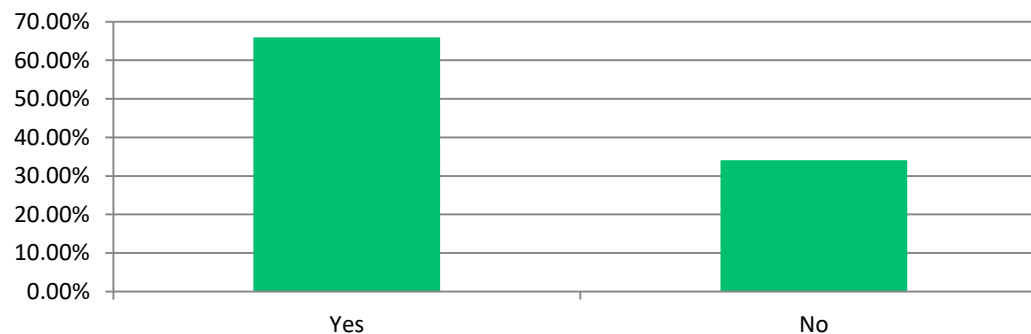
The surgery is currently looking at extended surgery hours to improve access. Which would be your preferred choice when you are looking to make a routine GP appointment (multiple answers were possible)



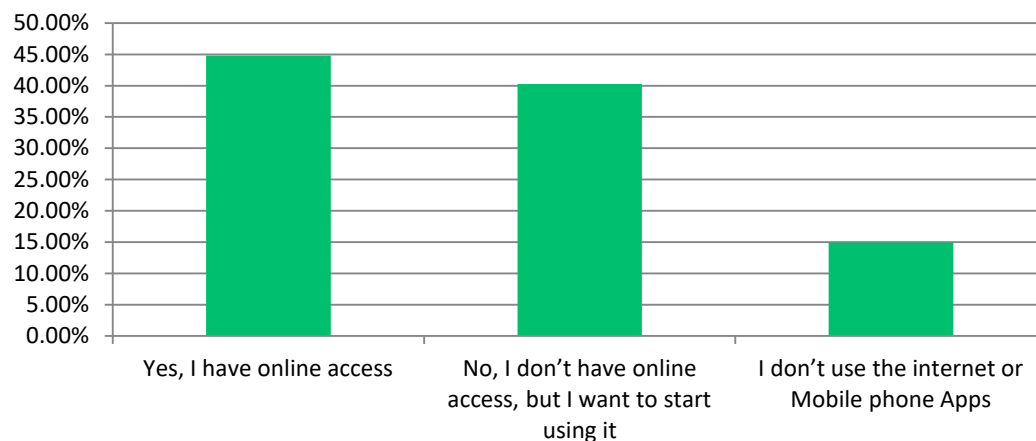
Did you know the best time to get through to the surgery on the phone to book a routine appointment is between 11 am and 3 pm. (Routine appointments are non-urgent issues, annual chronic disease checks, cervical smears etc.)



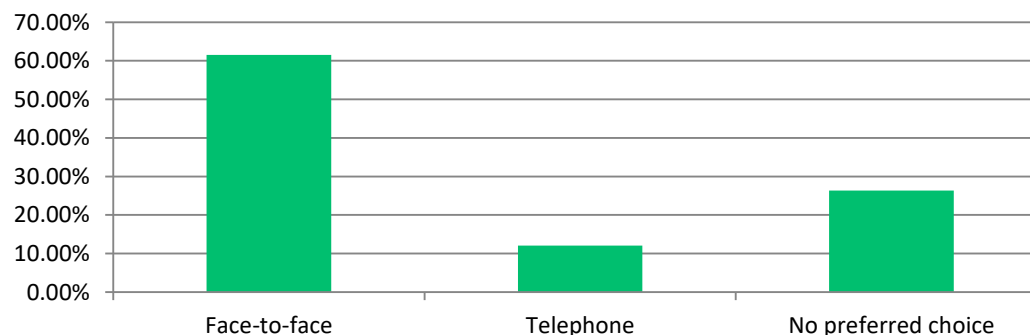
Did you know that we are asking patients only to call from 8 am for on the day urgent appointments? This will allow patient with an acute problem to get through to the surgery.



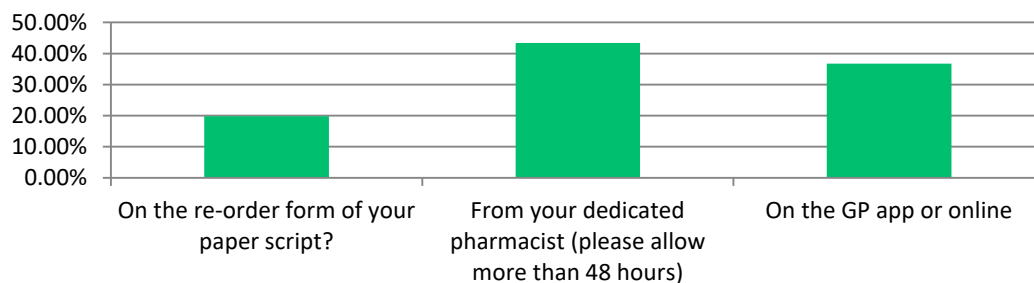
From the 6th June, you can now book GP face-to-face online appointments. Do you have the GP App or online access?



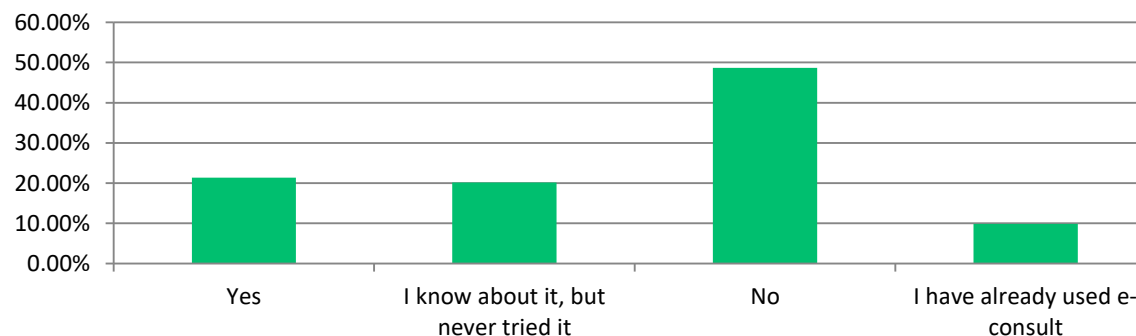
We are now giving patients a choice when booking a GP appointment over the telephone, if they prefer a face-to-face or telephone appointment. What is your preferred appointment type?



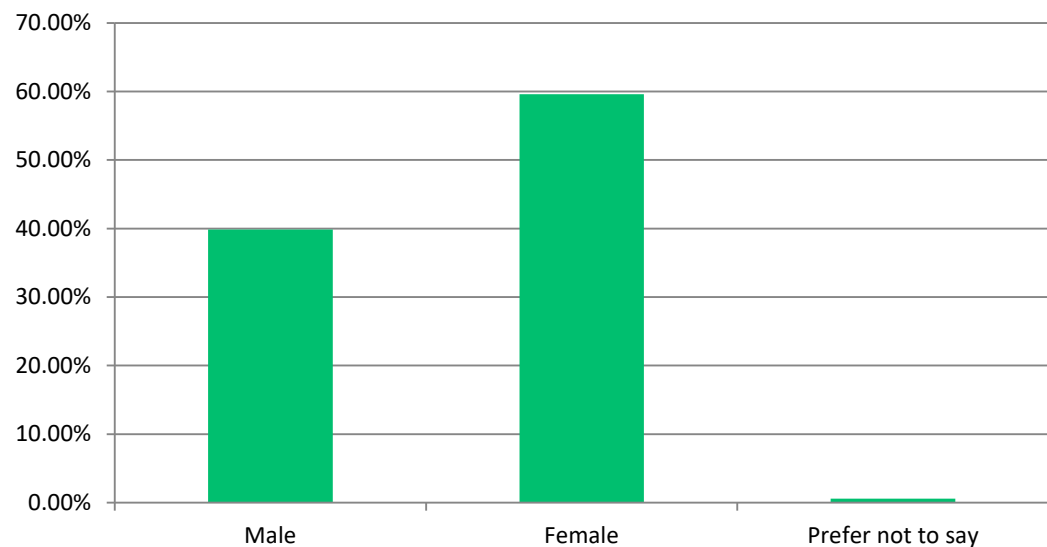
Do you know how to order a repeat prescription? (Please do not put your request more than 7 days before it is due)  
What is your preferred way of ordering your repeat prescriptions? (multiple answers were possible)



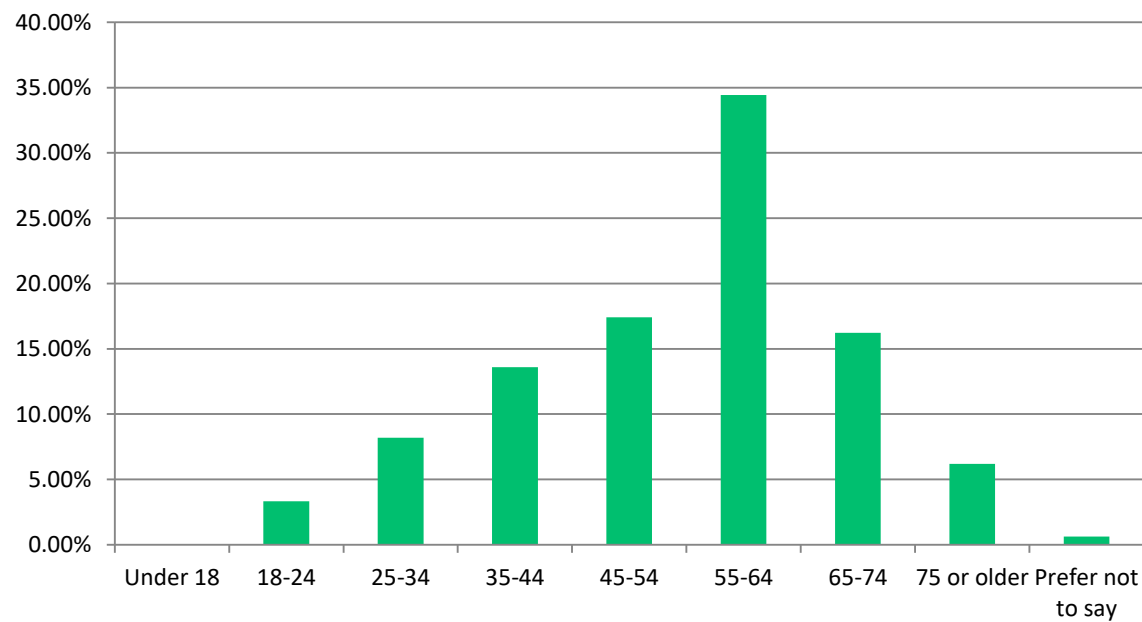
Do you know that you can consult the doctor for non-urgent issues via e-consult  
<https://www.northstreetmedicalcare.co.uk/> (Please note, that e-consult will be called Patient Triage in the next few weeks. You can access it through the same link)

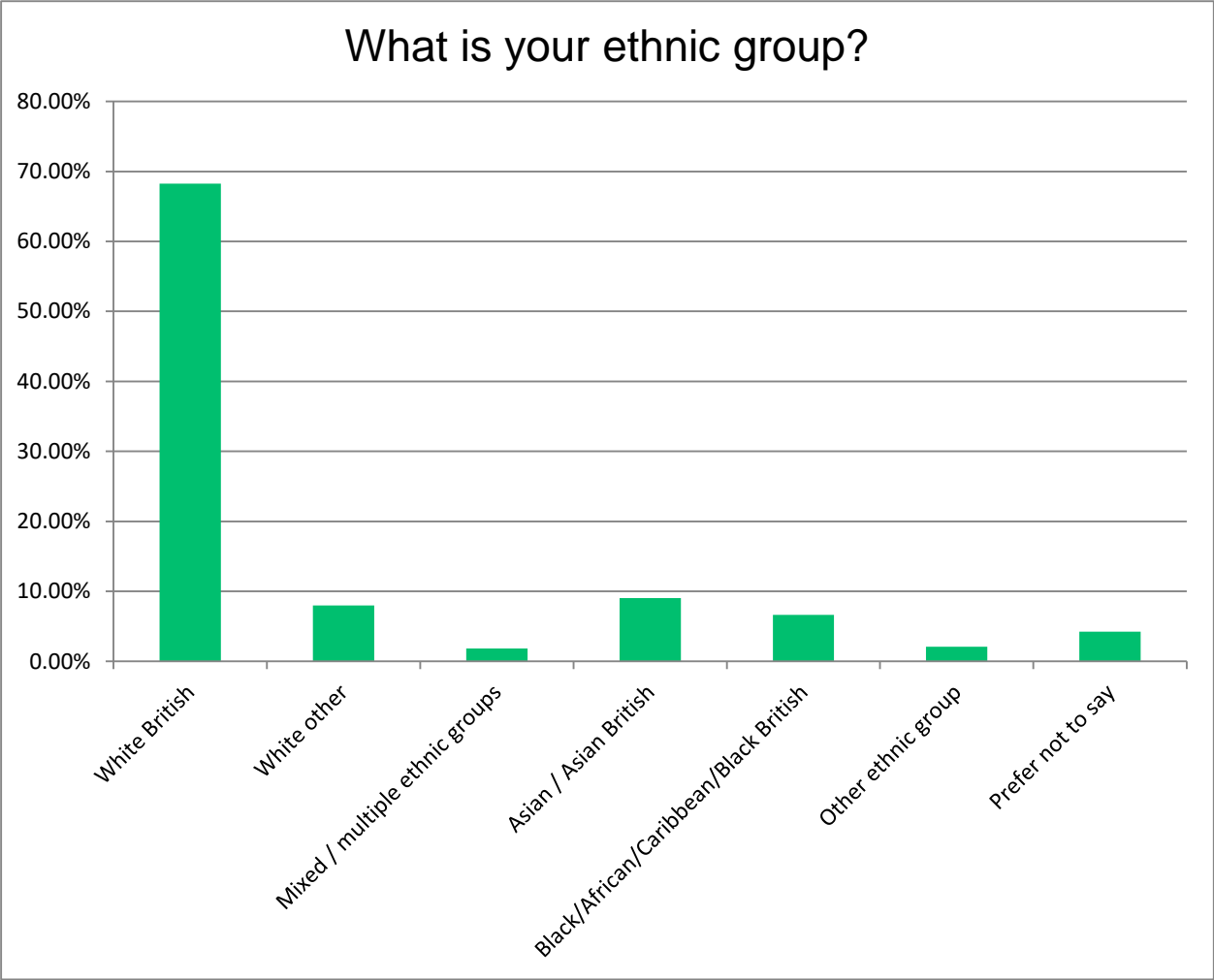


### Are you male or female?



### Which category below includes your age





## Which of the following categories best describes your employment status?

