

# NORTH STREET MEDICAL CARE

## Patient Survey Results 2023



### 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 ask for a joiner form at reception.

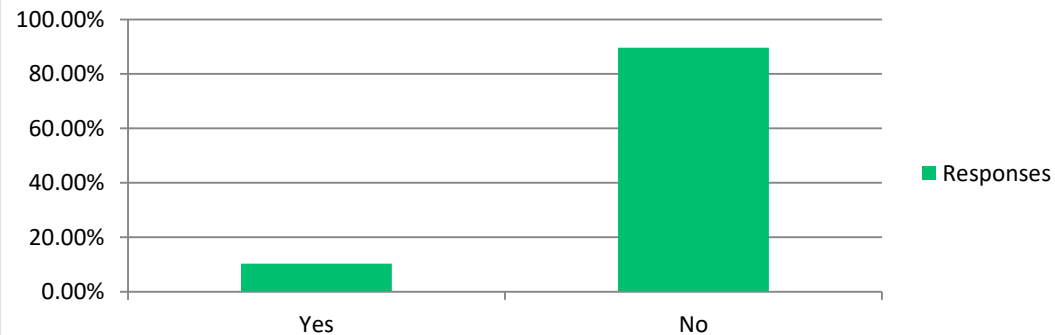
### How did we carry out the survey?

Text message, letters and emails were sent out to over 17 years old patients for whom we had a consent to text inviting them to complete the survey.

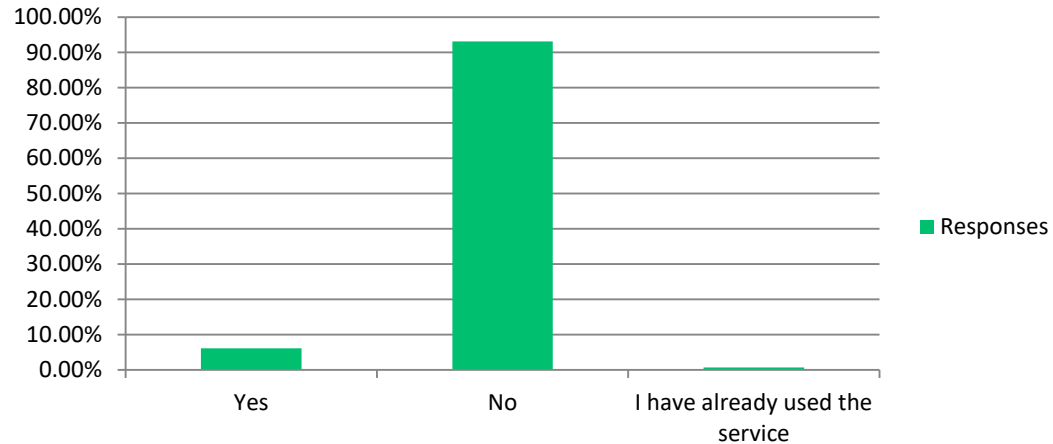
We also added the SurveyMonkey link to our social media channels and website, inviting patients to take part.

We had 718 responses from the Survey Monkey and paper copies in total.

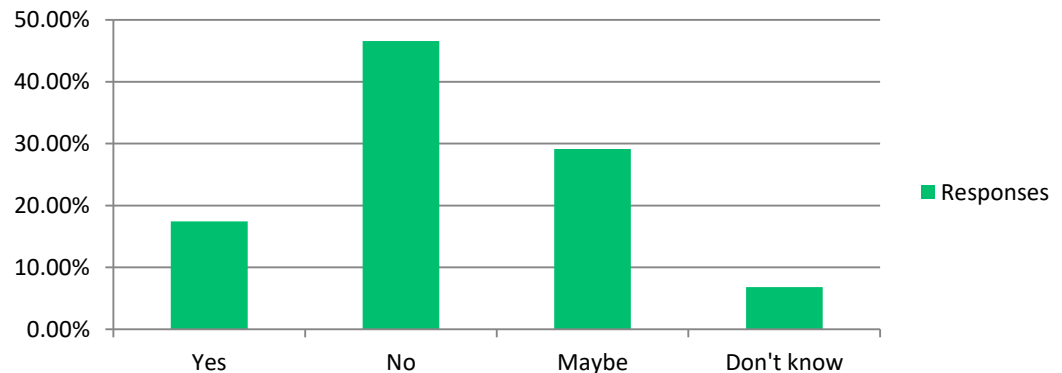
Did you know that we are offering enhanced access at Raphael's House, Pettit's Lane, Romford weekday's evenings from 6.30 pm and also on Saturdays? (Currently, you can book the enhanced access appointments through our receptionists at North Street Medical Care, but there is an online booking system currently in development.)



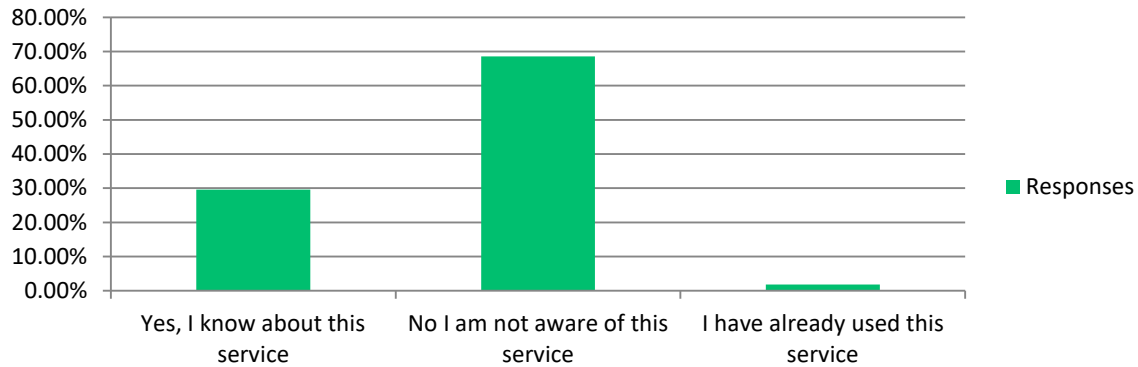
Did you know that we have a Physiotherapist seeing patients face to face on a Tuesday evening at Raphael's house? You can book the appointments directly with our receptionist at North Street Medical Care.



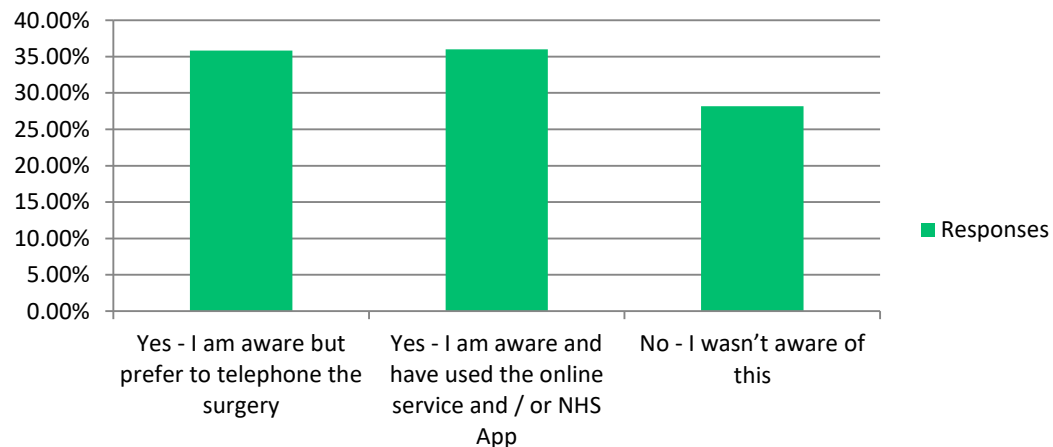
We now have a Dietician working at North Street Medical Care. She will be working with individual patients, but is also planning to hold a group session either virtually or in the practice every 2-3 months in a group of 15-20 people. Would you be interest to join a group session in the future?



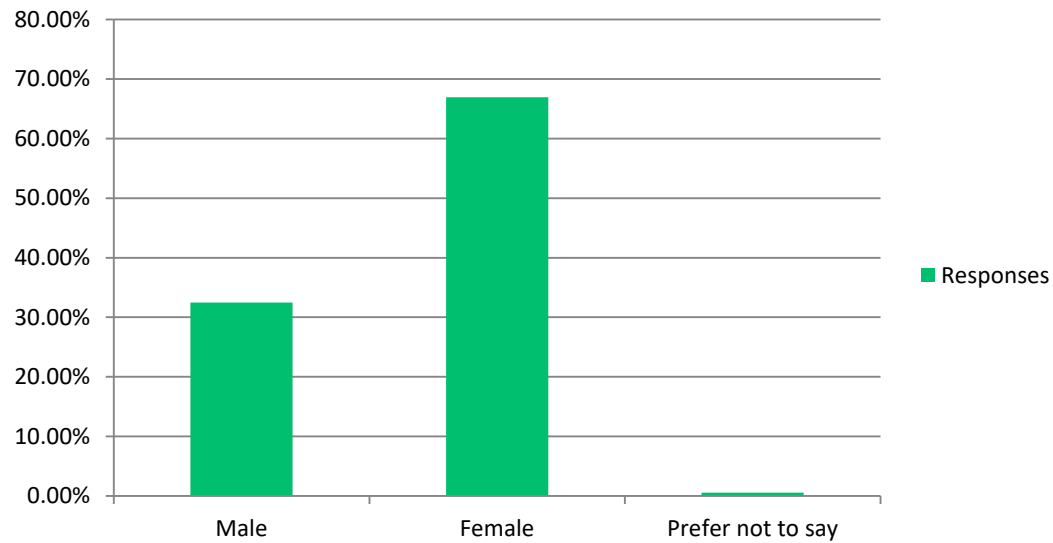
Are you aware that our nurses offer a comprehensive foreign travel advisory service which includes the supply and administration of most of the vaccines, medications and health related products you will need for your travel plans. Some vaccinations are free on the NHS. You need to complete a Travel Risk assessment ideally 6 weeks prior to travel. It's available from our website or from our Receptionists



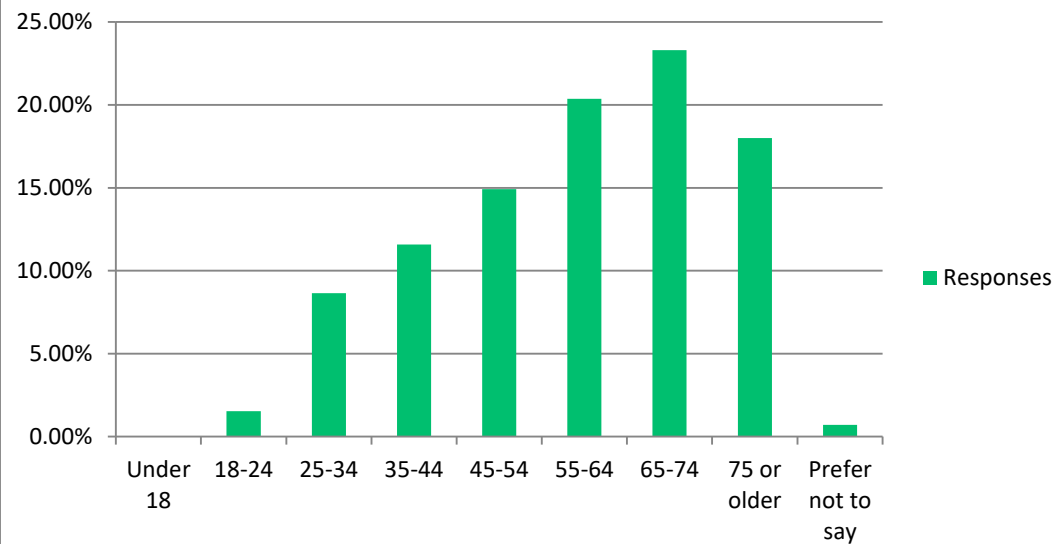
Did you know that you can book face to face and telephone appointments online and the NHS App? (You can also order repeat prescriptions directly with the surgery, without contacting your chemist.)



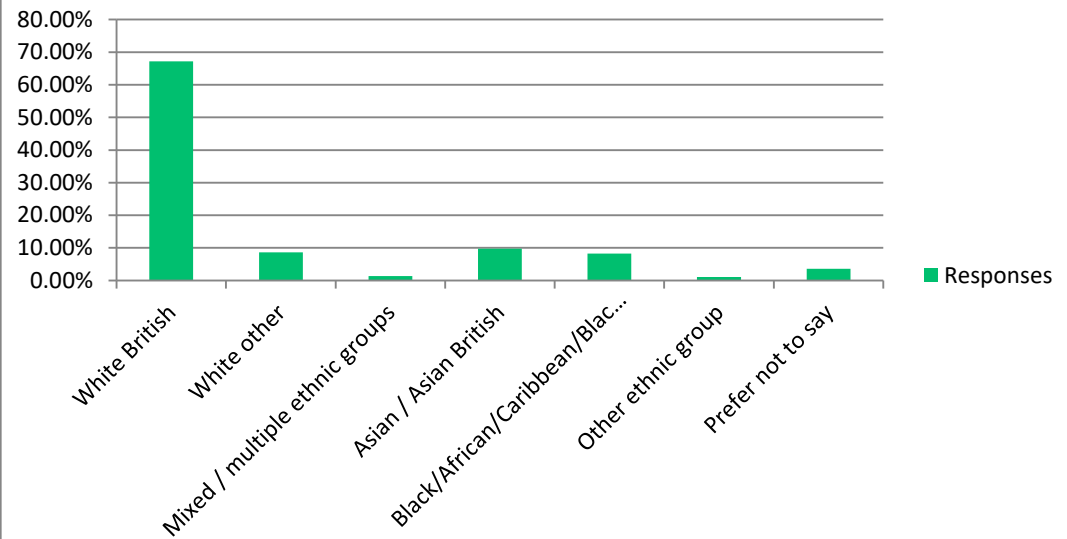
### Are you male or female?



### Which category below includes your age



## What is your ethnic group?



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

