

## NORTH STREET MEDICAL CARE

### Patient Survey Results 2024

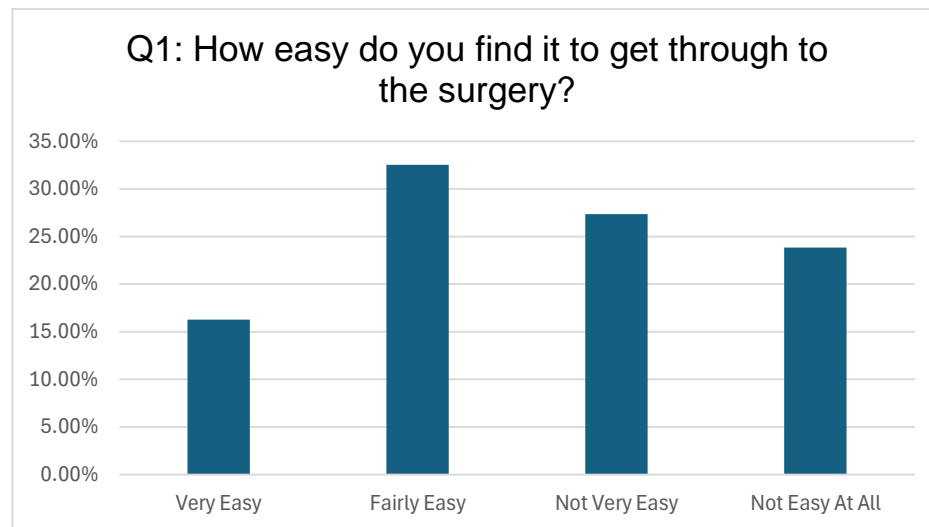


#### How did we carry out the survey?

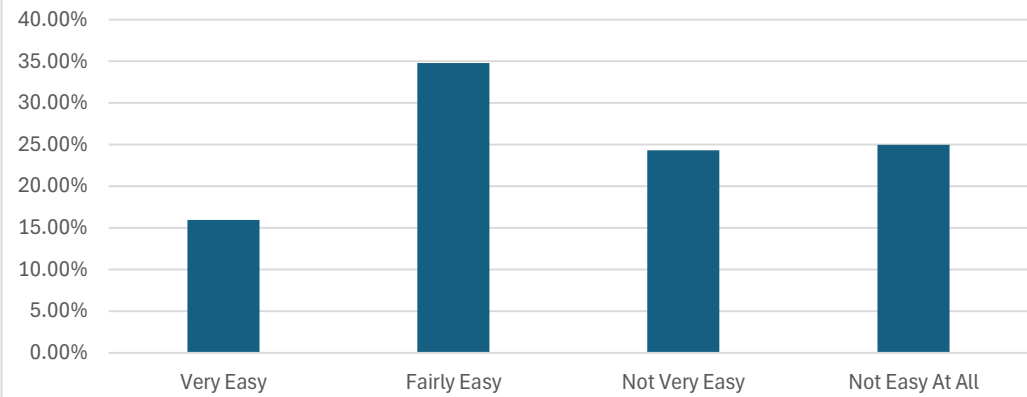
Text message, letters and emails were sent out to over 17 years old patients for whom we had a consent to text inviting them to complete the survey.

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

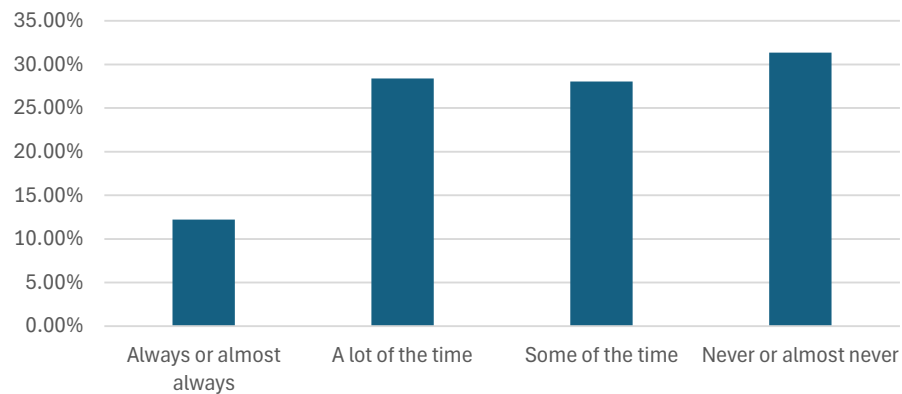
We had 925 responses from the Survey Monkey and paper copies in total.



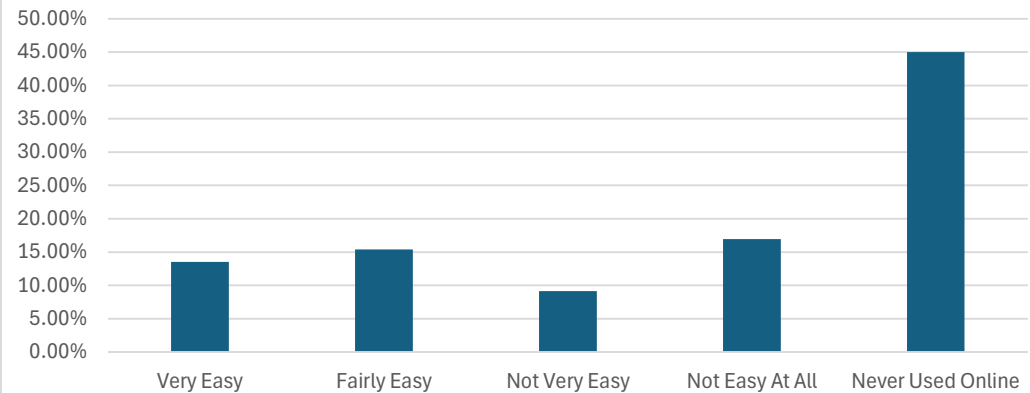
Q2: How satisfied are you with the surgery appointment times available?



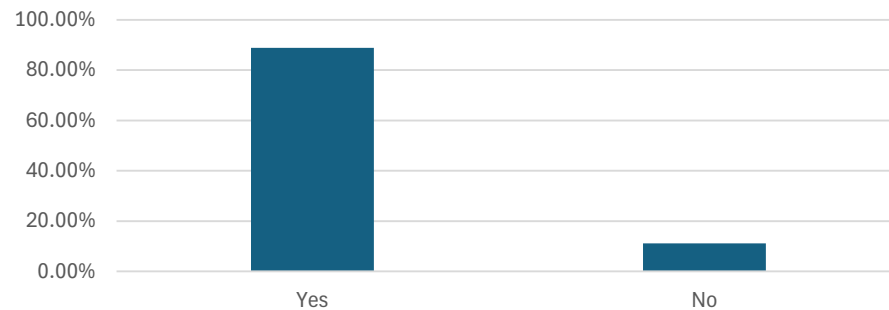
Q3: Do you usually get to see or speak to your preferred GP when you would like to?



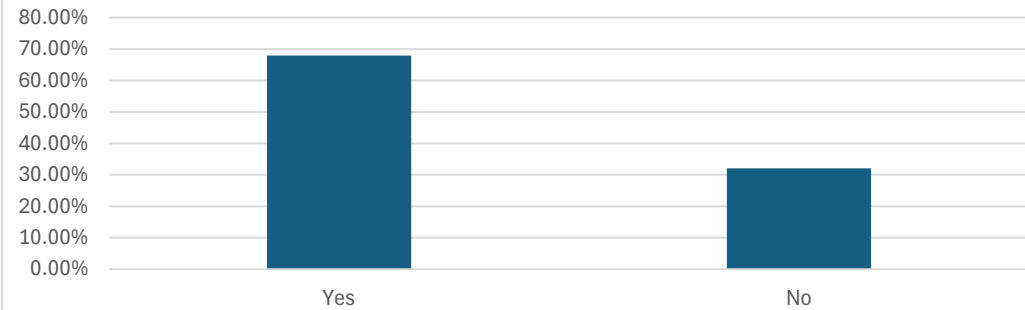
Q4: How easy do you find booking an appointment online via the website or the NHS App?



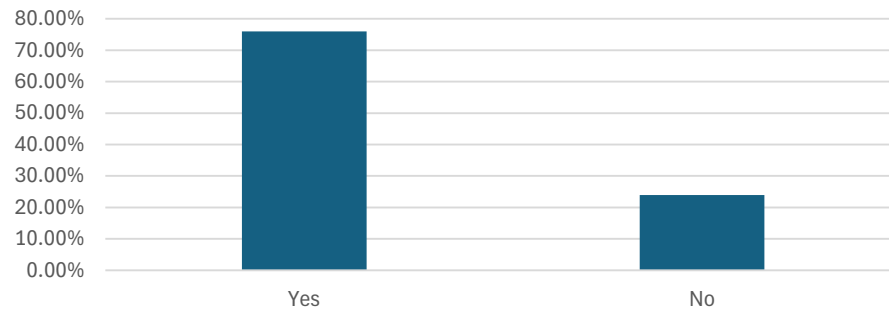
Q5: We encourage patients only to call at 8 am if they have a pressing or an urgent need that needs to be dealt with the same day. Are you aware of this?



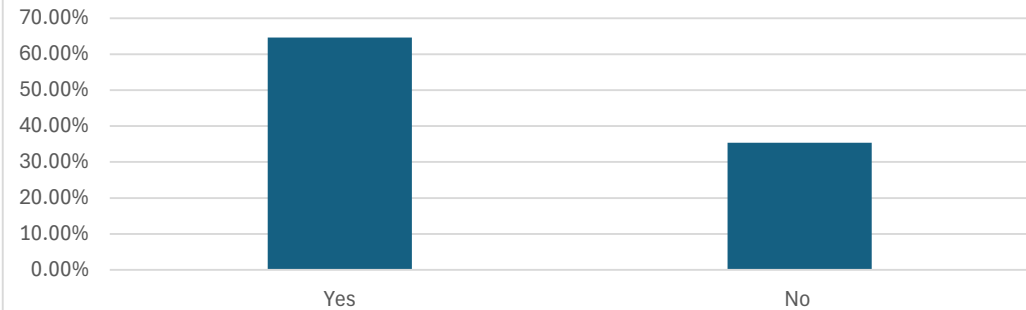
Q6: Do you know that the phone lines for routine (non acute) appointments are from 10.30 am – 3 pm? Calling during these times will make it easier to get through to the surgery.



Q7: Are you aware that we have other options, e.g. on line via our website or NHS App than the telephone to make an appointment?



Q8: Are you aware that you can contact your GP surgery online via our website or NHS App for an administrative question (sick note, recent tests etc.) medical requests or for NHS online advise?



Q9: Which category below includes your age?

