

Kingsway Medical Centre Patient Questionnaire 2016 To Patient Participatio

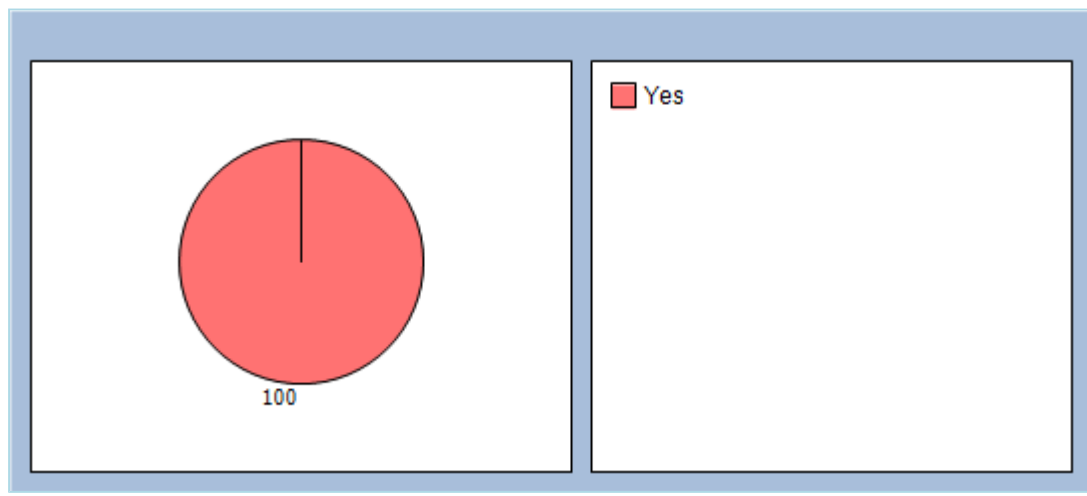
Number of Responses: 17

 [Excel Report \(click here for full dataset\)](#)

Kingsway Medical Centre Patient Questionnaire 2016

Are you happy for the following questionnaire to be distributed to patients at the surgery?

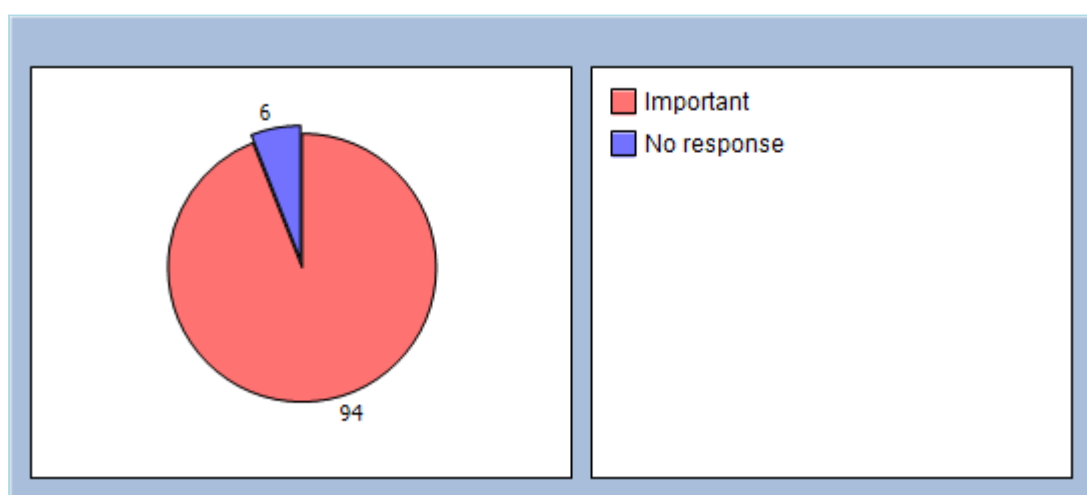
Yes 100%
No 0%



[Text]

How important is it to you to be able to book appointments ahead of time?

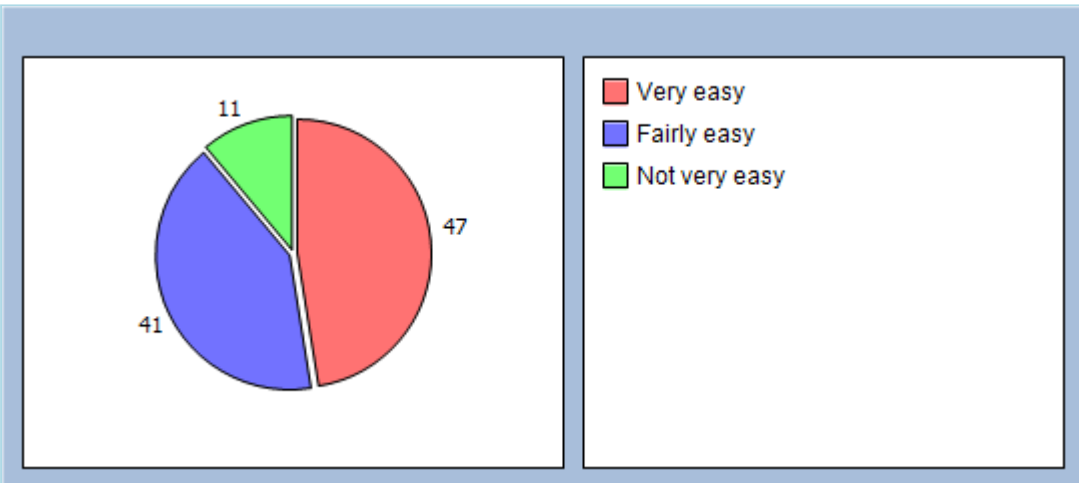
Important 94%
Not important 0%
No response 6%



How easy is it to book ahead at Kingsway Medical Centre?

Very easy 47%
Fairly easy 41%
Not very easy 11%
Not at all easy 0%

Don't know 0%
Haven't tried 0%

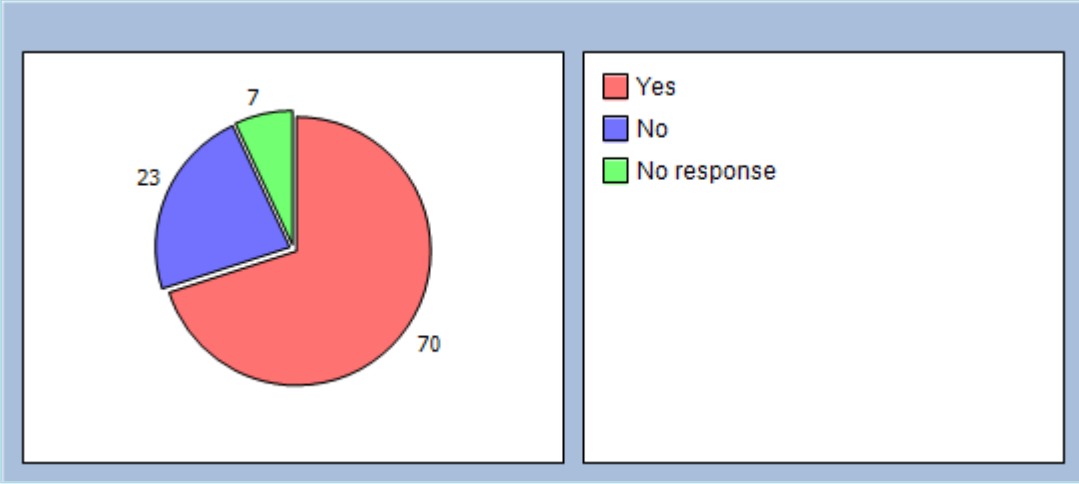


How do you normally book your appointments at the surgery? Please tick all the boxes that apply

In person 29%
By phone 58%
Online 70%
Doesn't apply 0%

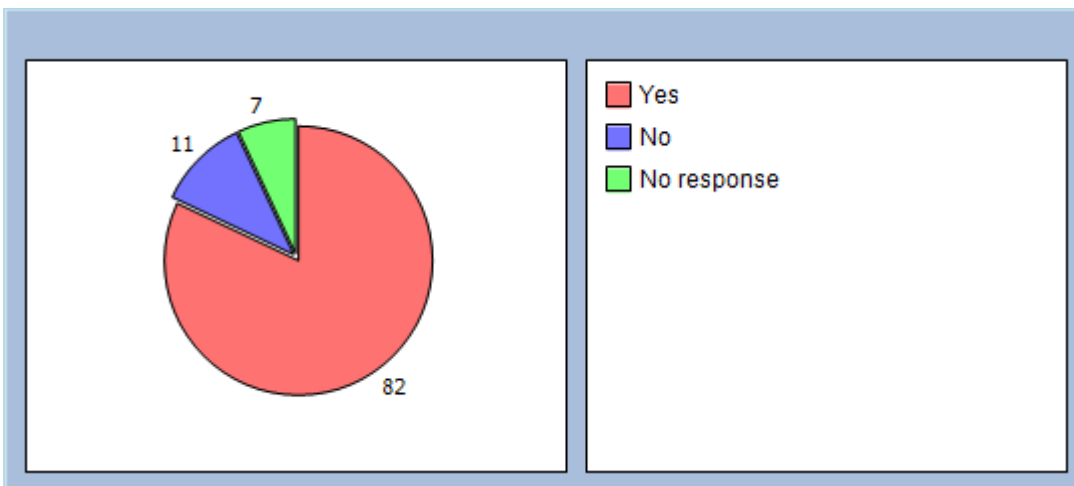
The surgery patient participation group previously recommended patients are encouraged to use the online appointment booking facility. Have you tried using the online facility?

Yes 70%
No 23%
No response 7%



Female patients reported feeling embarrassed to request appointments for a cervical smear or repeat contraception by phone or in person. In response to this, female patients can now book these appointments on line. Would you book these appointments on-line in the future?

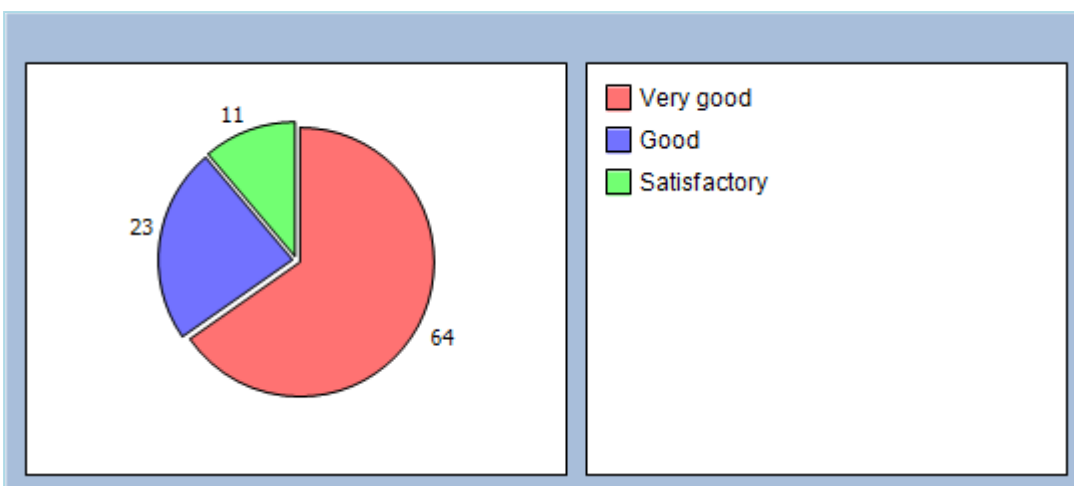
Yes 82%
No 11%
No response 7%



How good was the last GP you saw at each of the following

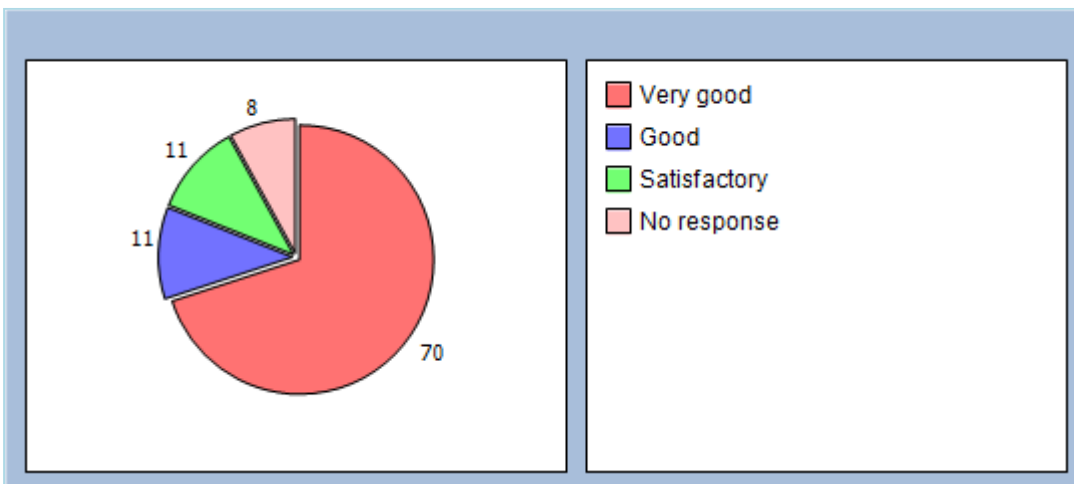
Making you feel at ease?

| | |
|-------------------------------|------------|
| Very good | 64% |
| Good | 23% |
| Satisfactory | 11% |
| Less than satisfactory | 0% |
| Poor | 0% |



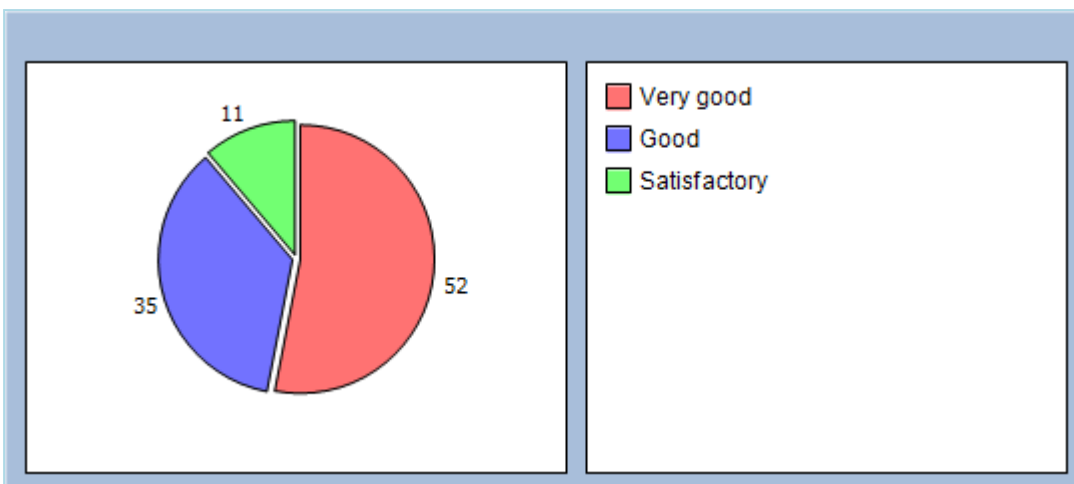
Listening to you

| | |
|-------------------------------|------------|
| Very good | 70% |
| Good | 11% |
| Satisfactory | 11% |
| Less than satisfactory | 0% |
| Poor | 0% |
| No response | 8% |



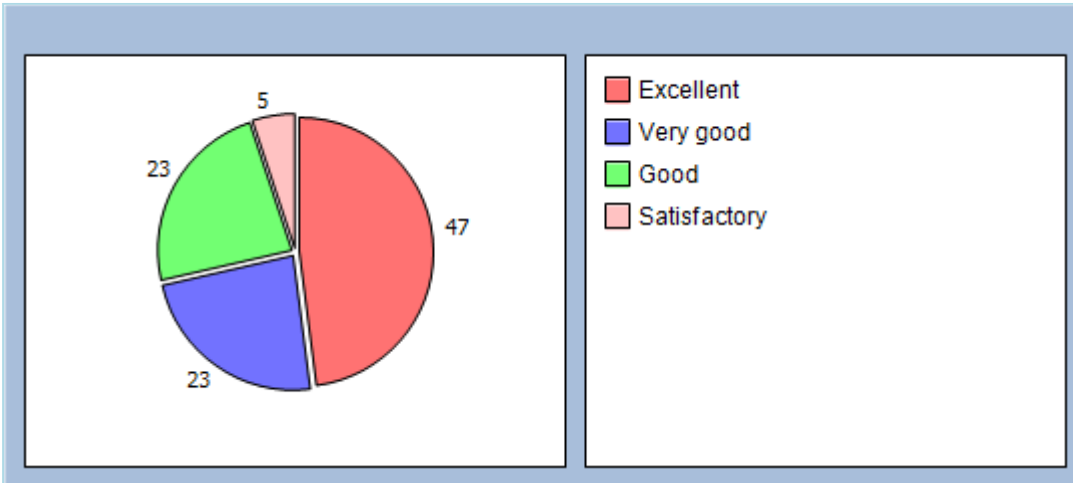
Assessing your medical condition

| | |
|-------------------------------|------------|
| Very good | 52% |
| Good | 35% |
| Satisfactory | 11% |
| Less than satisfactory | 0% |
| Poor | 0% |



Overall, how would you describe your experience of Kingsway Medical Centre?

| | |
|---------------------|------------|
| Excellent | 47% |
| Very good | 23% |
| Good | 23% |
| Satisfactory | 5% |
| Poor | 0% |
| Very poor | 0% |

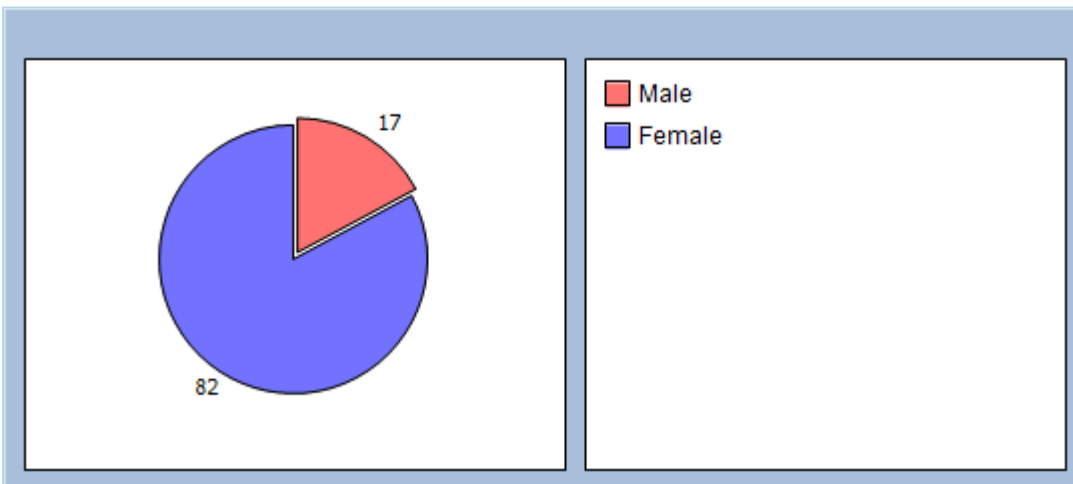


Please add any other comments you want to make.

[View Comments](#)

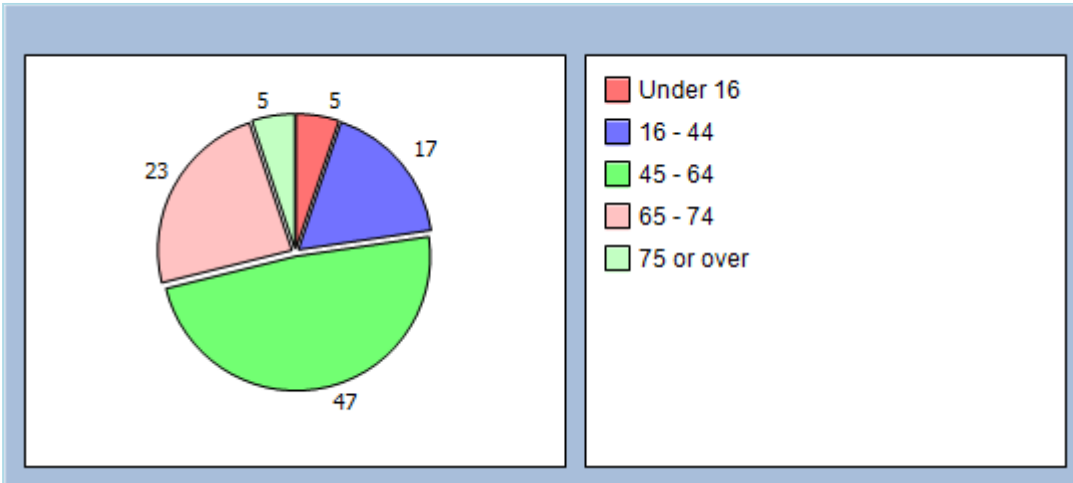
It will help us to understand your answers if you could tell us a little about yourself.
Are you

Male 17%
Female 82%



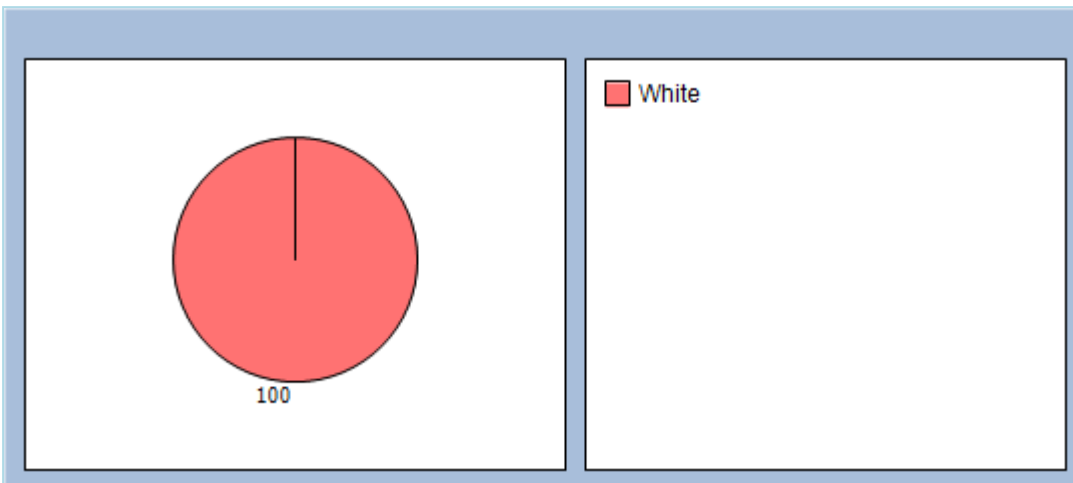
How old are you?

Under 16 5%
16 - 44 17%
45 - 64 47%
65 - 74 23%
75 or over 5%



What is your ethnic group?

| | |
|-------------------------------|-------------|
| White | 100% |
| Black or Black British | 0% |
| Asian or Asian British | 0% |
| Mixed | 0% |
| Chinese | 0% |
| Other ethnic group | 0% |



Thank you for taking the time to complete the survey. Your feedback is appreciated. Please return the completed questionnaire to reception. If you would like to become a member of the Practice Patient Participation Group, please ask for a form from reception.

Delete Responses