

Clevedon Medical Centre Patient Survey

Summer 2013

Dear Patient,

We are aware that an 084 telephone number is not popular with patients and so we hope to change to an 01275 number in the coming months.

At the same time, we have an opportunity to change how calls from patients are managed, and we may also be able to offer you some new services.

Please can you give us feedback on your preferences to help us make good decisions for our practices and our patients by completing this short survey?

THANK YOU!

1. Which practice are you a patient of?

Clevedon Riverside Group (CRG)	The Green Practice (TGP)	All Respondents
222	100	322

Contacting the Surgery by Phone

2. If the surgery telephone lines are busy, then which facility would you prefer?

Option 1 No call queue system and you would receive an engaged tone.
This means that you would have to phone again later or use a call back facility if you subscribe to one.

Option 2 A queuing system, so that all calls are answered in strict rotation on a 'first come, first served' basis. (please tick 1 box only)

	CRG	TGP	All Respondents
Option 1	46	10	56
Option 2	171	88	259
No response	5	2	7

3. If there is a telephone queue system in operation, whilst I am waiting for my call to be answered, I would like to be told... (please tick all boxes which apply)

	CRG	TGP	All Respondents
My progression in the queue	211	97	318
Practice information e.g. helpful advice about flu clinics	23	12	35
No response	6	0	6

Text Messaging Services

4. Would you be interested in text messaging services to remind you of forthcoming clinic appointments, or for example to ask you to arrange a blood test or have your blood pressure checked?
(please tick 1 box only)

	CRG	TGP	All Respondents
Yes	132	59	191
No	85	40	125
No response	5	1	6

5. Advances in technology means that in future it may be possible for doctors in hospitals to be able to view a summary of key aspects of a patient's records at the surgery to help ensure that patients are treated quickly, appropriately and safely. What do you think about this?
(please tick 1 box only)

	CRG	TGP	All Respondents
It would be a sensible step forward as long as safeguards regarding confidentiality are in place.	198	89	287
I am opposed to anyone outside of the practice having access to any of my details.	8	4	12
I don't have a particular view at this time.	8	5	13
No response	8	2	10

Please answer the following questions about yourself.

AGE GROUP	0-16	17-24	25-34	35-44	45-54	55-64	65-74	75-84	85-100	Prefer not to say
CRG	0	6	10	20	34	35	54	49	13	0
TGP	0	5	5	7	12	28	21	17	4	0
All Respondents	0	11	15	27	46	63	75	66	17	0

GENDER	CRG	TGP	All Respondents
Male	63	32	95
Female	156	67	223
No response	3	1	4

DO YOU HAVE A DISABILITY?	CRG	TGP	All Respondents
Yes	47	11	58
No	154	76	230
No response	21	13	34

ARE YOU?	employed	seeking work	Full time parent or carer	student	member of armed forces	retired	Prefer not to say
CRG	65	6	8	1	0	126	11
TGP	33	0	5	2	0	54	6
All Respondents	98	6	13	3	0	180	17