

# Woodlands Medical Practice 2019 Results and Recommendations

## Aim of Survey:

In response to our GP national survey data and friends and family data our key aim is to improve patient satisfaction and improve access to services at Woodlands Medical Practice. In order to shape and develop our service we felt it was important to conduct a study to define what patient's preferences are.

## Method:

- Survey Conducted from 1st July - 31st July 2019
- Patients given opportunity to complete a paper survey or Online with link provided via the website. See Appendix 1 for the full survey.
- PPG were involved in developing the survey.
- Number of Surveys Completed : 222

## Results

### Demographics

	Number of patients	%
Male	99	45%
Female	123	55%

### Age Ranges :

Age	Number of patients	%
<18	6	3%
18-24	24	11%
25-64	129	58%
>65	63	28%

**Type of Access:**

Type of Appointment	Number of Patients	%
15min Appointment (>1 Problem or Complex issue)	108	49
10minute Appointment (1 problem)	108	49
Unanswered	6	3

**Clinical Problems not requiring Physical Examination :**

	Number of Patients	%
Face to Face	114	51
Telephone Appointment	102	46
No preference	6	3

**Awareness of Services****NHS App**

	Number of patients	%
Yes	117	53%
No	102	46%
No preference	3	1%

### What are the patients using the app for

	Number of Patients
Book/cancel appointments online	27
Order repeat Prescriptions	30
See notes/results	21
Other	12

### Hub Awareness

	Number of patients	%
Yes	96	43%
No	120	54%
No answer	6	3%

### Aware Pharmacist Available

	Number of Patients	%
Yes	63	28%
No	153	67%
No answer	6	3%

### Would book with Pharmacist if Available

	Number of patients	%
Yes	180	81%
No	27	12%
No answer	15	7%

### Practice Website Awareness

	Number of patients	%
Yes	120	54%
No	93	42%
No answer	9	4%

### Contacting Practice

	Number of patients
Phone	156
Writing	6
Online	87
In person	54
No answer	6

### Problems Getting through via telephone:

	Number of Patients	%
Always	81	36%
Sometimes	84	38%
Occasionally	27	12%
Rarely	3	1%
Never	18	8%
No answer	9	4%

**If line is not free when calling preference is :**

	<b>Number of patients</b>	<b>%</b>
To wait	72	32%
Automatic call back	141	64%
No answer	9	4%

**Awareness of PPG**

	<b>Number of patients</b>	<b>%</b>
Yes	45	20%
No	168	76%
No answer	9	4%