

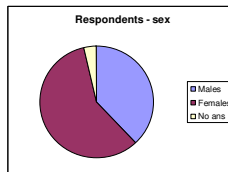
Leigh Family Practice Results of Patient Questionnaire 2014

HELPING THE PRACTICE TO MOVE FORWARDS

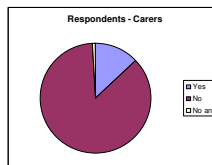
PATIENT VIEWS AND WHAT THEY SEE AS THEIR PRIORITIES

108 completed questionnaires over 4 sites

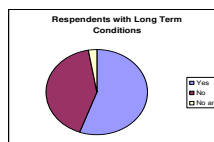
Males = 41 Females = 63 No ans = 1 Total = 108



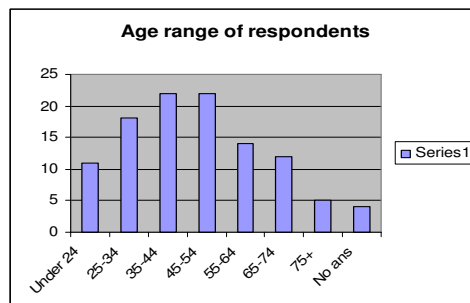
Carers Yes = 14 No = 93 No answer = 1 Total = 108



Long Term Conditions Yes = 60 No = 45 No answer = 3 Total = 108



Ages Under 24 = 11 25-34 = 18 35-44 = 22 45-54 = 22 55-64 = 14 65-74 = 12
75+ = 5 No answer = 4 Total = 108



Patient Comments / Priorities

More Appointments = 20

Late Appointments = 7

More Nurse appointments = 2

Not enough Drs = 10

More female Drs = 2

More Nurses = 1

Staff Knowledge = 1

Alternative solutions eg going to pharmacy information = 1

Own Surgery not 4 sites = 1

Same Dr = 1

Phones = 9

Encourage pts to attend not DNA = 5

Carers Information = 1

Prioritise babies/toddlers/elderly = 3

Same day appointments for Emergencies = 1

Text reminders for appointments = 1

Set no of pts to come early to fill no shows = 1

Car Park (WR) = 3

Pts waiting at Reception too long (Senior staff to see to difficult/lengthy issues = 1

Build new surgery (HF) = 5

More Open Clinics = 2

Priority to help pts get best treatment = 1

Positive – services improved, pleasant environment = 22