

Lonsdale Medical Centre

Patient Survey

Results

December 2013

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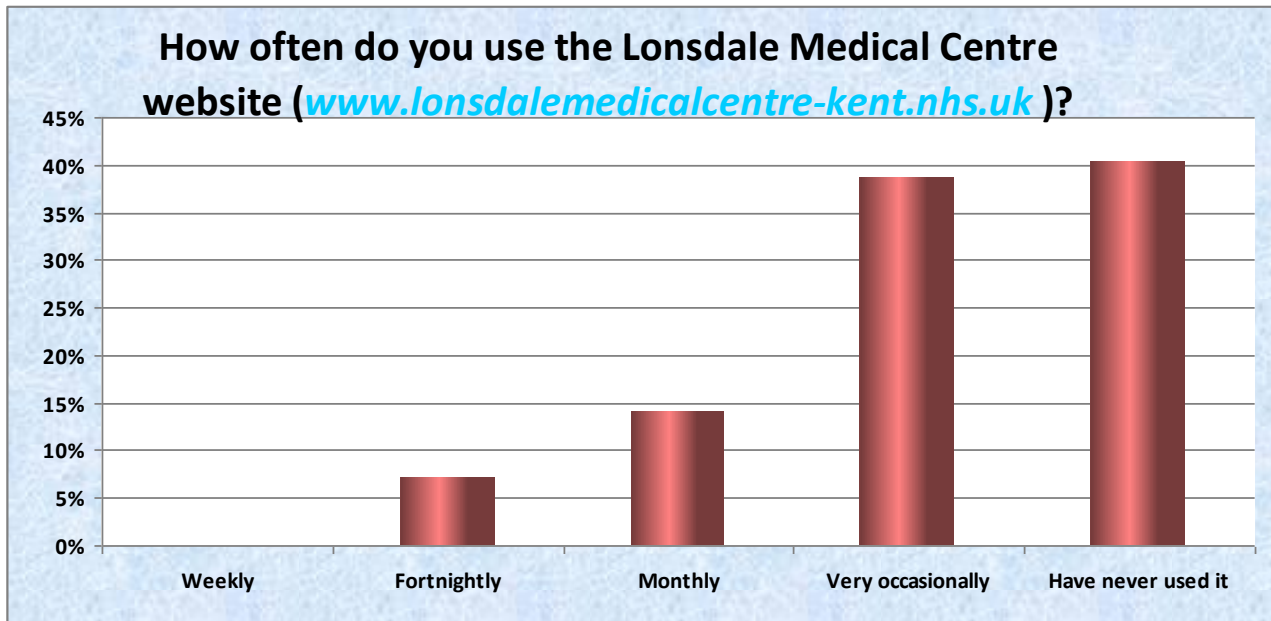
www.lonsdalemedicalcentre-kent.nhs.net

Introduction

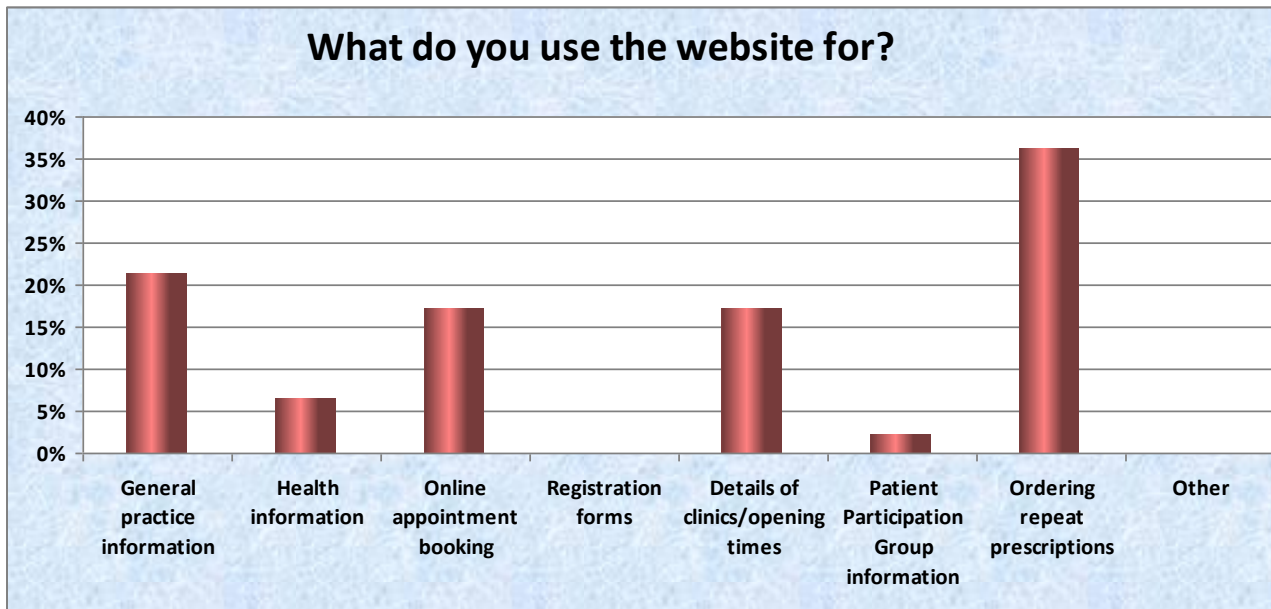
The patient survey was issued during November and responses were collected and analyzed. This survey was distributed during normal surgery hours, during the annual flu clinic and posted to the online company 'Survey Monkey'.

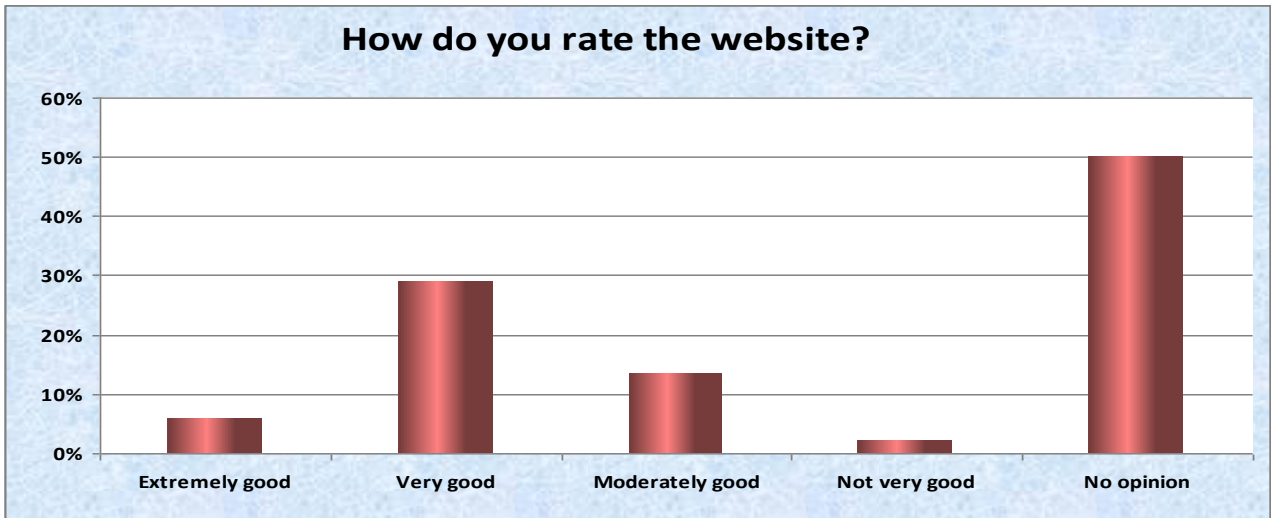
We would like to thank all those patients who completed the survey.

Summary of Results

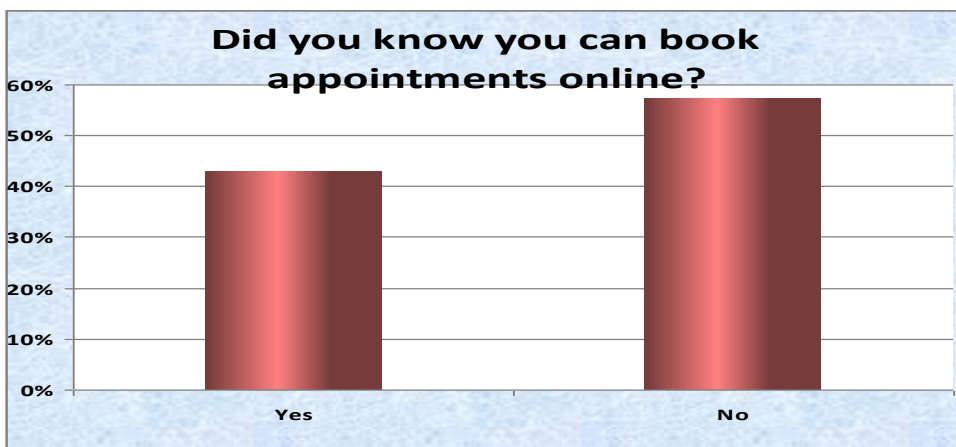


If you use the website which of the following do you use it for?





Online Services



How do you think the website could be improved?

Below are listed the comments generated:

- More awareness
- Didn't know the website was yet operating
- Ability to book nurse appointments for routine things
- Simplify it, I'm very computer literate but couldn't get the repeat prescription function to work
- Not used enough to say
- Unable to comment but will try it
- Not always logical when looking for something specific

Appointment system

	Extremely good	Very good	Moderately good	Not very good	N/A
How do you rate your experience of making an appointment?	27.8%	48.1%	13.9%	3.8%	6.3%

	Extremely good	Very good	Moderately good	Not very good	N/A
How do you rate the online booking service?	3.1%	7.7%	4.6%	15.4%	69.2%

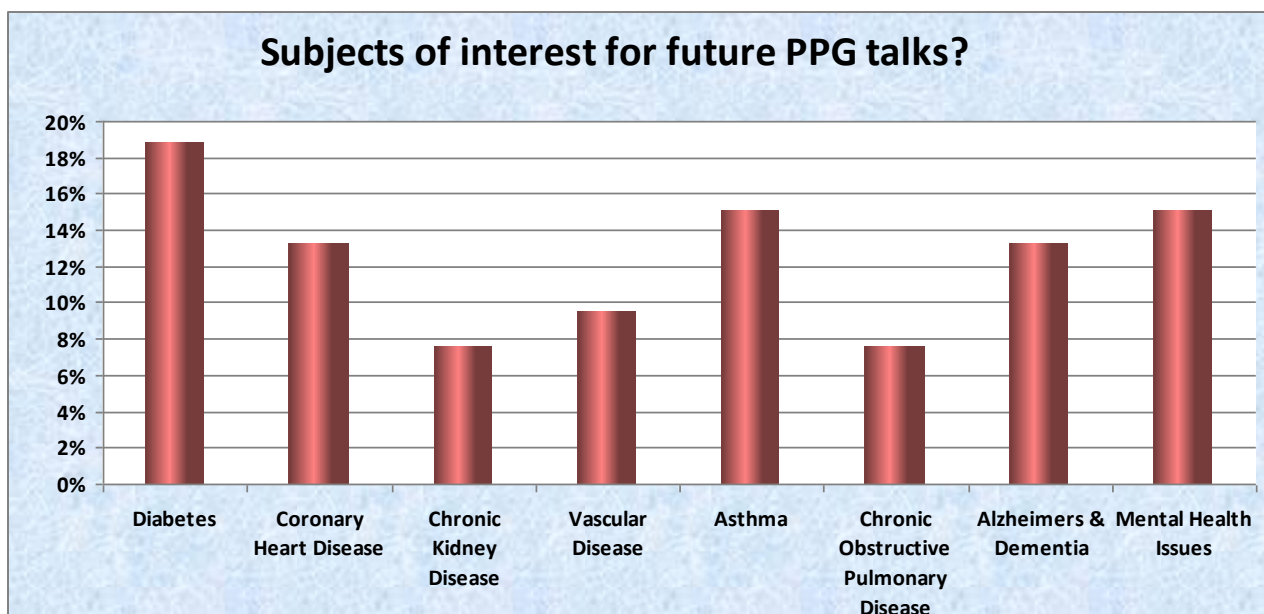
	Same day	Next working day	Within 3 working days	Over 3 working days	N/A
If you are willing to see any doctor or nurse for a routine appointment, how quickly are you usually seen?	30.0%	22.5%	33.8%	2.5%	11.3%

	Very easy	Easy	Not very easy	Difficult	N/A
How easy is it to see the doctor of your choice?	11.3%	43.8%	36.3%	3.8%	5.0%

	Extremely good	Very good	Moderately good	Not very good	N/A
If you have an urgent problem, how do you rate the practice's response?	42.5%	31.3%	10.0%	2.5%	13.8%

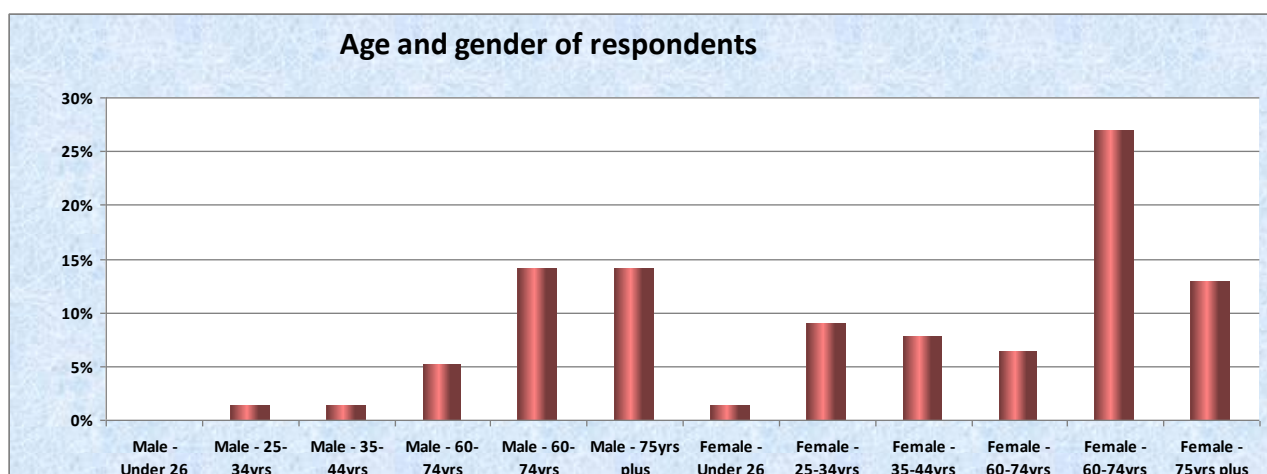
	Yes	No
Did you know that the doctors will fit you in for minor injuries to save you going to A & E?	61.3%	38.8%

The Patient Participation Group is in the process of organising talks and would like to know what subjects you would be interested in, please select any of the following



If you have used other NHS and/or health support services over the last year how would you rate their performance in general? Please specify which service used.

	Extremely good	Very good	Moderately good	Not very good
Pembury Hospital & Specialist Services within the hospital	31.8%	27.3%	9.1%	9.1%
Out of hours/Ambulance services	2.2%	2.2%	0.0%	2.2%
Other Hospitals eg Benenden, Tonbridge Cottage Hospital	25.0%	8.3%	0.0%	0.0%
Nursing Services (including Parkinsons Nurses)	0.0%	40.0%	0.0%	0.0%



Conclusions

It is evident from the survey results that patients are not familiar with the surgery website and therefore do not use it and are unaware of its content. The surgery will endeavour to raise awareness of the website and all the benefits of 'online services'. This will be discussed at the next PPG meeting.