

# Lonsdale Medical Centre

## Patient Survey

Results

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[www.lonsdalemedicalcentre-kent.nhs.net](http://www.lonsdalemedicalcentre-kent.nhs.net)

## Introduction

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

Generally if patients were aware of our services and had used them they were satisfied, for example when receiving a phone call from our doctors' patients were assisted quickly and were satisfied with the outcome.

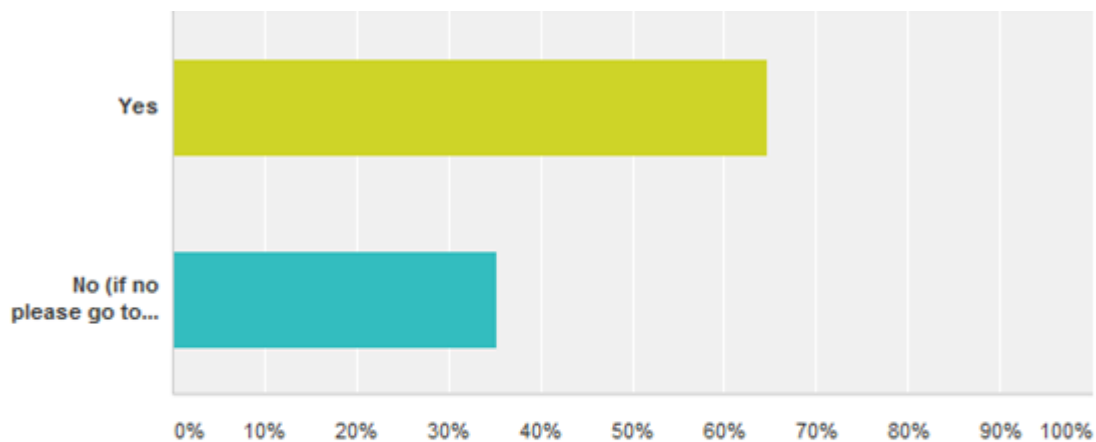
Not many patients had used our extended hours' clinics but of those who had, they had found the clinics very convenient.

With regards to potential weekend clinics patients favoured the existing appointment system as opposed to weekend clinics that would be held at other surgeries with locum doctors.

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

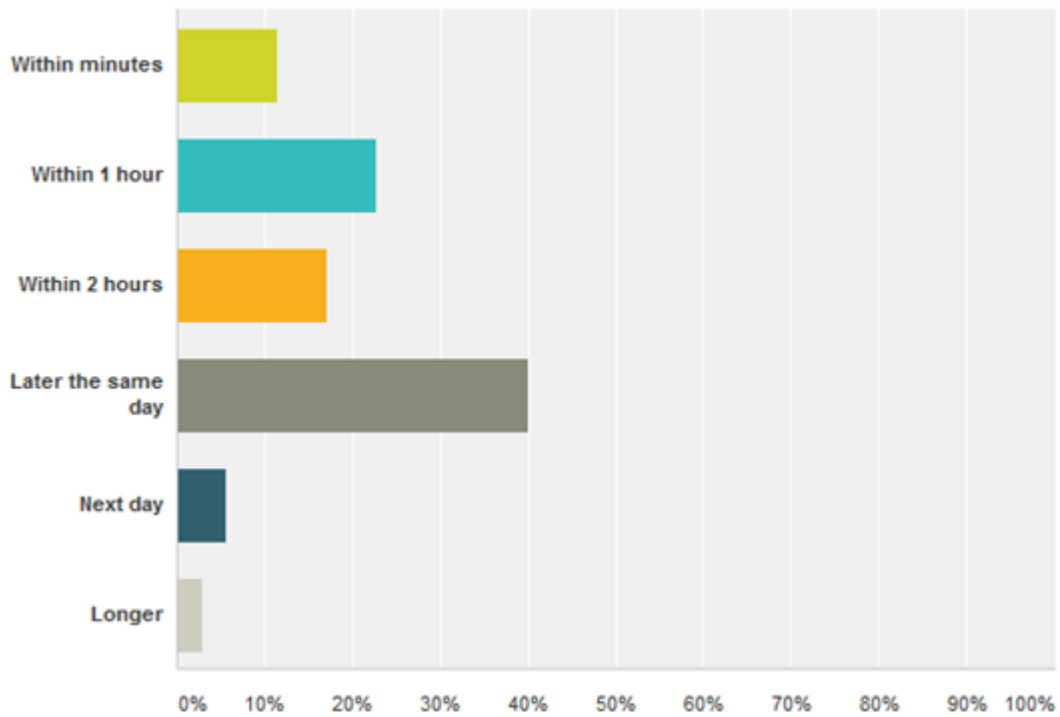
## Summary of Results

### Have you had a telephone consultation with a doctor within the last 12 months?



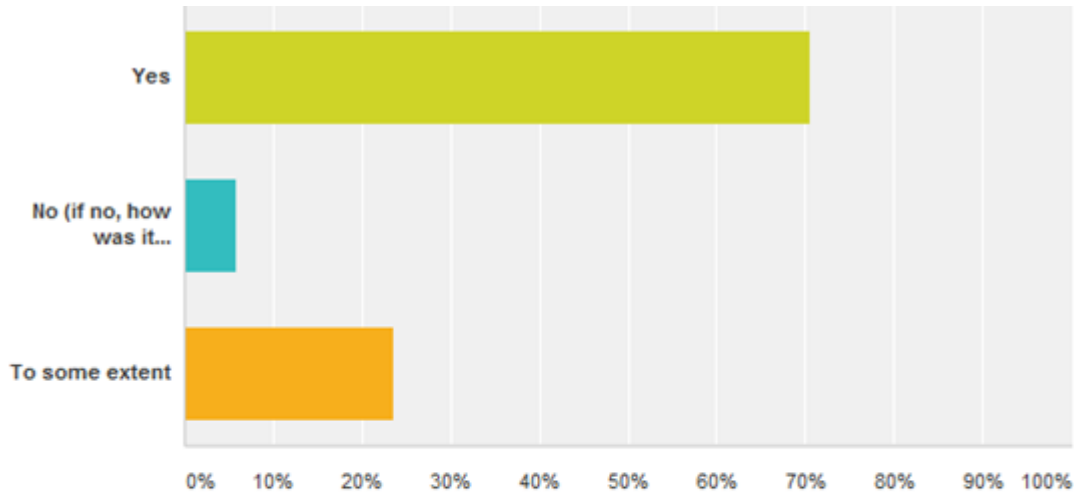
Answer Choices	Responses
Yes	64.81% 35
No (if no please go to question 5)	35.19% 19

## How quickly were you able to speak to a doctor?



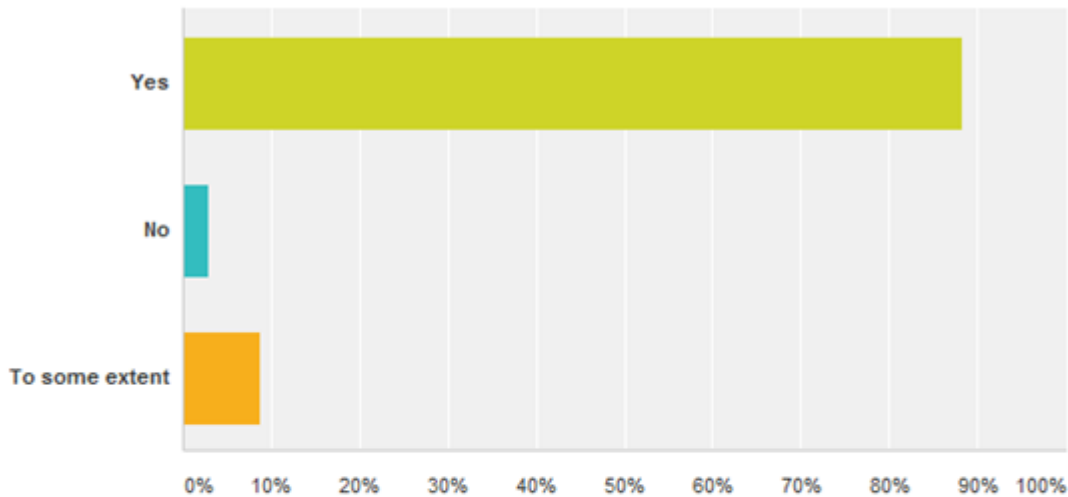
Answer Choices	Responses
Within minutes	11.43% 4
Within 1 hour	22.86% 8
Within 2 hours	17.14% 6
Later the same day	40.00% 14
Next day	5.71% 2
Longer	2.86% 1
Total	35

## If you used the telephone system was your problem sorted out during the phone consultation?



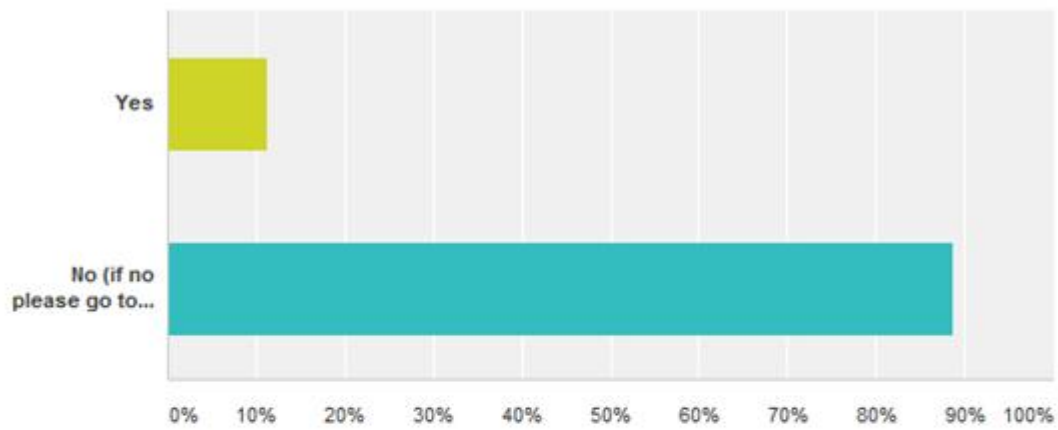
Answer Choices	Responses
Yes	70.59% 24
No (if no, how was it ultimately resolved, please answer in space below)	5.88% 2
To some extent	23.53% 8
Total	34

## Did you find the service helpful?



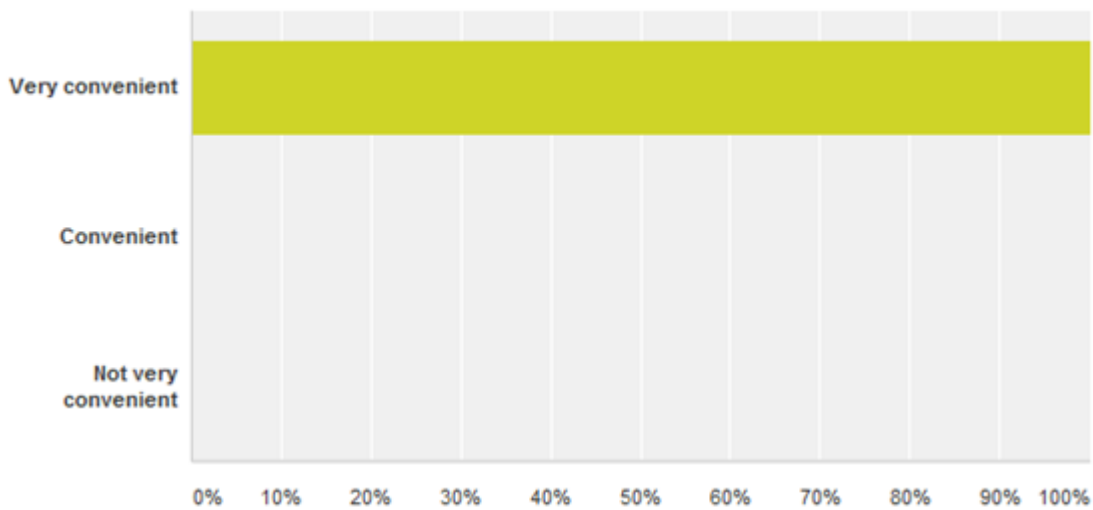
Answer Choices	Responses
Yes	88.24% 30
No	2.94% 1
To some extent	8.82% 3
Total	34

## Have you ever used our extended hours' clinics?



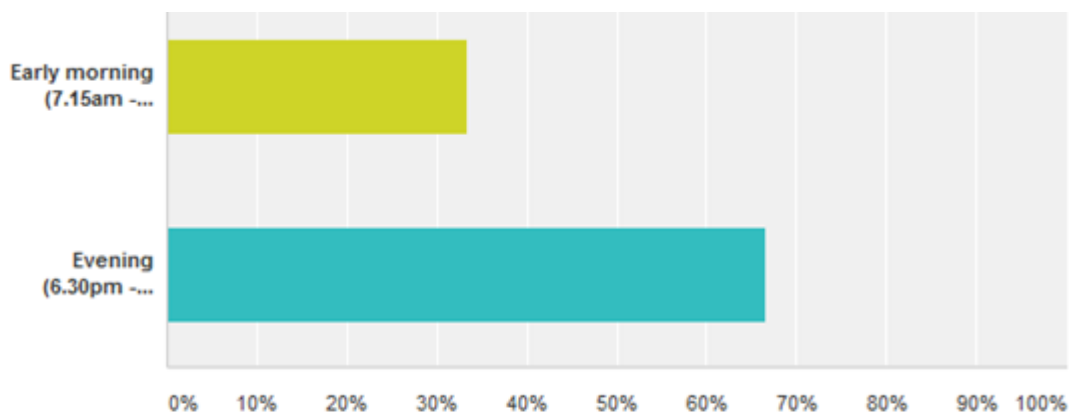
Answer Choices	Responses
Yes	11.32% 6
No (if no please go to question 8)	88.68% 47
Total	53

## How convenient was your scheduled appointment?



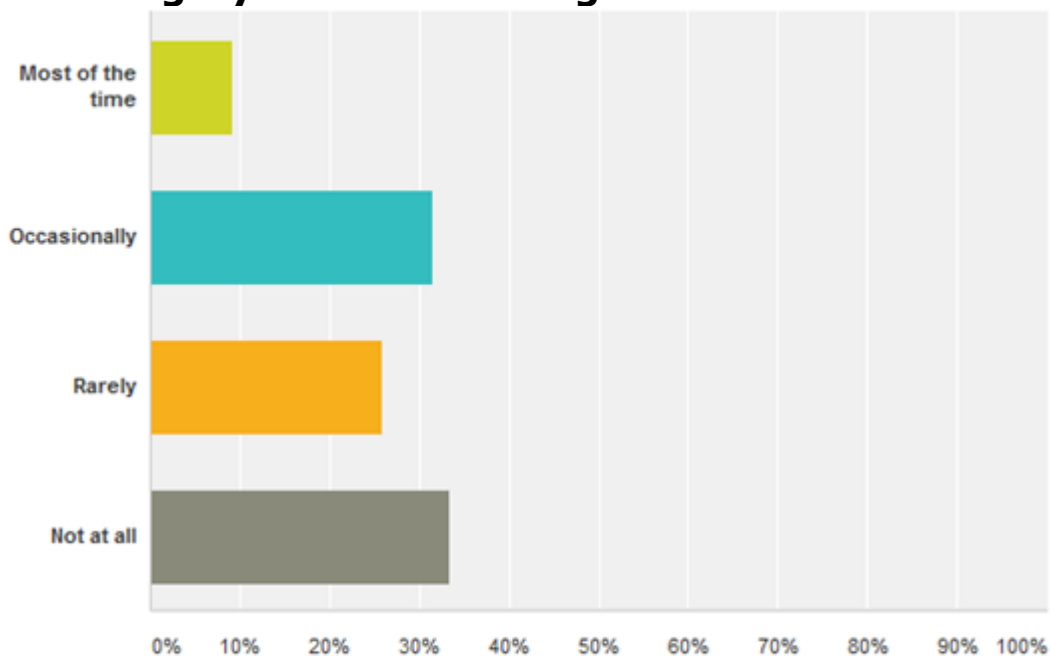
Answer Choices	Responses
Very convenient	100.00% 6
Convenient	0.00% 0
Not very convenient	0.00% 0
Total	6

## Which extended clinic did you use?



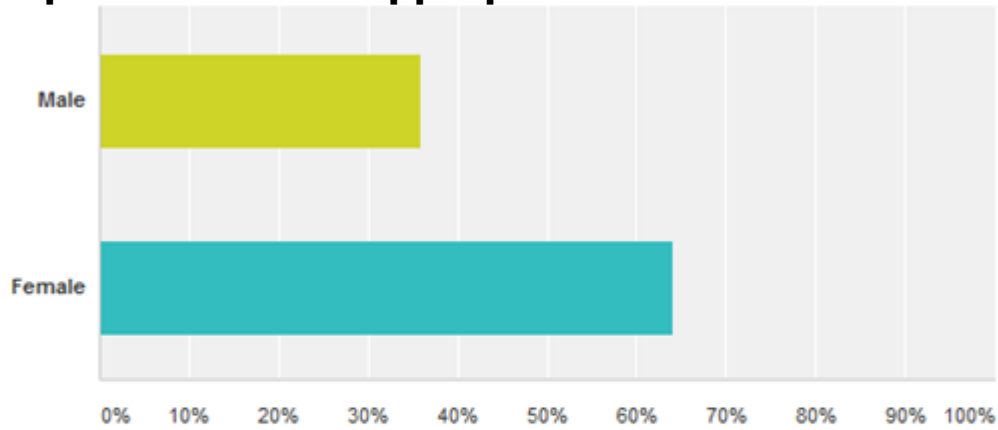
Answer Choices	Responses
Early morning (7.15am - 7.45am)	33.33% 2
Evening (6.30pm - 7.15pm)	66.67% 4

## Would you prefer to use a weekend clinic rather than a weekday clinic for a routine appointment if available, bearing in mind this clinic may be run using locum doctors and may be held in a different surgery within Tunbridge Wells?



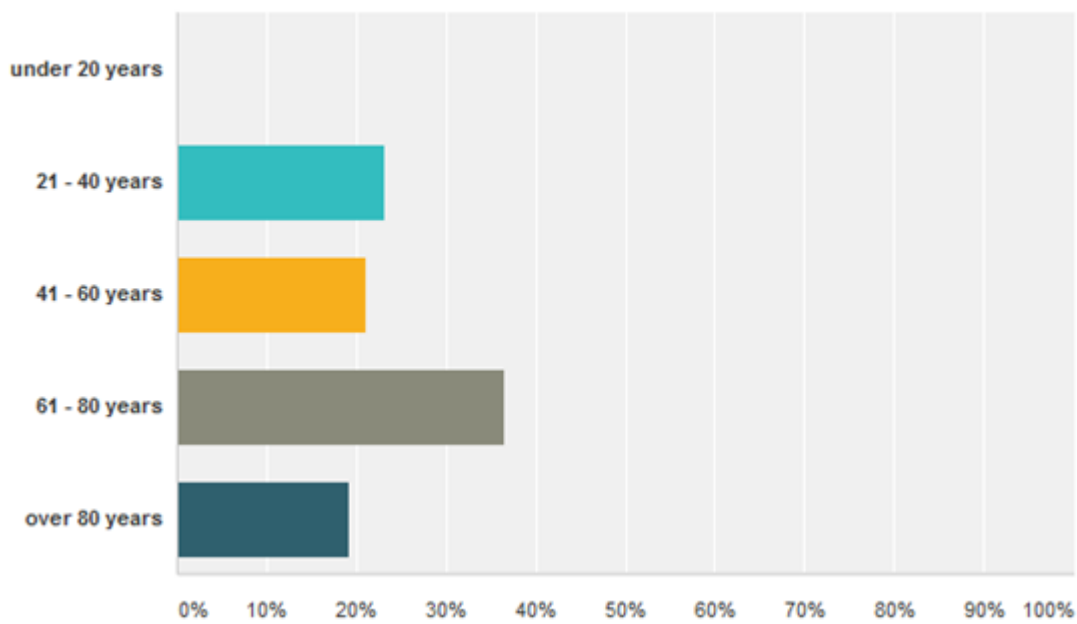
Answer Choices	Responses
Most of the time	9.26% 5
Occasionally	31.48% 17
Rarely	25.93% 14
Not at all	33.33% 18

## Gender – please tick the appropriate box below



Answer Choices	Responses
Male	36.00% 18
Female	64.00% 32

## Age – please tick the appropriate box below:



Answer Choices	Responses
under 20 years	0.00% 0
21 - 40 years	23.08% 12
41 - 60 years	21.15% 11
61 - 80 years	36.54% 19
over 80 years	19.23% 10
Total	52