

## Survey 2013

### **1. Flu Clinics**

Q. I would prefer the surgery to put aside one Thursday for flu clinics

Yes	403	46.27%
No	377	43.28%
No answer	91	10.45%
Total	871	100.00%

Q. I would prefer the option of booking a flu clinic anytime in October and November

Yes	695	79.79%
No	110	12.63%
No answer	66	7.58%
Total	871	100.00%

### **2. On-line Booking**

Q. I think the surgery should provide on-line booking

Yes	596	68.43%
No	235	26.98%
No answer	40	4.59%
Total	871	100.00%

Q. I would use on-line booking to make an appointment

Yes	548	62.92%
No	286	32.84%
No answer	37	4.25%
Total	871	100.00%

### **3. Parking**

Q. Do you think the surgery should provide more disabled parking spaces?

Yes	493	56.60%
No	305	35.02%
No answer	73	8.38%
Total	871	100.00%

### **4. Telephone Triage**

Q. I would welcome the opportunity to use a telephone triage system

Yes	657	75.43%
No	182	20.90%
No answer	32	3.67%
Total	871	100.00%

### **5. Phoning for Results**

Q. I am happy with the current arrangements for receiving results

Yes	806	92.54%
No	44	5.05%
No answer	21	2.41%
Total	871	100.00%

### **6. Emergency Appointments**

Q. Are you aware that emergency appointments are available for urgent medical problems?

Yes	668	76.69%
No	188	21.58%
No answer	15	1.72%
Total	871	100.00%

Q. Are you aware that these appointments are not intended for routine medical problems?

Yes	659	75.66%
No	188	21.58%
No answer	24	2.76%
Total	871	100.00%

### **7. Nurse Practitioner**

Q. I am aware that it is possible to pre-book an appointment with the Nurse Practitioner

Yes	602	69.12%
No	244	28.01%
No answer	25	2.87%
Total	871	100.00%

### **8. M.I.U**

Q. I am aware of the M.I.U and of how to use this facility

Yes	678	77.84%
No	177	20.32%
No answer	16	1.84%
Total	871	100.00%

### **9. Out of Hours Service**

Q. Do you know how to access the out of hours service?

Yes	412	47.30%
No	445	51.09%
No answer	14	1.61%
Total	871	100.00%

Q. Do you know where the out of hours service is situated?

Yes	450	51.66%
No	402	46.15%
No answer	19	2.18%
Total	871	100.00%

### **Other Comments**

Q3. **No.** I think it should provide parent and child

Q4. **No.** NHS Direct is for this

Q5. **No answer.** Not completely

Q6. **Yes.** But you can't get an appointment on the day unless it is an emergency

Q7. **Yes.** Found her very unhelpful on four occasions

Q9b. **Yes.** At the North Brink Surgery!

Q9b. **No answer.** Unsure, North Cambs??

Q4. **No.** Nurse Practitioner diagnosed me incorrectly so I wouldn't be happy discussing anything with her

Q7. **No.** I wouldn't wish to book with her

Q6b. **Yes.** And sometimes after phoning in the morning you have no choice but to say its urgent as cannot get an appointment

Q9b. **Yes.** Do now but did not until took son up there

Q9b. **Yes.** I do now!!

What about accomodating appointments for people that work and find it difficult to ring in at 8:30 for an appointment? What about a prebooking system for these people

Q2a. **No answer.** Could not use it anyway

Q3. **No answer.** Don't use disabled parking

Q9b. **No.** I do now!

Q3. **No answer.** Don't know, how many do you have in comparison to normal spaces?

Could there be appointments issued to night workers as we cannot ring up at 8:30am in the morning

Q2b. **Yes.** If only option available

Q9b. **Yes.** Not until recently

Q2a. **Yes.** North Brink does and personally think it is excellent

Q3. **Yes.** All parking is bad

I am new at this doctors and area so somethings are done in different ways, but getting used to your systems

Q3. **Yes.** As long as people don't abuse them as they do at the moment

Q3. **No.** I can never park in the car park here, today at 8:30 it was already full

Q4. **Yes.** Brilliant idea!

Q2a. **No.** Not fair on the old people who haven't got computers

Q2a. **No.** I think it would disadvantage those who are not online

Q9b. **Yes.** I do now after reading this

ps. When phoning up during the day, why does no one answer the phone?

Q2a. **Yes.** So long as you can book in advance. Otherwise there is no point

Q3. **No answer.** Only if there are more disabled patients in at the same time. Otheriwse it is sufficient as there are always spaces

Q3. **Yes.** I am a blue badge holder and your disabled are usually full

Q3. **No.** More parking for all

Q2a. **Yes.** But not only on-line

Q4. **Yes.** However not a very friendly approach

Q6a. **Yes.** Urgent medical problems need to be explained as what they are

Q7. **Yes.** Didn' t realise for most conditions

Q8. **Yes.** Only aware after sister informed me on first visit to her

Q3. **No.** and both of us are disabled, we have never found the parking to be a problem

Q4. **No.** But that is because I am severely deaf

Q5. **No answer.** I need to call in to the surgery for results due to deafness

Q3. **No.** would be abused by people who are capable of walking

Q3. **No.** more for us!

Q9b. **No.** Not aware it had moved

Q3. **Yes.** If they are insufficient then yes - first priority

Q3. **Yes.** If possible

Q4. **Yes.** But with some reservations

Q8. **Yes.** A very good unit

Q9a. **No.** I am utterly appalled that this service is at the North Brink Surgery. I have taken several friends to this surgery when they have been ill and when they have begged for help over the phone. No help given except "get yourself to the surgery". Who will be in charge of this service??