

Lyndhurst Surgery

Patient Participation Survey Jan 2016

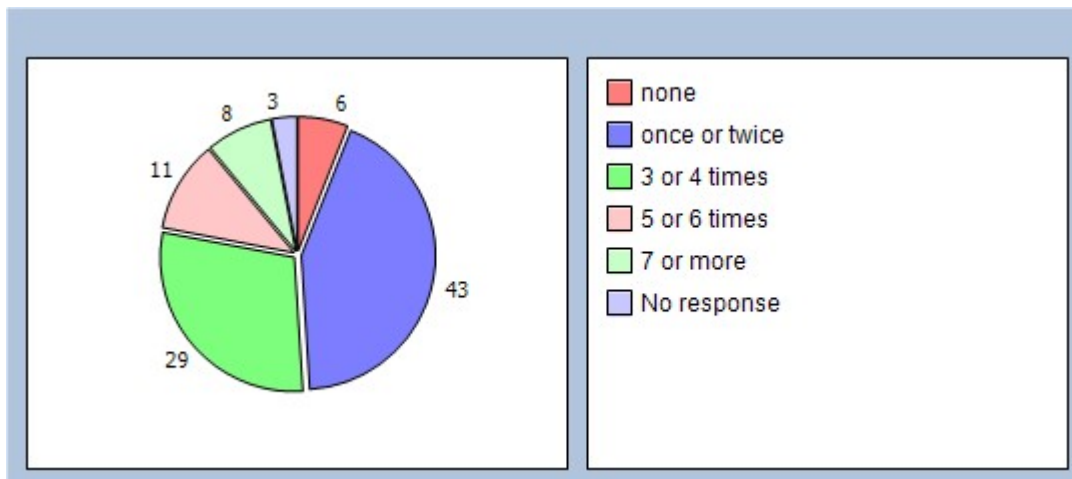
Number of Responses: **296**

We have designed the following survey surrounding the patient experience at Lyndhurst Surgery. The survey results will be published on the practice notice board and website, and an action plan written to address any areas necessary from the feedback. We greatly appreciate your input, which will be anonymous. Please place the form back in the box provided at reception or return by complete this online by visiting our website www.lyndhurstsurgery.org.uk. Thank you.

1. In the past 12 months, how many times have you seen a nurse or doctor in the practice?

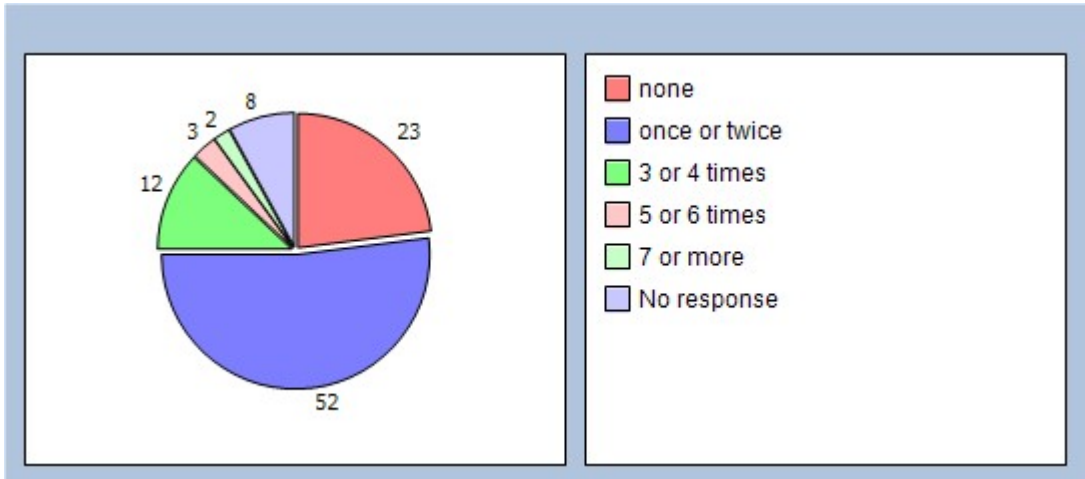
GP

none **6%**
once or twice **43%**
3 or 4 times **29%**
5 or 6 times **11%**
7 or more **8%**
No response **3%**



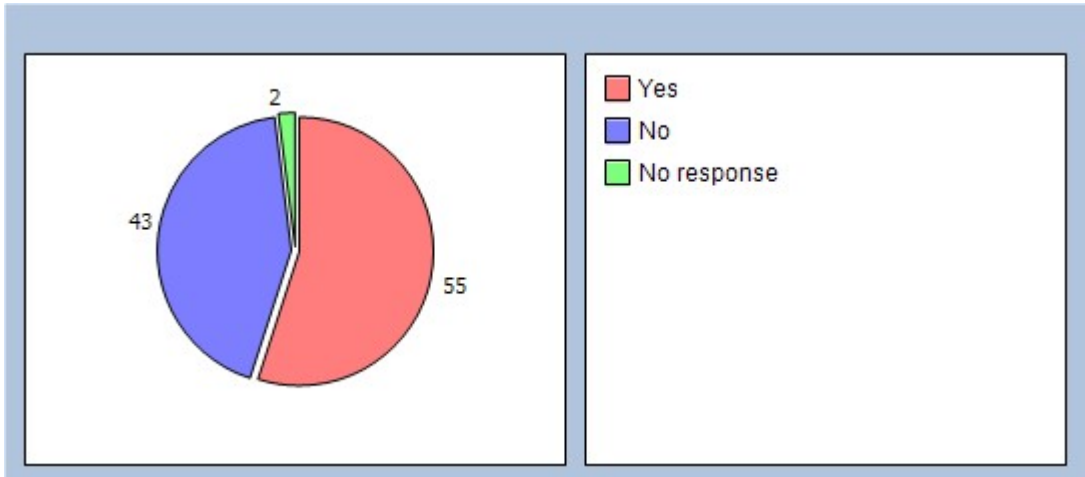
Nurse

none **23%**
once or twice **52%**
3 or 4 times **12%**
5 or 6 times **3%**
7 or more **2%**
No response **8%**



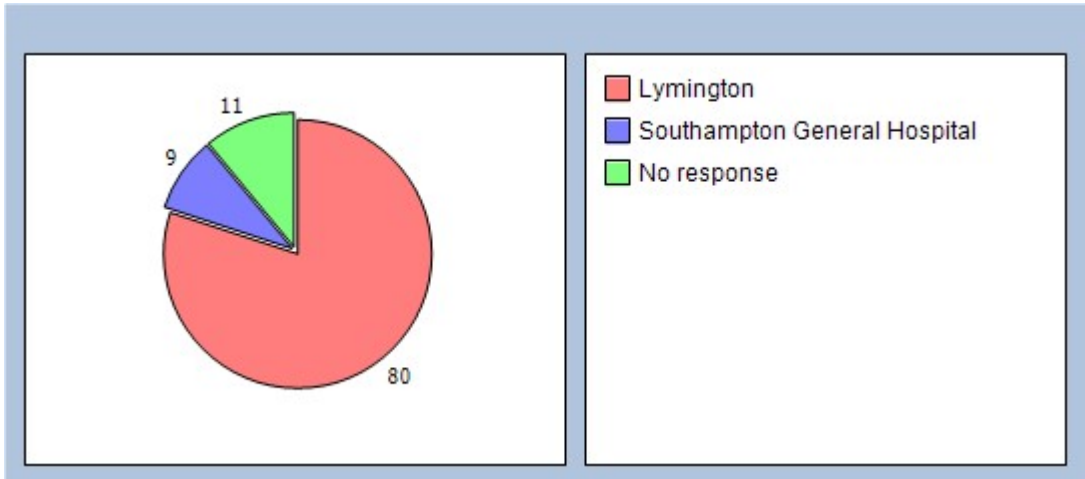
2. Have you used our phlebotomy service here at Lyndhurst Surgery?

Yes **55%**
 No **43%**
 No response **2%**



3. If we are not able to accommodate you with a convenient appointment to have your blood taken, what other clinic would you go to?

Lymington **80%**
 Southampton General Hospital **9%**
 No response **11%**

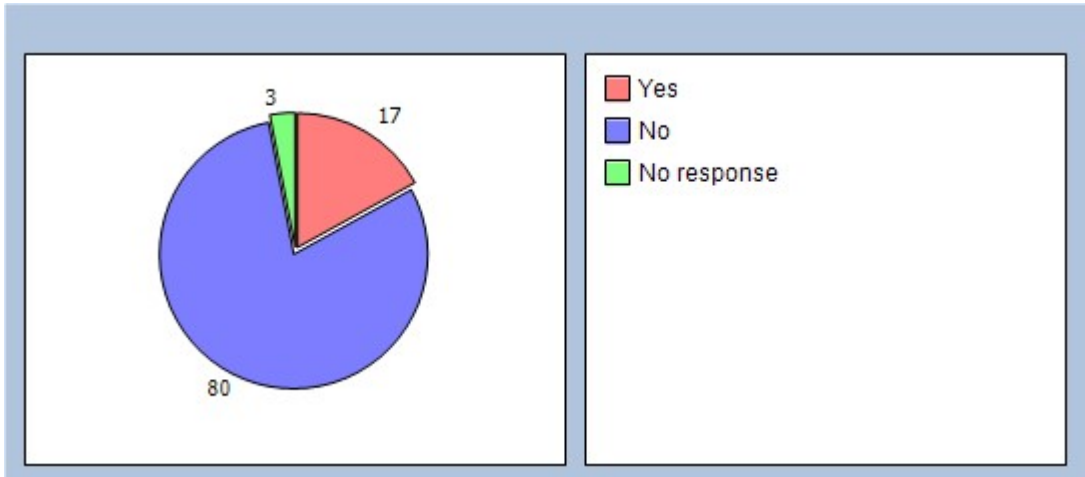


4. Have you completed a Friends & Family Test either manually or on-line via our website?

Yes **17%**

No **80%**

No response **3%**



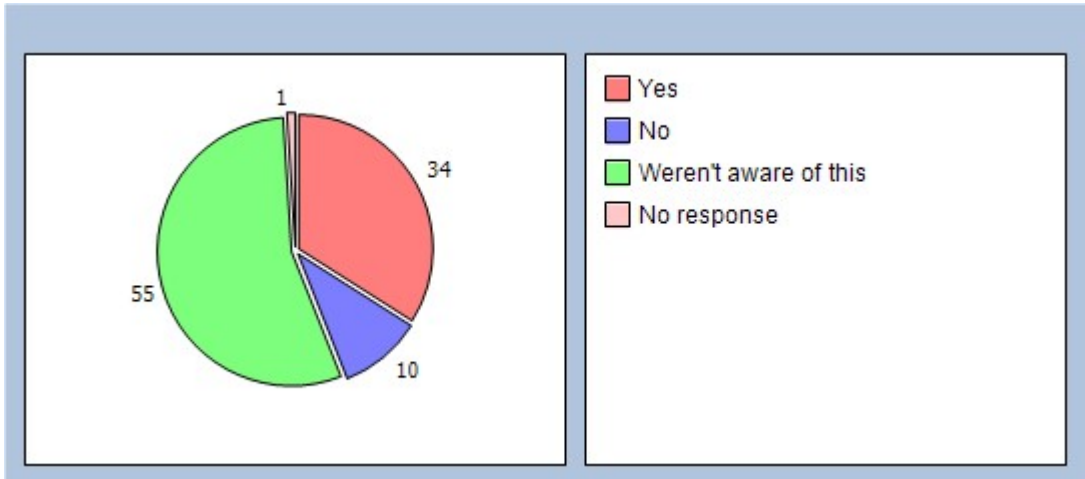
5. Have you heard of The Practice at Lymington? As a patient of Lyndhurst Surgery you are able to see a GP 8am - 8pm 7 days a week at Lymington Hospital.

Yes **34%**

No **10%**

Weren't aware of this **55%**

No response **1%**

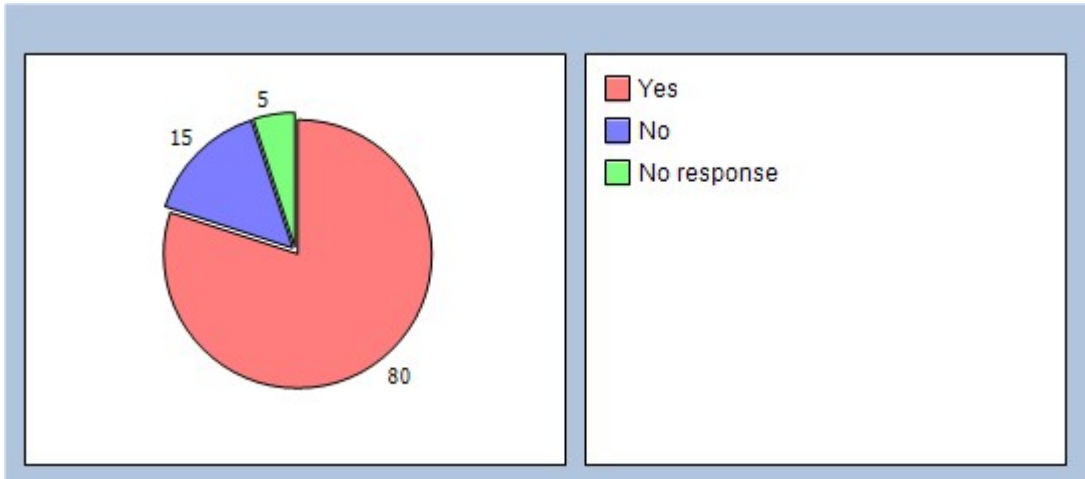


6. Would you be willing to use this service?

Yes **80%**

No **15%**

No response **5%**



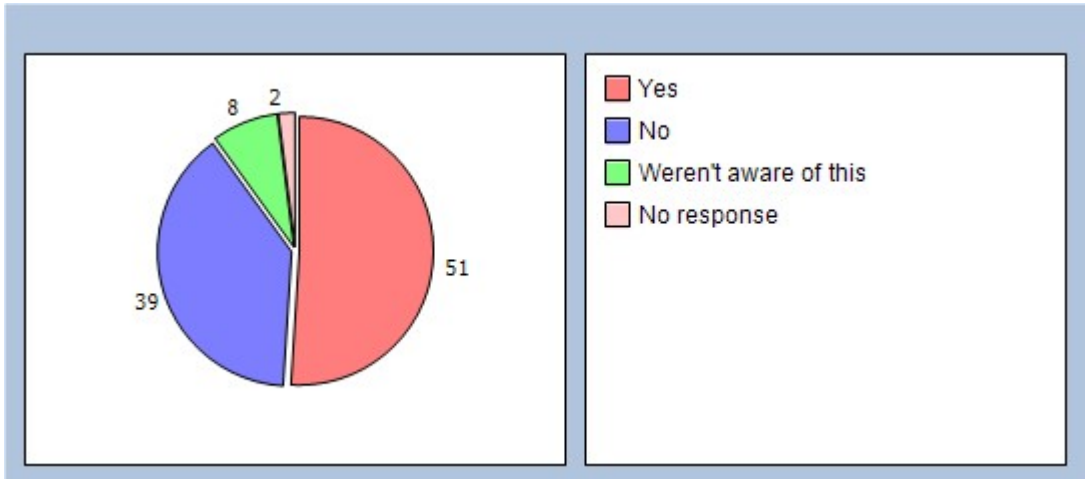
7. Have you registered for Patient Access online? This is a service where you can make online appointments, order your repeat prescriptions and view your immunisations and allergies?

Yes **51%**

No **39%**

Weren't aware of this **8%**

No response **2%**

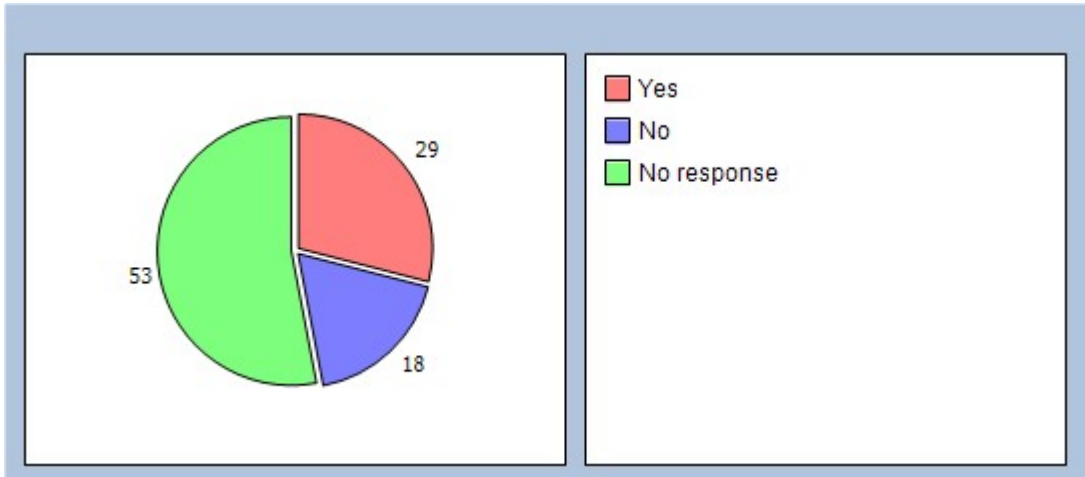


8. If you have not registered yet for this service do you intend to?

Yes **29%**

No **18%**

No response **53%**



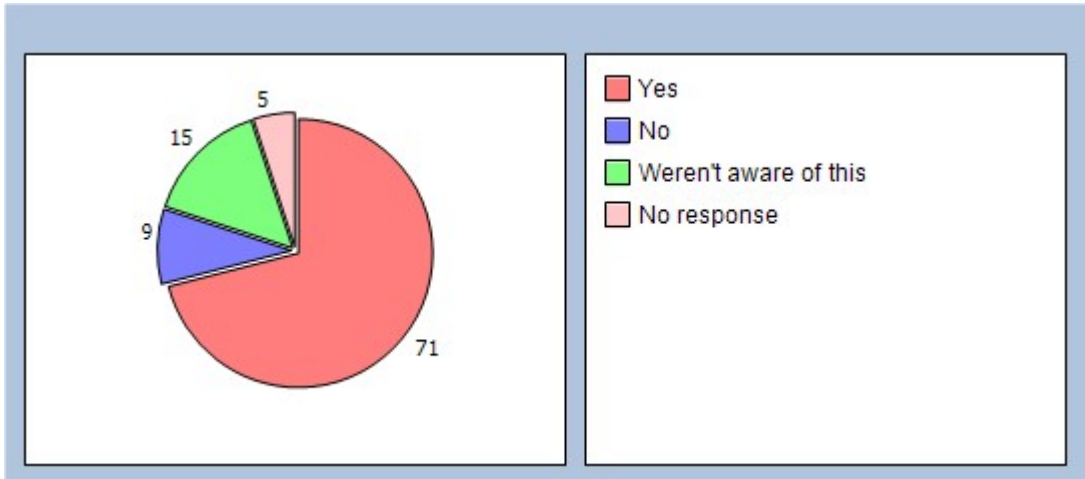
9. We offer an electronic prescription request service whereby your prescription can be sent directly (electronically) to a pharmacy of your choice. Do you find this useful?

Yes **71%**

No **9%**

Weren't aware of this **15%**

No response **5%**



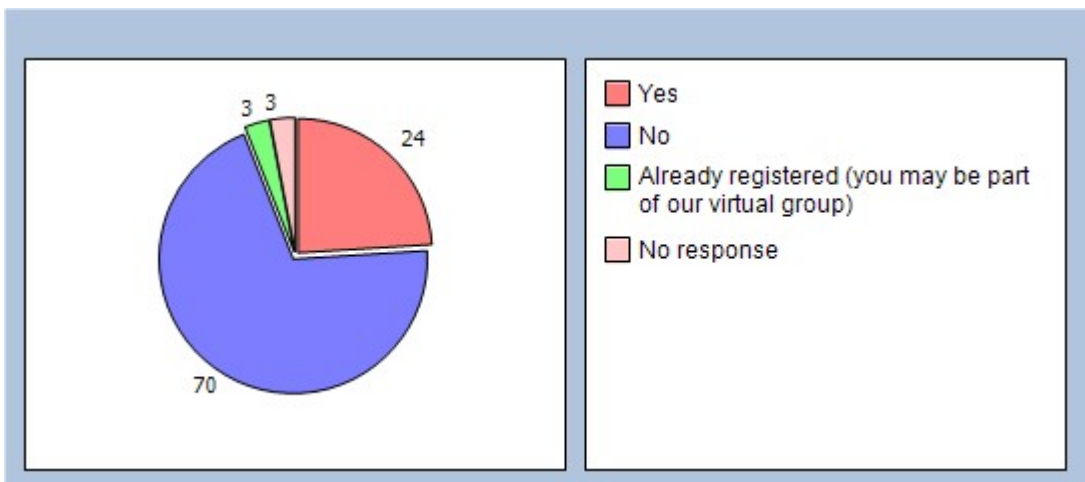
10. Are you aware of the Patient Participation Group which provides a channel of communication between medical and support staff at the surgery and you, the Patient?

Yes **24%**

No **70%**

Already registered (you may be part of our virtual group) **3%**

No response **3%**

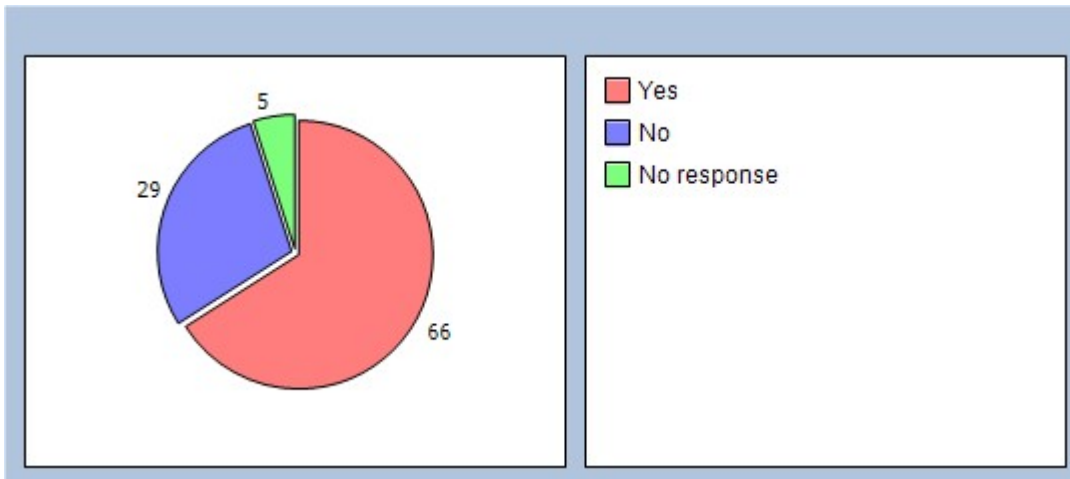


11. We currently offer extended hours during each month and currently work 2 Wednesday, 1 Thursday and 1 Saturday per month. We would like to change this to 2 Wednesday's and 2 Thursdays' each month. Would you be happy with this change?

Yes **66%**

No **29%**

No response **5%**



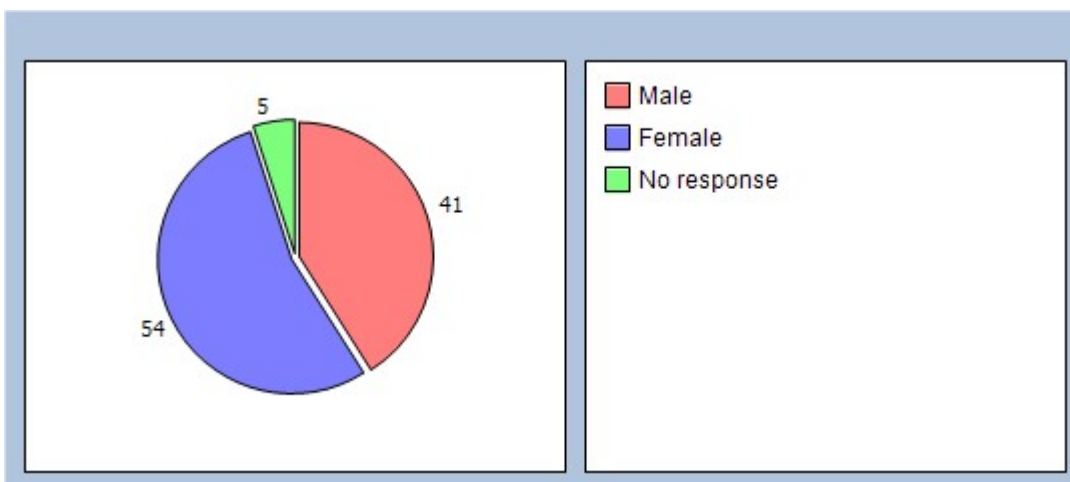
We are interested in any other comments you may have.

As these forms are anonymous we will not be able to respond to you personally, but details will be published in the results analysis on the surgery website.

The closing date for this survey is Friday 26th February 2016 at 6pm.

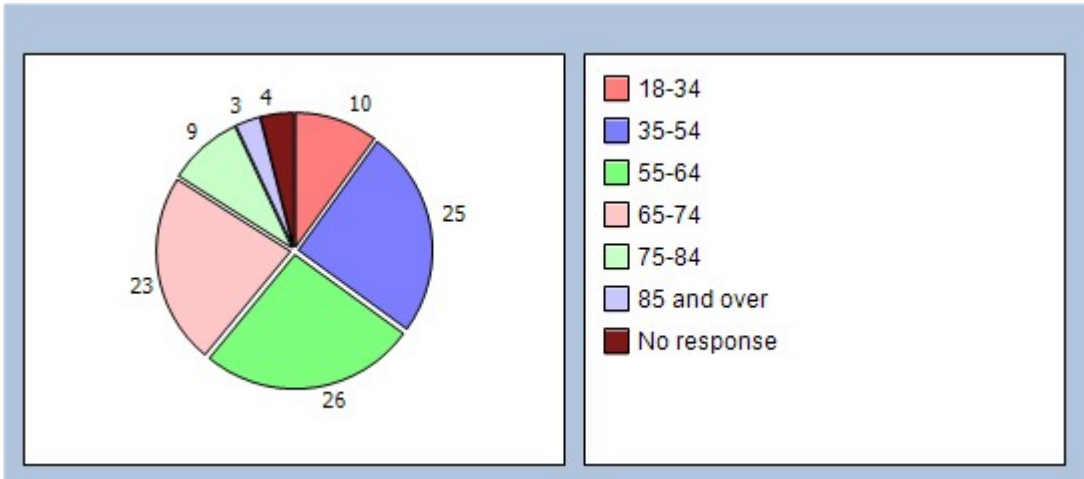
You are invited to discuss the survey results and agree an action plan at Lyndhurst Surgery on Tuesday 22nd March at 12.30 pm Finally, we would be grateful if you would provide us with the following information:

Male **41%**
 Female **54%**
 No response **5%**



Age group:

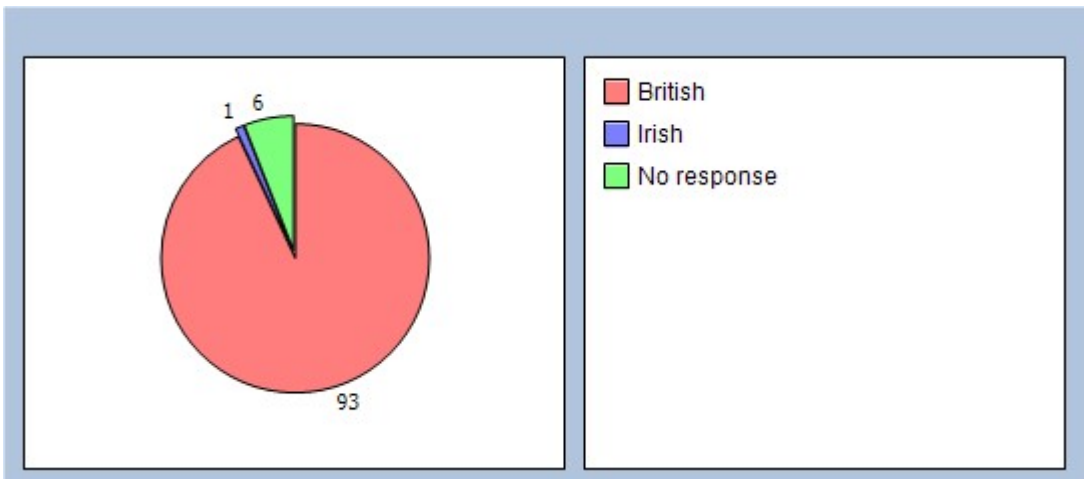
Under 18 **0%**
 18-34 **10%**
 35-54 **25%**
 55-64 **26%**
 65-74 **23%**
 75-84 **9%**
 85 and over **3%**
 No response **4%**



Ethnicity:

White

British 93%
Irish 1%
No response 6%



Mixed

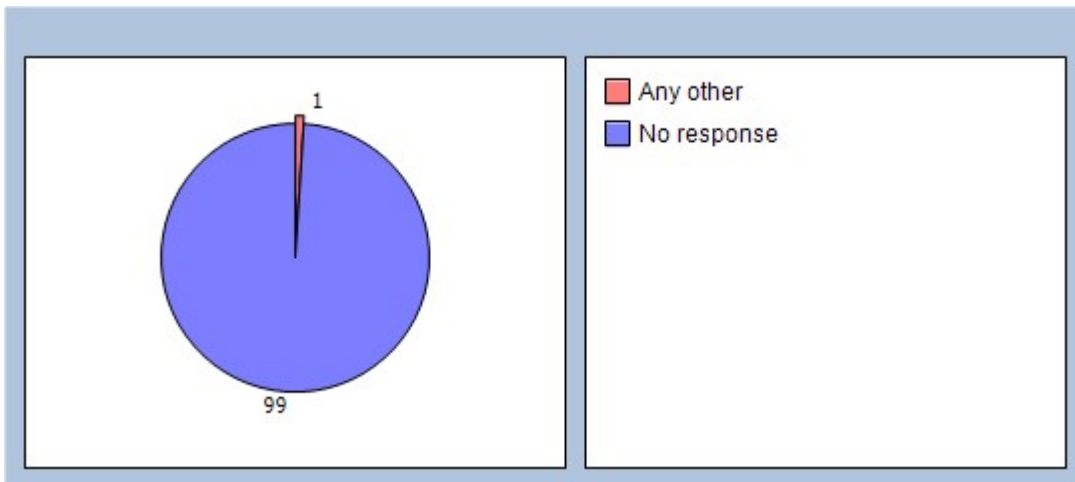
White and Black Caribbean 0%
White and Black African 0%
White and Black Asian 0%
No response 100%
Asian or Asian British

Indian 0%
Pakistani 0%
Bangladeshi 0%
No response 100%
Black or Black British

African 0%
Caribbean 0%
No response 100%
Chinese or other ethnic Group

Chinese 0%
Any other 1%

No response **99%**



Thank you.

Lyndhurst Surgery