

# Lyndhurst Surgery

## Patient Participation Survey Feb 2014

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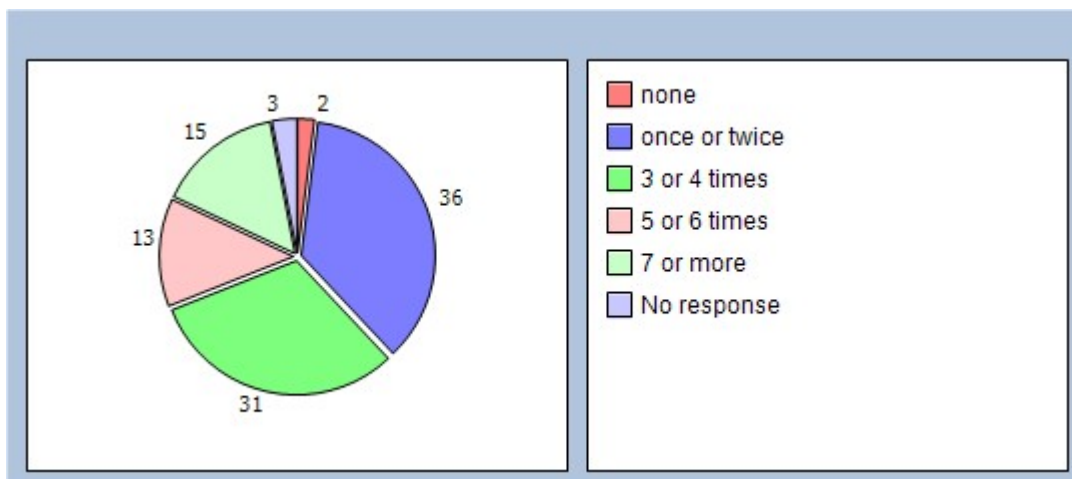
Number of Responses: **232**

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](http://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?**

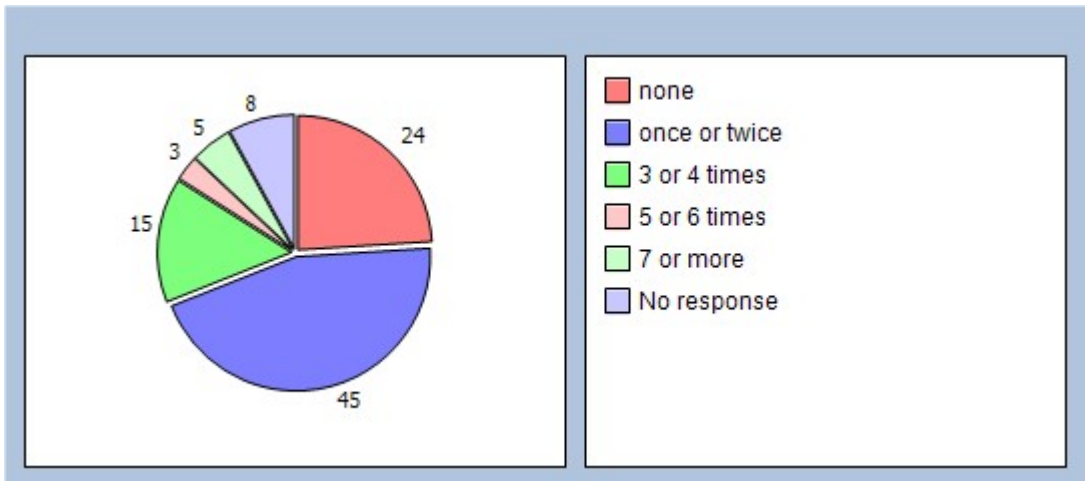
### GP

none **2%**  
once or twice **36%**  
3 or 4 times **31%**  
5 or 6 times **13%**  
7 or more **15%**  
No response **3%**



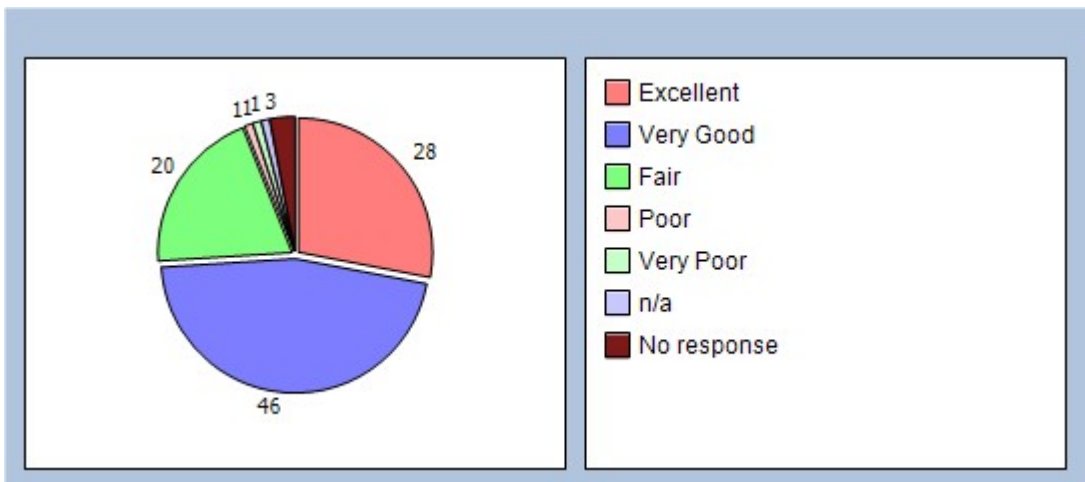
### Nurse

none **24%**  
once or twice **45%**  
3 or 4 times **15%**  
5 or 6 times **3%**  
7 or more **5%**  
No response **8%**



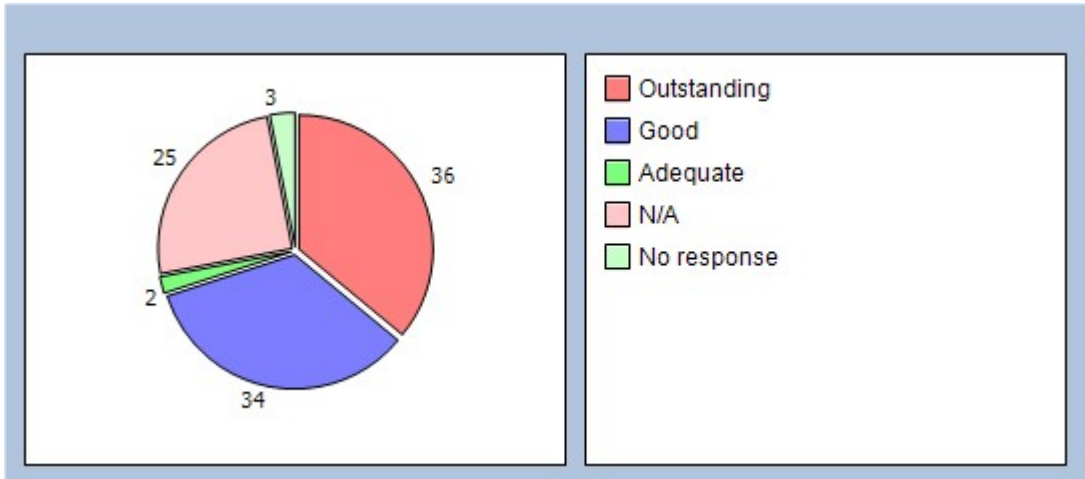
**2. How do you rate the ability to get through to the practice on the telephone?**

Excellent **28%**  
 Very Good **46%**  
 Fair **20%**  
 Poor **1%**  
 Very Poor **1%**  
 n/a **1%**  
 No response **3%**



**3. When you last saw the Phlebotomist (the lady that takes blood), how would you rate the service you received?**

Outstanding **36%**  
 Good **34%**  
 Adequate **2%**  
 Poor **0%**  
 N/A **25%**  
 No response **3%**

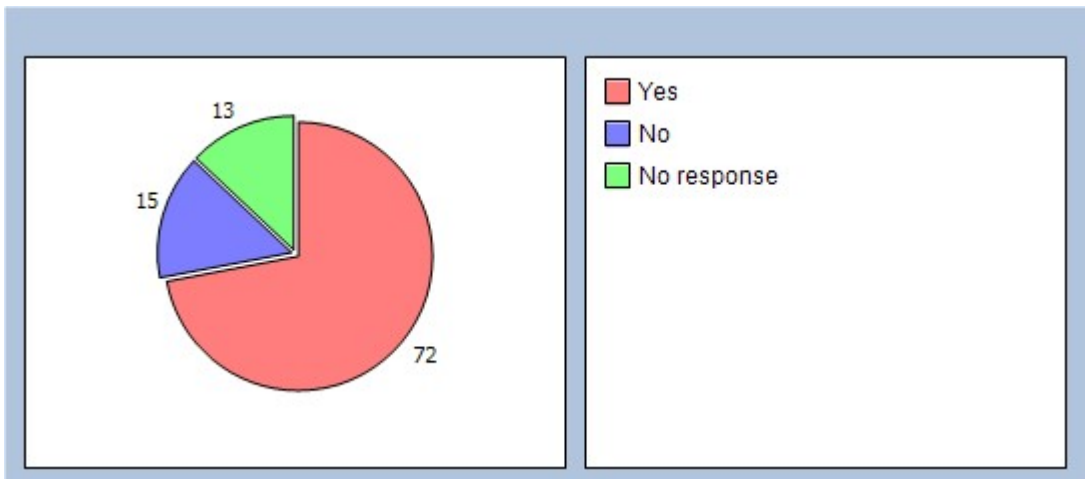


**4. We offer an unfunded blood taking service (Phlebotomy) 3 mornings a week. Do you think we offer enough appointments at Lyndhurst?**

Yes **72%**

No **15%**

No response **13%**

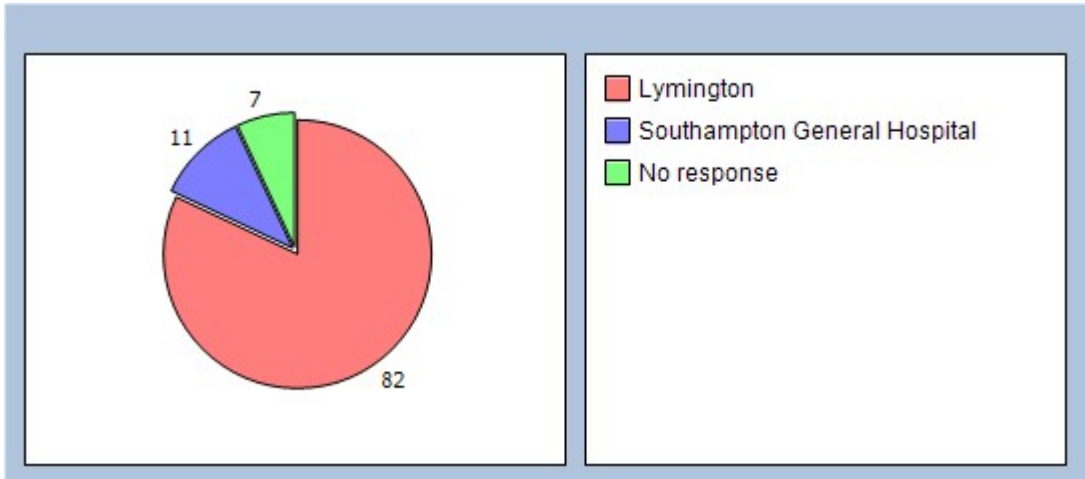


**5. If we are not able to accommodate you with a convenient appointment to have your blood taken, what other clinic would you go to?**

Lymington **82%**

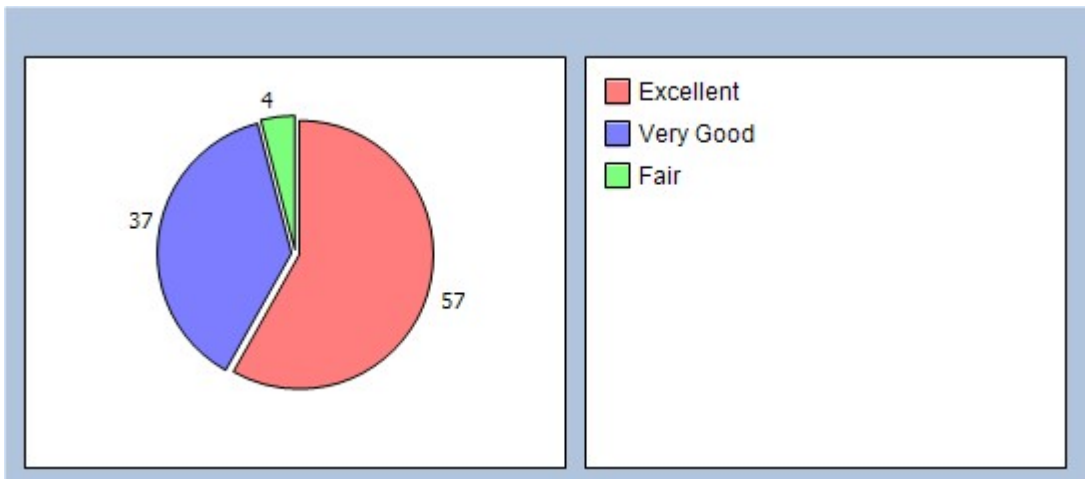
Southampton General Hospital **11%**

No response **7%**



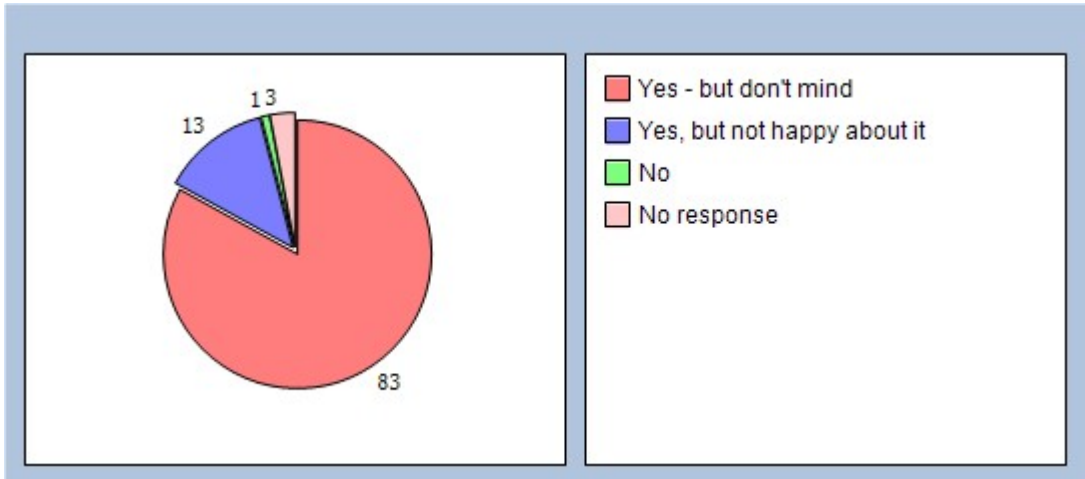
**6. How do you rate the service provided by the receptionists at the practice?**

Excellent **57%**  
 Very Good **37%**  
 Fair **4%**  
 Poor **0%**



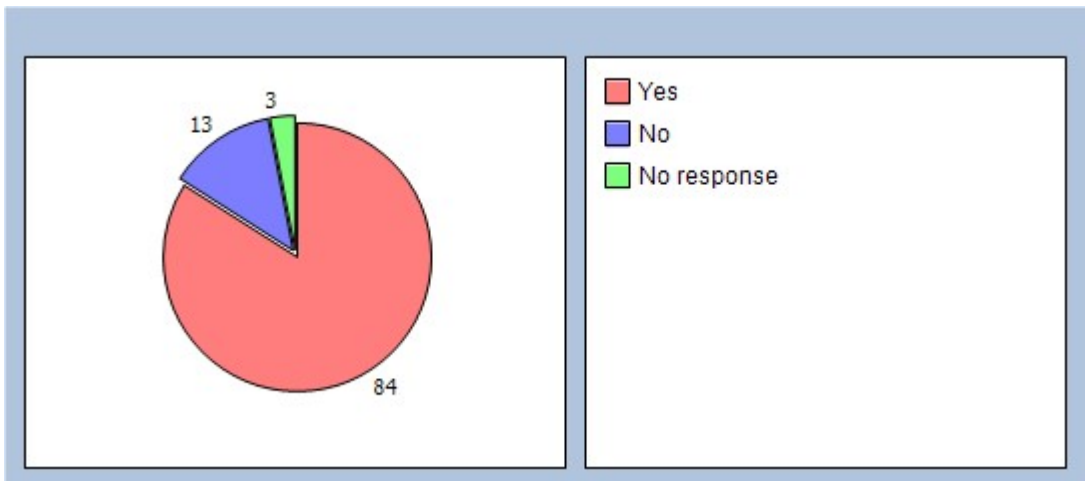
**7. When you are at the reception desk, can other patients overhear what you say to the Receptionists,**

Yes - but don't mind **83%**  
 Yes, but not happy about it **13%**  
 No **1%**  
 No response **3%**



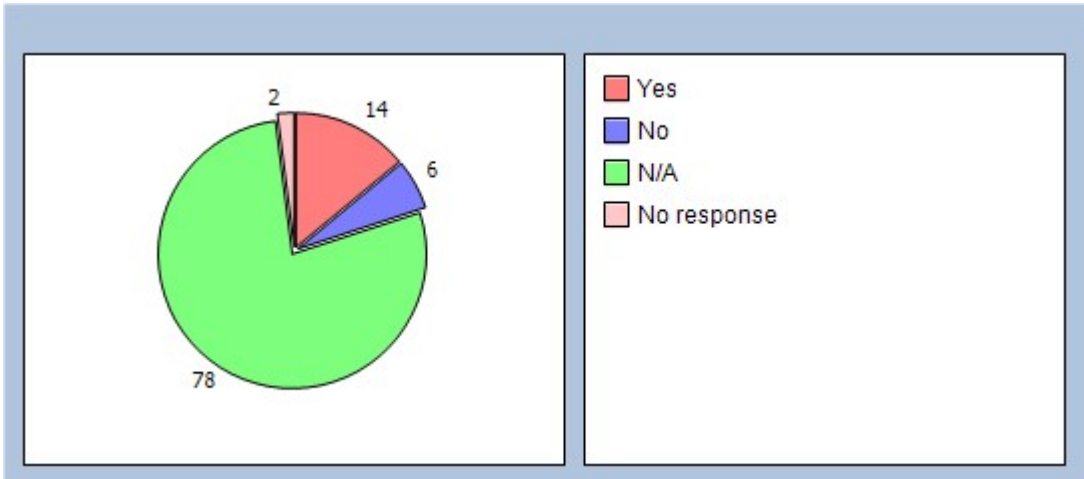
**8. Routine appointments are made available up to 6 weeks in advance. Are you happy with this system?**

Yes **84%**  
 No **13%**  
 No response **3%**



**9. We began to provide on-line appointments in October 2013. If you have registered for online appointments have you found this service useful?**

Yes **14%**  
 No **6%**  
 N/A **78%**  
 No response **2%**

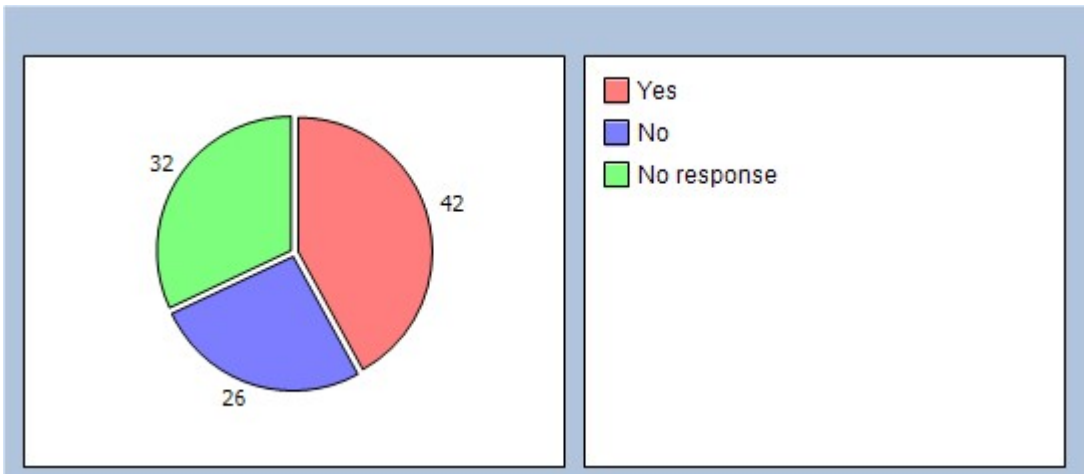


**10. If you have not registered yet for this service do you intend to?**

Yes **42%**

No **26%**

No response **32%**

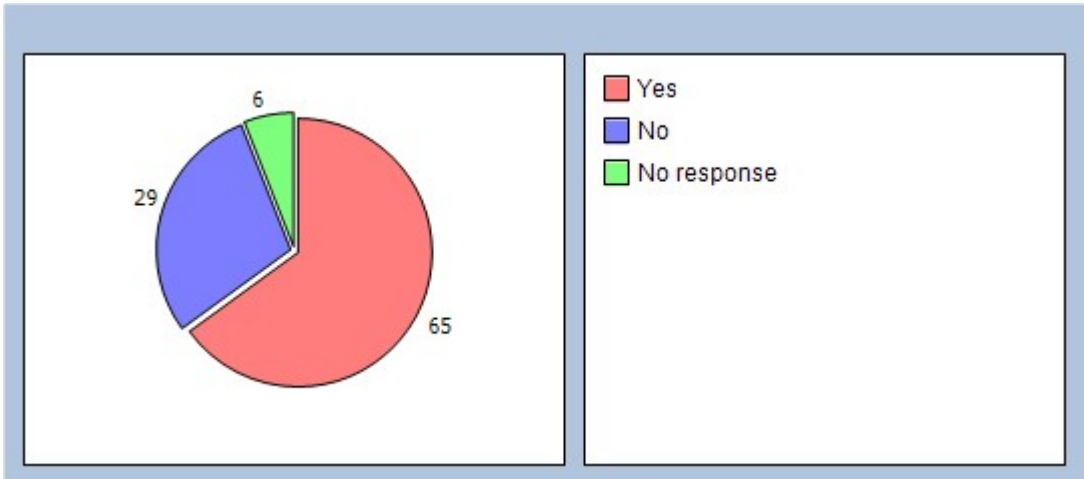


**11. We are now beginning to text normal results to patients. Would this be something that would be of interest to you?**

Yes **65%**

No **29%**

No response **6%**



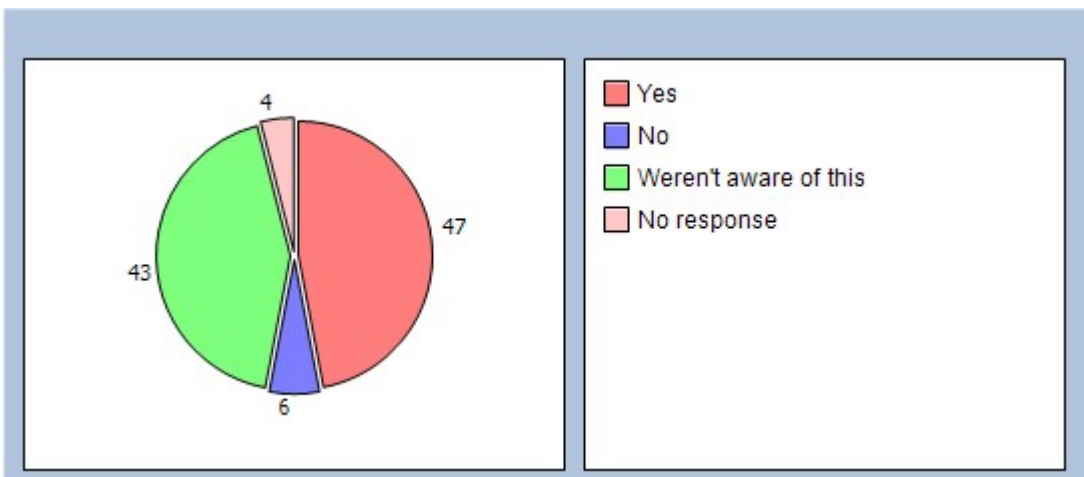
**12. We offer an electronic prescription request service. Do you find this useful?**

Yes **47%**

No **6%**

Weren't aware of this **43%**

No response **4%**



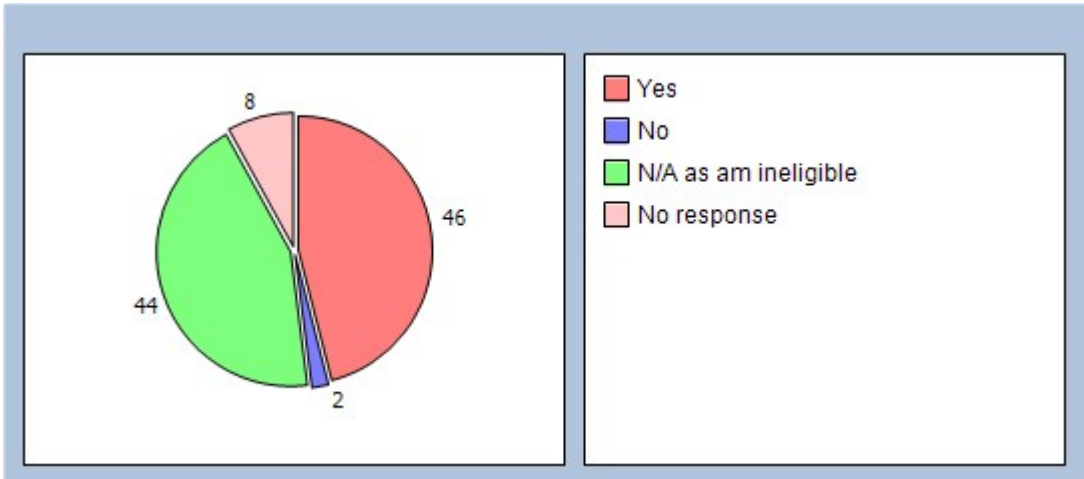
**13. For those patients who are over 65 or suffer with a chronic illness, were you aware of the details and arrangements for our Winter 2013/14 Flu vaccination campaign?**

Yes **46%**

No **2%**

N/A as am ineligible **44%**

No response **8%**

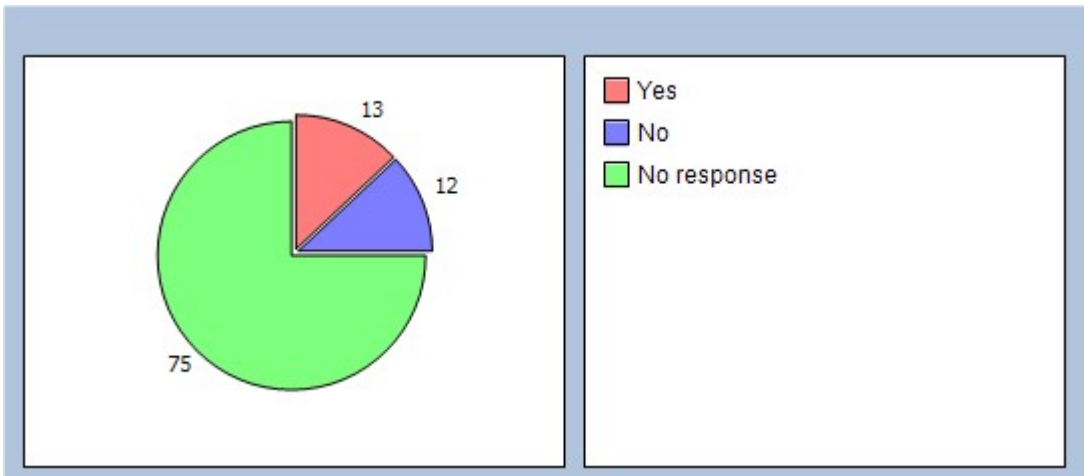


**14. If you are aged 70 or 79 were you aware you were eligible for a Shingles vaccine?**

Yes **13%**

No **12%**

No response **75%**



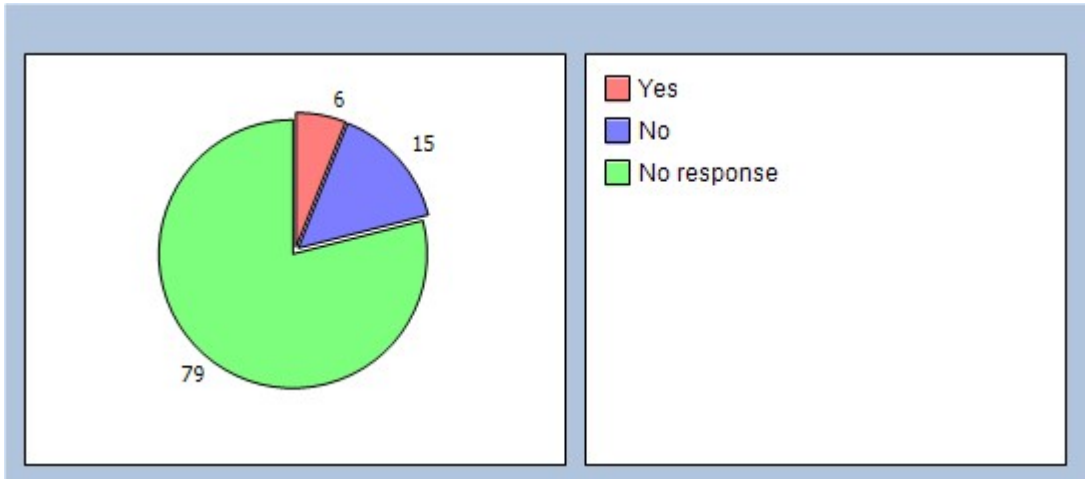
**15. If you were aware of the Shingles campaign - did you take up this offer? We still have vaccine available**

Yes **6%**

No **15%**

No response **79%**





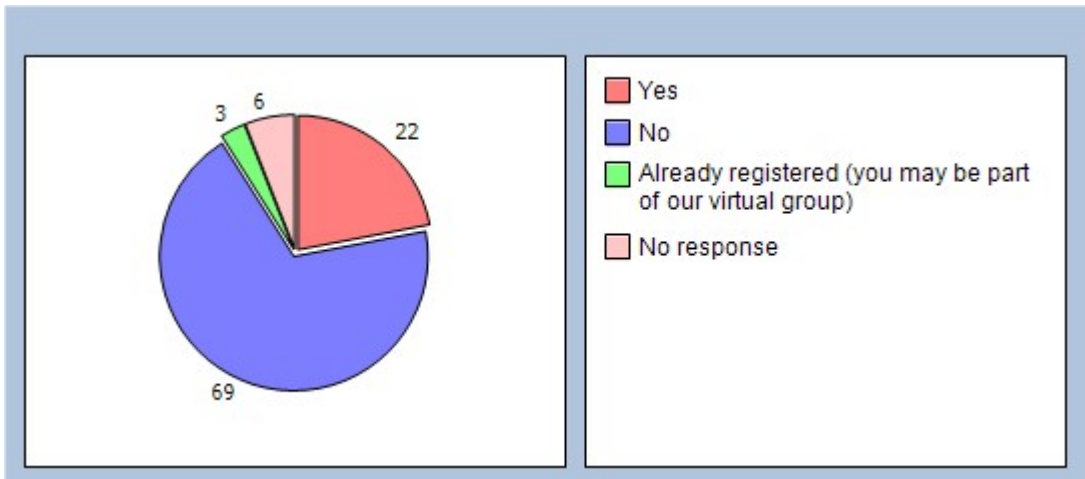
**16. Are you aware of the Patient Participation Group which provides a channel of communication between medical and support staff at the surgery and you, the Patient?**

Yes **22%**

No **69%**

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

No response **6%**

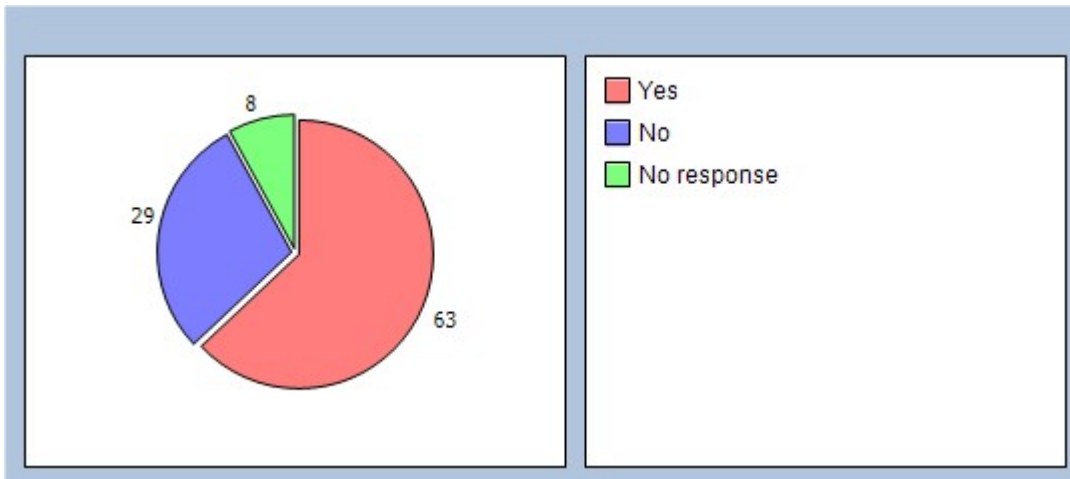


**17. We are looking to modernise and update our Reception area to increase capacity. Do you feel this would improve your experience of Lyndhurst Surgery?**

Yes **63%**

No **29%**

No response **8%**



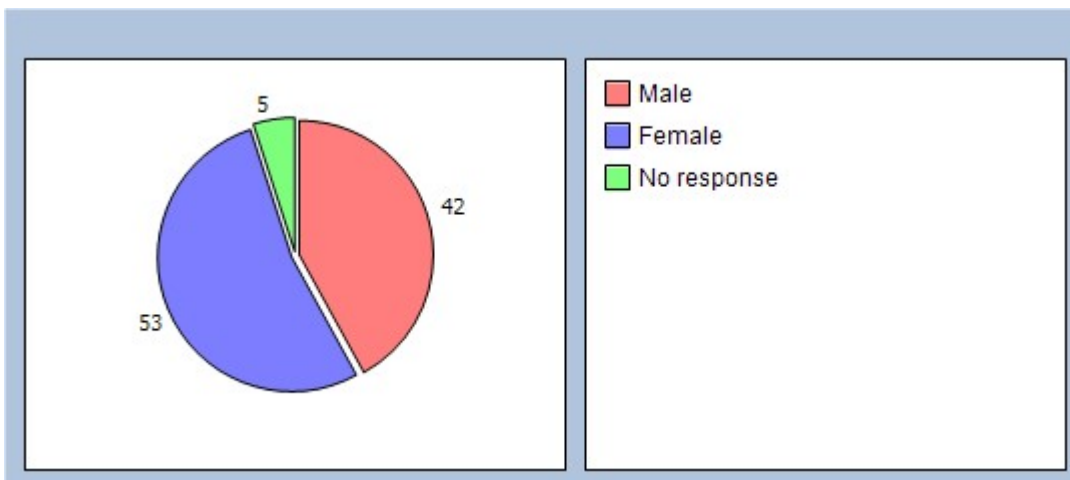
We are interested in any other comments you may have.

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 28th February 2014 at 6pm.

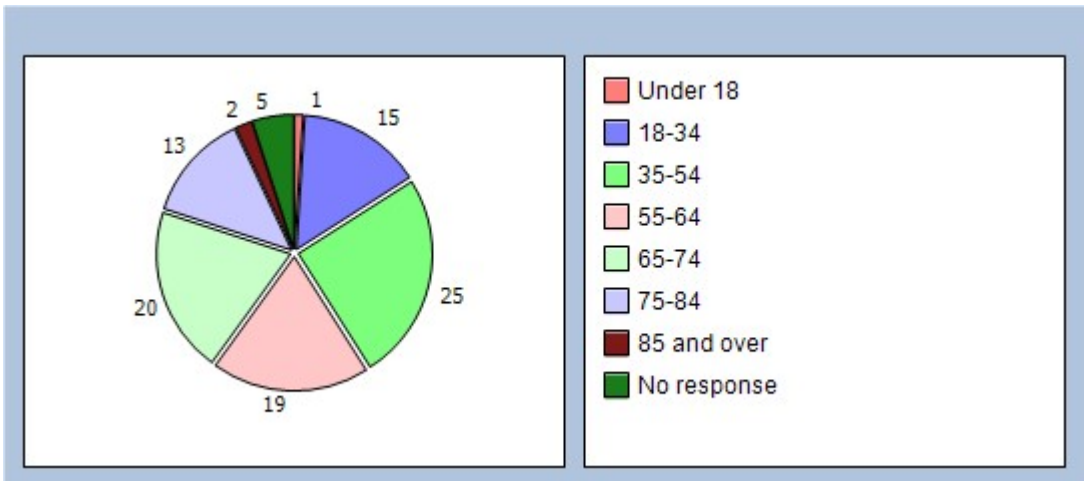
You are invited to discuss the survey results and agree an action plan at Lyndhurst Surgery on Tuesday 18th March at 12.30 pm Finally, we would be grateful if you would provide us with the following information:

Male **42%**  
 Female **53%**  
 No response **5%**



Age group:

Under 18 **1%**  
 18-34 **15%**  
 35-54 **25%**  
 55-64 **19%**  
 65-74 **20%**  
 75-84 **13%**  
 85 and over **2%**  
 No response **5%**



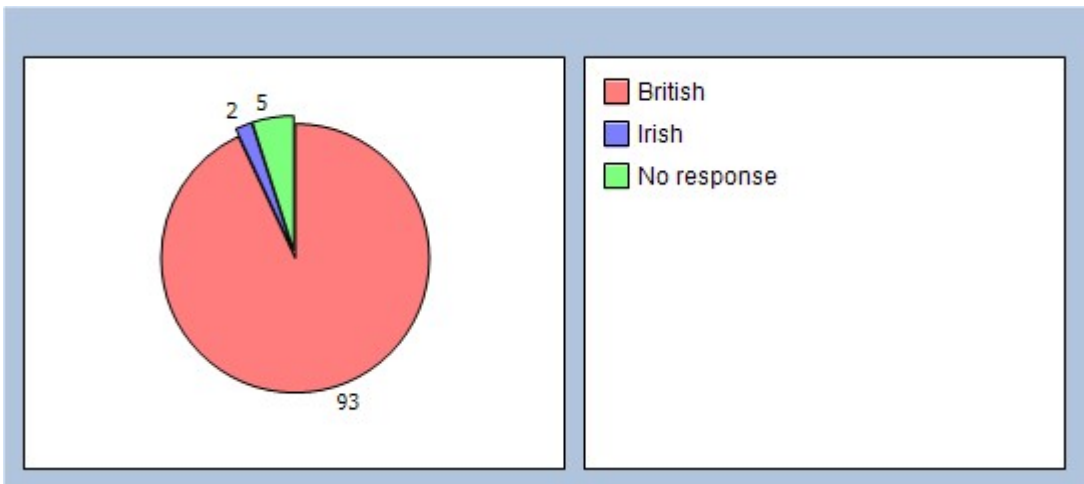
**Ethnicity:**

**White**

**British 93%**

**Irish 2%**

**No response 5%**



**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%**

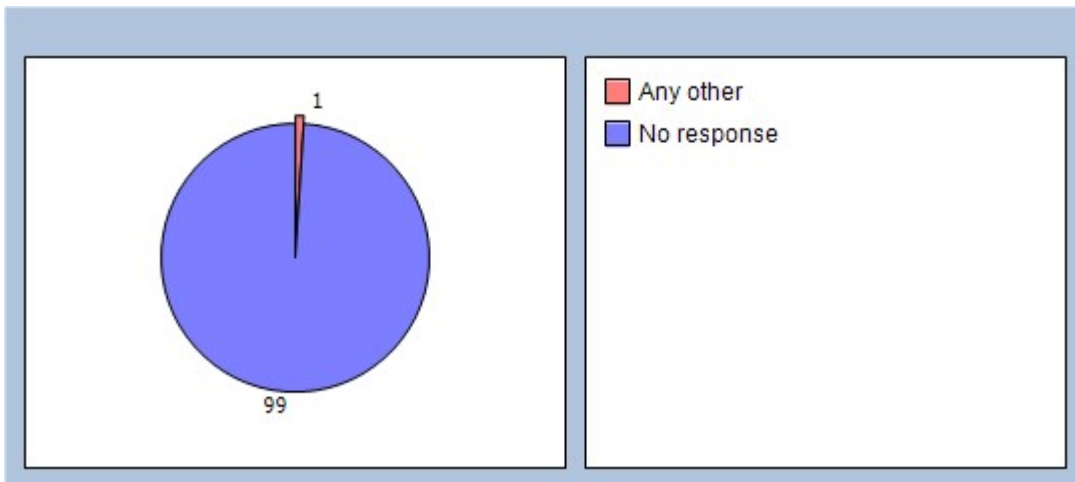
**No response 100%**

**Chinese or other ethnic Group**

**Chinese 0%**

**Any other 1%**

No response **99%**



Thank you.

Lyndhurst Surgery