

Parkview Medical Centre Patient Survey

Year End 31st March 2013

Parkview Medical Centre Patient Survey

We are very happy to inform you of the results of our Practice survey 2013

This report is produced with the help of the Parkview Medical Centre Patient Reference Group (PRG).

Method Used: Members of the PRG are contacted usually by e-mail and asked if they have any suggestions that will help to improve the practice.

These questions do not necessarily have to be regarding clinical care and can range from ease of access in the literal sense (parking arrangements etc) and the quality of access patients receive (ability to get an appointment when they want one). The practice may also make suggestions.

All suggestions are then shared with the PRG and a decision is made between the practice PRG representative and the members of the PRG. Without the representation of the patient members we would not be able to produce this survey and their help is greatly appreciated.

When the results have been calculated they are sent to the patient representatives and a plan is made to try to achieve the results of the survey.

The plan is then agreed between the PRG patient members and the practice representative.

If you would like to become a member of the PRG please either contact the surgery or send an e-mail to prgparkview@nhs.net. Please remember this e-mail is not for health enquiries you must contact the practice for all health related problems.

On behalf of the practice I would sincerely like to thank all of the PRG patient members we could not do it without you.

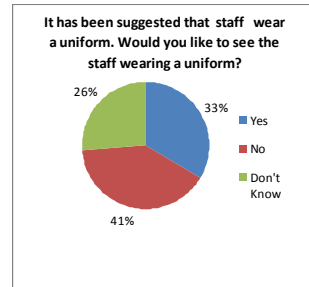
The results are reported in the same form as the survey on the following pages and there are some graphs added which we hope will help you to view the results easily.

This report is also sent to the governing body.

Parkview Medical Centre Patient Survey

Q1. It has been suggested that staff wear a uniform. Would you like to see the staff wearing a uniform?

33% Yes 41% No 26% Don't Know

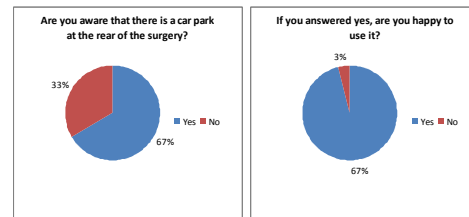


Q2a. Are you aware that there is a car park at the rear of the surgery?

67% Yes 33% No

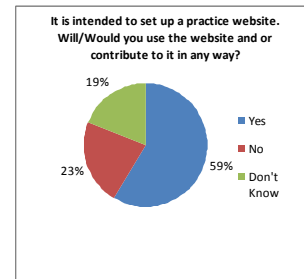
Q2b. If you answered yes are you happy to use it?

97% of the above 67% Yes
3% of the above 67% No



Q3. It is intended to set up a practice website. Will/would you use the website and or contribute to it in any way.

19% Yes 59% No 19% Don't Know

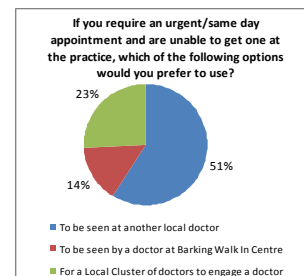


Q4. If you require an urgent/same day appointment and are unable to get one at the practice which of the following options would you prefer to use?

A To be seen by another local Doctor 51%

B To be seen by a **doctor** Barking Walk in Centre 14%

C For a local cluster of doctors to engage a doctor who will see all patients quickly. 23%



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Q6. If you have any ideas that will improve our service to you please enter in the box below.

The following suggestions were received by **one** person

signpost and improve access to the car park at the rear of the building.

More nurse appointments

More appointments

E prescriptions ie. Electronic prescribing

Walk in appointments on same day

There were **fourteen** entries that commented on the practice positively praising access to appointments, service and not wanting to be seen elsewhere at all.

We would like to thank all patients for their comments and confirm we will be discussing all of the above suggestions

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The breakdown of people who completed the survey

Are you?

33% = Male 49% = Female
18% = Not Stated

How old are you?

Under 18 = 5% 18-24 = 5%
25-34 = 13% 35-44 = 18%
45-54 = 20% 55-64 = 13%
65-74 = 11% 75-84 = 5%

Over 85 = 2%

What is your ethnic group

All White = 62%

Mixed/Multiple Ethnic Group = 1%

All Asian = 16%

All Black = 18%

Any other ethnic Group/ Refused or
not stated = 6%

Which of the following do you think best describes yourself

Heterosexual/straight = 69%

Gay/Lesbian = 1%

Bisexual = 0%

Other = 0%

I would prefer not to say
or No Answer = 6%