

## Madeley Practice Patient Participation Group (MPPPG)

### Results of Survey

*Percentages are either rounded up or down to the closest whole number*

#### **1. Which surgery did you attend on this occasion?**

Madeley 90% of respondents

Baldwins Gate 10%

#### **2. How often do you visit either surgery?**

Less than once a year 7%

once a year 11%

once every 3 months 56%

once a month 14%

more regularly 12%

#### **3. Thinking about this visit: how did you make the appointment?**

Telephone 61%

Personal visit 29%

A friend or Relative 5%

On-line through the practice website 6%

#### **4. On this occasion, how did you come to the surgery?**

Walked 17%

Public Transport 0%

Lift with a friend or family 15%

Own car 66%

Taxi 0%

Bicycle 0%

Motor Cycle 1%

Disability Scooter 0%

Volunteer Transport Scheme 1%

**5. What was your main reason to visit the surgery today?**

See a Doctor 58%

See a Nurse 25%

See the Dispensary 5%

See the Phlebotomist (blood test) 3%

Collect a script (prescription) 7%

Get test results 0

Make an appointment 0

Other 3%

**6. Which day of the week did you attend?**

Monday 15%

Tuesday 35%

Wednesday 21%

Thursday 13%

Friday 15%

**7. Was this appointment in the:**

Morning 60%

Afternoon 36%

After 6PM 4%

**8. If you were not seen at your appointed time, the delay was**

Does not apply, I **was** seen at or before appointed time 43%

0 to 10 mins 20%

11 to 20 mins 16%

21 to 30 mins 11%

More than 30 mins 10%

**9. If your visit involved you seeing the Doctor, did you feel that you:**

had sufficient time 71% 14% 2% 3% 11% insufficient time

were listened to 68% 15% 2% 3% 12% not listened to

had a clear outcome 64% 14% 9% 2% 12% not clear

have a way forward 67% 9% 7% 5% 12% not sure

**10. If your visit involved seeing the Nurse, did you feel that you:**

had sufficient time 97% 3% 0% 0% 0% insufficient time

were listened to 94% 3% 0% 3% 0% not listened to

had a clear outcome 93% 7% 0% 0% 0% not clear

have a way forward 97% 3% 0% 0% 0% not sure

**11. If your visit involved seeing the non-clinical staff, did you feel that you:**

had sufficient time 89% 6% 0% 0% 6% insufficient time

were listened to 80% 7% 0% 7% 7% not listened to

had a clear outcome 86% 7% 0% 0% 7% not clear

have a way forward 92% 8% 0% 0% 0% not sure

**12. Do you feel that this has improved your experience? Yes 69% No 31%**

**13. What other services do you use for personal medical problems/issues?**

Chemist/Pharmacist 52%

Family or friend 6%

Call 111 9%

NHS Choices 6%

An internet site 7%

Walk-in centre 6%

A & E 11%

Other 3%

**14. Do you use the practice website? ([www.madeleypractice.co.uk](http://www.madeleypractice.co.uk)).**

**Yes 28% or No 72%**

**15. If yes, please tick all that apply:**

Book an appointment 38%

Order repeat prescription 43%

Read the latest Surgery News 5%

Practice information 9%

Link to Patients Practice website 3%

To access the "How do I" links 0%

Other 2%

**16. OR if no, please tick all that apply**

Didn't know about it 16%

Not on the Internet 15%

Prefer to phone or visit the surgery 60%

Other 9%

**17. Do you use electronic prescriptions?**

**Yes** 36% or **No** 64%

**18. If no, please tick all that apply**

Didn't know about it 58%

It's too difficult 13%

Stopped using it because of issue with the Practice 0%

Stopped using it because of issue with the Pharmacy 2%

Other 27%

**19. Are you:**

Male 37% Female 63%

**20. Age**

under 16 2%

16-30 9%

31-65 45%

66-80 32%

over 80 13%