

Patient Survey 2014

1. Gender

Male	72
Female	89
Not answered	4

2. Age Group

18-25	2
26-40	11
41-55	19
56-65	29
66-75	56
Over 75	48

3. Are you aware you can book appointments online?

Yes	108
No	47
Not answered	10

4. Have you used the online facility?

Yes	18
No	138
Not answered	9

5. Would you be willing to make an online appointment?

Yes	92
No	63
Not answered	10

6. Are you aware you can order repeat prescriptions online?

Yes	90
No	64
Not answered	11

7. Have you ordered your repeat prescriptions online?

Yes	19
No	139
Not answered	7

8. Would you be willing to order your repeat prescriptions online?

Yes	68
No	86
Not answered	11

9. Have you used our practice website?

Yes	29
No	121
Not answered	15

10. If yes please rate how user friendly you found it?

Poor	2
Average	7
Good	17
Excellent	8
Not answered	123

11. Have you been to A&E in the last 12 months?

Yes	48
No	106
Not answered	11

12. Have you had to use out 'Out of Hours' service?

Yes	24
No	112
Not answered	29

13. Which service did you use?

GP Out of Hours	18
Minor Injuries Unit	2
City Centre GP Health Centre	2
NHS 111	9
Pharmacist	4
Not answered	130

13a. If yes please rate how user friendly you found it?

Poor	2
Average	4
Good	8
Excellent	6
Not answered	145

14. In general are you satisfied with the care you receive at Chapelgreen Practice

Yes	145
No	9
Not answered	11

15. Would you recommend the surgery to friends and family or someone who has just moved into the area?

Yes	145
No	15
Not answered	5