

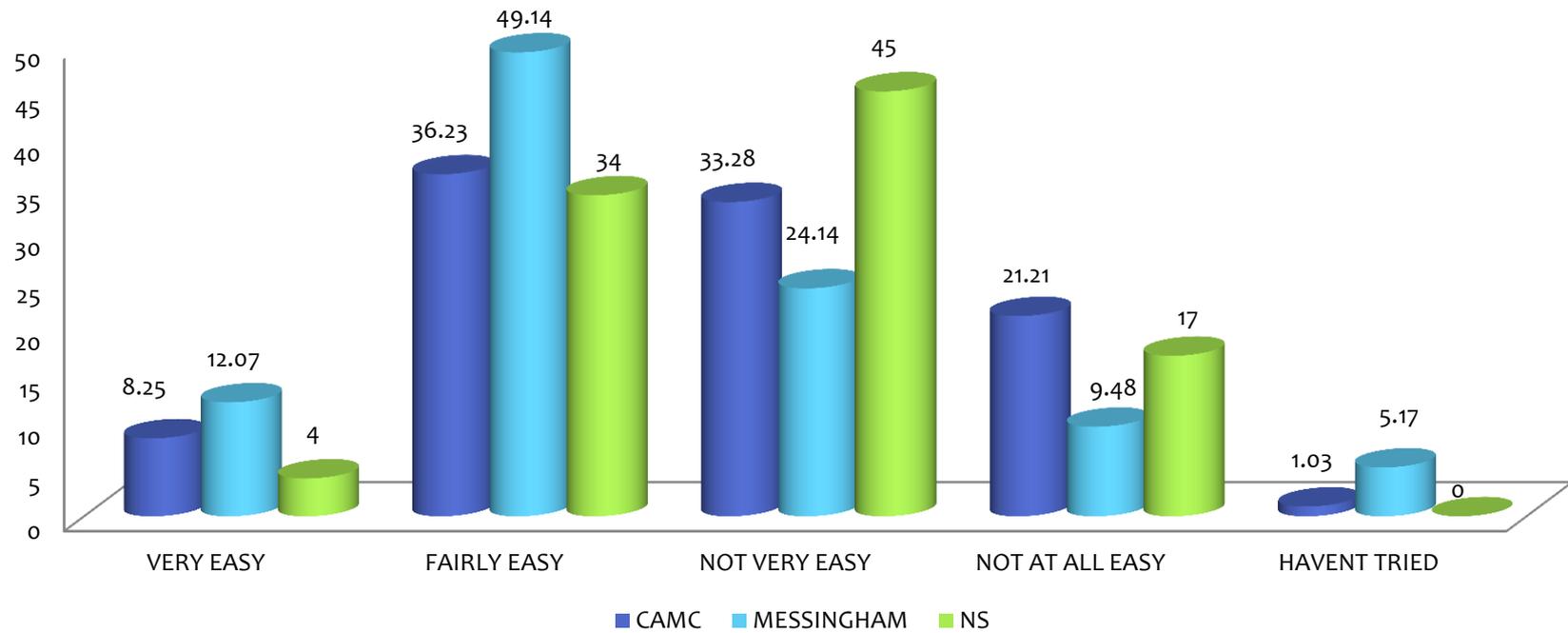


**CAMBRIDGE AVENUE  
MEDICAL CENTRE  
&  
MESSINGHAM FAMILY  
HEALTH CENTRE**

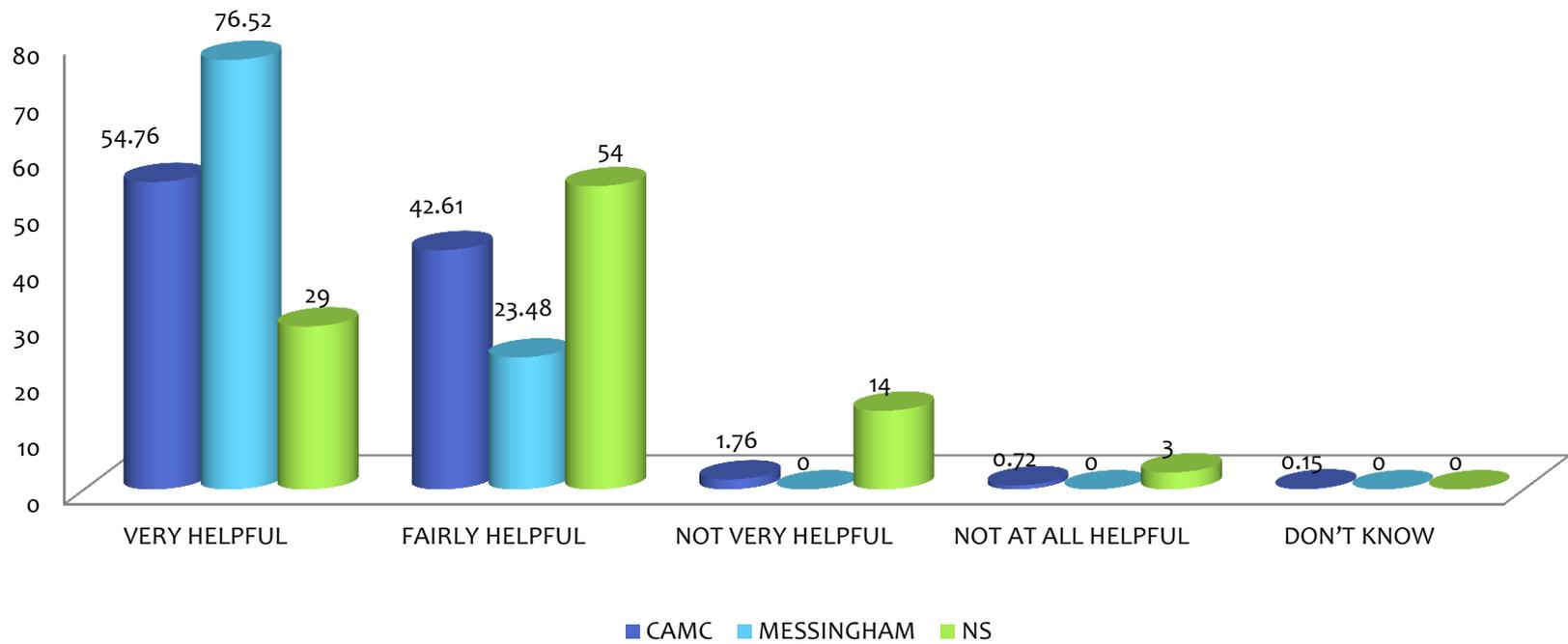
**PATIENT SURVEY RESULTS**

**NOVEMBER 2019**

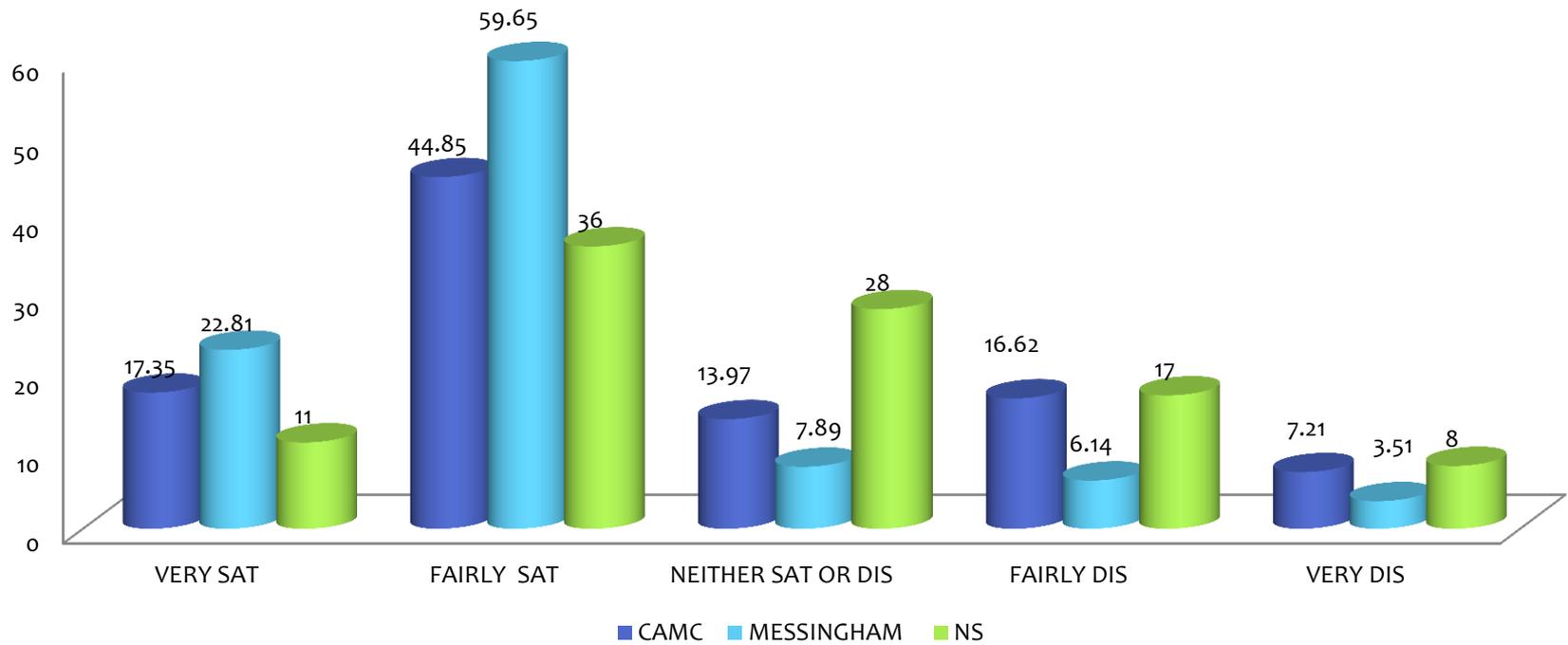
# HOW EASY IS IT TO GET THROUGH TO SOMEONE AT YOUR GP PRACTICE?



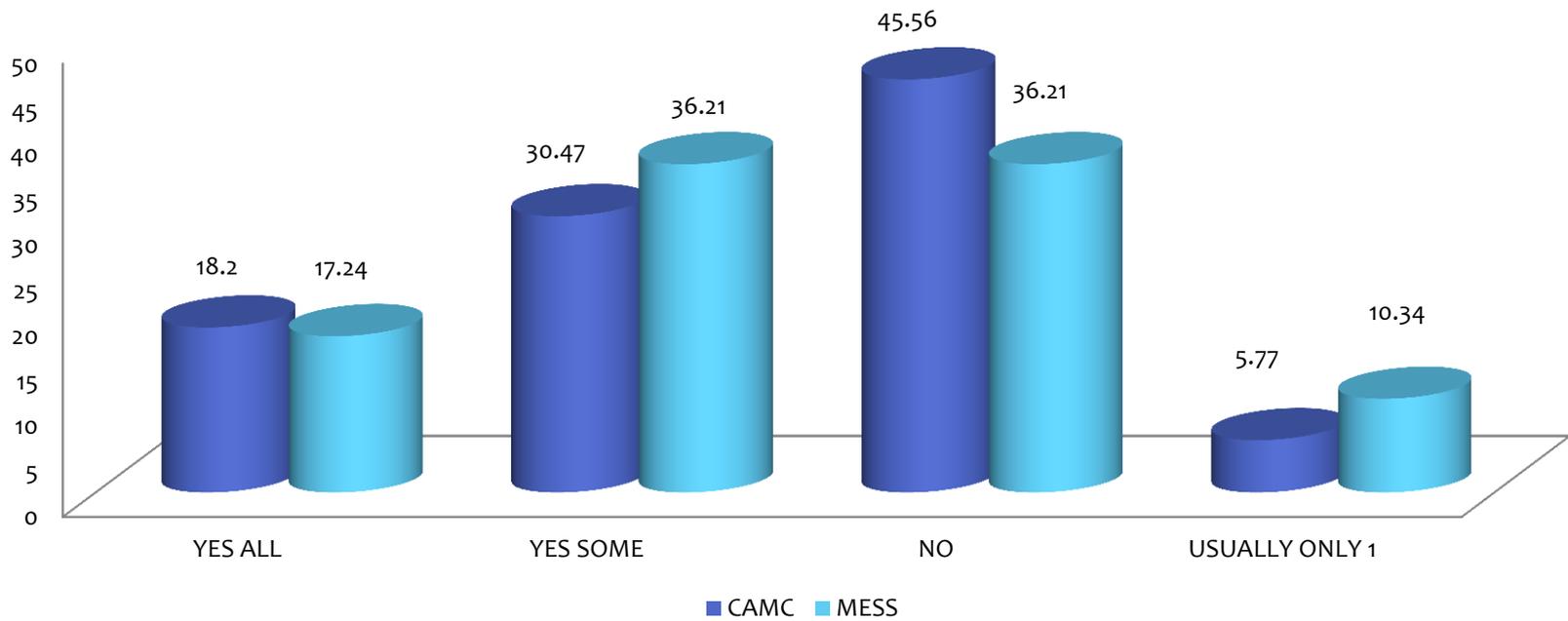
# HELPFULNESS OF RECEPTIONISTS...



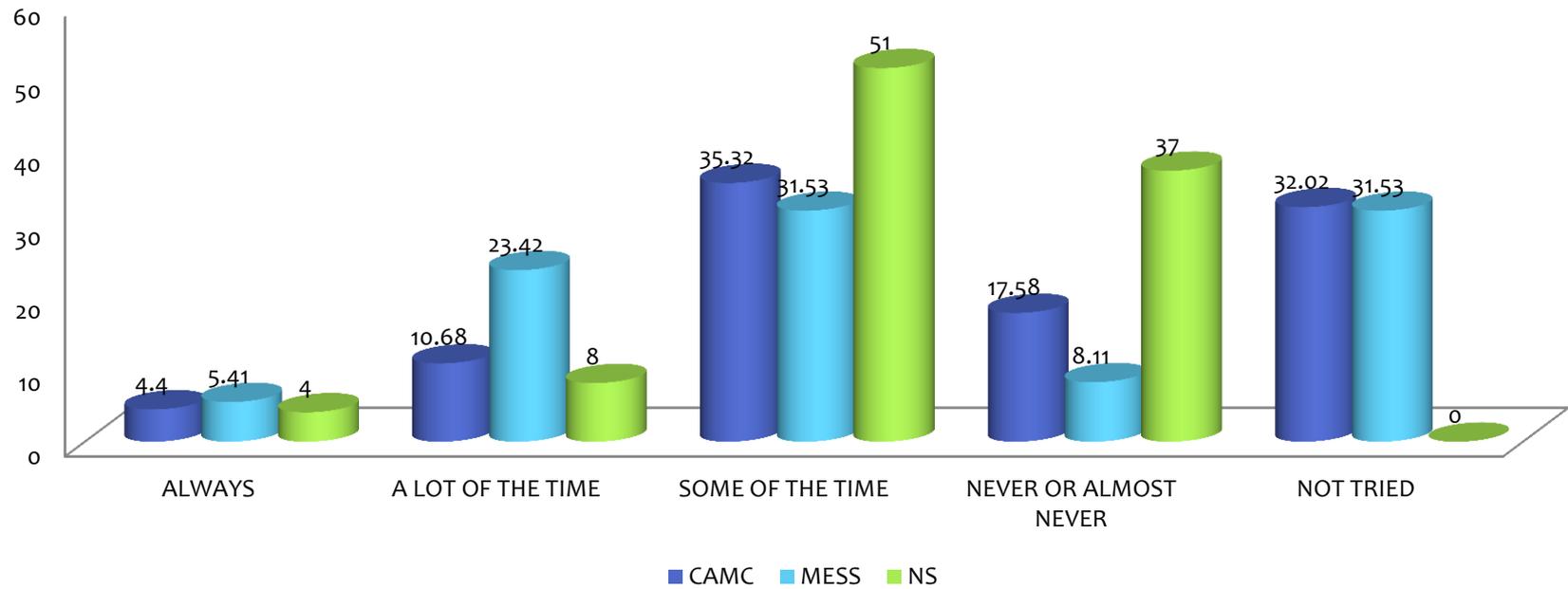
# HOW SATISFIED ARE YOU WITH THE APPOINTMENT TIMES THAT ARE AVAILABLE?



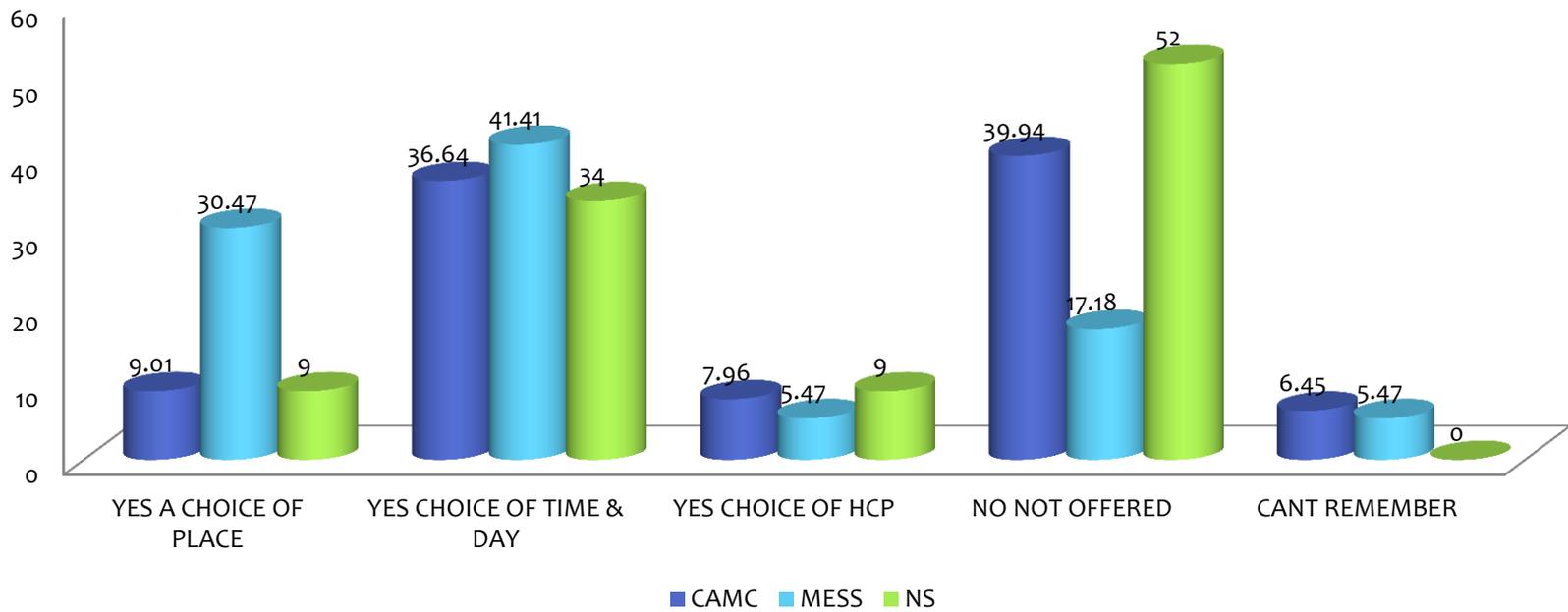
# IS THERE A PARTICULAR GP YOU USUALLY PREFER TO SEE OR SPEAK TO?



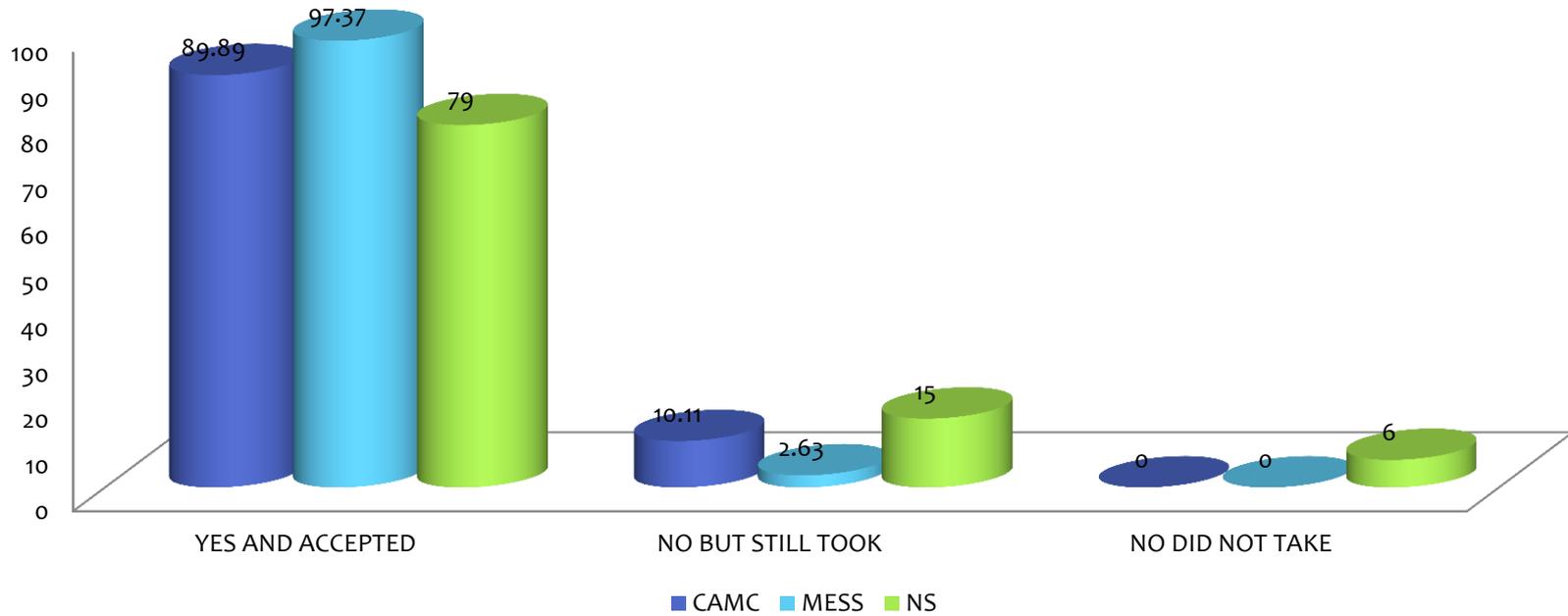
# HOW OFTEN DO YOU SEE OR SPEAK TO YOUR PREFERRED GP WHEN YOU WOULD LIKE TO?



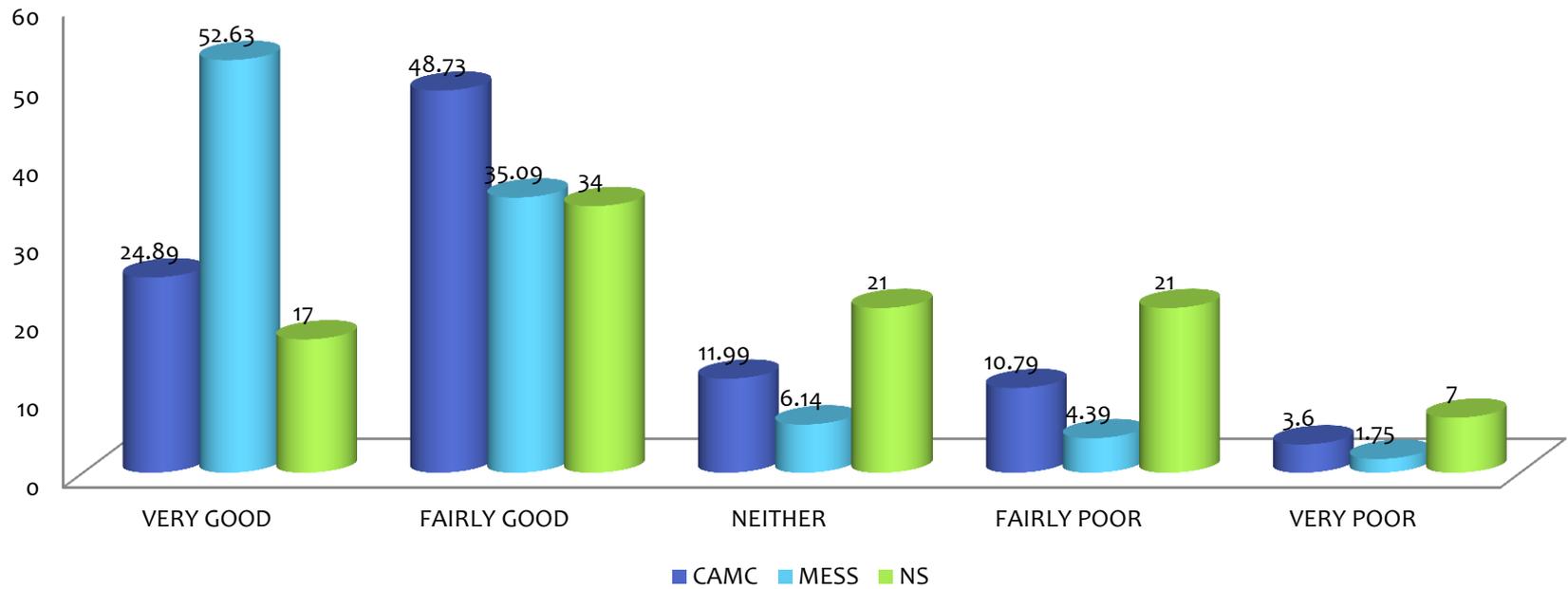
# OFFERED CHOICE OF APPOINTMENT (PLACE, TIME OR HEALTH CARE PROFESSIONAL?)



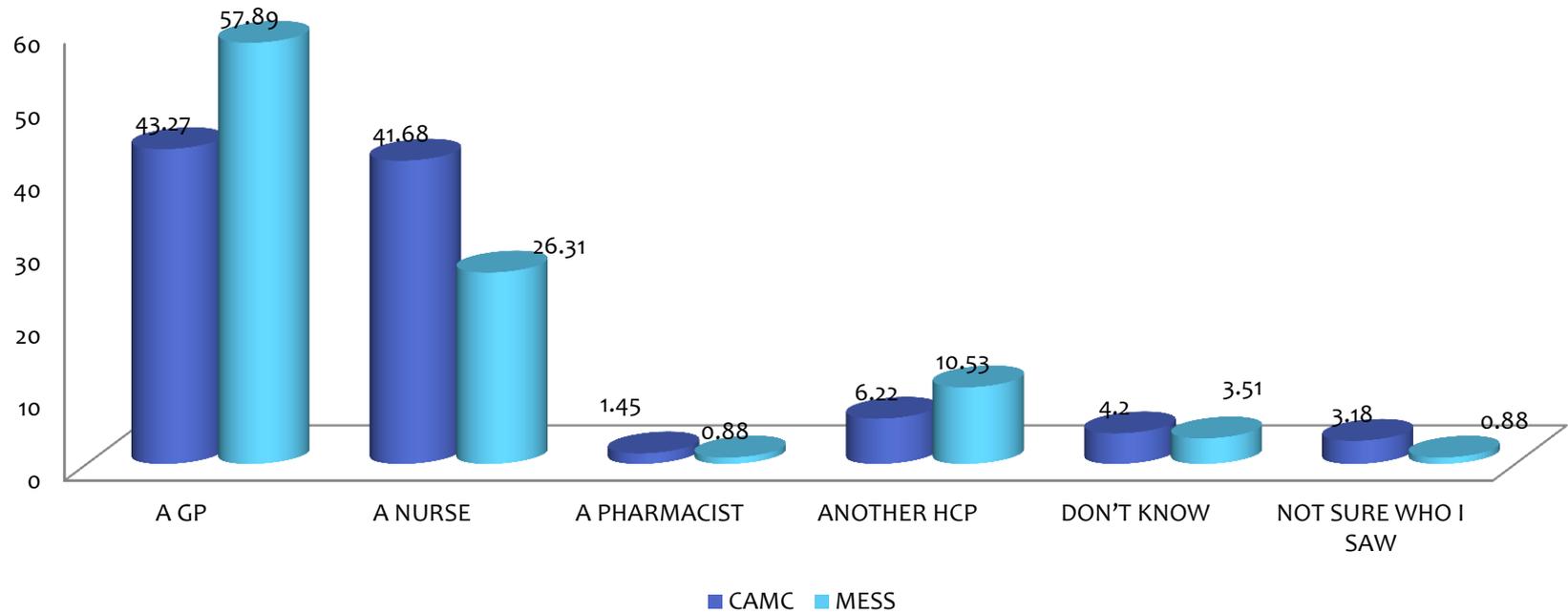
# SATISFIED WITH TYPE OF APPOINTMENT OFFERED?



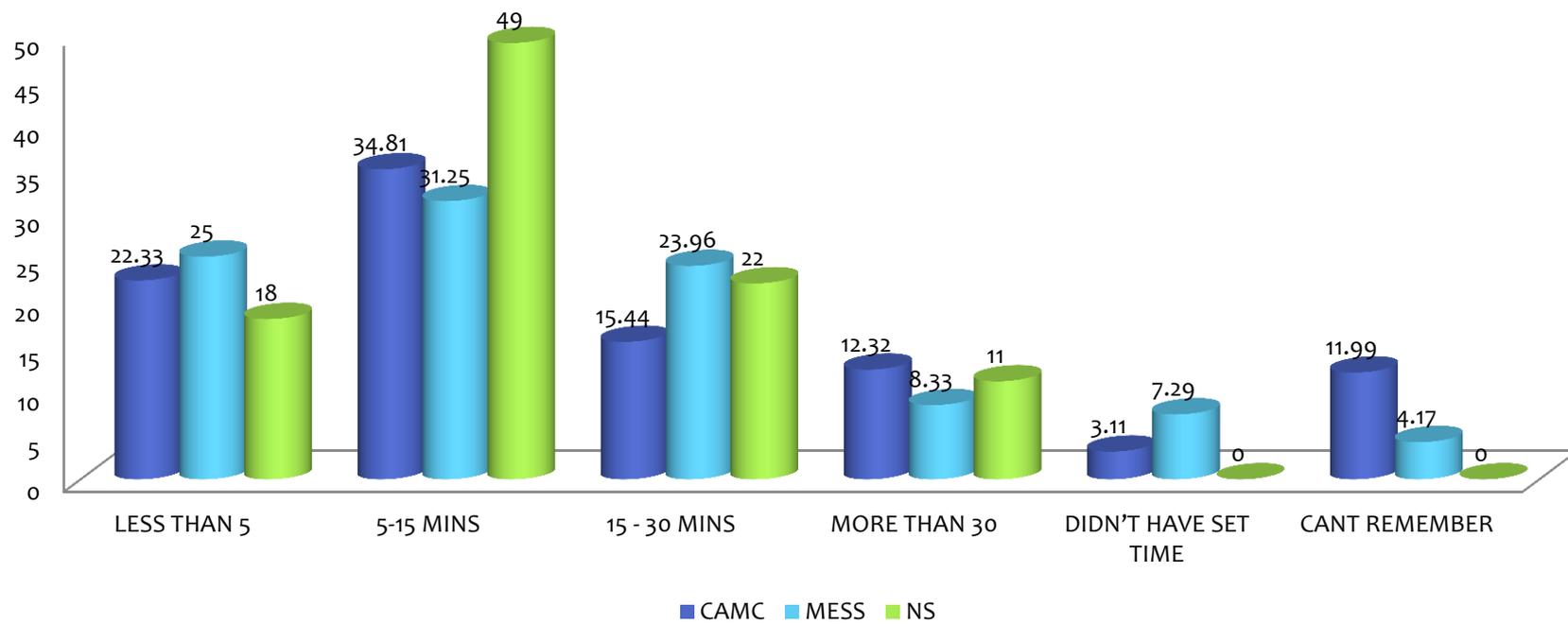
# EXPERIENCE OF MAKING APPOINTMENT?



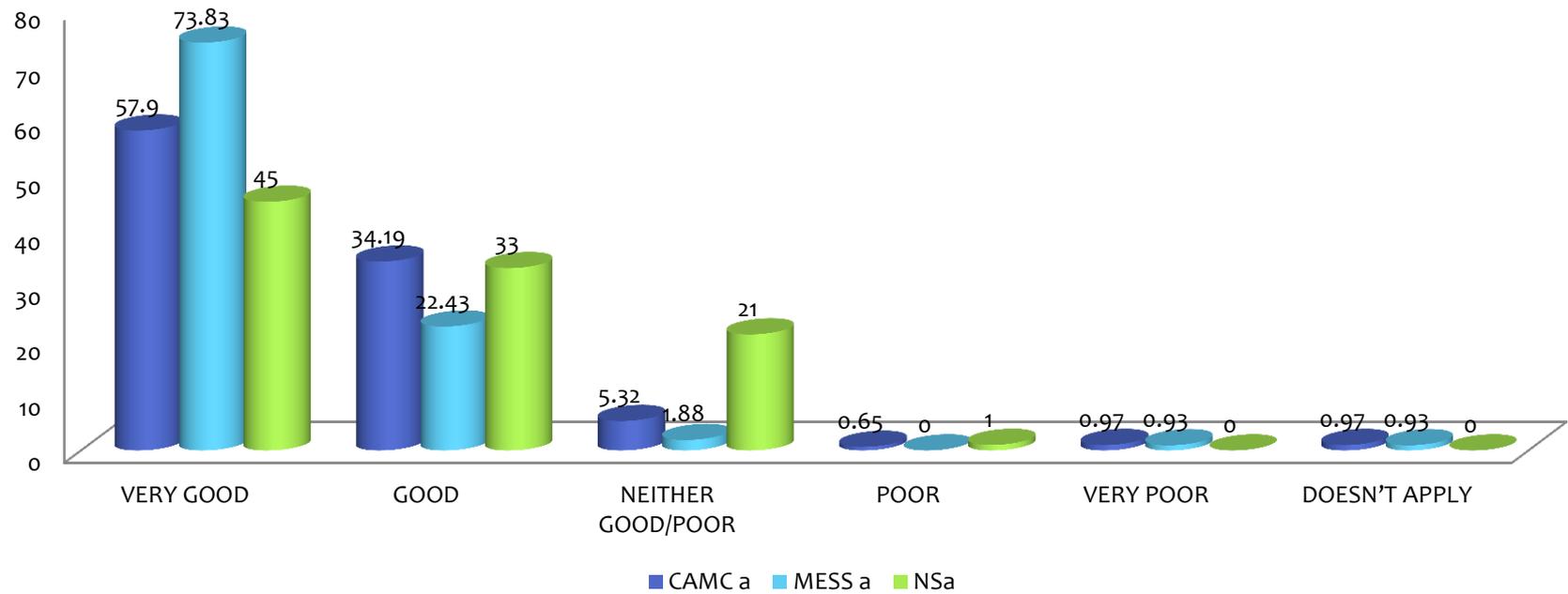
# WHO WAS YOUR LAST APPOINTMENT WITH?



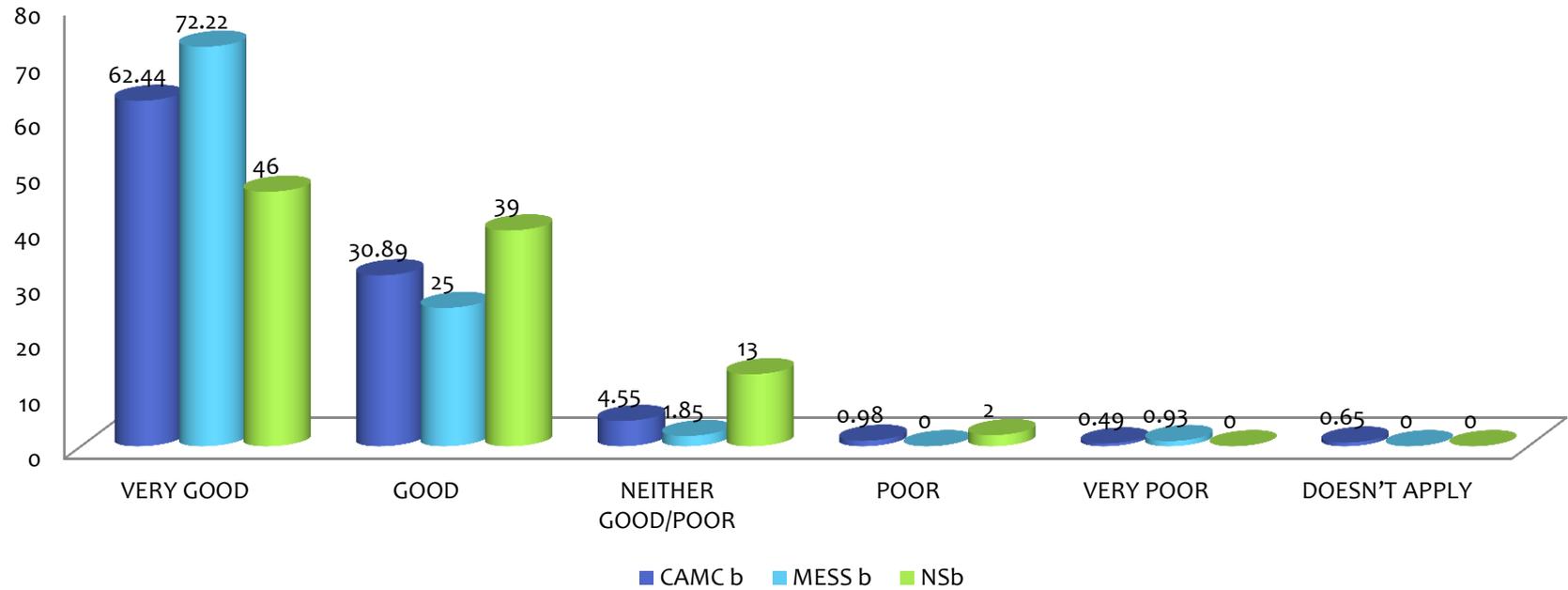
# HOW LONG AFTER YOUR APPOINTMENT TIME DID YOU WAIT TO SEE OR SPEAK TO THE HCP?



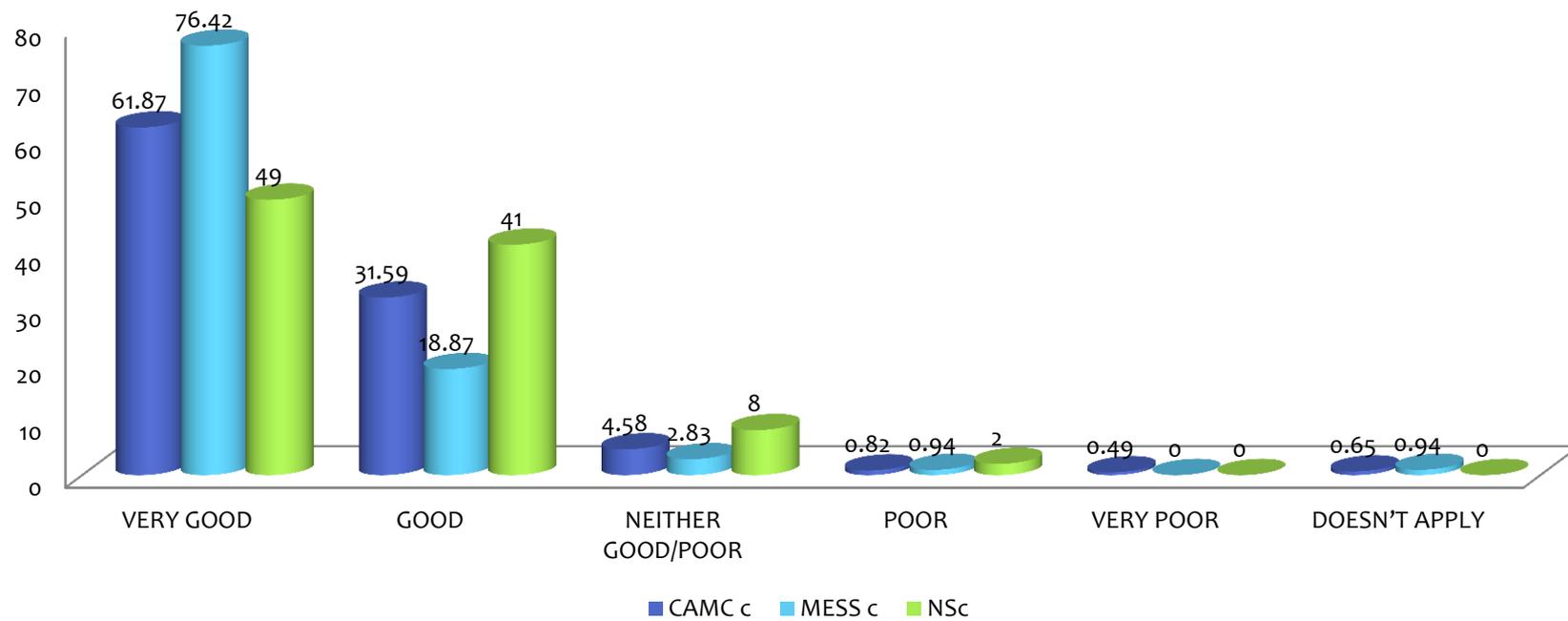
# HOW GOOD WAS THE HCP AT GIVING YOU ENOUGH TIME?



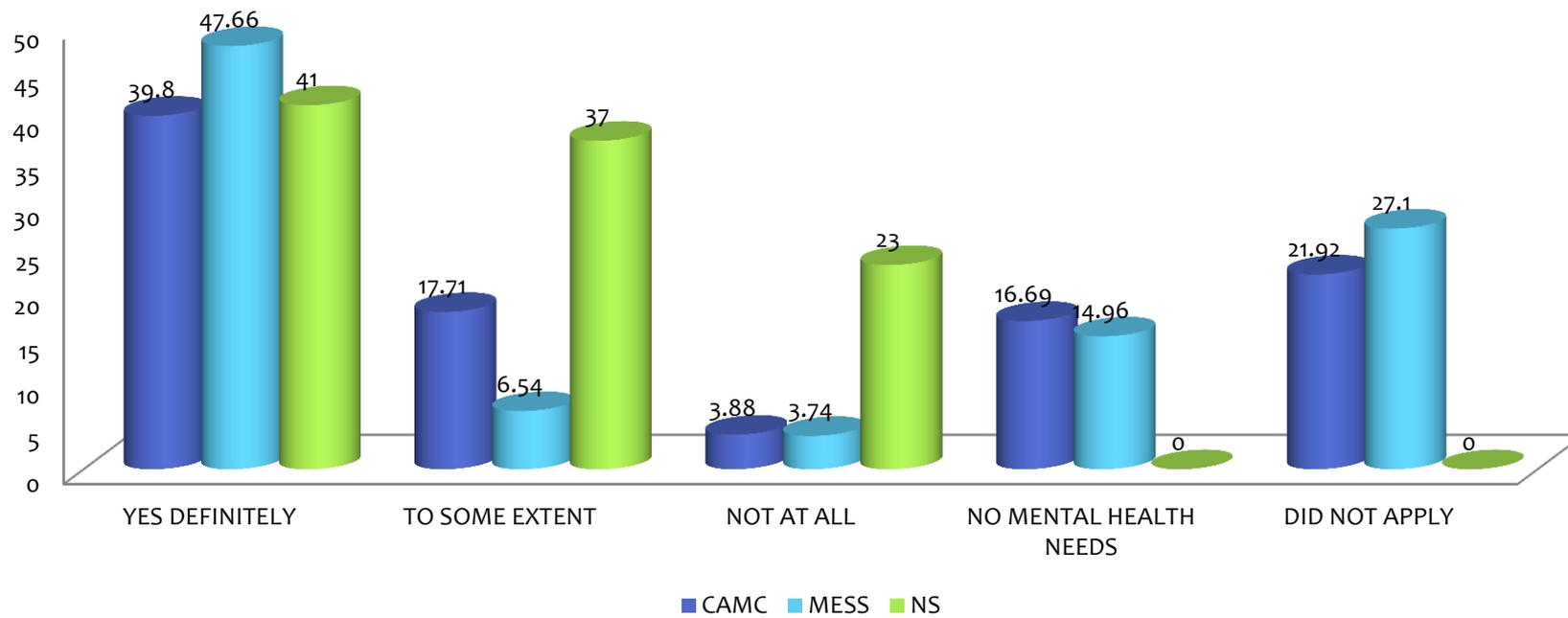
# HOW GOOD WAS THE HCP AT LISTENING TO YOU?



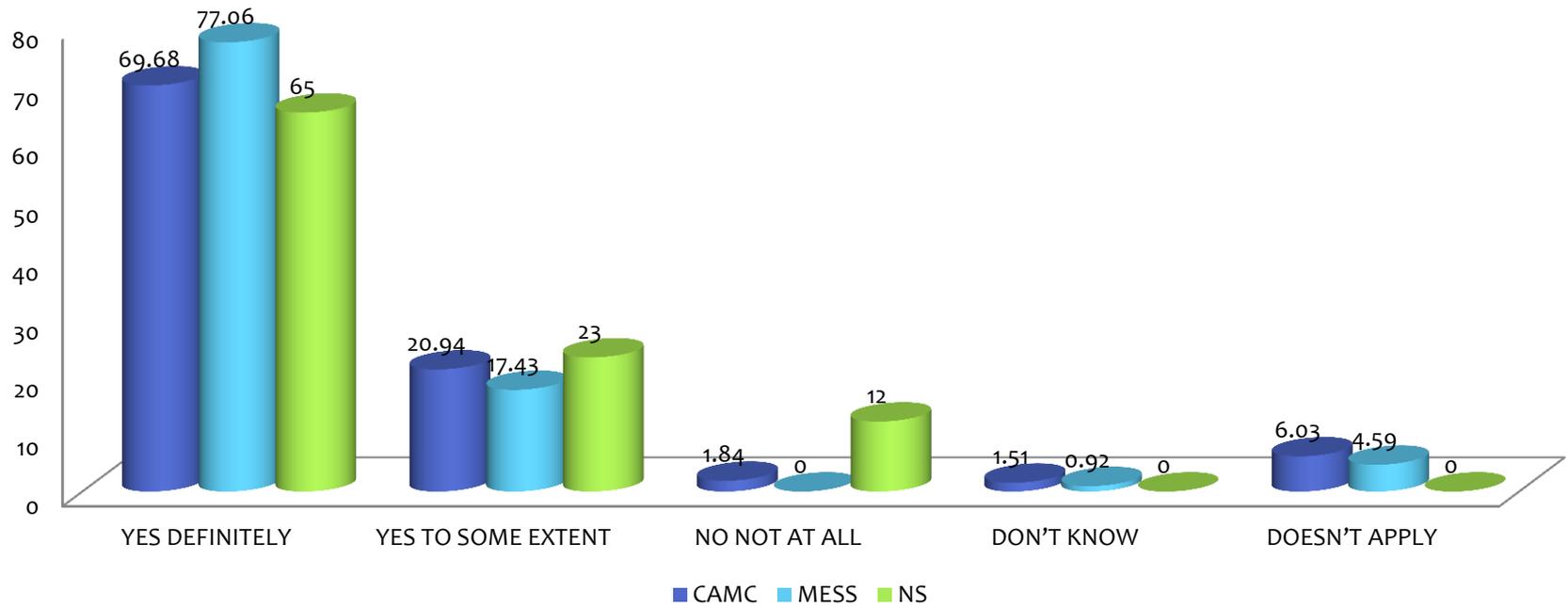
# HOW GOOD WAS THE HCP AT TREATING YOU WITH CARE & CONCERN?



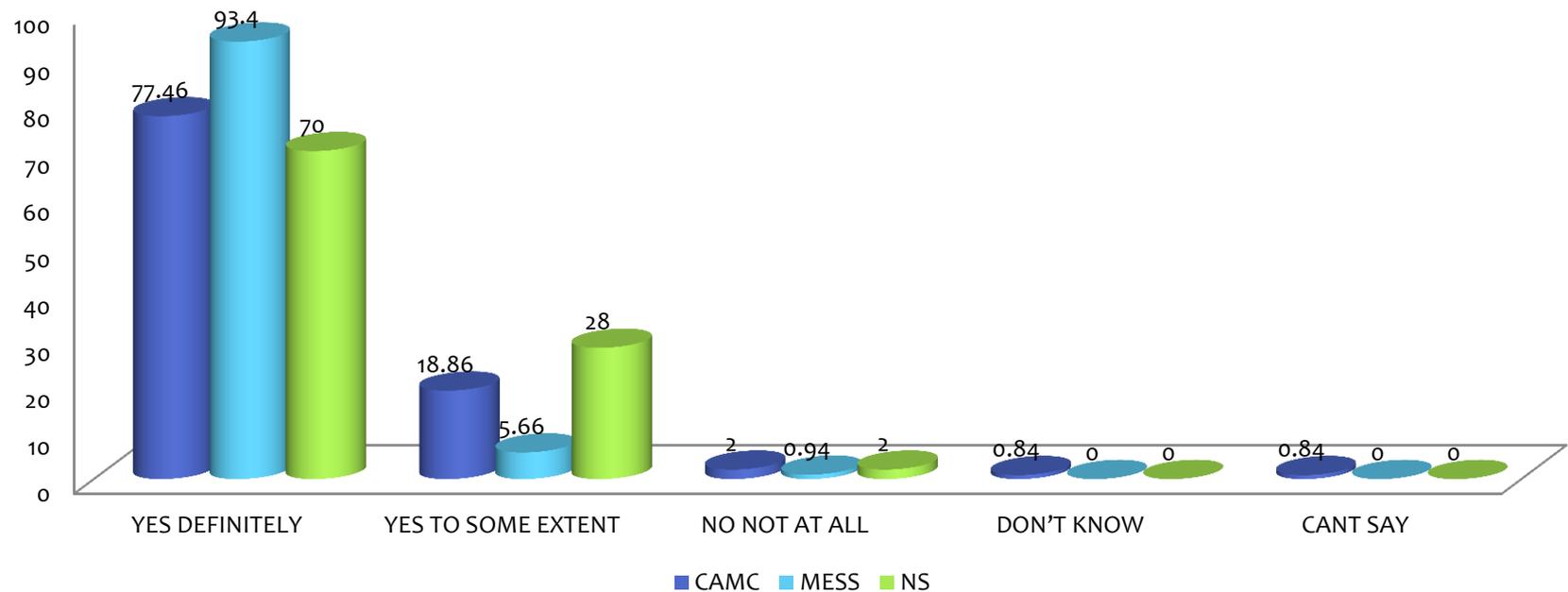
# DID YOU FEEL THAT THE HCP RECOGNISED OR UNDERSTOOD ANY MENTAL HEALTH NEEDS THAT YOU MIGHT HAVE?



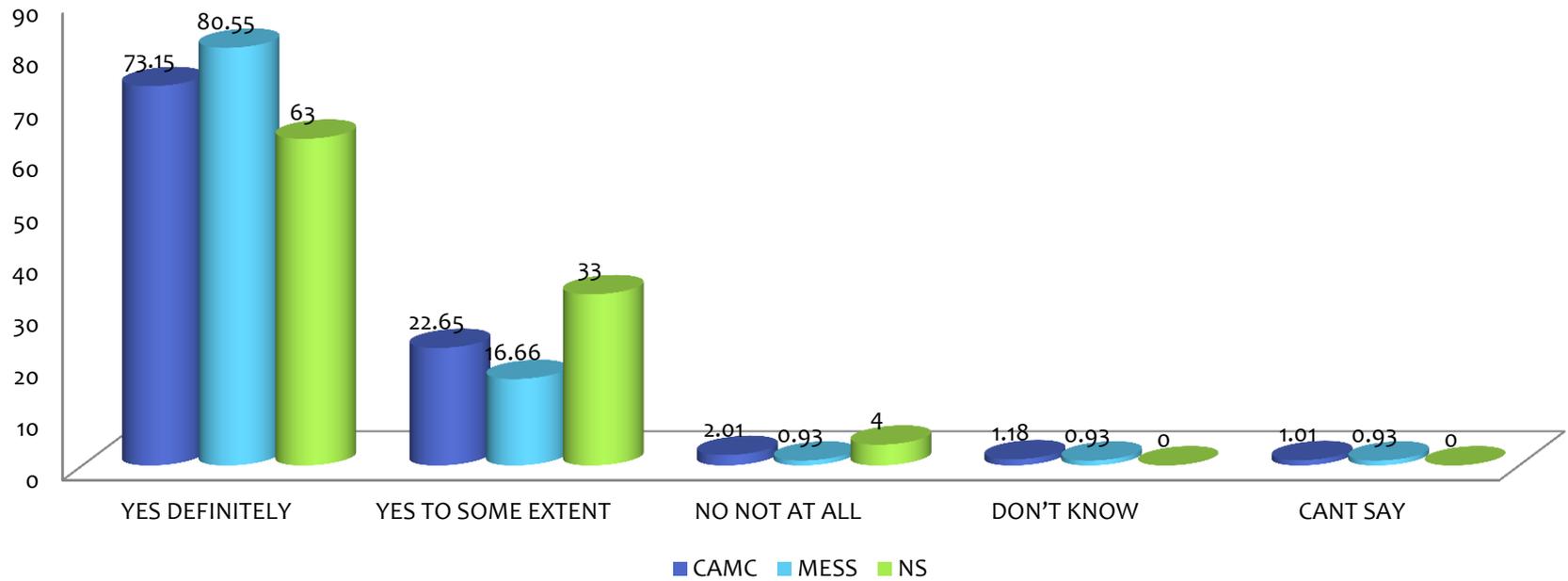
# WERE YOU INVOLVED IN DECISIONS ABOUT YOUR CARE & TREATMENT?



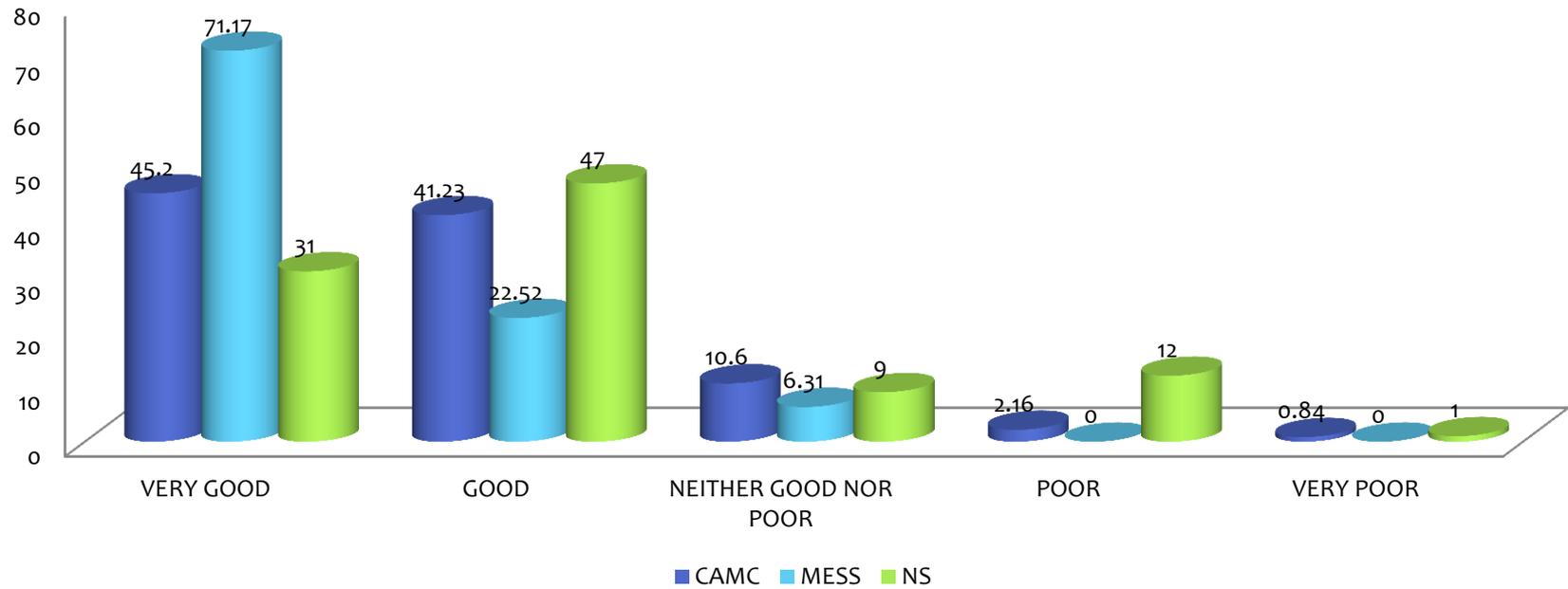
# DID YOU HAVE CONFIDENCE & TRUST IN THE HCP YOU SAW/SPOKE TO?



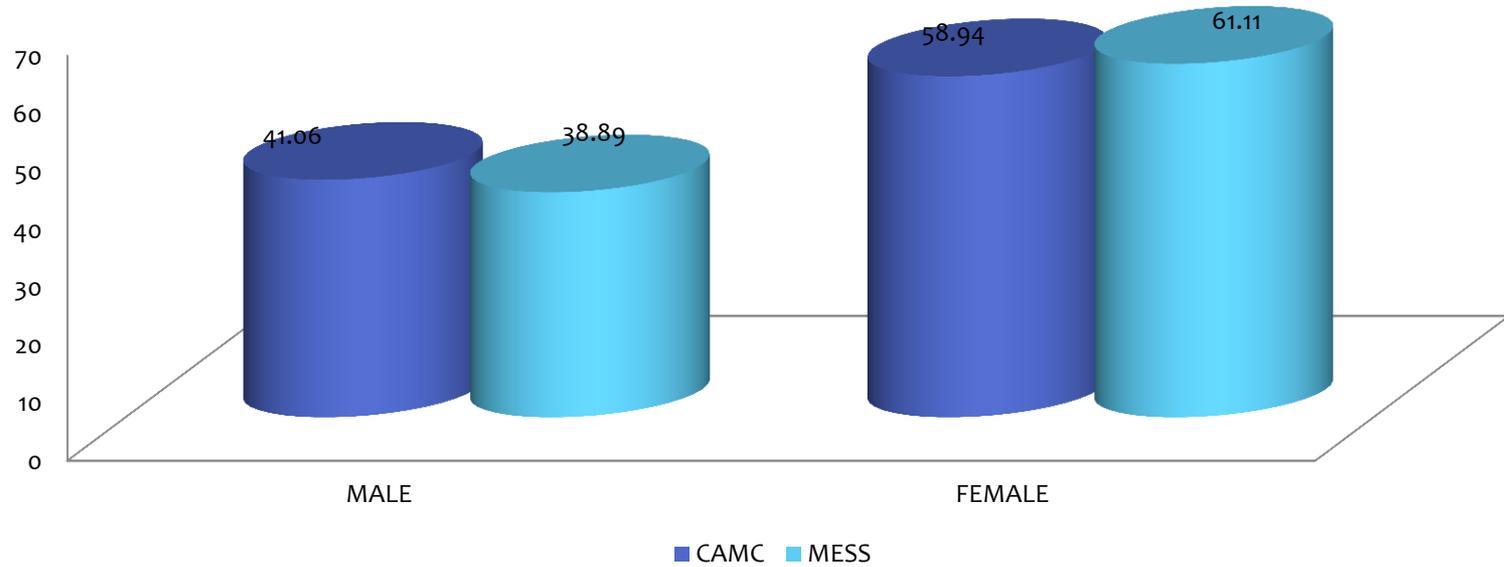
# THINKING OF THE REASON FOR YOUR APPOINTMENT - WERE YOUR NEEDS MET?



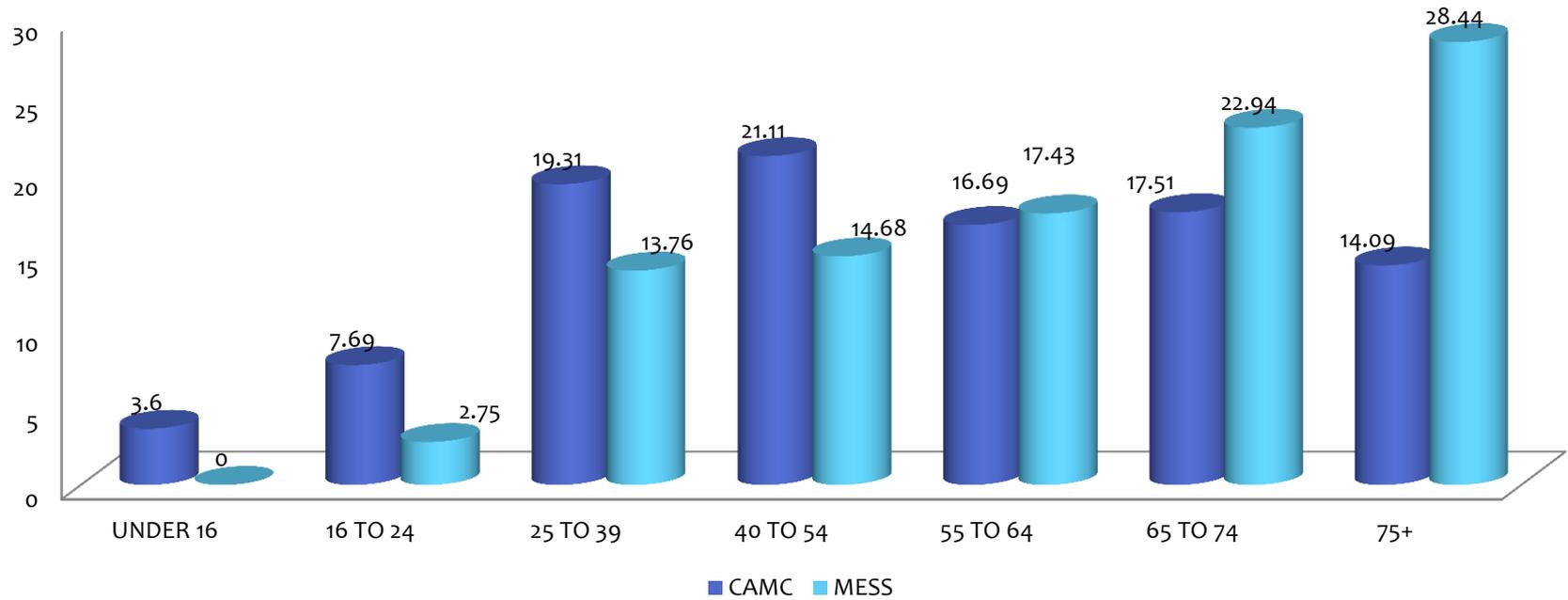
# OVERALL, HOW WOULD YOU DESCRIBE YOUR EXPERIENCE?



# MALE/FEMALE



# AGE?



- 
- On average 633 surveys were completed = 4.6% of patient population compared to National Survey figures where 263 surveys (1.9% of patient population) sent out and 119 completed = 54.75% response rate of surveys and 0.86% of patient population.
  - Not all patients responded to every question
  - Some patients had given more than 1 answer to some of the questions.
  - Figures are based on patients who attended the surgery throughout a 2 week period from w/c 11.11.2019.
  - Thank you to PPG members and Practice staff who assisted with the survey.