



Coleford Health Centre

Patient Experience 2019

492

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 (psurvey.aspx?p=342296&xls=2)

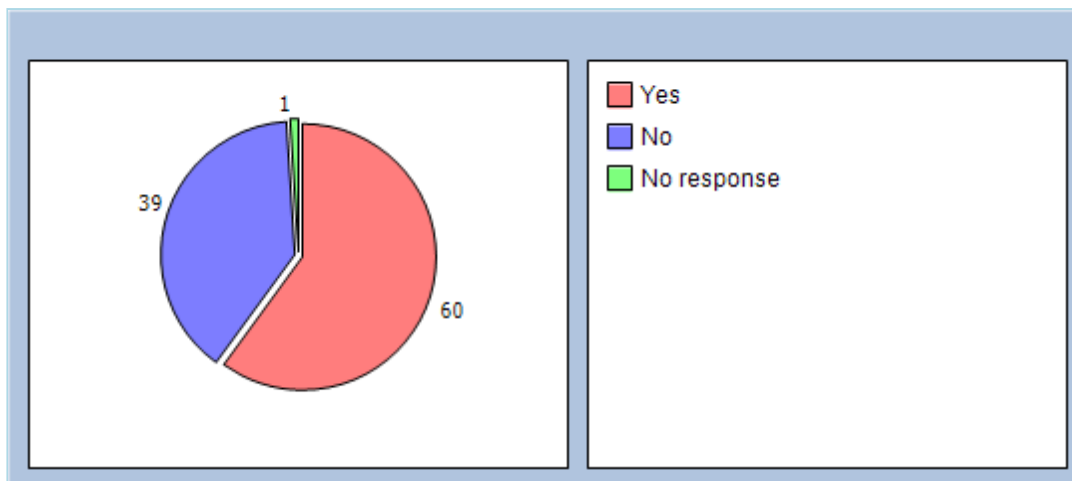
Number of Responses: Dear Patient,

We would appreciate your taking part in our survey which will help our practice understand what improvements we can make where possible.

Please answer all of the questions and click 'Send Survey' when you are done.

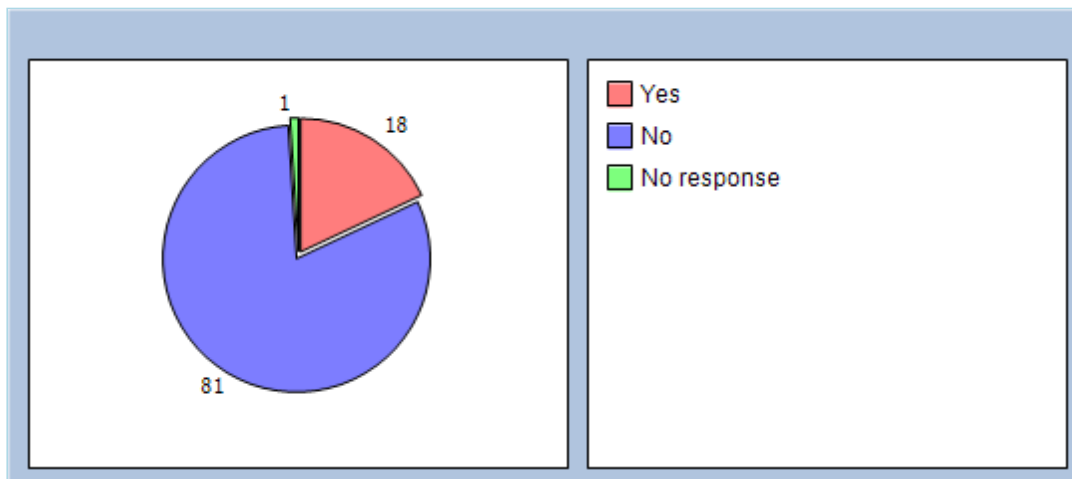
Q1.a) Are you aware of the Forest of Dean Improved Access & Extended Hours Service (additional GP, Nurse, Phlebotomist & Healthcare Assistant appointments in the afternoon, evening and Saturday morning)?

Yes	60%
No	39%
No response	1%



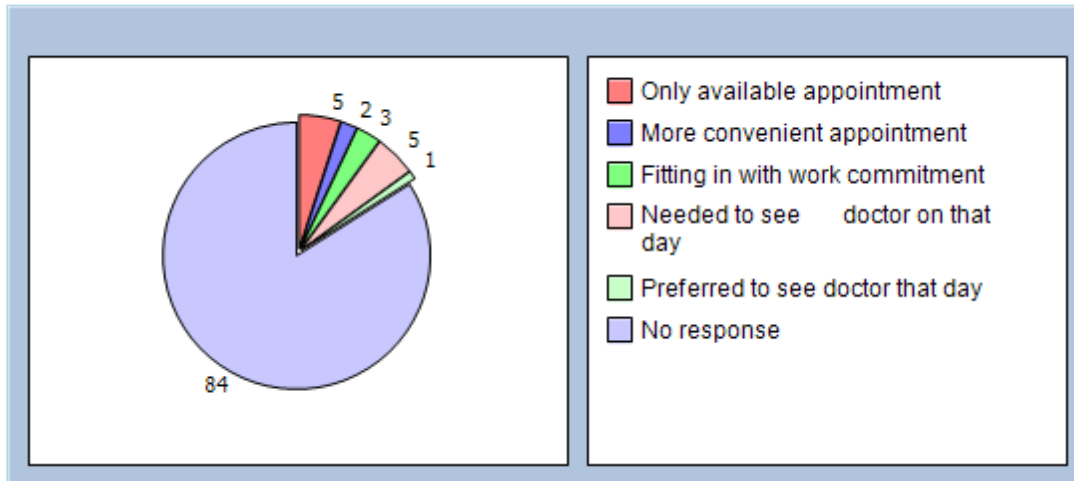
b) Have you used the Improved Access Service?

Yes	18%
No	81%
No response	1%



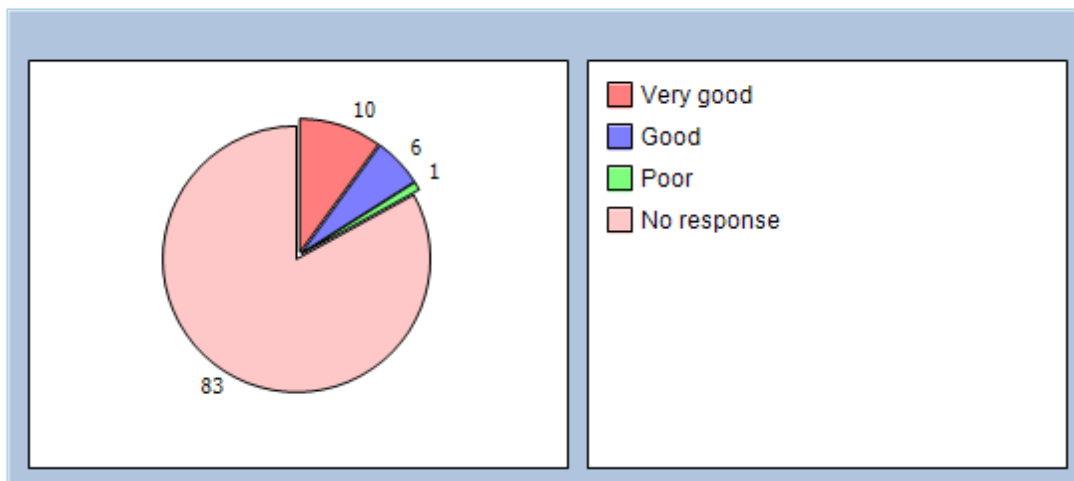
c) If you have used the Improved Access Service what was the reason for this?

Only available appointment	5%
More convenient appointment	2%
Fitting in with work commitment	3%
Fitting in with family commitments	0%
Needed to see doctor on that day	5%
Preferred to see doctor that day	1%
No response	84%



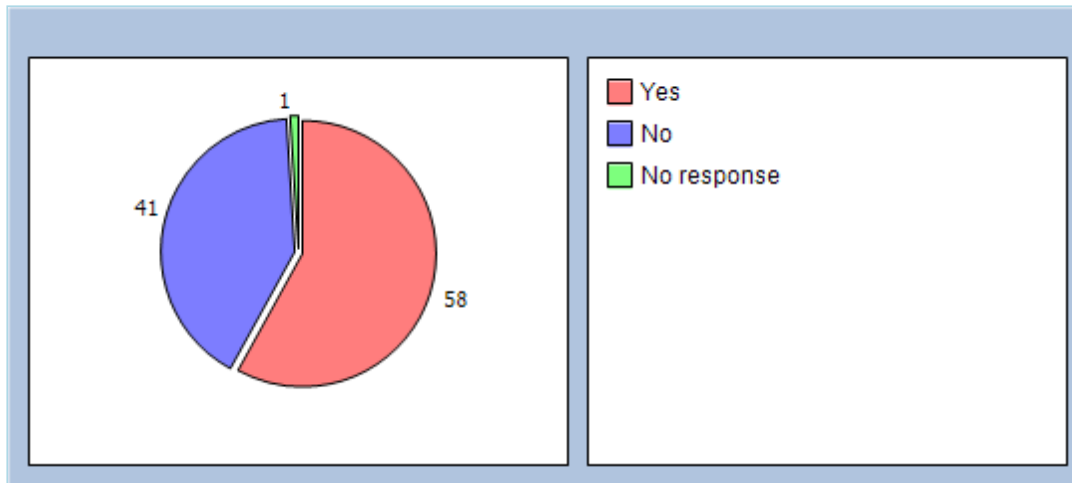
d) If you have used this service, how do you rate it?

Very good	10%
Good	6%
Average	0%
Below Average	0%
Poor	1%
No response	83%



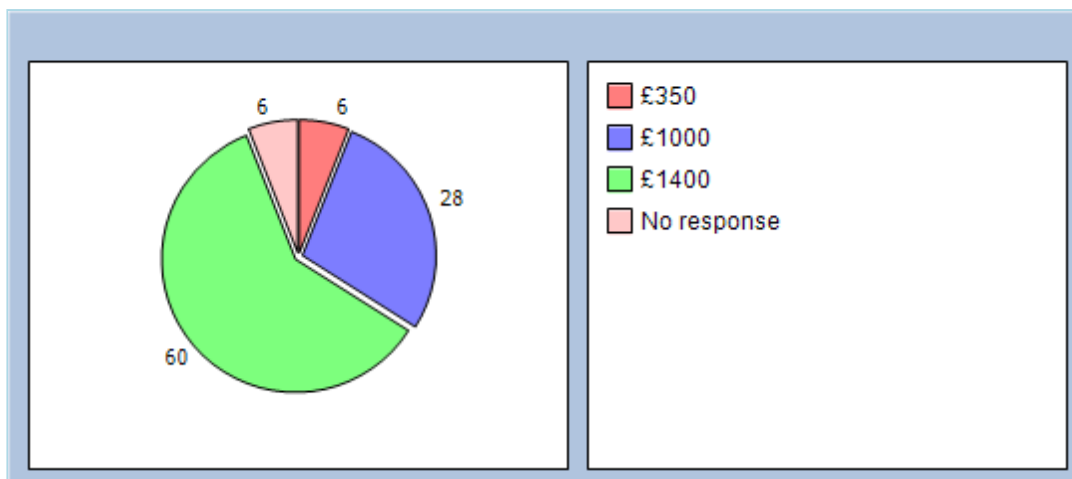
Q2. a) Are you aware that an average of 170 patients do not attend their appointment every month?

Yes	58%
No	41%
No response	1%



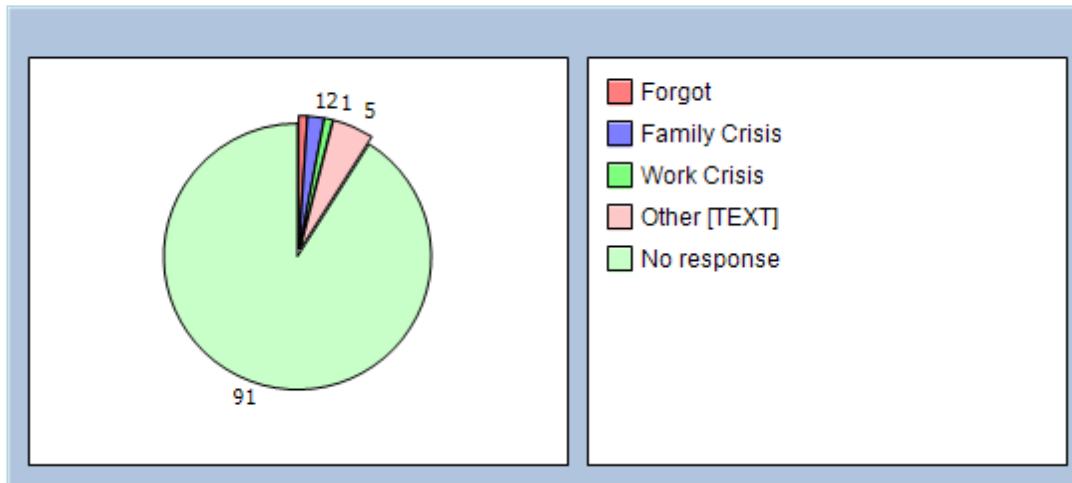
b) How much do you think it costs on average each month for the number of patients that do not attend their appointments?

£350	6%
£1000	28%
£1400	60%
No response	6%



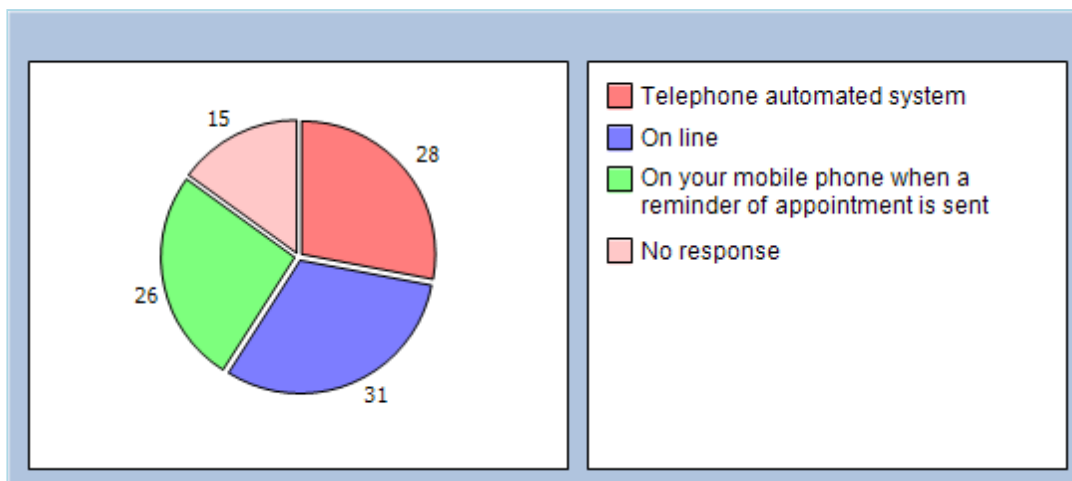
c) If you have missed an appointment in the last year what was the reason?

Forgot	1%
In hospital	0%
Family Crisis	2%
Work Crisis	1%
Other [TEXT]	5%
No response	91%



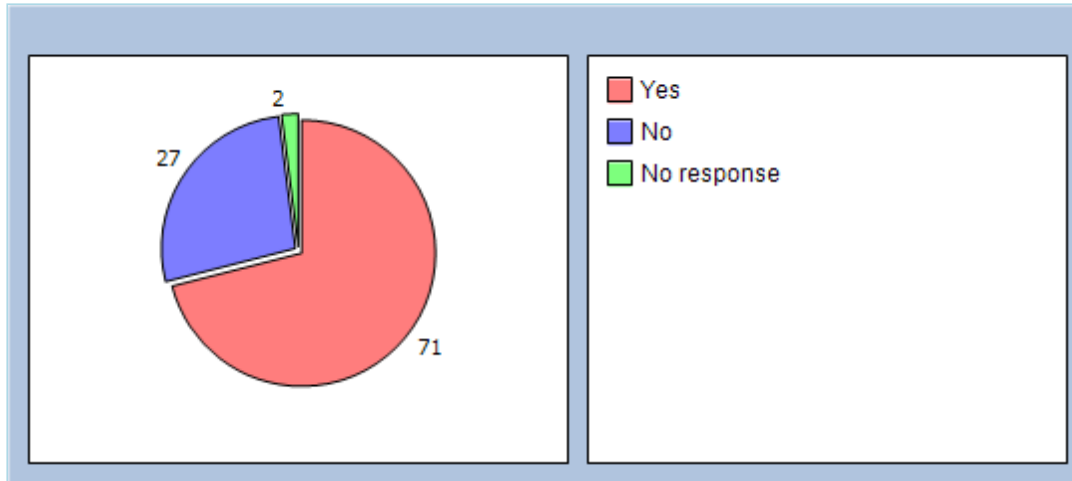
d) Are you aware that you can cancel your appointment at anytime of the day or night by;

Telephone automated system	28%
On line	31%
On your mobile phone when a reminder of appointment is sent	26%
No response	15%



e) Do you have on line access to book/cancel appointments, order repeat medication and view your medical records?

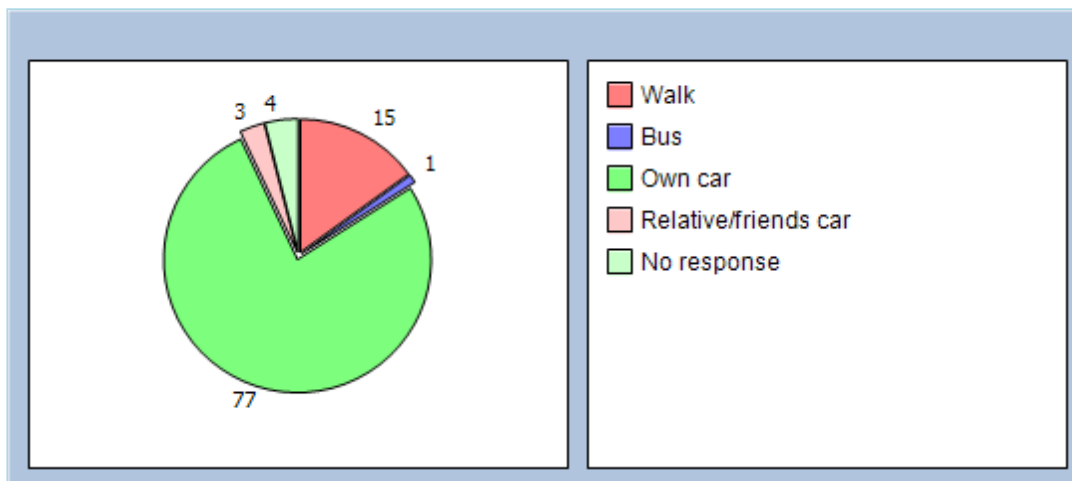
Yes	71%
No	27%
No response	2%



(Please see reception staff if you are not signed up for on line access and would like to be)

Q3. How do you usually travel to the surgery?

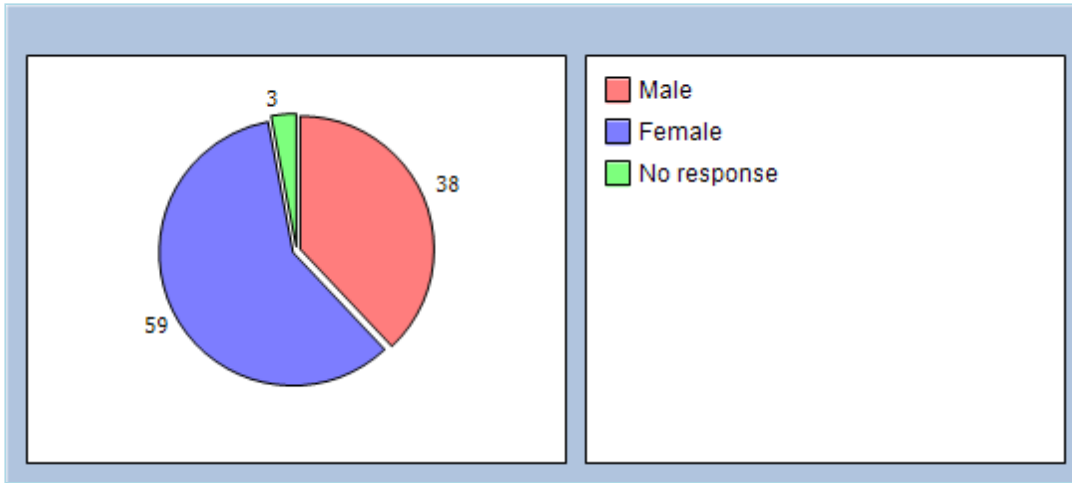
Walk	15%
bicycle	0%
Mobility Scooter	0%
Bus	1%
Own car	77%
Relative/friends car	3%
Private taxi	0%
Dial a Ride	0%
Motorcycle	0%
No response	4%



To help us analyse your answers please tell us a few things about yourself:

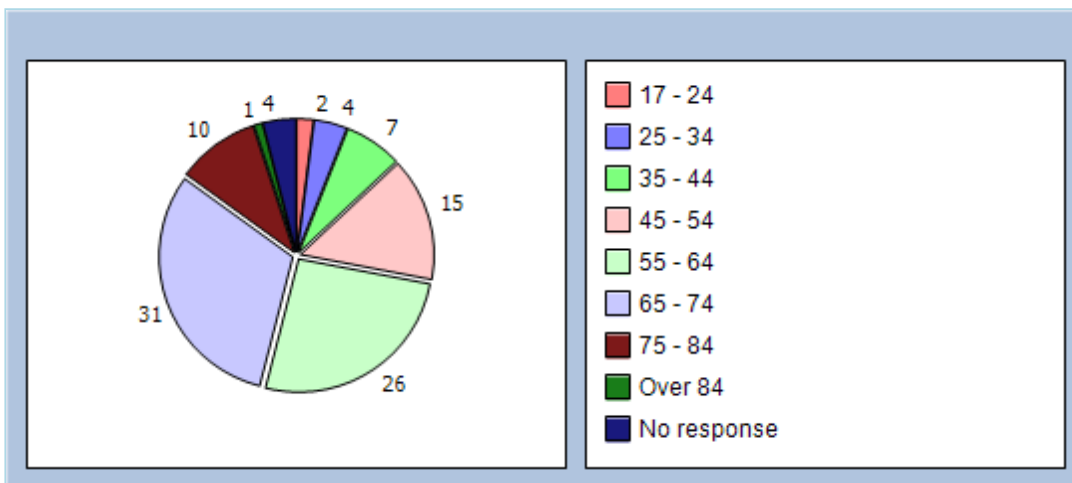
Are you male or female?

Male	38%
Female	59%
Prefer not to answer	0%
No response	3%



What age are you?

Under 16	0%
17 - 24	2%
25 - 34	4%
35 - 44	7%
45 - 54	15%
55 - 64	26%
65 - 74	31%
75 - 84	10%
Over 84	1%
No response	4%

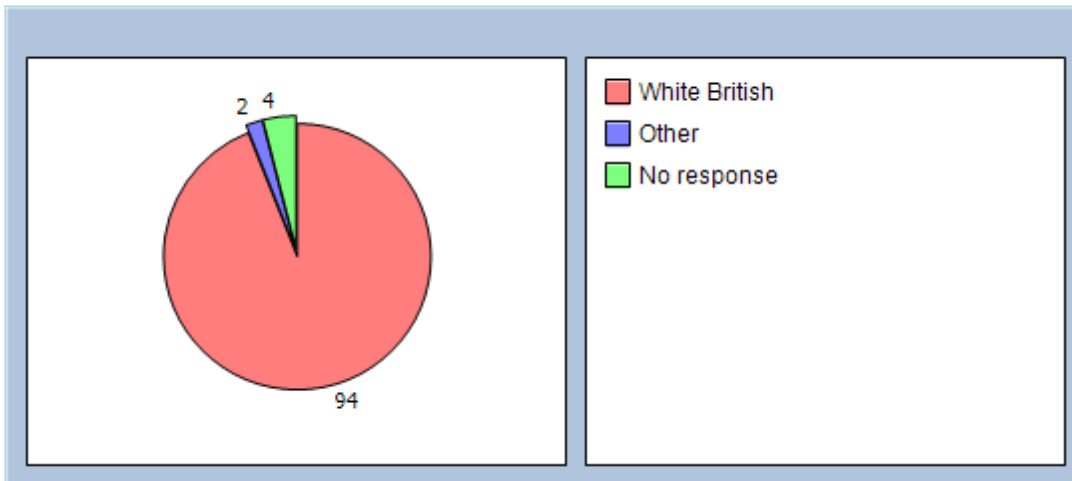


What is the ethnic background with which you most identify?

White British	94%
White Irish	0%
Mixed White & Black Caribbean	0%
Mixed White & Black African	0%
Mixed White & Black Asian	0%
Indian	0%
Pakistani	0%
Bangladeshi	0%
Black Caribbean	0%
Black African	0%
Chinese	0%
Other	2%

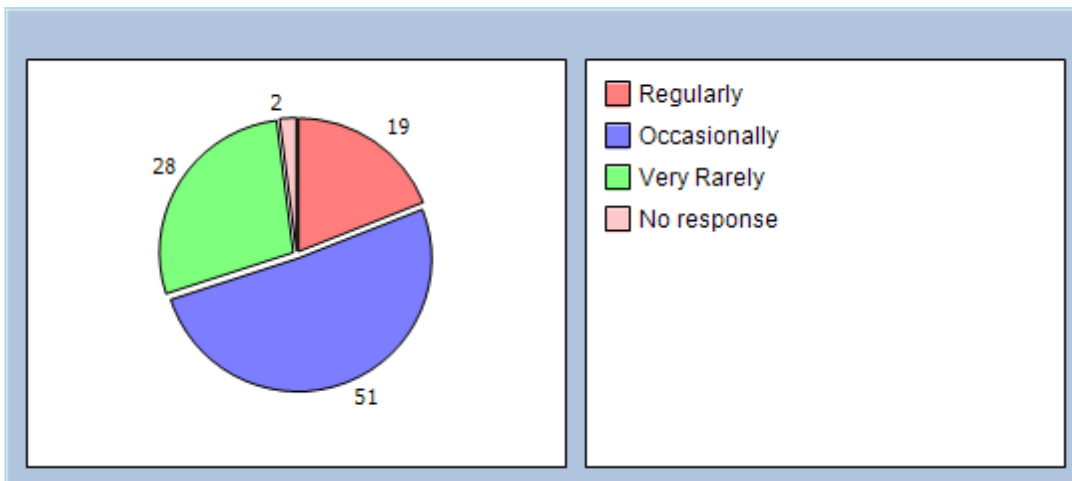
No response

4%



How would you describe how often you come to the practice?

Regularly	19%
Occasionally	51%
Very Rarely	28%
No response	2%



Many thanks for your time in answering the questions on this survey.