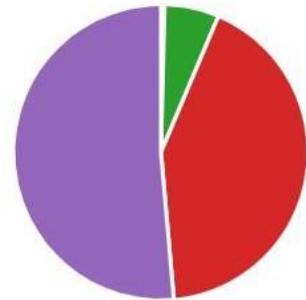


PATIENT SURVEY RESULTS - AUGUST 2023





Our patient survey was open for the month of August 2023. It was added to our website, Facebook & Instagram. Paper copies were put in the waiting rooms & posters put up by reception & on our TV screens. Thank you all for your feedback, we will be using the survey results to review the common themes & address them. Updates will be published in future newsletters & on the website.

1. Please confirm your age range.

 Under 18	0
 18-25	1
 26-40	15
 41-65	106
 Over 65	129



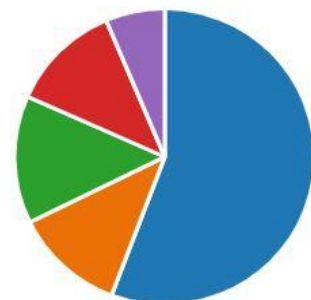
2. What is your gender?

 Male	54
 Female	196
 Non-binary	0
 Prefer not to say	1



3. When was the last time you contacted the practice by phone?

 Past 3 Months	140
 3-6 Months	30
 6-12 Months	35
 More than 12 Months	30
 Don't Know	16



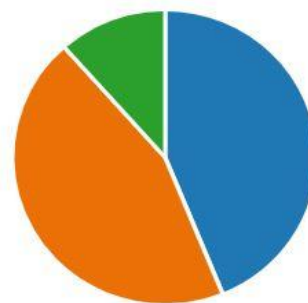
4. Was the phone answered within a reasonable timeframe?

 Yes	153
 No	98



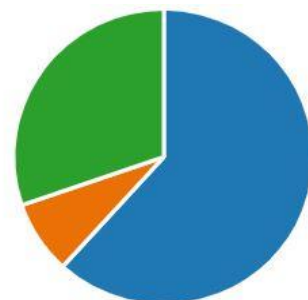
5. If you call and do not wish to wait, you can ask for a "Call Back". Were you aware that this option is available?

● Yes and have used this	110
● Yes but have not used this	112
● No	29



6. How helpful do you find the receptionists at the surgery?

● Very helpful	155
● Not helpful	20
● Neither helpful nor unhelpful	76



7. Have you used the new Anima service to submit a request to the practice?

● Yes	120
● No	119
● Other	12



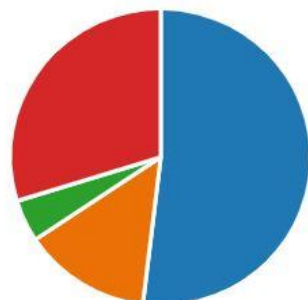
8. If you have used Anima, did you get the help you needed?

● Yes	80
● No	37
● Other	43



9. If you have not used Anima, can you tell us why not?

● No need as have not needed to ...	68
● Technical problem setting up ac...	18
● Don't use computers/have inter...	6
● Other	39



10. Do you find the surgery website informative & easy to access?

● Yes	133
● No	59
● Don't know	59



11. What improvements would you like to see to our website?

Comments:

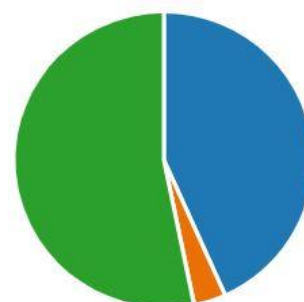
- Am so happy with the surgery, the wonderful staff, and the website.
- Easy to navigate.
- Think it is pretty comprehensive.
- Happy with website.
- None at the moment it works very well.
- Anima has improved this.
- Put links on Facebook to remind/show people it is there.

Main Suggestions:

- It would be useful to have a menu on the homepage of the website.
- Can you add a section to show what days, times & sites the GPs work from.
- We would like to see the local chemists opening hours, especially for Bank Holidays.
- Can you add a direct link to book appointments with the clinicians at the surgery.
- The Anima link needs to be easier to find & explained in more detail.
- We need to see the team members & who they are.
- Can you add statistics like phone call waiting times, appointments missed & waiting times for them.

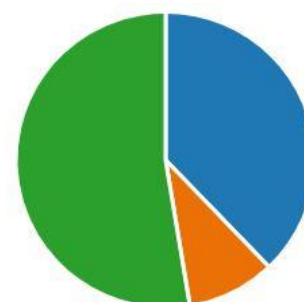
12. Do you follow our social media accounts?

● Facebook	113
● Instagram	9
● No	139



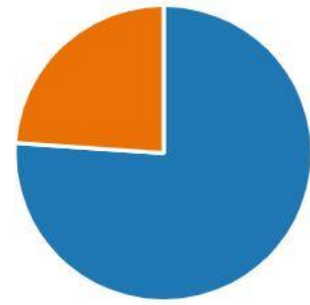
13. Do you find the social media accounts informative?

● Yes	95
● No	24
● Don't know	132



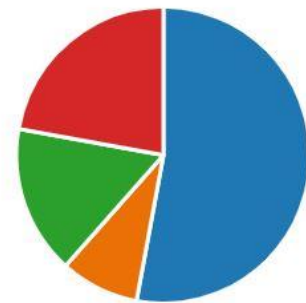
14. Do you use the NHS App?

Yes	191
No	60



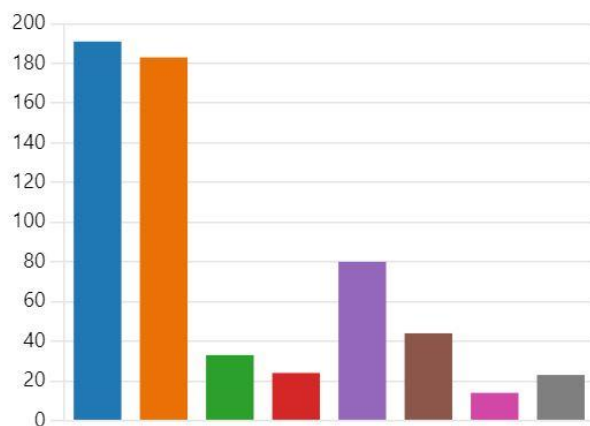
15. Which do you prefer to use when contacting the surgery?

Telephone	153
Website	25
Anima (Online Access)	47
All of the above	64



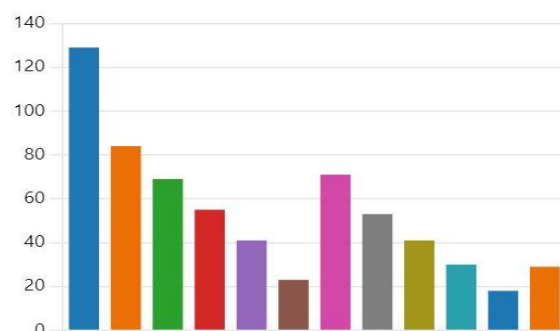
16. Before you book a GP appointment do you do any of the following?

Self Treatments	191
Pharmacy and over the counter ...	183
Surgery website help	33
Anima help	24
NHS online services/Apps	80
NHS 111	44
None of the above	14
Other	23



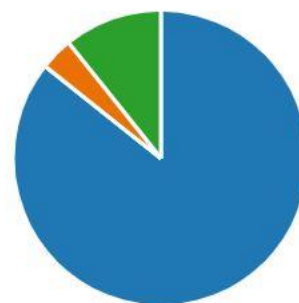
17. Which of the following healthcare professionals are you aware you can book appointments with other than your GP?

Advanced Nurse Practitioner	129
Orthopaedic Practitioner	84
Mental Health Practitioner	69
Paramedic Practitioner	55
Dermatology Nurse Specialist	41
Paediatric Nurse Specialist	23
Diabetes Nurse Specialist	71
Respiratory Nurse Specialist	53
Hypertension (Blood Pressure) S...	41
Social Prescriber	30
All of the above	18
None of the above	29



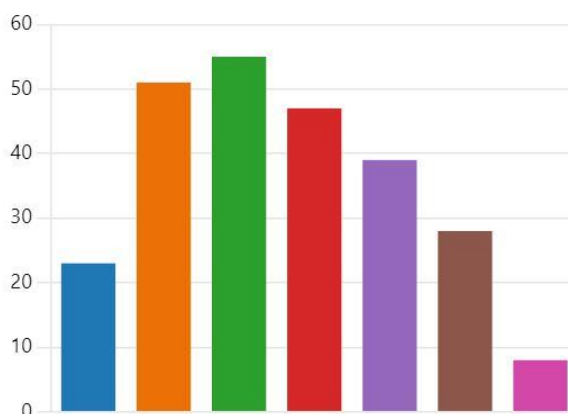
18. At Oakley Health, appointments are available Monday – Friday 08:00 – 20:00 and Saturdays 09:00 – 17:00. Are you satisfied with this availability of times?

Yes	215
No	9
Other	27



19. How would you describe your most recent experience at the surgery?

Exceptional	23
Excellent	51
Very Good	55
Good	47
Fair	39
Poor	28
Very poor	8



20. Please include any additional comments in support of your answers given above here

Some of the comments received:

- I believe we are so lucky with our Surgery, always helpful and despite their very high demand. Anima exceeded my expectations, I was contacted speedily by a health care professional via the phone. We are so lucky to have such fantastic service from all at Oakley Health!
- Absolutely love the way you are always trying to improve. Anima is great.
- Have always found our surgery very helpful, after using the new platform Anima, was very impressed. The contact back from Anima, excellent.
- I have been with this surgery for many years and have always received a fabulous service.
- My wife and I have used your services more often the last year and have found you go above and beyond. Receptionists helpful and efficient, My Doctor is lovely. The range of services that are provided is impressive. I attended my annual check-up yesterday and the service was excellent.
- Pharmacy issue, managed very well by the pharmacy team.
- I've definitely seen a marked improvement of service since the introduction of Anima.
- Found Anima easier to use than previous online system, less repetition
- There was a wait to speak to a receptionist. This was due to the 2 ladies being very helpful & supportive to the query of each patient. They were very busy but never showed any sign of impatience or annoyance.

Main Feedback:

- You do not provide enough support for patients who are not able to use the online system (Anima).
- You should make patients aware that they can book an appointment on a Saturday.
- The waiting times for an appointment are too long.
- Why can't I book an appointment over the phone or directly online?
- The new Anima system is difficult to use & there are too many forms to fill in.
- Why can't the receptionist book a GP appointment for me?
- Why is Anima closed after 6.30pm & at the weekends?
- There are too many telephone appointments & not enough face-to-face.