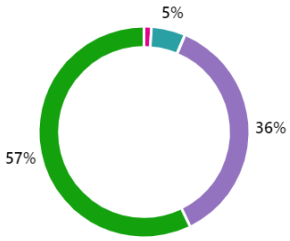
Responses Overview

Closed

Responses	Average Time	Duration
173	08:33	112 Days

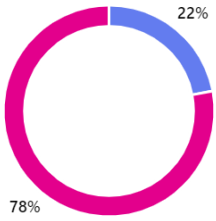
1. Please confirm your Age Range

Under 18	0
18-25	2
26-40	9
41-65	63
Over 65	99



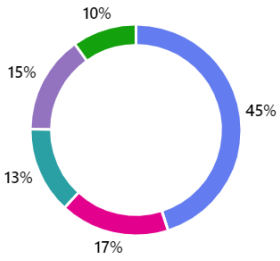
2. What is your Gender?

Male	38
Female	135
Non-binary	0
Prefer not to say	0



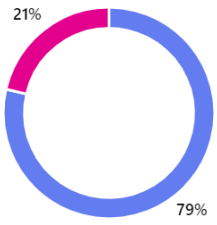
3. When was the last time you contacted the practice by phone?

Past 3 Months	78
3-6 Months	29
6-12 Months	23
More than 12 Months	26
Don't Know	17



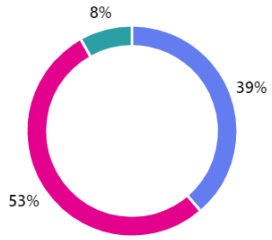
4. Was the phone answered within a reasonable timeframe?

Yes	136
No	37



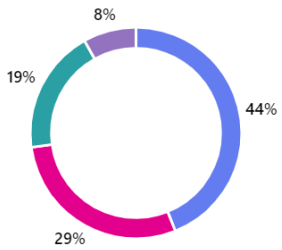
5. If you call and do not wish to wait, you can ask for a "Call Back". Were you aware that this option is available?

Yes and have used this	67
Yes but have not used this	92
No	14



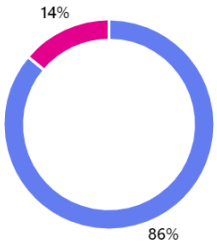
6. How helpful do you find the receptionists at the surgery?

Very helpful	76
Helpful	50
Neither helpful nor unhelpful	33
Not helpful	14



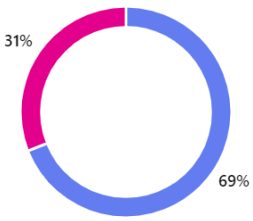
7. Have you used Anima to submit a request to the practice?

Yes	149
No	24



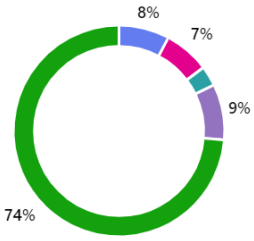
8. If you have used Anima, did you get the help you needed?

Yes	109
No	49



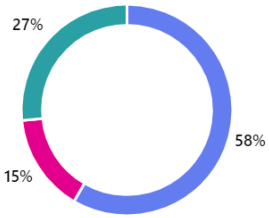
9. If you have not used Anima, can you tell us why not?

No need as have not needed to contact the practice yet	10
Technical issues	9
Don't use computers/no internet access	4
The receptionists fill in the form on my behalf	11
Not applicable	95



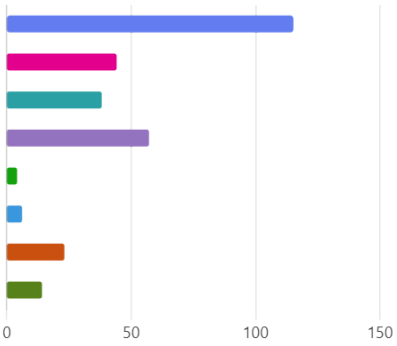
10. Do you find the surgery website informative & easy to access?

Yes	101
No	26
Don't know	46



11. Have you used the website for any of the following?

To access Anima	115
Monthly newsletter	44
Practice team information	38
Repeat prescriptions	57
Travel form	4
Patient feedback	6
News	23
Other	14



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

66
Responses

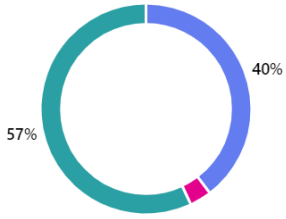
Latest Responses
"You seem to be very orientated towards female health and helping women. It wo... "
• • •

14 respondents (21%) answered Anima for this question.

navigation - Anima
direction to Anima
booking
helpful
anima requests
Anima
able
website or anima
options
app for Anima
needs
time
doctor
questions on the Anima
access
help
face to face
Anima is crap
Anima logo
Use something other than Anima

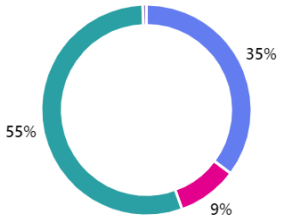
13. Do you follow our social media accounts?

Facebook	71
Instagram	6
No	102



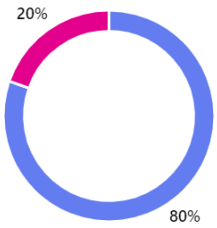
14. Do you find the social media accounts informative?

Yes	61
No	16
Not applicable	95
Other	1



15. Do you use the NHS app?

Yes	139
No	34

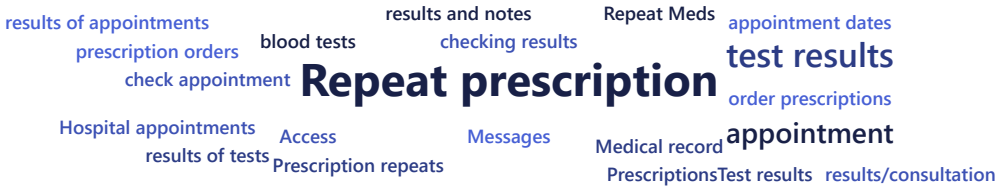


16. If you do use the NHS App, what do you use it for?

123
Responses

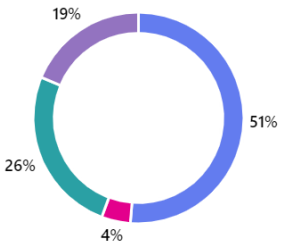
Latest Responses
"Look at appointments, messages, test results"
"To access my Patient Access Record"
• • •

38 respondents (31%) answered Repeat prescription for this question.



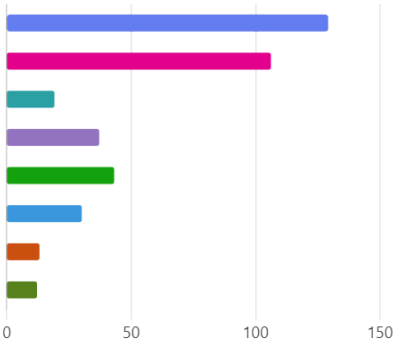
17. Which do you prefer to use when contacting the surgery?

Telephone	104
Website	9
Anima (Online Access)	52
All of the above	38



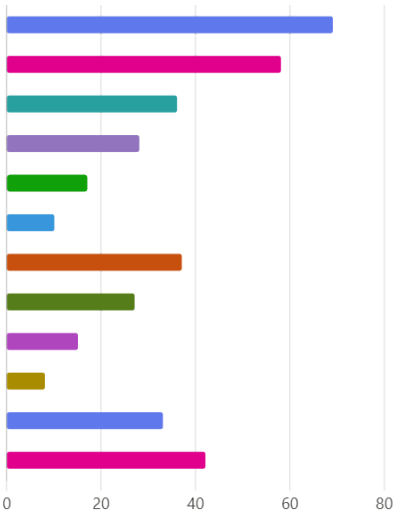
18. Before you book a GP appointment do you do any of the following?

Self Treatments	129
Pharmacy First and over the counter medications	106
Surgery website help	19
Anima help	37
NHS online services/Apps	43
NHS 111	30
None of the above	13
Other	12



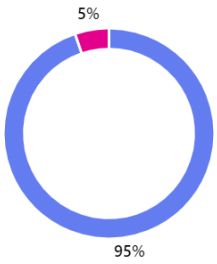
19. Which of the following healthcare professionals are you aware you can book appointments with other than your GP?

Advanced Nurse Practitioner	69
Orthopaedic Practitioner	58
Mental Health Practitioner	36
Paramedic Practitioner	28
Dermatology Nurse Specialist	17
Paediatric Nurse Specialist	10
Diabetes Nurse Specialist	37
Respiratory Nurse Specialist	27
Hypertension (Blood Pressure) Specialist	15
Social Prescriber	8
All of the above	33
None of the above	42

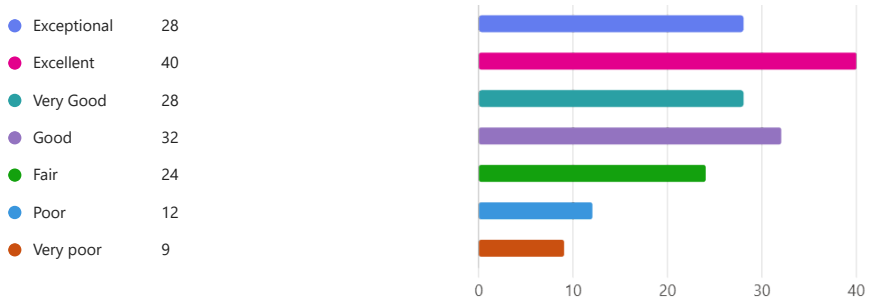


20. At Oakley Health, appointments are available Monday – Friday 08:00 – 20:00 and Saturdays 09:00 – 17:00. Are you satisfied with this availability of times?

Yes	164
No	9



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



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

109
Responses

Latest Responses

"Anima is a frustrating system. Some receptionists are unhelpful and rude on the t... "

"Like I said I do not think that men are your priority at all. You have Drs with specia..."

"Sadly I do not find that the Health Centre is able to provide the health care provis..."

• • •

53 respondents (49%) answered appointments for this question.

