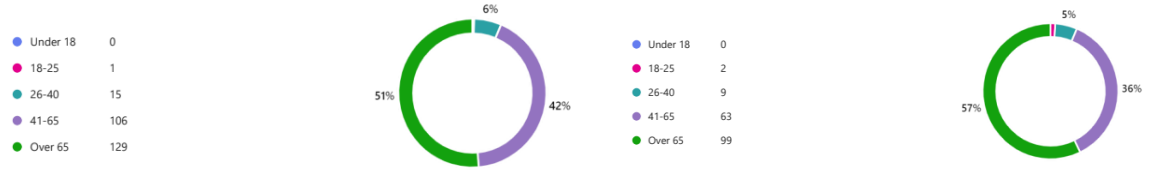
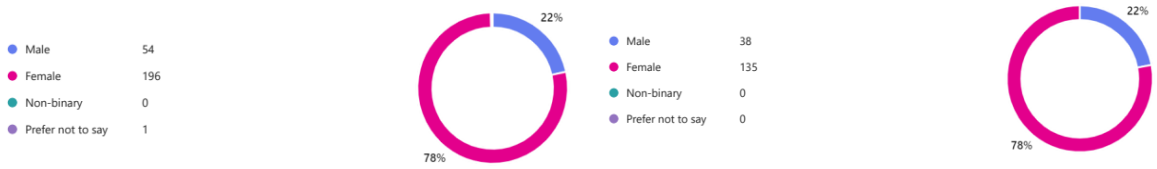
Survey Results – 2023 vs 2024

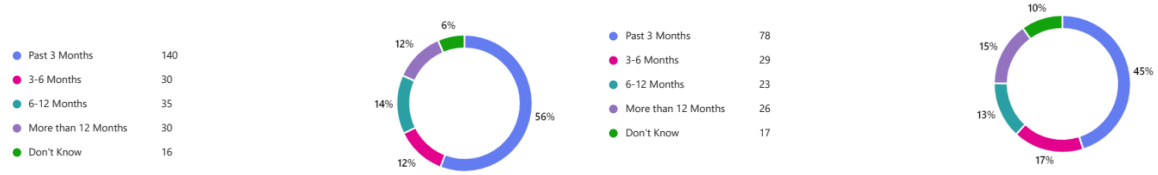
1. Please confirm your Age Range



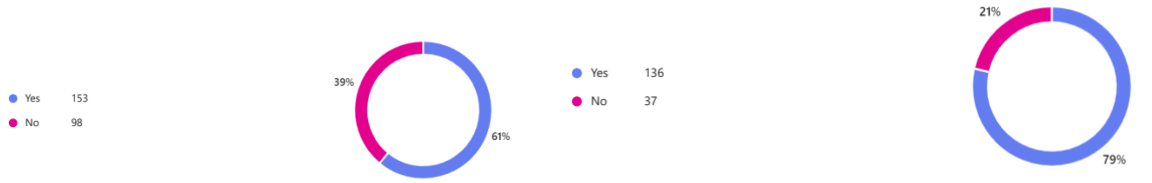
2. What is your Gender?



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



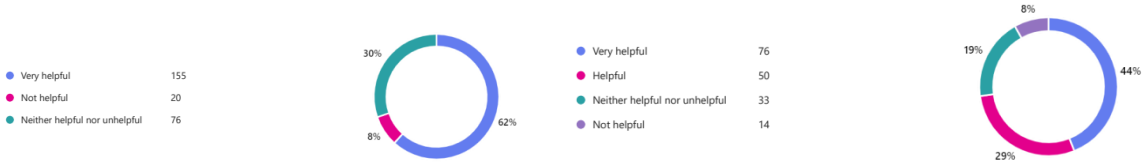
4. Was the phone answered within a reasonable timeframe?



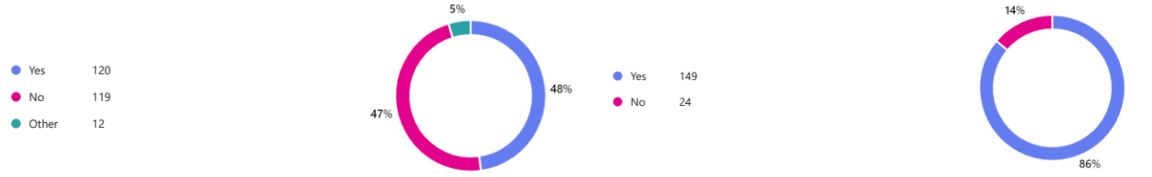
5. If you call and do not wish to wait, you can ask for a "Call Back". Were you aware that this option is available?



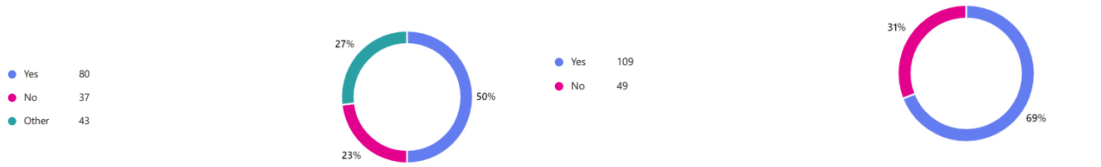
6. How helpful do you find the receptionists at the surgery?



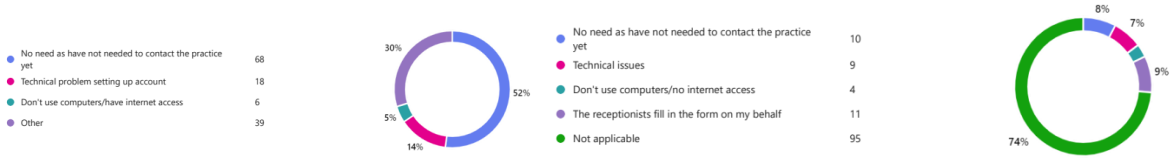
7. Have you used Anima to submit a request to the practice?



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



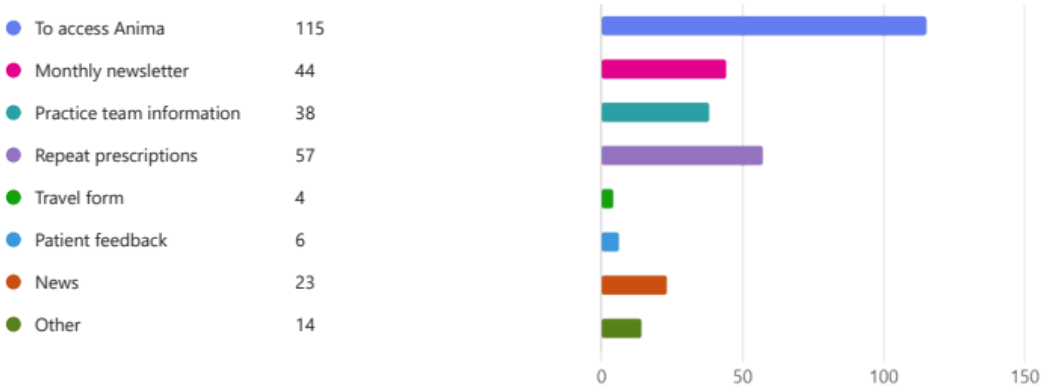
9. If you have not used Anima, can you tell us why not?



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



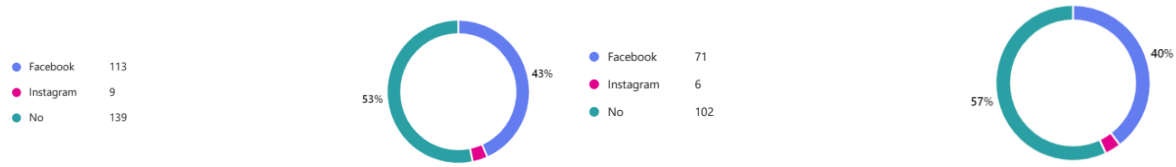
11. Have you used the website for any of the following?



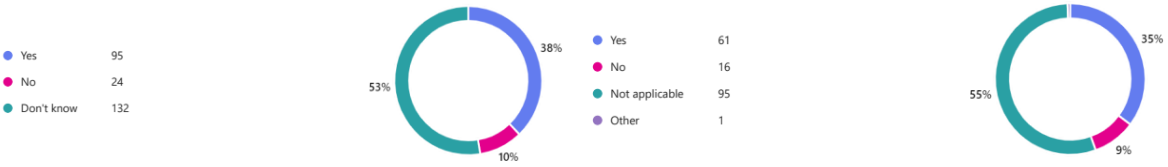
12. What improvements would you like to see to our website?



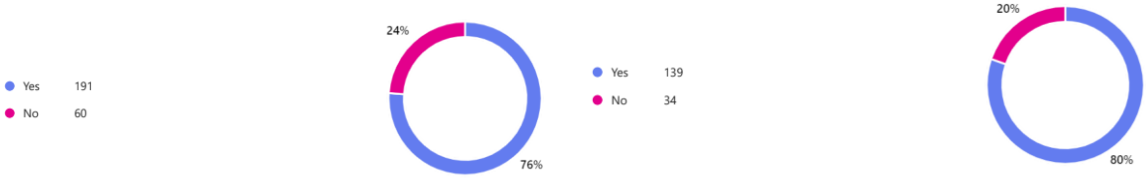
13. Do you follow our social media accounts?



14. Do you find the social media accounts informative?



15. Do you use the NHS app?



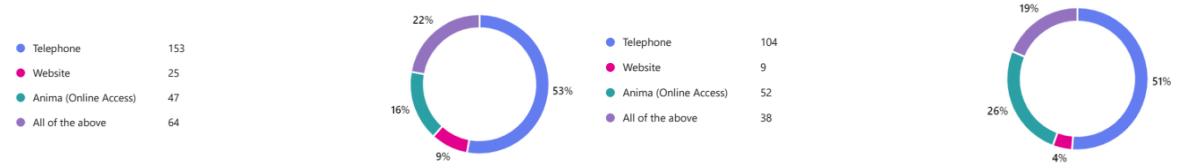
16. If you do use the NHS App, what do you use it for?

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Responses

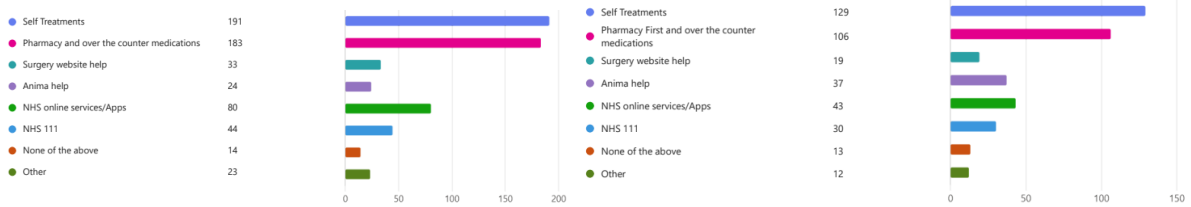
Latest Responses
"Look at appointments, messages, test results"
"To access my Patient Access Record"
...



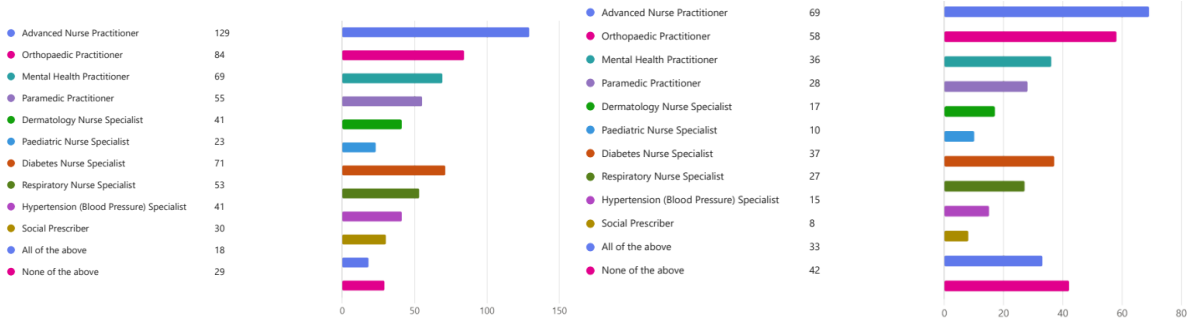
17. Which do you prefer to use when contacting the surgery?



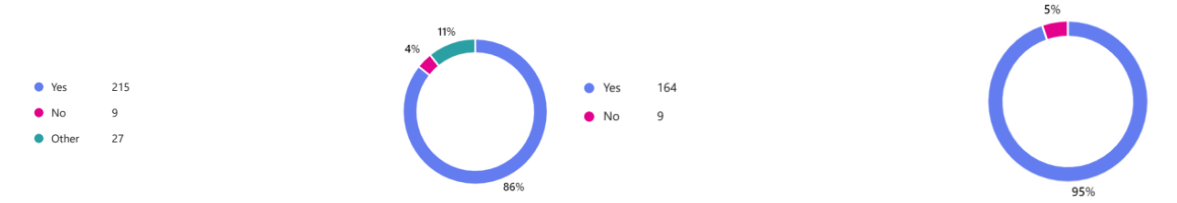
18. Before you book a GP appointment do you do any of the following?



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



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?



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

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Responses

Latest Responses

"At my last to Hartley Corner Surgery there was a wait to speak to a receptionist. T..."
"Very Poor. This new system is no good for elderly people who don't understand c..."
"Unfortunately, although my most recent appointment was "good", it was in fact a..."

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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..."

50 respondents (32%) answered appointment for this question.



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

