

The New Dispensary

Patient Survey Practice Report 2012/13

Demographics

Q1 Are you?

| Male | Female | Did not answer | Total |
|------|--------|----------------|-------|
| 47 | 101 | 7 | 155 |
| 30% | 65% | 5% | |

Q2 How old are you?

| Age group | Number | Percentage |
|--------------|------------|------------|
| Under 20 | 8 | 5% |
| 20's* | 14 | 9% |
| 30's | 33 | 21% |
| 40's | 22 | 14% |
| 50's | 27 | 17% |
| 60's* | 16 | 10% |
| Retired | 35 | 23% |
| DNA | 0 | 0% |
| Total | 155 | |

Q3 Ethnicity

| White | Black | Asian | Mixed | Chinese | Other | Total |
|-------|-------|-------|-------|---------|-------|-------|
| 149 | 0 | 5 | 0 | 0 | 1 | 155 |
| 96% | 0% | 3% | 0% | 0% | 1% | |

Q4 Are you ?

| Employed | Self Employed | Unemployed | In Education | Retired | Unable to work due to disability | DNA | Total |
|----------|---------------|------------|--------------|---------|----------------------------------|-----|-------|
| 70 | 15 | 14 | 5 | 45 | 5 | 1 | 155 |
| 45% | 10% | 9% | 3% | 29% | 3% | 1% | |

Q5 How often do you attend the surgery?

| Weekly | Monthly | Quarterly | Annually | Did not answer | Total |
|--------|---------|-----------|----------|----------------|-------|
| 4 | 46 | 53 | 38 | 14 | 155 |
| 3% | 30% | 34% | 25% | 9% | |

Q6 How easy do you find it to make an appointment to see a doctor?

a For an urgent appointment

| Very Easy | Easy | Difficult | Very Difficult | Did not answer | Total |
|-----------|------|-----------|----------------|----------------|-------|
| 36 | 67 | 29 | 6 | 17 | 155 |
| 23% | 43% | 19% | 4% | 11% | |

b For a non urgent appointment

| Very Easy | Easy | Difficult | Very Difficult | Did not answer | Total |
|-----------|------|-----------|----------------|----------------|-------|
| 21 | 54 | 43 | 15 | 22 | 155 |
| 14% | 35% | 28% | 10% | 14% | |

c To see the doctor of your choice

| Very Easy | Easy | Difficult | Very Difficult | Did not answer | Total |
|-----------|------|-----------|----------------|----------------|-------|
| 11 | 49 | 41 | 14 | 40 | 155 |
| 7% | 32% | 26% | 9% | 26% | |

Q7 How easy do you find it to make an appointment to see other healthcare professionals? (i.e. nurse, healthcare assistant, phlebotomist)

| Very Easy | Easy | Difficult | Very Difficult | Did not answer | Total |
|-----------|------|-----------|----------------|----------------|-------|
| 36 | 94 | 14 | 2 | 9 | 155 |
| 23% | 61% | 9% | 1% | 6% | |

Q8 Would you like to be able to make appointments online?

| Yes | No | Did not answer | Total |
|-----|-----|----------------|-------|
| 102 | 49 | 4 | 155 |
| 66% | 32% | 3% | |