

Roslea Surgery Patient Questionnaire

The Results

2012

A patient questionnaire was carried out in surgery for 2 ½ weeks. The questions within the questionnaire were designed with the help of the members who attended the Patient Participation Group and staff members at Roslea. The questionnaire was distributed to patients who attended surgery as the questions within in survey were directed at what services we provide and how we can make them better.

The results are as follows:

Q1) Are you happy with the current appointment times available?

64% of patients are happy with the appointment times we currently offer.
34% of patients are unhappy with the appointment times we currently offer.
2% of patients did not answer.

Q2) Would you like more of the following appointment times to be available?

12% of patients would like Lunchtime appointments
23% of patients would like early morning appointments
18% of patients would like early evening appointments
6% of patients would like all the times to be available
9% of patients would like early morning and early evening appointments
5% of patients would like lunchtime and early morning appointments
27% of patients did not answer

Q3) Are you easily able to get through to Roslea by telephone in order to make an appointment

20% of patients said yes
44% of patients said no
36% of patients said sometimes

Q4) Are you aware that we have an emergency triage service for patients

28% of patients were aware of this service
68% of patients were not aware of this service
4% of patients did not answer

Reception had noticed an increase in enquiries regarding this service while questionnaire was being run.

Q5) Would you utilise an online prescription service where you can order your repeat medication

66% of patients would use this service

32% of patients would not use this service

2% of patients did not answer

Q6) Are you aware of the Roslea website - www.rosleasurgery.co.uk

45% of patients were aware of the website

51% of patients were not aware of the website

4% of patients did not answer

Q7) Would you be interested in information sessions held at Roslea regarding health issues

30% of patients would be interested in information sessions

56% of patients would not be interested in information sessions

14% of patients did not answer