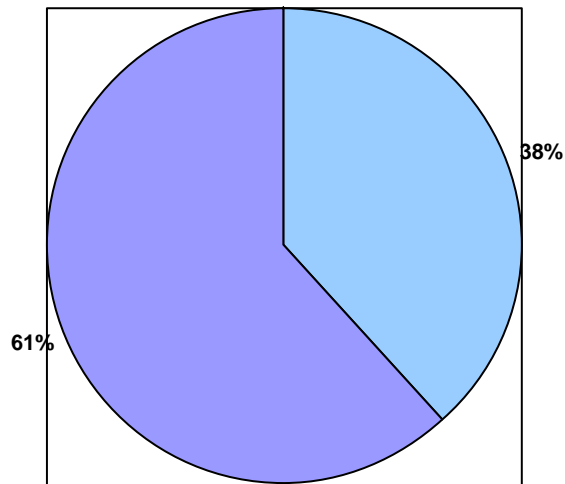


Barnard Medical Group

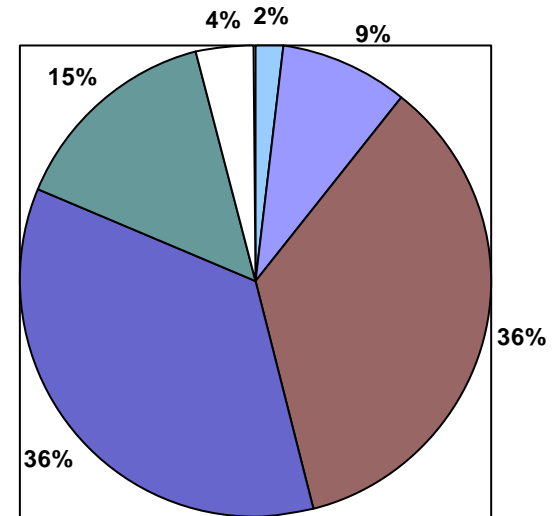
Patient survey 2015

Patient Survey 2015 Results

Total number of responses: 175

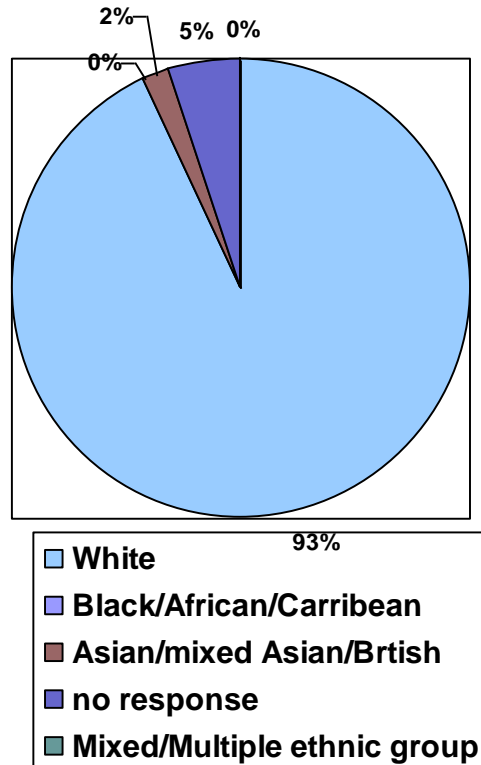


Male Female



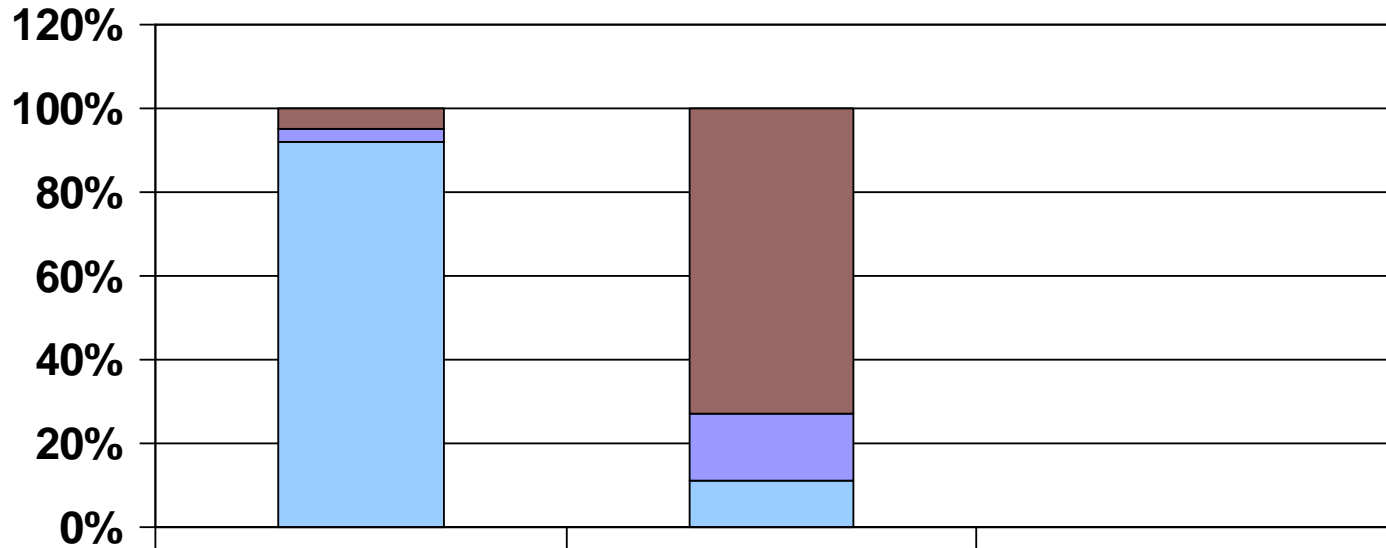
Under 18 16-39
40-64 65-74
over 75 no response

Ethnic Group



Barnard Medical Group Sites

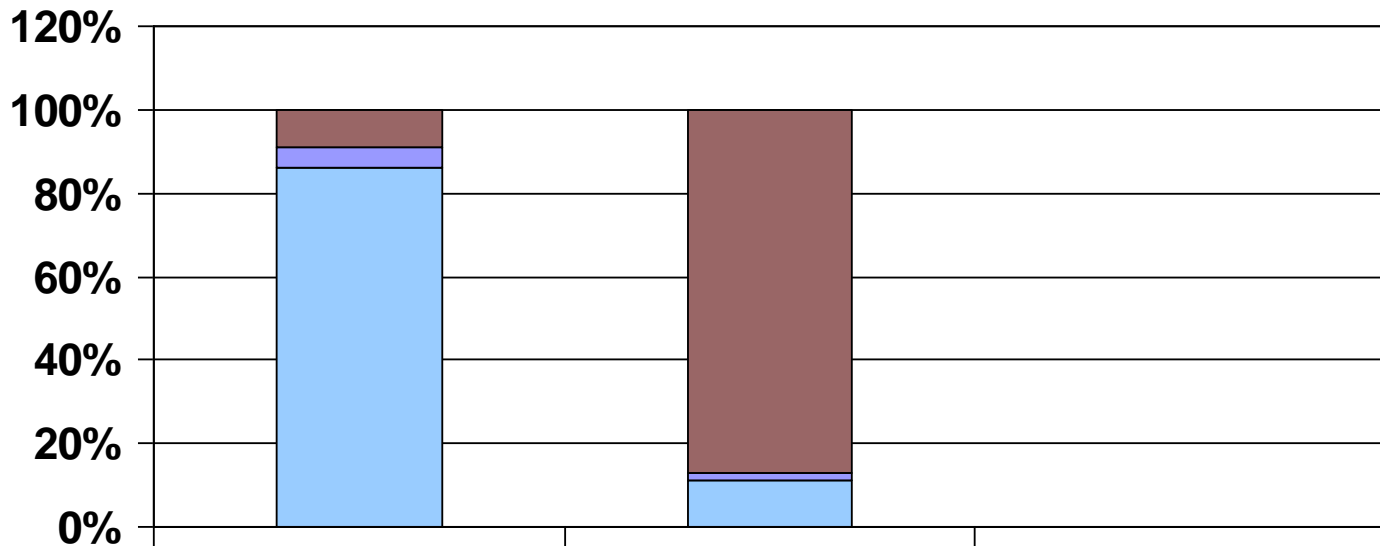
Do you find the seating areas adequate at Barnard Medical Group sites?



	Granville Road	Marlborough Park	
Don't Know	5%	73%	
No	3%	16%	
Yes	92%	11%	

Barnard Medical Group Sites

Do you find the patient facilities adequate at Barnard Medical Group sites?



	Granville Road	Marlborough Park	
Don't Know	9%	87%	
No	5%	2%	
Yes	86%	11%	

Patient Facilities – Comments

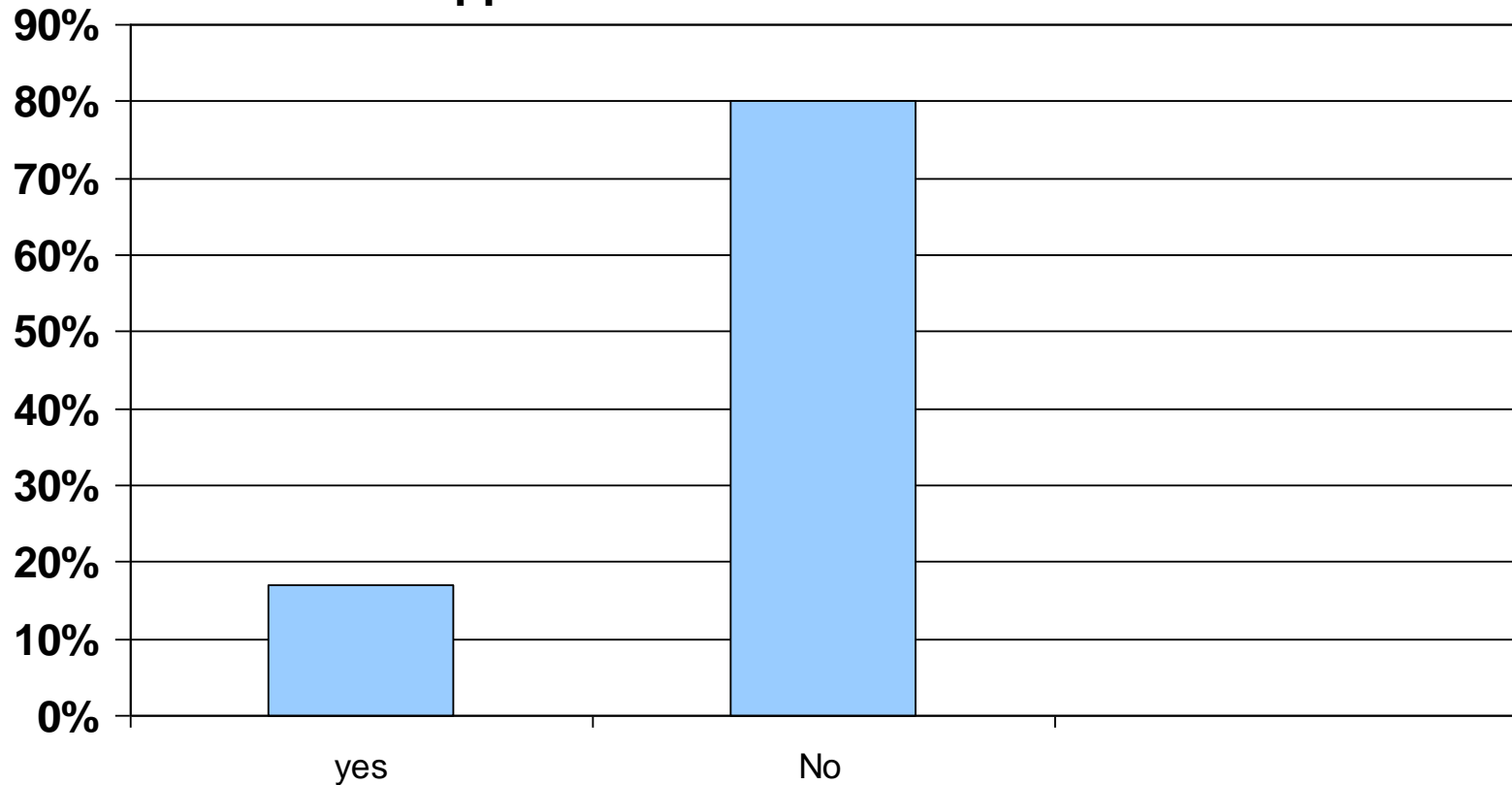
- "Marlborough Park too small waiting area – not ideal for buggies or wheelchairs. Dull and uninviting"
- "Very unhappy with Marlborough Park site. There were no seats and we stood for 30mins"
- "Need more appointments at Marlborough"

Patient Facilities – Actions

- We are planning to improve the facilities at Marlborough Road site to provide larger waiting area and accessible WC in Spring 2015.
- We are also increasing the available clinical rooms to hold more clinics which we hope will improve patient experience.

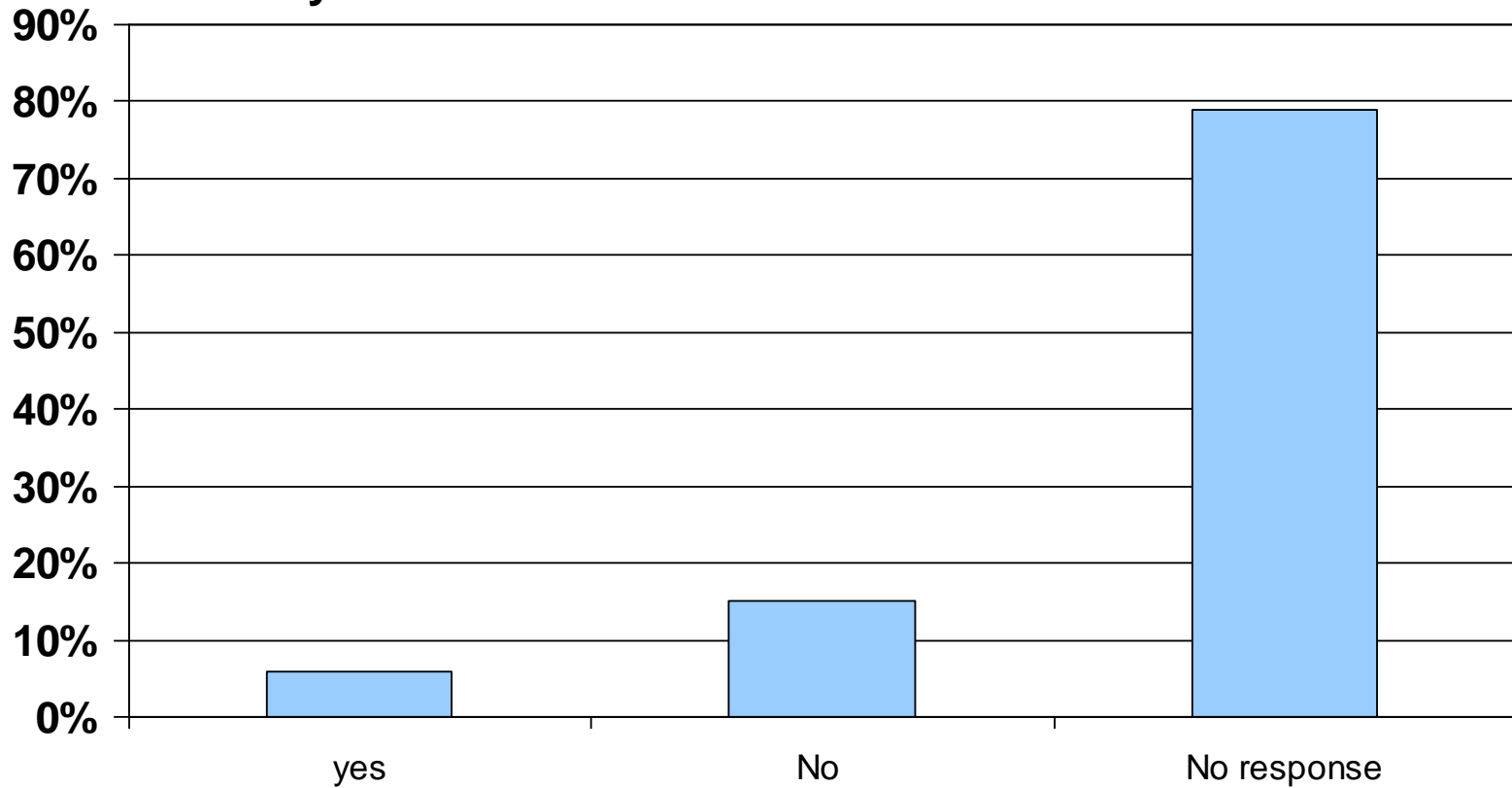
On-Line Booking

We offer appointment booking service on our website. Have you ever booked an appointment online?



On-Line Booking

If you have booked an appointment online, did you find it satisfactory?



On-line booking - Comments

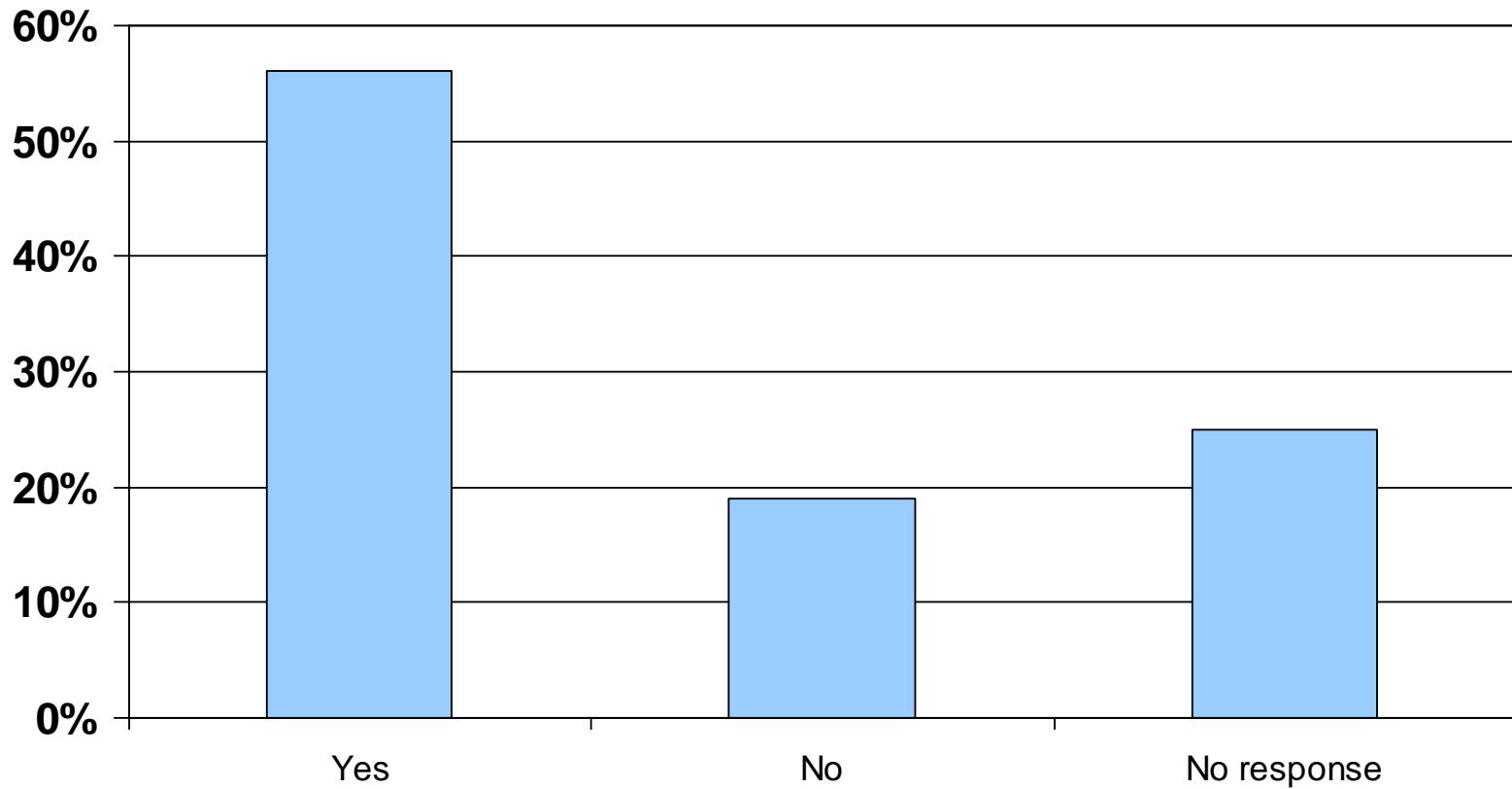
- Didn't realise you were offering this now. Could be handy.
- It would be helpful to be able to book non urgent appointments up to two weeks in advance
- Need to advertise this service.
- The Doctor I wanted to make an appointment with was unavailable on-line.
- Very limited number of appointments available
- Would be better if there were more practitioners available to book appointments with

On-line booking- Actions

- We have improved the on-line booking service.
- All available appointments are bookable on-line.
- All clinicians are now available to book.
- Appointments are available up to 4 weeks in advance.

Telephone Appointments

We offer telephone appointments for results of investigations and follow-up. Have you found this useful?



Telephone Appointment Comments

- Found this service very useful especially as I have to look after my husband who has dementia and cannot speak for himself
- I have found this service first class.
- It is sometimes very difficult to get a telephone appointment when all you want is a very short discussion. This has discouraged me from using them.
- I have not used this service x8
- Quick, easy and very helpful.
- really useful service
- Telephone is the only way as i work fulltime and it takes time to get booked and many times there is a long waiting. I would recommend online facility to reduce the demand on phone booking while i know there might be limited resources available

Telephone Appointment Actions

- Advertise this service better on website/TV/Leaflet
- All Clinicians to have telephone appointments
- Clarify our Telephone Triage and Routine telephone appointments.

Action Plan

1. Building work to improve Marlborough Park site
2. Improve online booking service
3. Advertise Telephone Appointment service