

Lane End Medical Group Patient Survey Analysis 2011-12

1. How often have you or members of your household visited the surgery for an appointment during 2011?

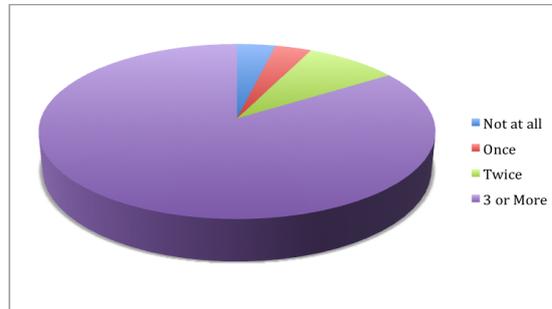
[select one]

3.6% Not at all

3.4% Once

8.7% Twice

83.6% Three or more times



2.

How often do you access the Internet at home or work?

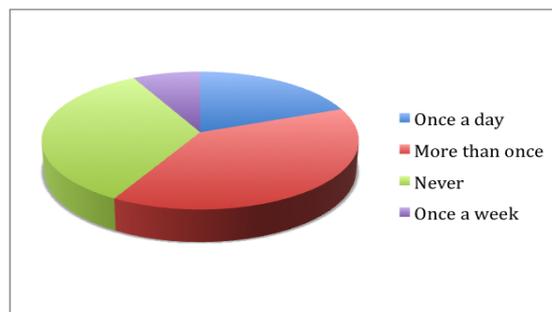
[select one]

18.6% Once a day

37.6% More than once a day

33.0% Never

7.5% Once a week



3.

Do you use a mobile phone for text messages?

[select one]

42.2% No

56.1% Yes

4.

How often do you visit the Surgery website at www.laneendmedicalgroup.co.uk?

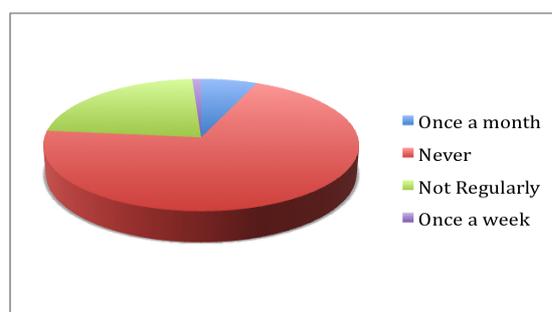
[select one]

6.3% Once a month

68.9% Never

21.9% Not regularly

1.0% Once a week



5.

How do you want to receive a regular newsletter (every two/three months) from the Patient Group?

[select one]

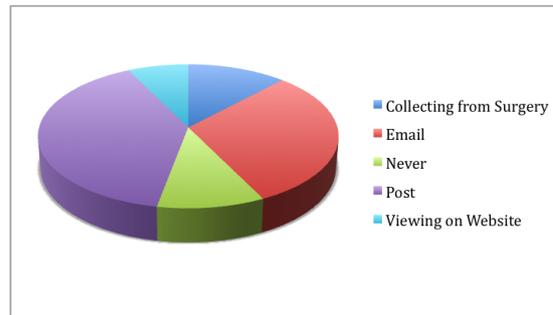
11.8% Collecting from the surgery

29.9% Email

10.1% Never

38.8% Post

7.2% Viewing on the website



6.

Would you like more information on the Patient Group, including how you can be involved?

[select one]

15.2% Yes, please contact me on:-

73.0% No thanks

7.

How would you like to be informed of changes at the surgery?

[select one only]

41.0% By email

28.9% Only when you visit the surgery and pick up a leaflet

5.5% By visiting the surgery website www.laneendmedicalgroup.co.uk

8.

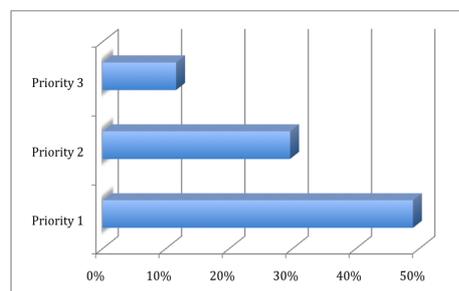
Please prioritise the following in order of importance to you (1 = most important, 8 = least important)

[priority]

49.4% Ease of making an appointment (1)

29.6% Ease of making an appointment (2)

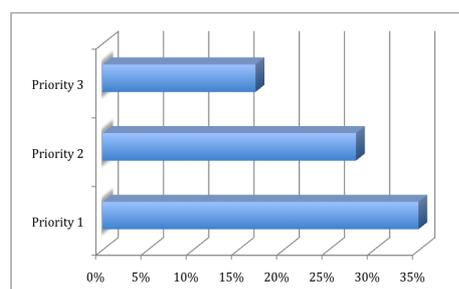
11.6% Ease of making an appointment (3)



34.9% Ease of getting through on the phone (1)

28.0% Ease of getting through on the phone (2)

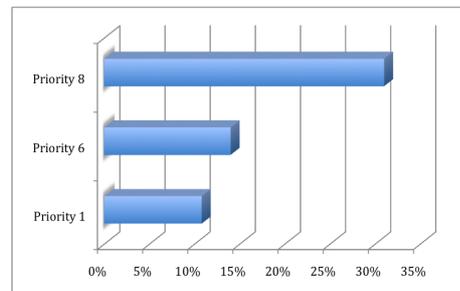
16.9% Ease of getting through on the phone (3)



46.3% Clinical care (1)

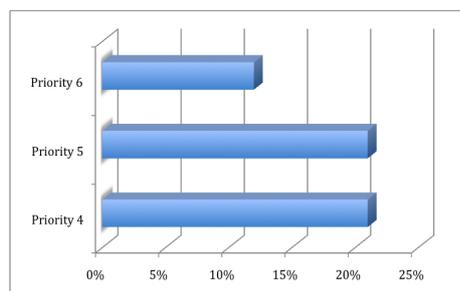
16.9% Clinical care (3)

10.8% Parking outside the surgery (1)
14.0% Parking outside the surgery (6)
30.6% Parking outside the surgery (8)



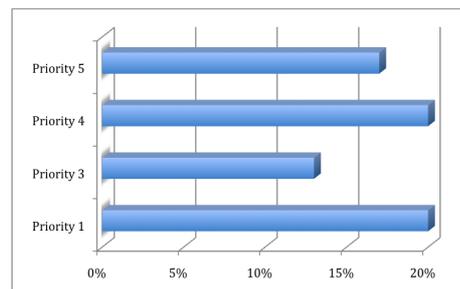
22.2% Patient education (6)
22.7% Patient education (7)
12.3% Patient education (8)

13.0% Fundraising for practice equipment (6)
24.3% Fundraising for practice equipment (7)
26.7% Fundraising for practice equipment (8)



21.0% Opening times (4)
21.0% Opening times (5)
12.3% Opening times (6)

20.2% Friendliness of receptionists (1)
13.0% Friendliness of receptionists (3)
19.5% Friendliness of receptionists (4)
16.9% Friendliness of receptionists (5)



9.
Are you a carer?
[select one]

84.3% No
10.6% Yes

10.
What are your ethnic origins?

White British (64.7%)
White Irish (1.7%)
Other white (7.1%)
Mixed white/black Caribbean (0.7%)
Asian (9.1%)
Black Caribbean (0.7%)

Black African (1.2%)

Chinese (0.2%)

Not stated (14.4%)

11.

What is your age group?

[select one]

1.9% 17 - 21

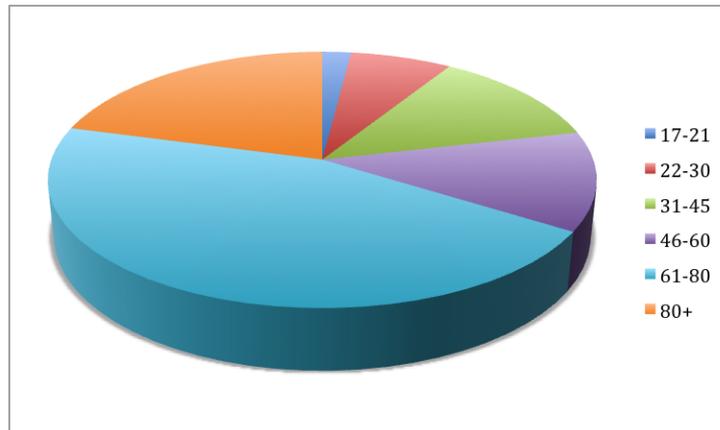
6.7% 22 - 30

11.8% 31 - 45

11.8% 46 - 60

43.6% 61 - 80

20.0% 81+



12.

How do you make an appointment with the surgery?

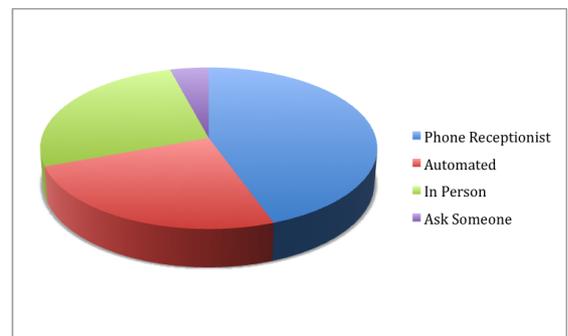
[select any]

63.6% By phone and speak to a receptionist

35.7% By phone using the automated system

37.8% In person

6.0% Ask someone else to arrange it



13.

Are you male/female?

[select one]

55.4% Female

38.6% Male

14.

Would you like to attend talks on health topics at the surgery during the evening?

[select one]

69.4% No

15.4% Yes

15.

Which health topics would you like more information on? (You may provide up to three)

A wide range of medical topics were chosen by the respondents. However, cardiovascular disease and diabetes were the most popular.

16.

How would you like to receive this information?

[select any]

42.4% Provide a leaflet with health advice from the surgery

17.6% Provide a talk at the surgery in the evening/day about health topics

1.4% Provide better facilities - please specify your suggestions in the box below

1.9% Other - please specify your suggestions in the box below