Patient Participation Group Survey

April 2012 Your Views

The results are as follows

1. Are you aware the practice has a patient group?
   - Yes 24%
   - No 76%

2. Do you know as a group our information is displayed on our own Notice Board?
   - Yes 38%
   - No 62%

3. Do you know the practice has a website?
   - Yes 17%
   - No 83%
   "Visit NHS Choices and search for Broom Valley Medical Centre"

4. Missed appointments mean it takes longer for us all to be seen and waste money.
   Have you ever missed an appointment? If so please state why
   - Never miss appointments 75%
   - Just Forgot 5%
   - Something came up 7%
   - No longer needed it 3%
   - Went to walk-in-centre 7%
   - Went to A&E 3%

5. Would you like a text to remind you of an appointment?
   - Yes 52%
   - No 48%

6. Do you feel your view matters?
   - Yes 82%
   - No 18%

We received few comments here are a sample

Your comments
  “Please change from an 0845 telephone number”
  “Lovely staff, always helpful and polite”

We did
  “Our number has now changed to 01709 365244”
  “We fed this back to our team"

The results of the survey were discussed at the Patient Participation Group meeting on 20 June 2012 please see the summary of this meeting