

Brunel Medical Centre

BRUNEL PATIENT SURVEY 2013/14

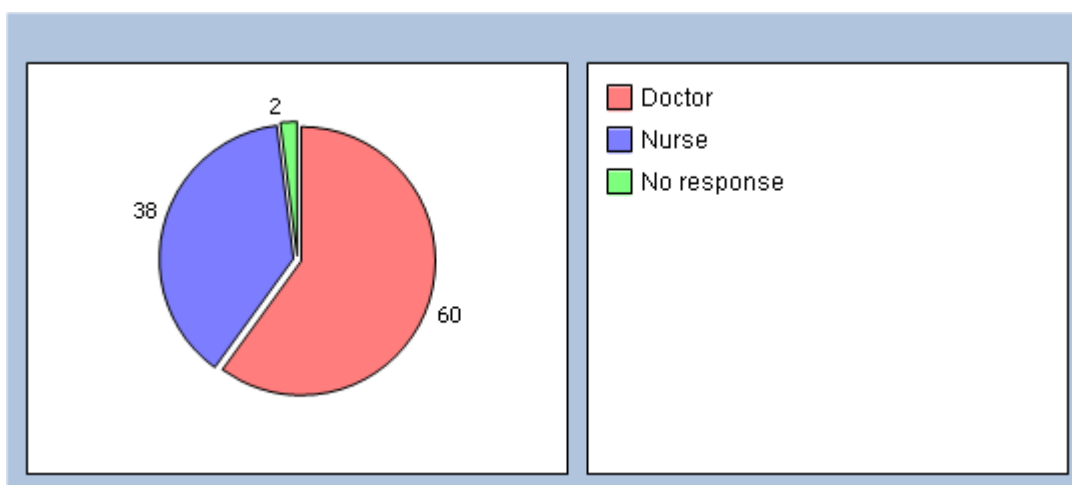
Number of Responses: **868**

BRUNEL PATIENT SURVEY 2013/14

We welcome your feedback and opinions in order to continue to improve and develop the practice. Please could you take a few moments to complete our survey.

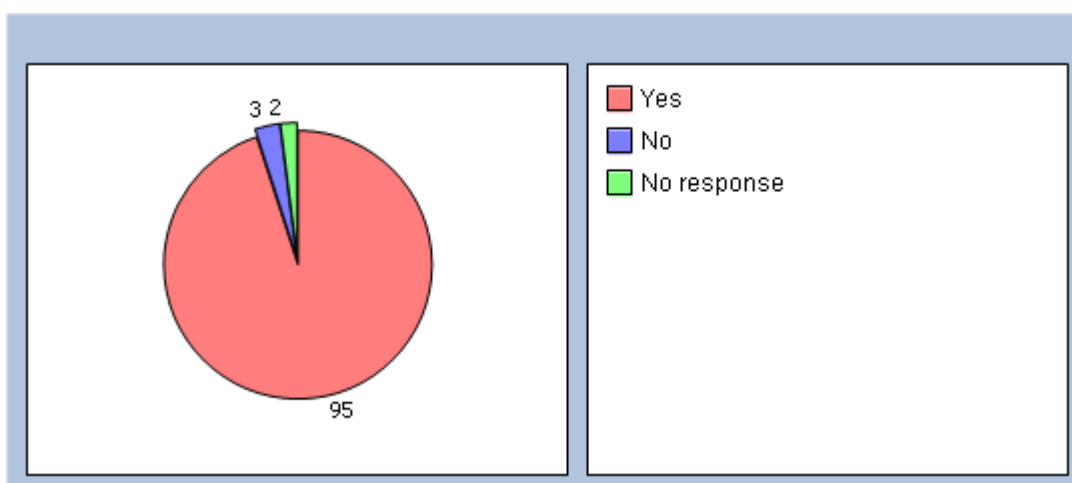
Was your last appointment for a doctor or nurse?

Doctor **60%**
Nurse **38%**
No response **2%**



Were you satisfied with your LAST visit to the practice?

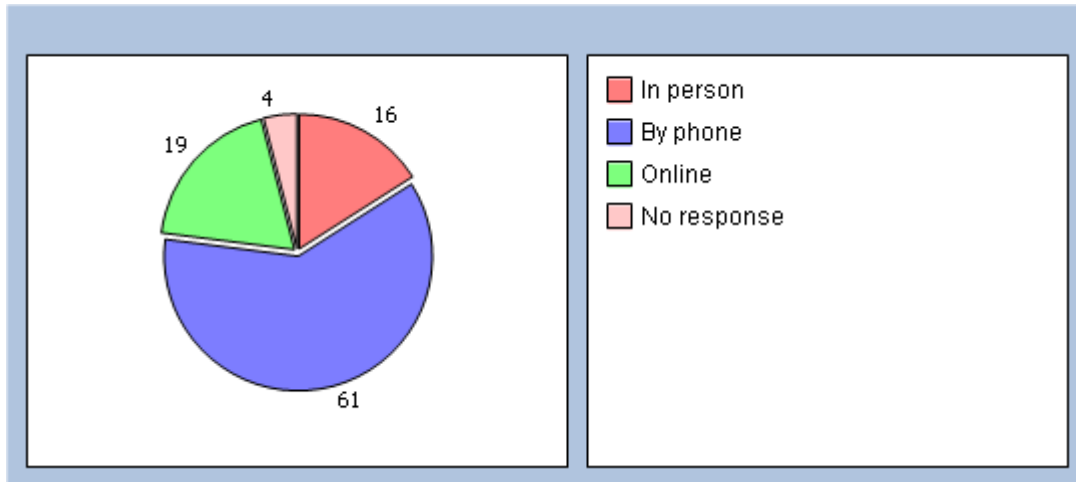
Yes **95%**
No **3%**
No response **2%**



If you weren't satisfied what could we have done better?

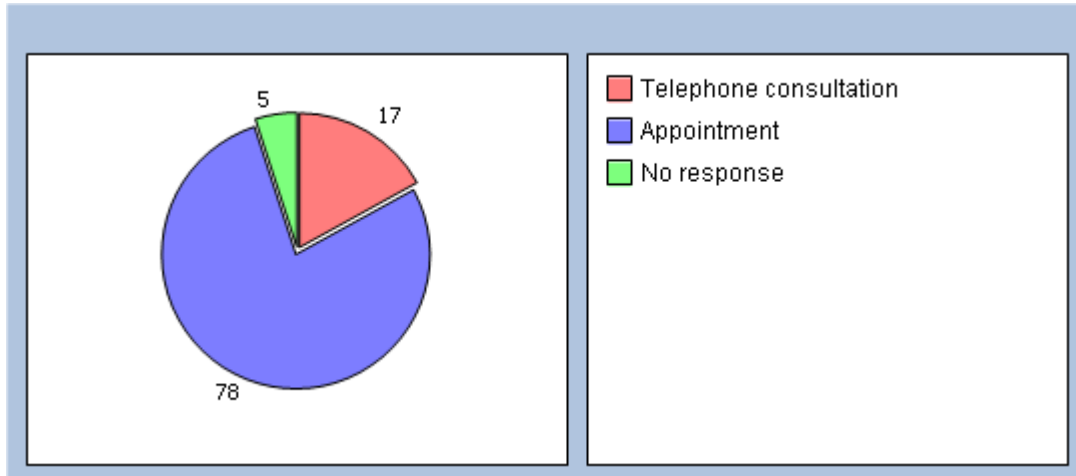
How do you normally book your appointments?

In person **16%**
By phone **61%**
Online **19%**
No response **4%**



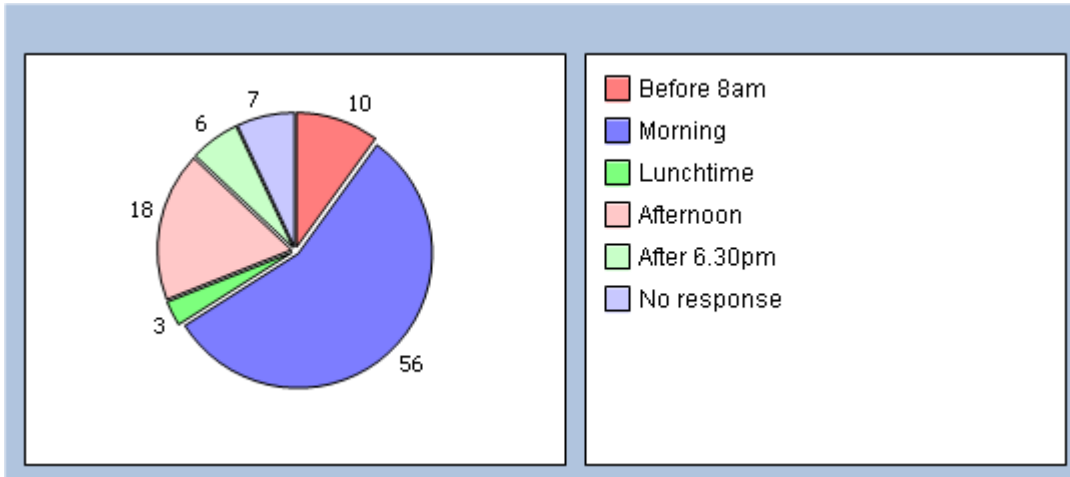
Would you prefer to be offered the choice of a telephone consultation or an appointment with a GP?

Telephone consultation **17%**
Appointment **78%**
No response **5%**



What time would you prefer to attend an appointment?

Before 8am **10%**
Morning **56%**
Lunchtime **3%**
Afternoon **18%**
After 6.30pm **6%**
No response **7%**



Before making a GP appointment have you considered contacting an alternative healthcare provider?

A Pharmacy **44%**
NHS 111 **11%**
Dentist **9%**
Other **6%**

If other please specify

If we were able to offer a service where you could email or Skype your GP would you be interested?

Email **61%**
Skype **17%**

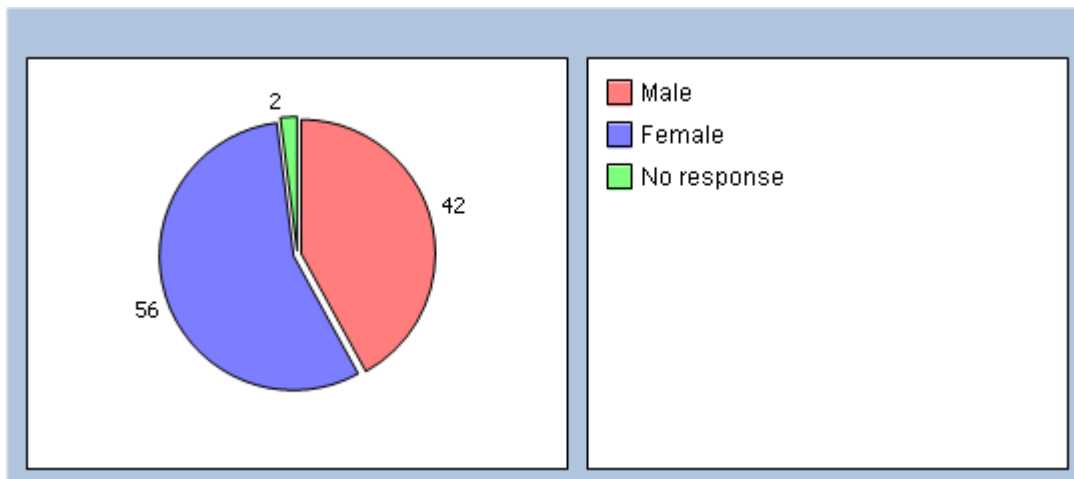
What other services would you be interested in the practice offering that are not provided already, for example, Audiology, Podiatry, Physio etc

Any other comments or suggestions?

It will help us to understand your answers if you could tell us a little about yourself.

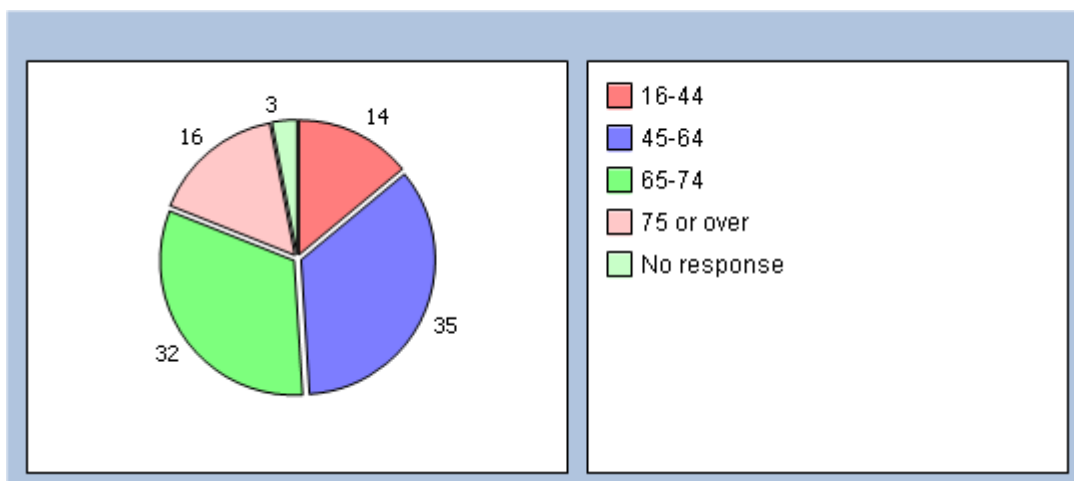
Are you?

Male **42%**
Female **56%**
No response **2%**



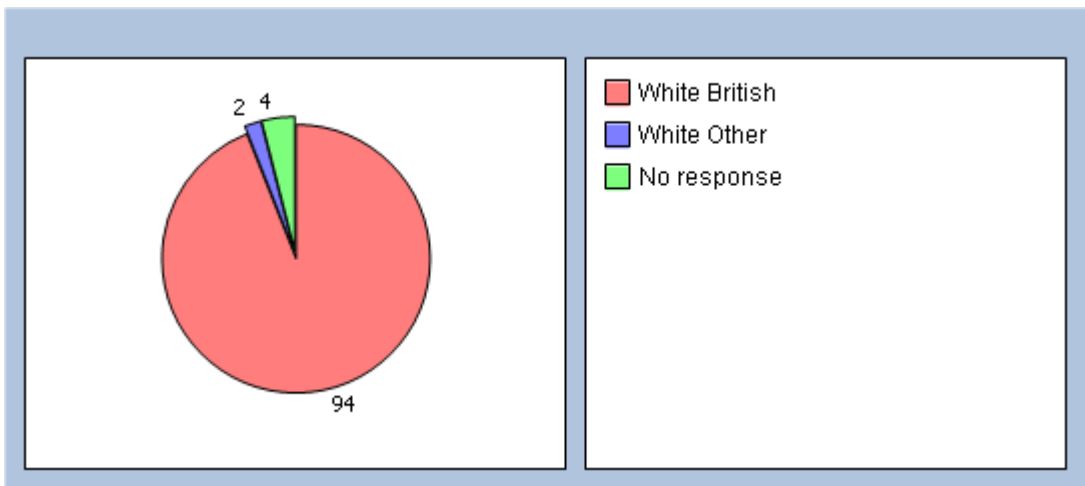
How old are you?

Under 16 **0%**
16-44 **14%**
45-64 **35%**
65-74 **32%**
75 or over **16%**
No response **3%**



What is the ethnic background with which you most identify?

- White British **94%**
- White Irish **0%**
- White Other **2%**
- Mixed White & Black Caribbean **0%**
- Mixed White & Black African **0%**
- Mixed White & Black Asian **0%**
- Indian **0%**
- Pakistani **0%**
- Bangladeshi **0%**
- Black Caribbean **0%**
- Black African **0%**
- Chinese **0%**
- Other **0%**
- Do not wish to disclose **0%**
- No response **4%**



Many thanks for taking the time to complete our survey.