

ALTON PRIMARY CARE CENTRE

PATIENT PARTICIPATION GROUP

SURVEY RESULTS FEBRUARY 2013

- ❖ The survey was completed by 134 patients
- ❖ Not everyone answered all of the questions
- ❖ Male patients 41 Female patients 84
- ❖ Ages of patients ranged from 17 to 75+
- ❖ 99.25% of patients were happy with the telephone system
- ❖ 50% of patients would use an online booking system
- ❖ 95% of patients have seen the doctor at least once in the last twelve months
- ❖ 88% of patients have seen the nurse at least once in the last twelve months
- ❖ 100% of patients said it was easy or very easy to get an appointment
- ❖ 1.14% have used the out of hours service
- ❖ Only one patient used the out of hours service during surgery practice hours
- ❖ 69% of patients are seen within 5 minutes of their appointment time
- ❖ 28% are seen between 5 and 15 minutes
- ❖ 98% of patients thought that the waiting time was short and OK
- ❖ 98% of patients found the receptionist very helpful
- ❖ 8% of patients were under 34
- ❖ 9% of patients were in the age range 35 to 44
- ❖ 15% of patients were in the age range 45 to 54
- ❖ 18% of patients were in the age range 55 to 64
- ❖ 38% of patients were in the age range 65 to 74
- ❖ 12% of patients were 75+
- ❖ The length of time patients had been at the practice ranged from under 5 to 80+ years