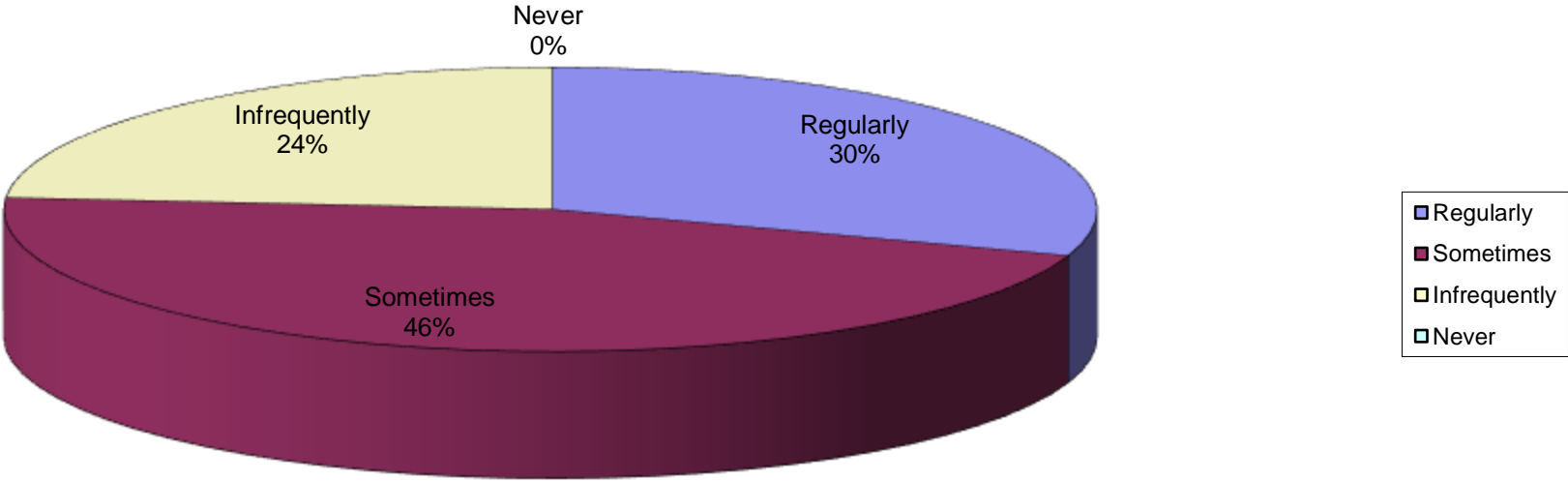


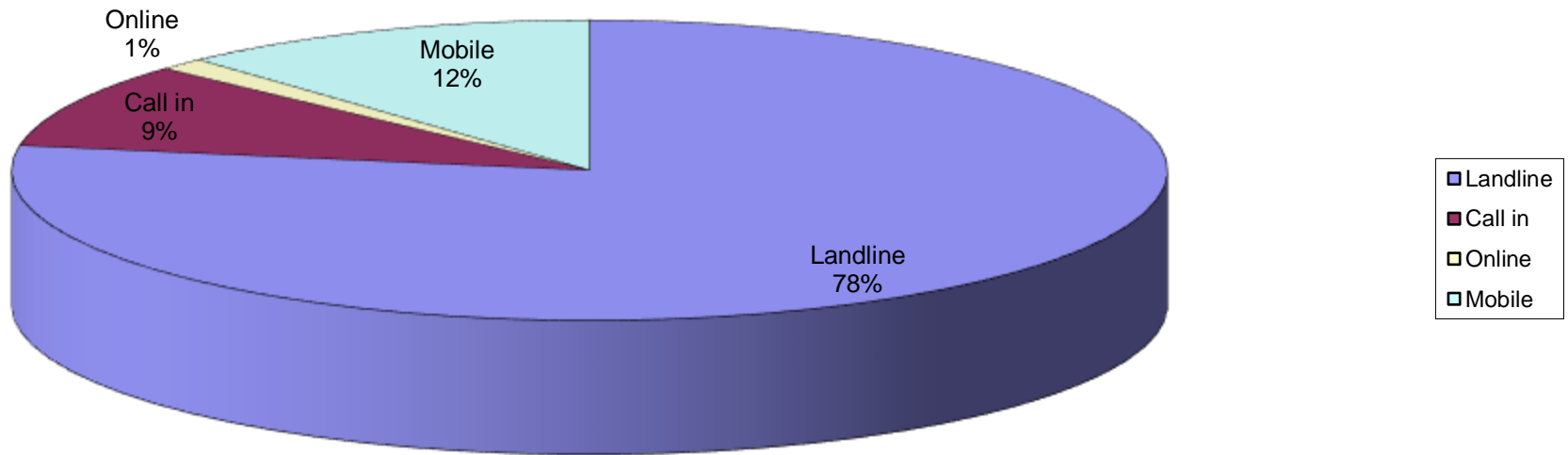
Patient Participation Group Survey Responses

Kings Lane Medical Practice

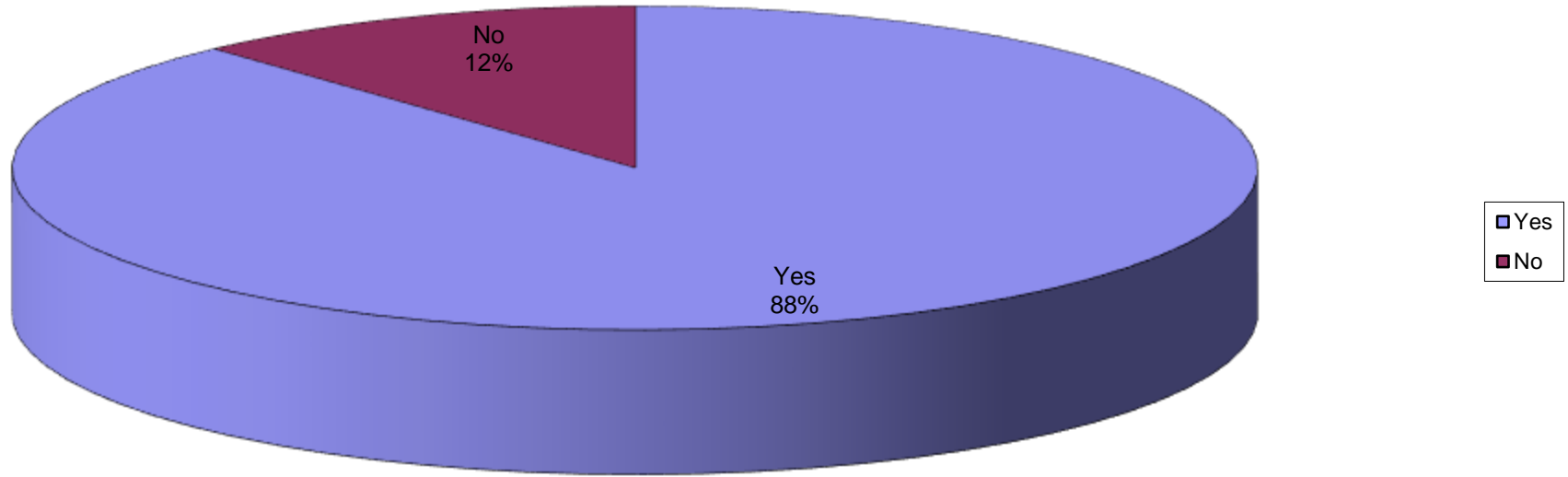
How often do you visit the practice?



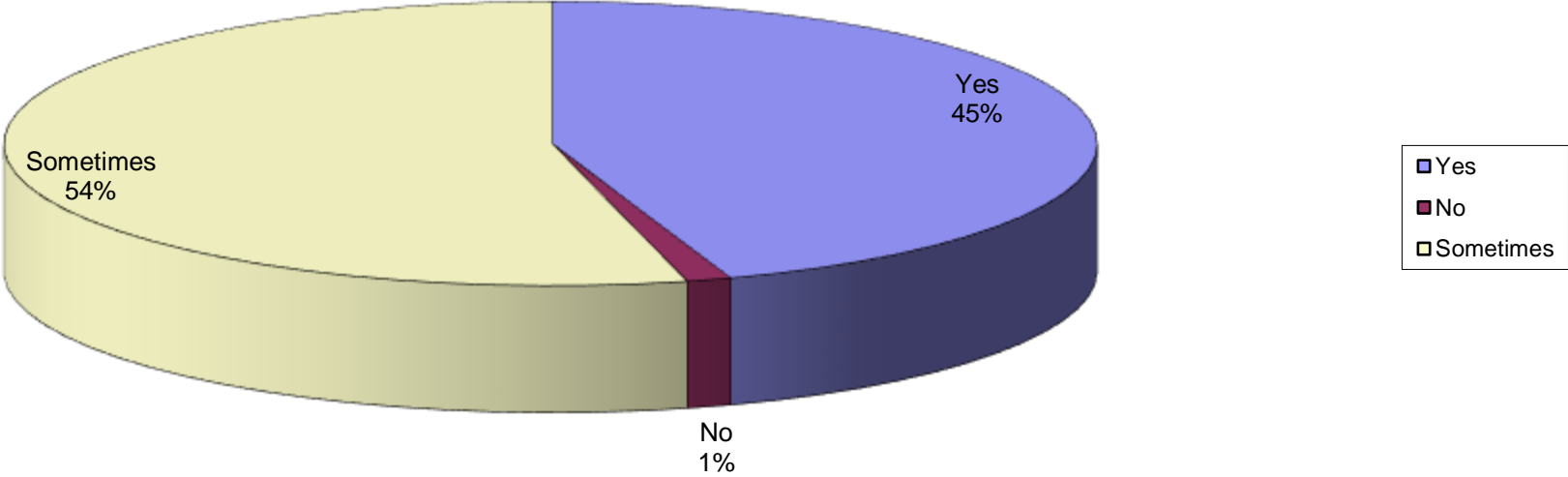
How do you normally make your appointments?



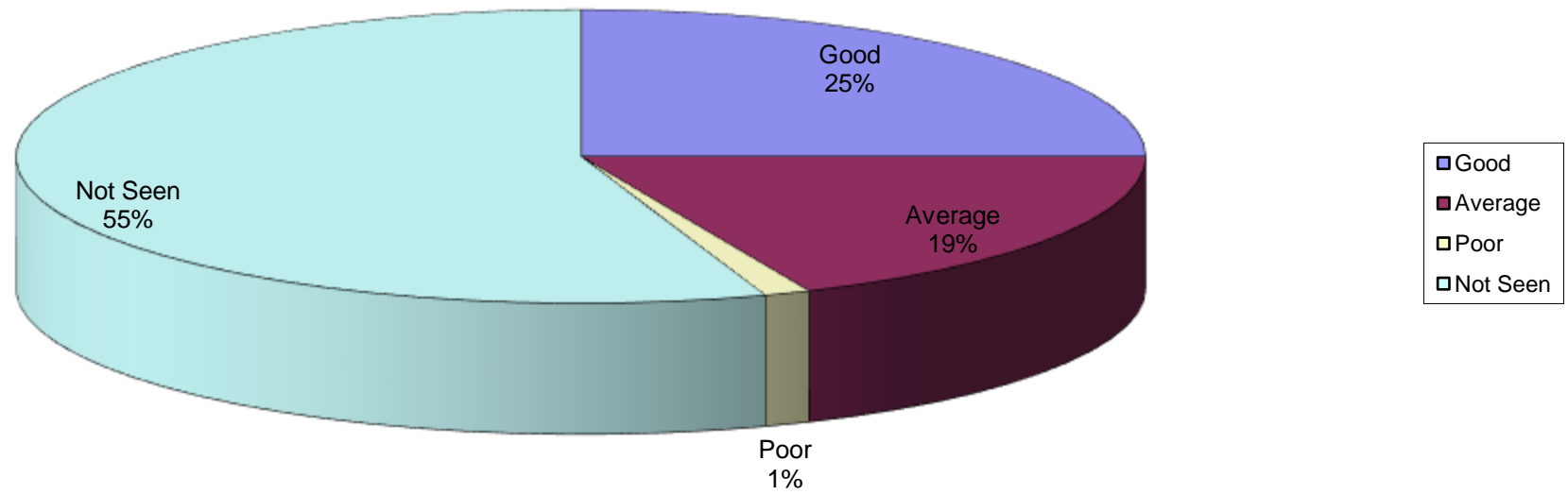
Are you happy with the opening hours?



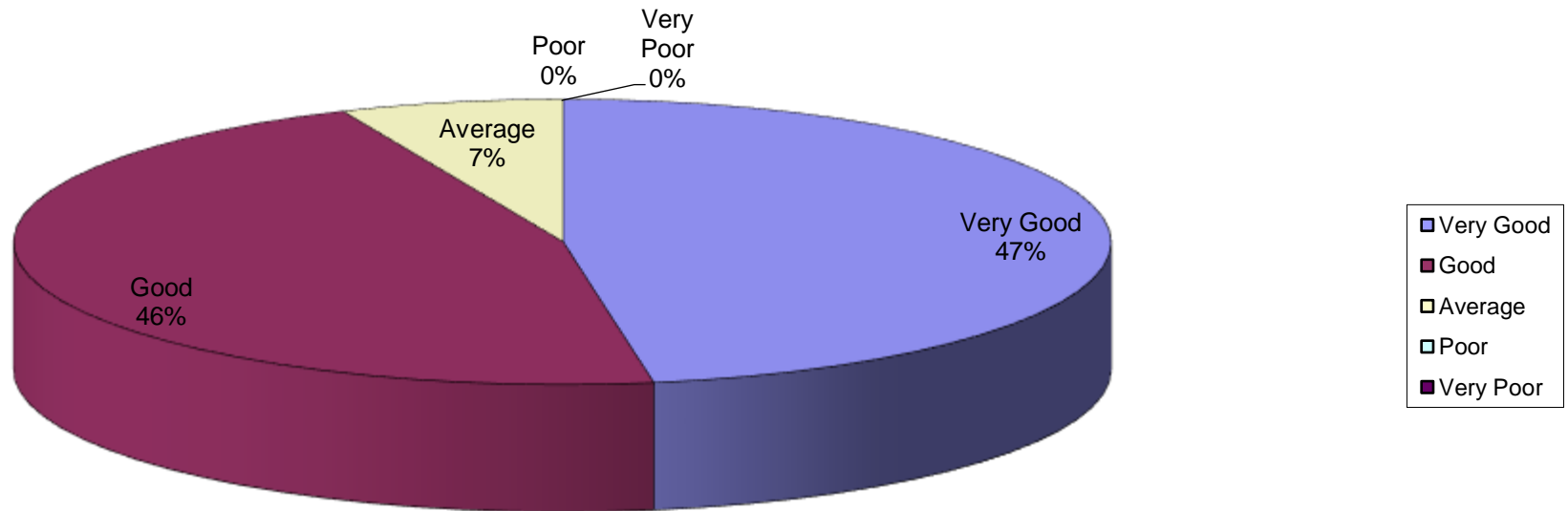
Are you able to see a Doctor of your choice?



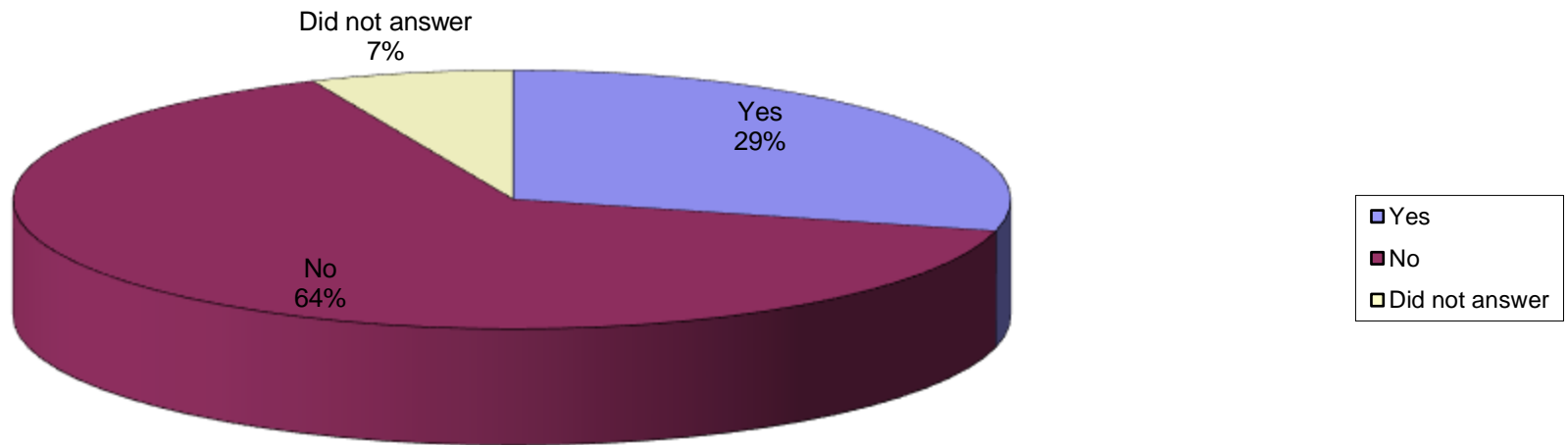
What do you think of the practice website?



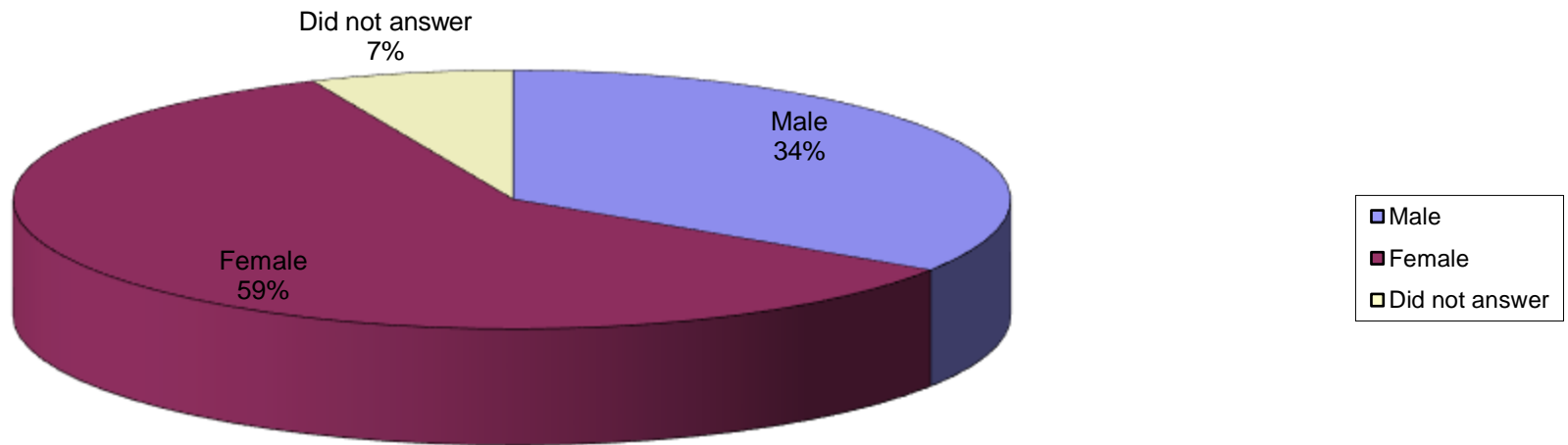
How do you rate the service offered by this practice?



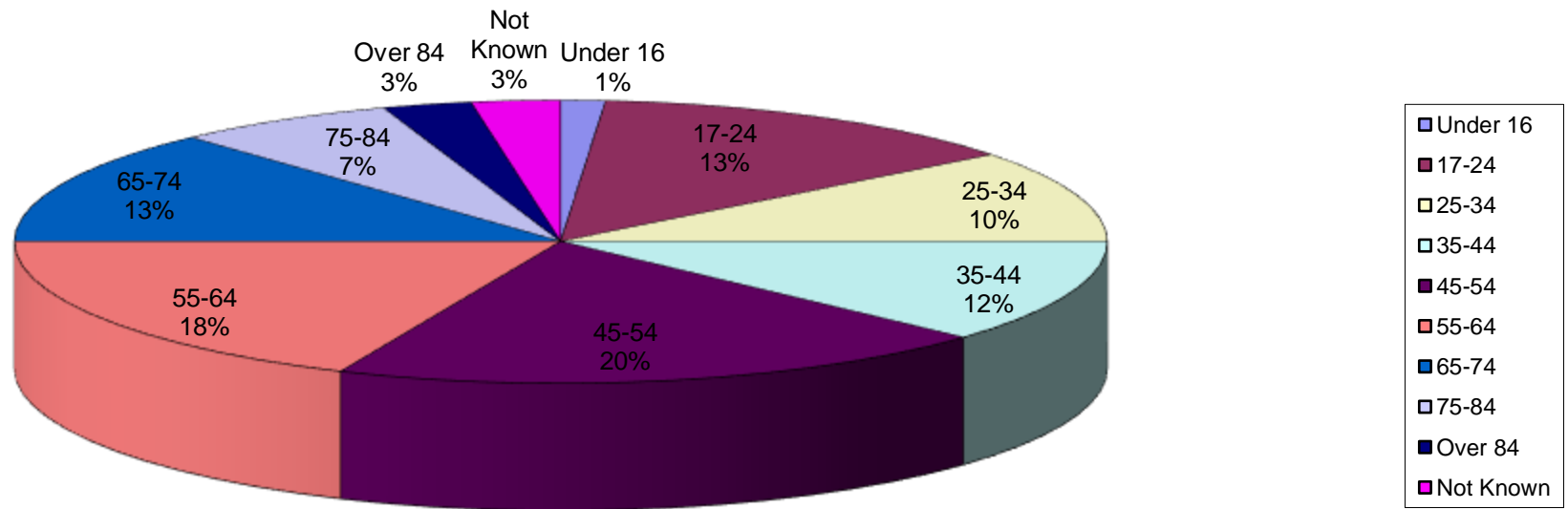
Would you be interested in feedback from the PPG?



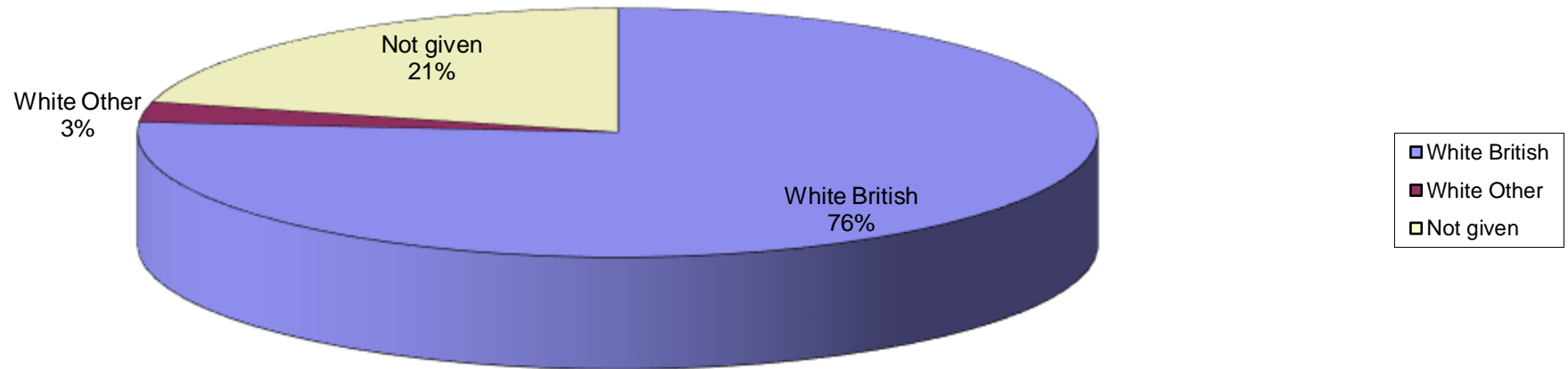
Gender



Age Group



Ethnicity



Results from Patient Survey 2012

	%	Response	Total Responses
1 How often do you attend the practice?			
Regularly	30%	23	76
Sometimes	46%	35	76
Infrequently	24%	18	76
Never	0%	0	76
2 How do you normally make your appointment?			
Landline	78%	59	76
Call in	9%	7	76
Online	1%	1	76
Mobile	12%	9	76
3 Are you happy with the opening hours?			
Yes	88%	67	76
No	12%	9	76
Comments			
4 Are you able to see a Doctor of your choice?			
Yes	45%	34	76
No	1%	1	76
Sometimes	54%	41	76
5 What do you think of the practice Website?			
Good	25%	19	76
Average	18%	14	76
Poor	1%	1	76
Not Seen	55%	42	76
6 How do you rate the service offered by this practice?			
Very Good	47%	36	76
Good	46%	35	76
Average	7%	5	76
Poor	0%	0	76
Very Poor	0%	0	76
7 Comments		14	
8 Would you be interested in feedback from the PPG?			
Yes	29%	22	76
No	64%	49	76
Did not answer	7%	5	76
9 Gender			
Male	34%	26	76
Female	59%	45	76
Did not answer	7%	5	76
10 Age Group			
Under 16	1%	1	76
17-24	13%	10	76
25-34	11%	8	76
35-44	12%	9	76
45-54	20%	15	76

Results from Patient Survey 2012

55-64	18%	14	76
65-74	13%	10	76
75-84	7%	5	76
Over 84	3%	2	76
Not Known	3%	2	76

11 Ethnicity

White British	76%	58	76
White Other	3%	2	76
Not given	21%	16	76

Comments to Opening Hours - Question 3

Would prefer a little later if possible
Working full time in Chester. Do not want to take a day off for Drs appt other Drs have evening and Sat morning appts. This practice shuts half day Wednesday - need to move with the times!
Open till 7pm
Tea time opening
Later times for patients who work
Should open all day Wednesday
Don't close half day on a Wednesday
Shut Wednesday!!
Would be helpful if later appts after 5.30 could be available or early morning due to work hours.

General Comments - question 7

A good practice all round
Would like to be able to come in on day of illness, not have to phone
A newsletter informing patients of any news and changes would be good. Either by post or e-mail eg: I did not know Dr Neil was leaving as I don't visit the surgery often
New building a good move
Will look forward to new move
I have been with the practice for 50 years always had a excellent service
Beneficial I can book in advance rather than phone on day for appt, like other doctors surgeries I have heard of
Better than previous practice for patient care very happy
Issue with one particular receptionist - poor face to face reaction
Very helpful and supportive
Looking forward to new surgery. Met Dr Sharma - very nice lady - We Need Her!!
I am happy to be a patient here
Need a male Doctor
Friendly and very good accommodating emergency appointments with baby
Hope practice keeps to standards it has set when it moves
Very sorry Dr Neil is leaving the practice. Will be missed

sevice	%	Resonses	Total Responses
Very Good	53%	28	53
Good	42%	22	53
Average	6%	3	53
Poor	0%	0	53
Very Poor	0%	0	53
Don't Know	0%	0	53