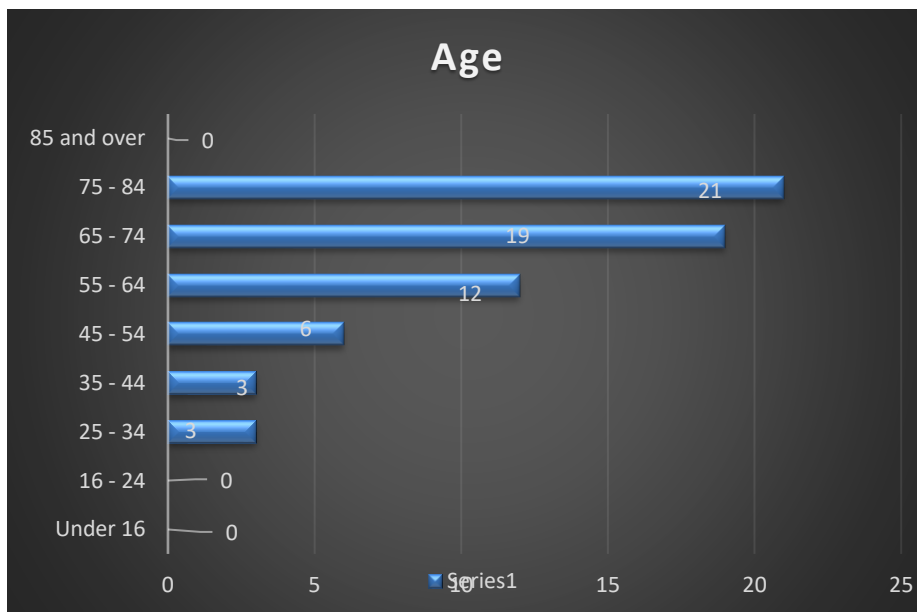
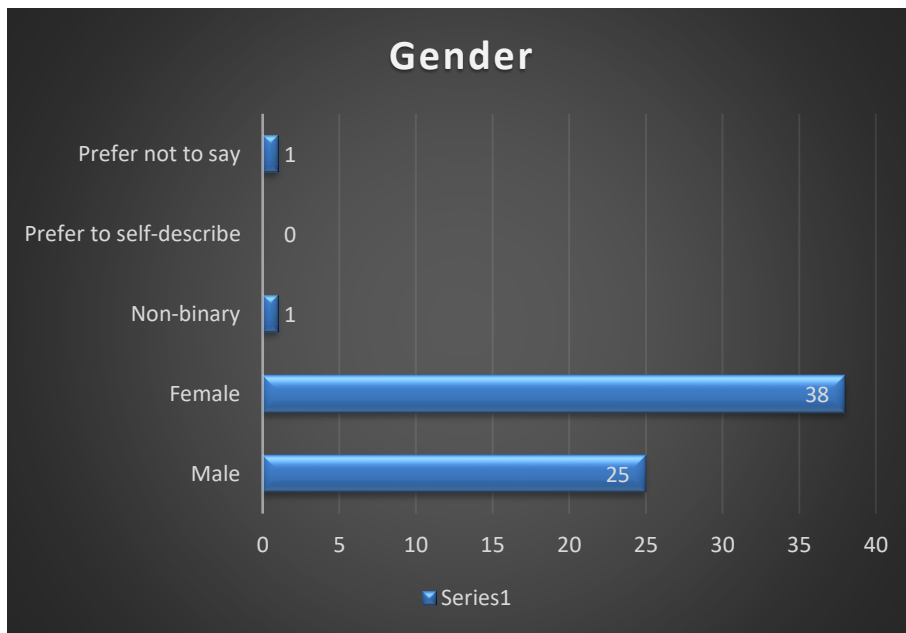
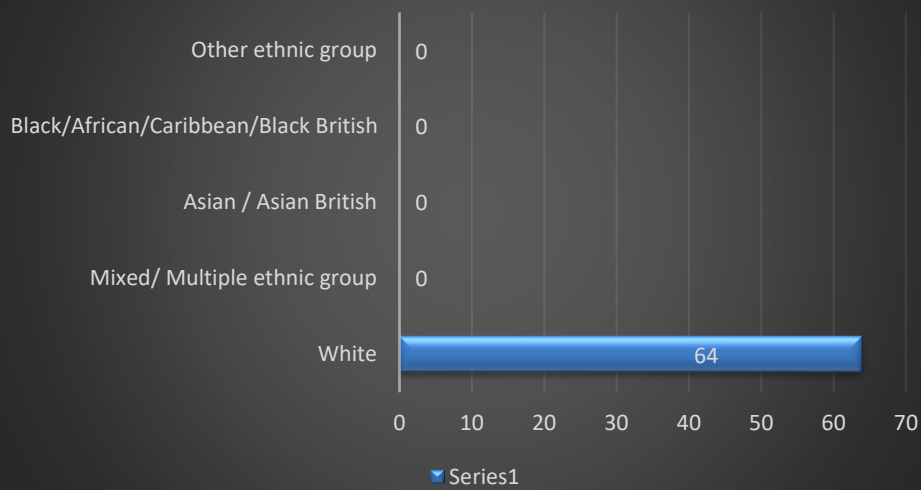


# Kintbury & Woolton Hill Surgeries 2022 Patient Survey Results

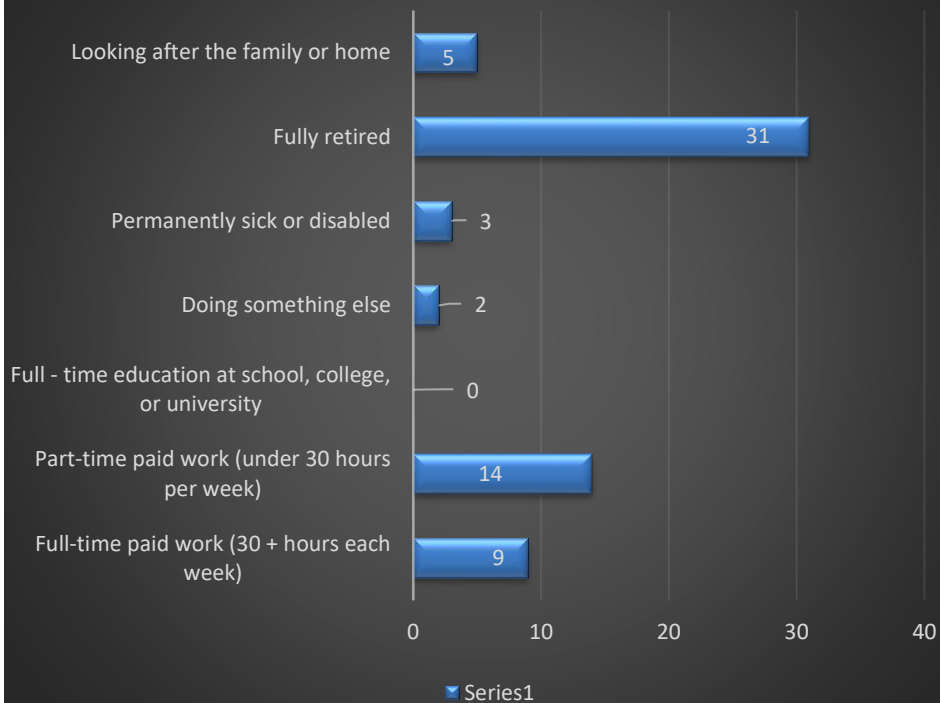
## Demographics



## Ethnicity



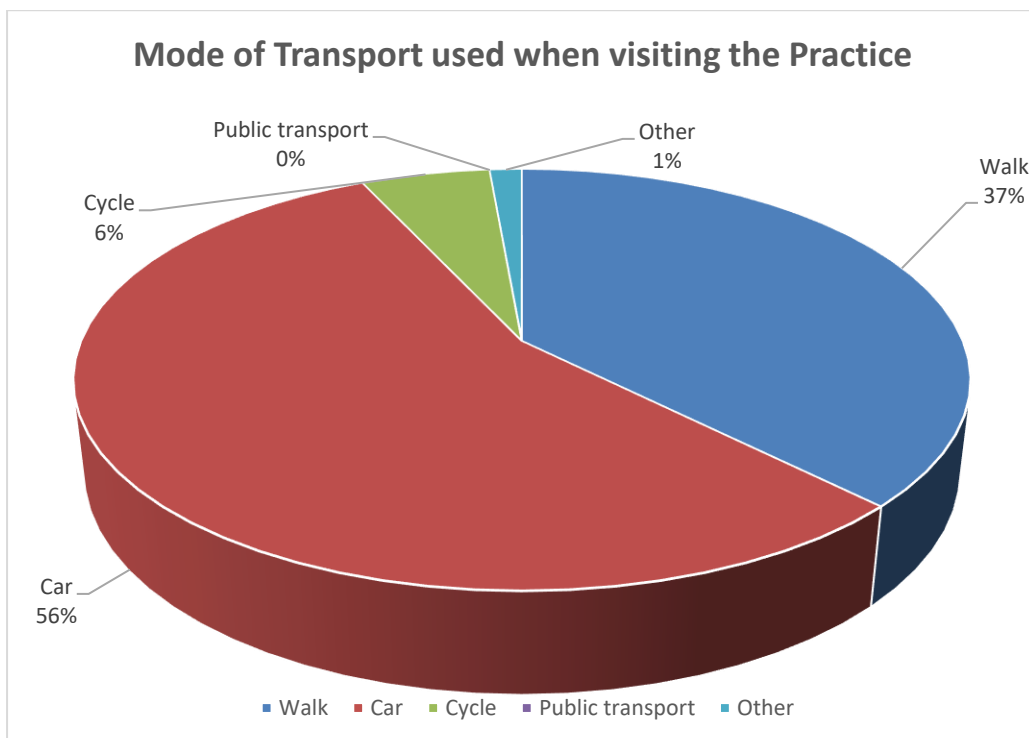
## Working Status



## About You

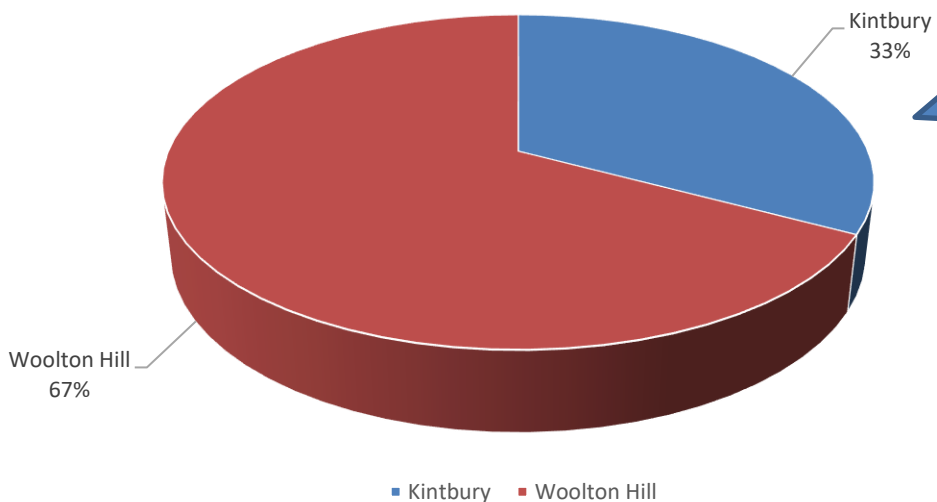


A total of 76% of respondents had used our facilities (either in person or by phone) in the last 12 months.



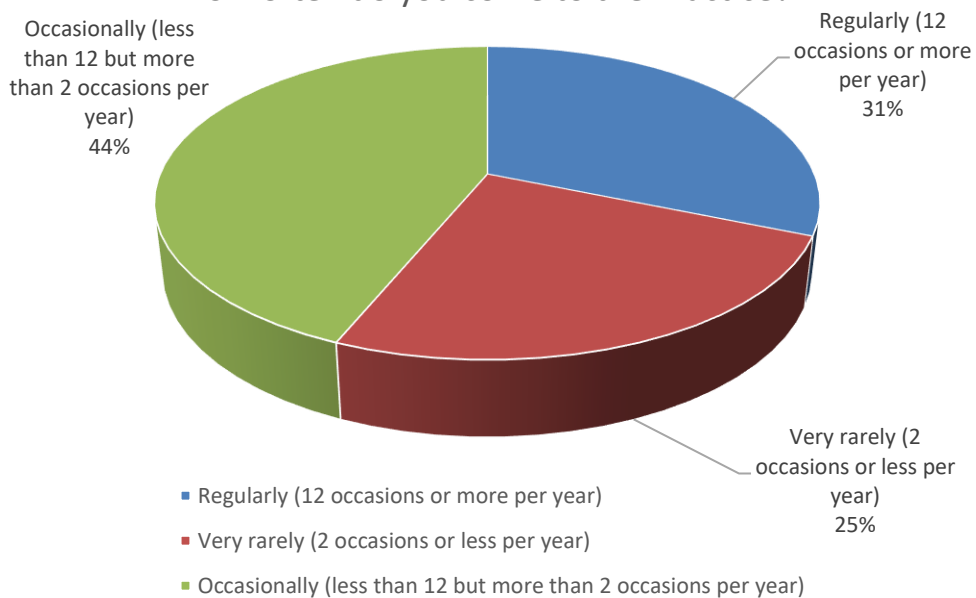
More than 50% of patients visiting the Practice travel by car with 33% walking to the Practice sites. None of the respondents used Public transport.

### Which Surgery do you normally attend?



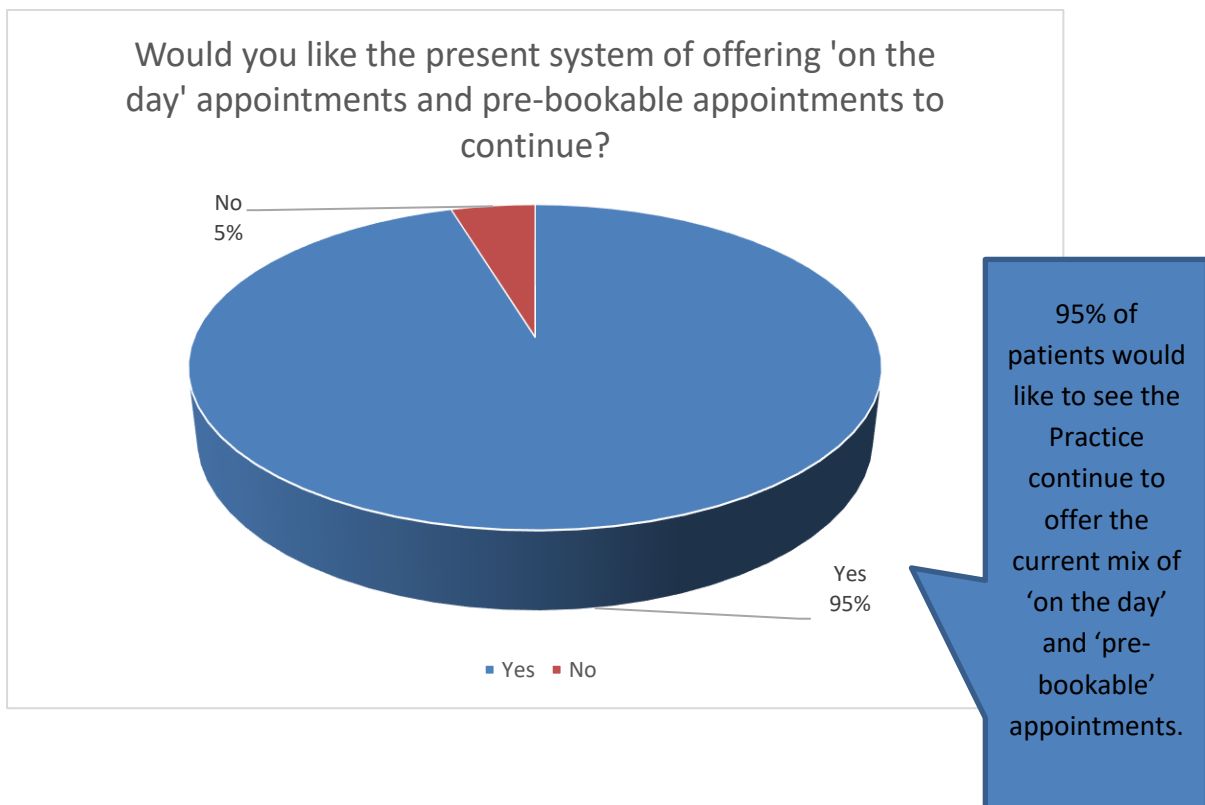
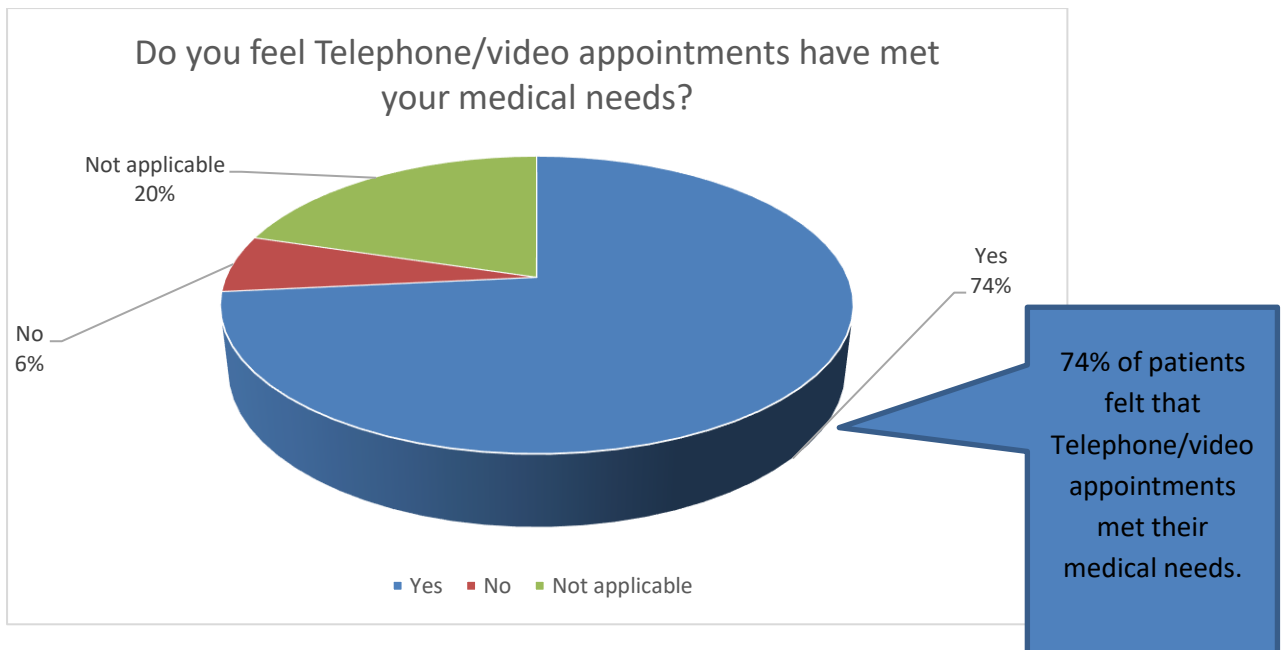
The percentage of respondents shown in this chart very closely matches the actual percentage split of registered patients across the two locations.

### How often do you come to the Practice?

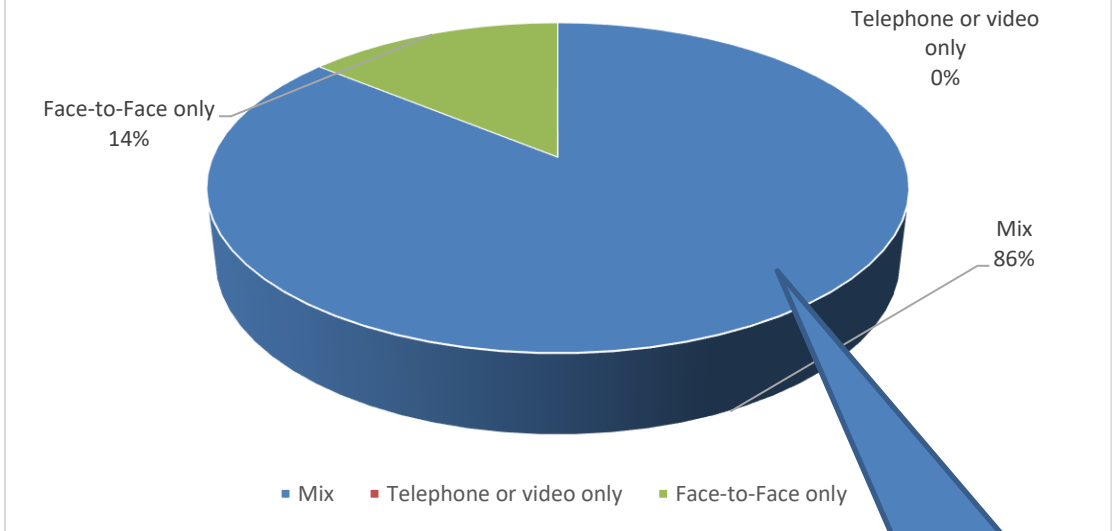


31% of respondent attend the Practice on 12 occasions or more in a year.

## Appointments

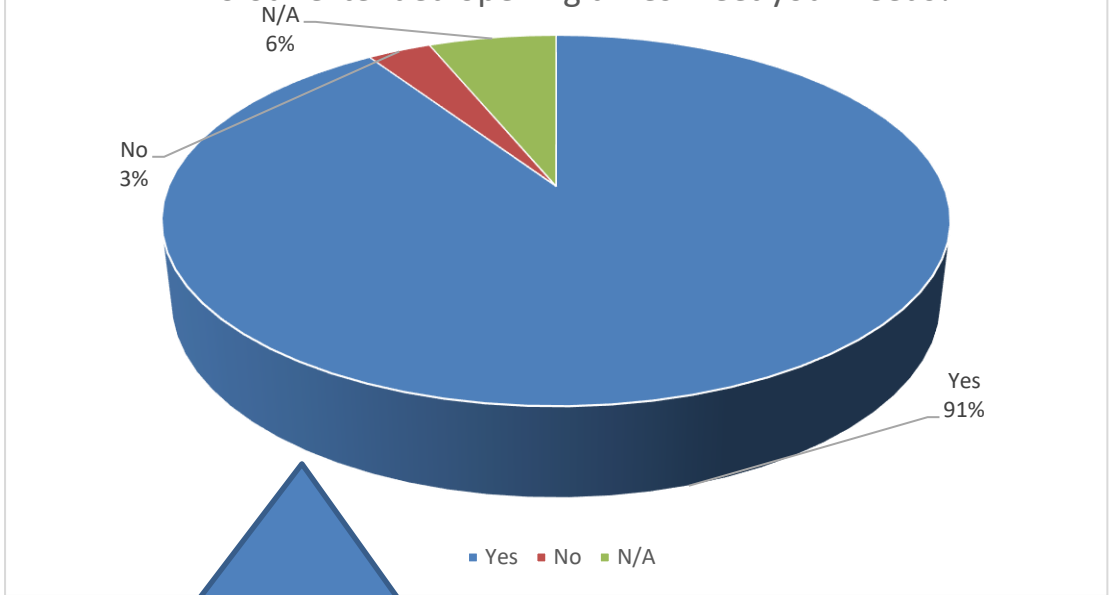


Would you prefer to see a mix of both telephone/video and face-to-face consultations offered by the Practice?



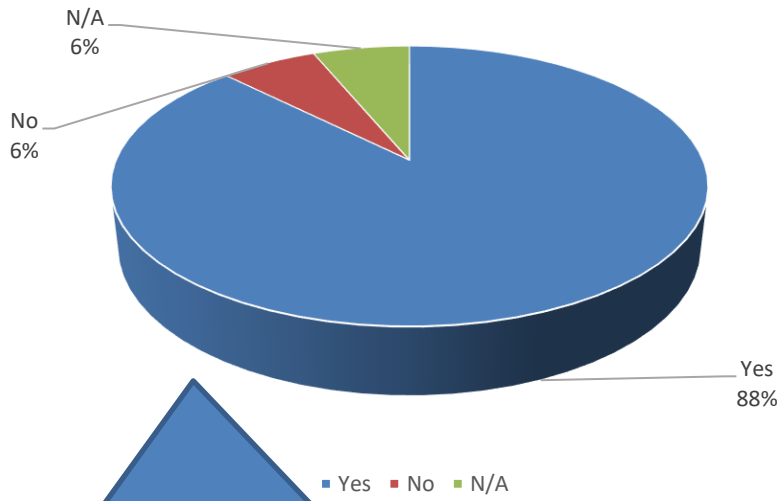
86% of patients would prefer the Practice to continue offering a mix of both face-to-face and telephone/video appointments.

Do our extended opening times meet your needs?



91% of patients reported that the extended hours opening times (18:30 to 20:00 on specified weekday evenings and on every other Saturday morning) met their needs.

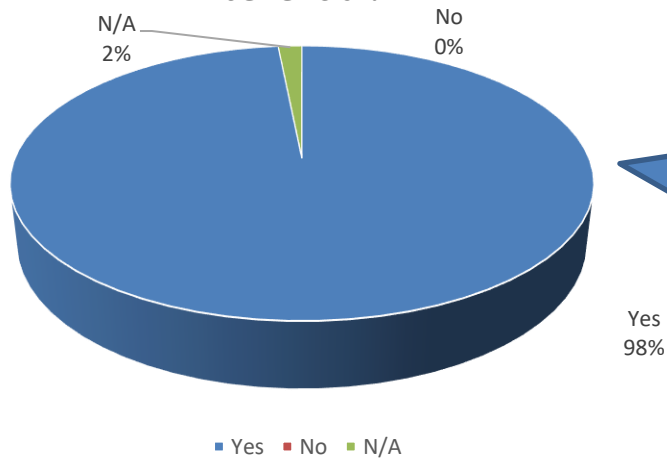
Do the range of services available during our extended opening times meet your needs?



88% of respondents felt that the range of services available during our extended opening times (general appointments available with a Dr, Nurse, Saturday morning blood tests, travel appointments and dedicated contraceptive clinics) met their needs.

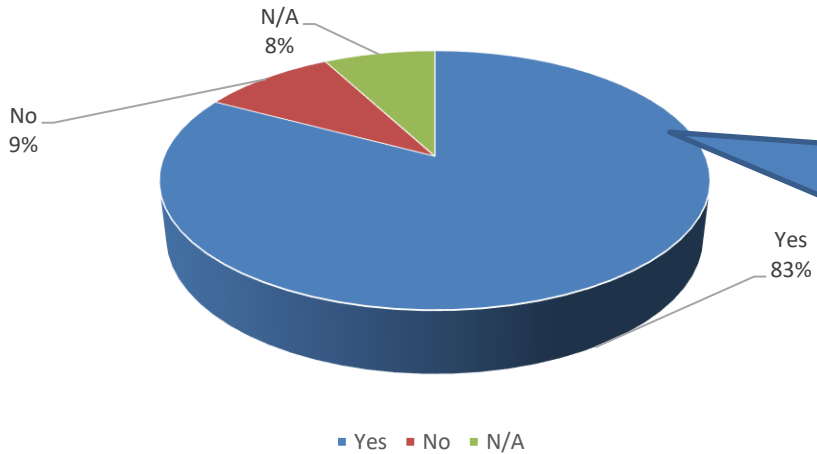
## Communication and updates

Do you find our text/telephone medication collection reminders and updates service beneficial?



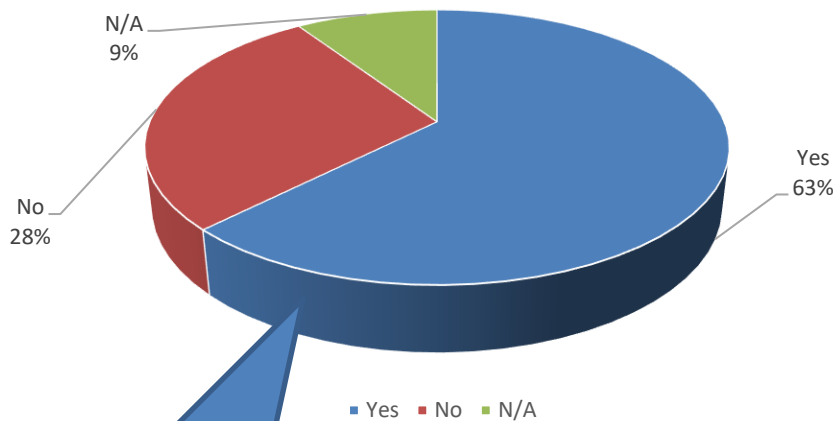
98% of patients found the text/telephone medication collection reminders and updates service to have been beneficial.

Do you find the texts sent by Doctors explaining how medical conditions can be managed through diet and medication useful?



83% of patients responding to this question found the new service to be useful.

Doctors may send a text with a link to send photos of medical issues (rashes/skin problems) instead of a face-to-face appointment. Do you find this helpful?

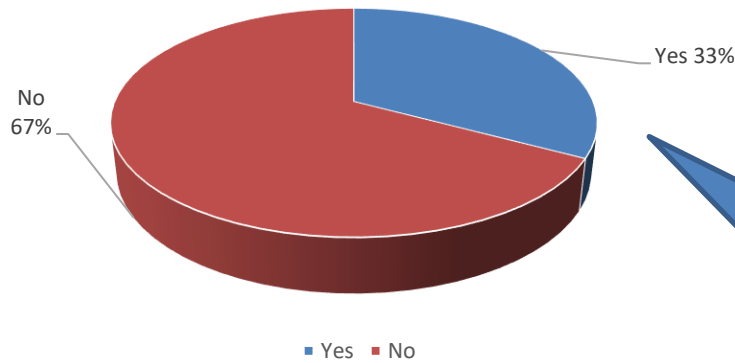


63% of patients found the option to send pictures of medical issues (rashes/skin problems) to their Dr by text to have been useful.



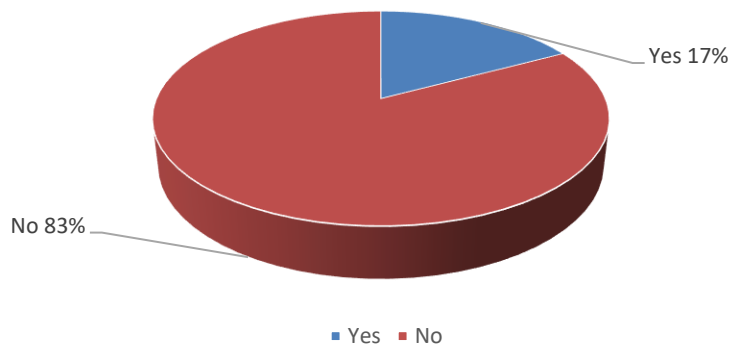
## Clinical services

Are you aware that we offer a diagnostic Physiotherapy service at the Practice?



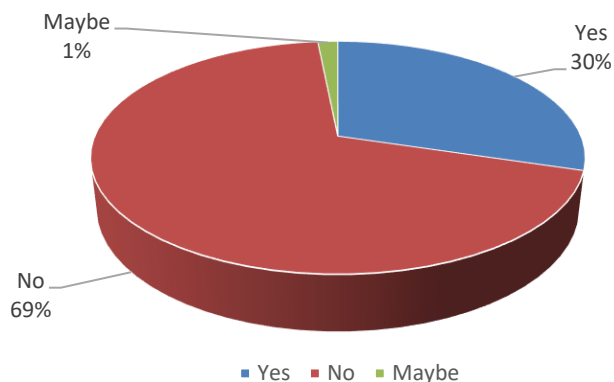
Only 33% of patients were aware that the Practice offers appointments with a diagnostic physiotherapist.

Are you aware that we offer appointments with a Mental Health Practitioner?



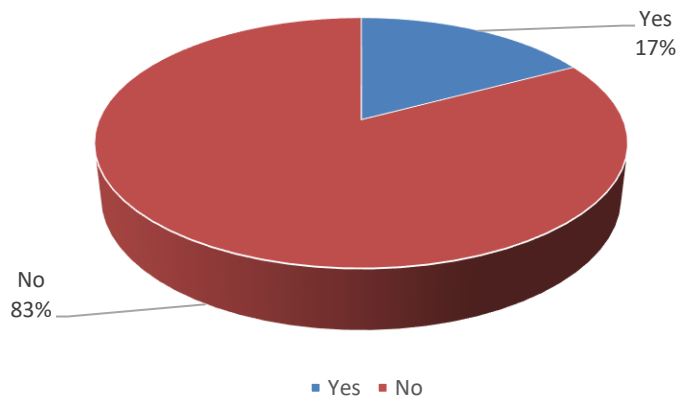
Just 17% of patients were aware that the Practice now offered appointments with a specialist Mental Health practitioner.

Are you aware that we provide a clinical Pharmacist service?



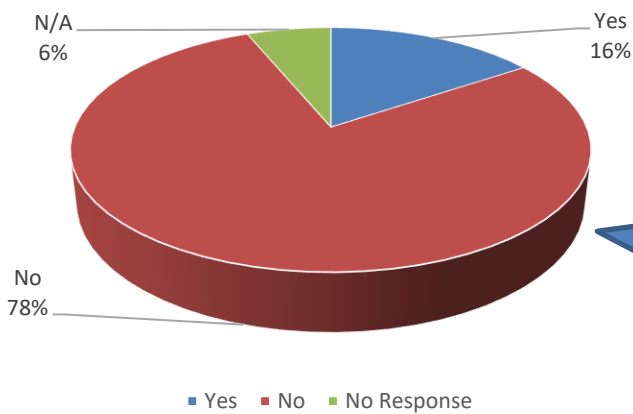
69% of patients were not aware that the Practice now provides access to a clinical Pharmacist.

Are you aware that we provide access to a Social Prescriber?



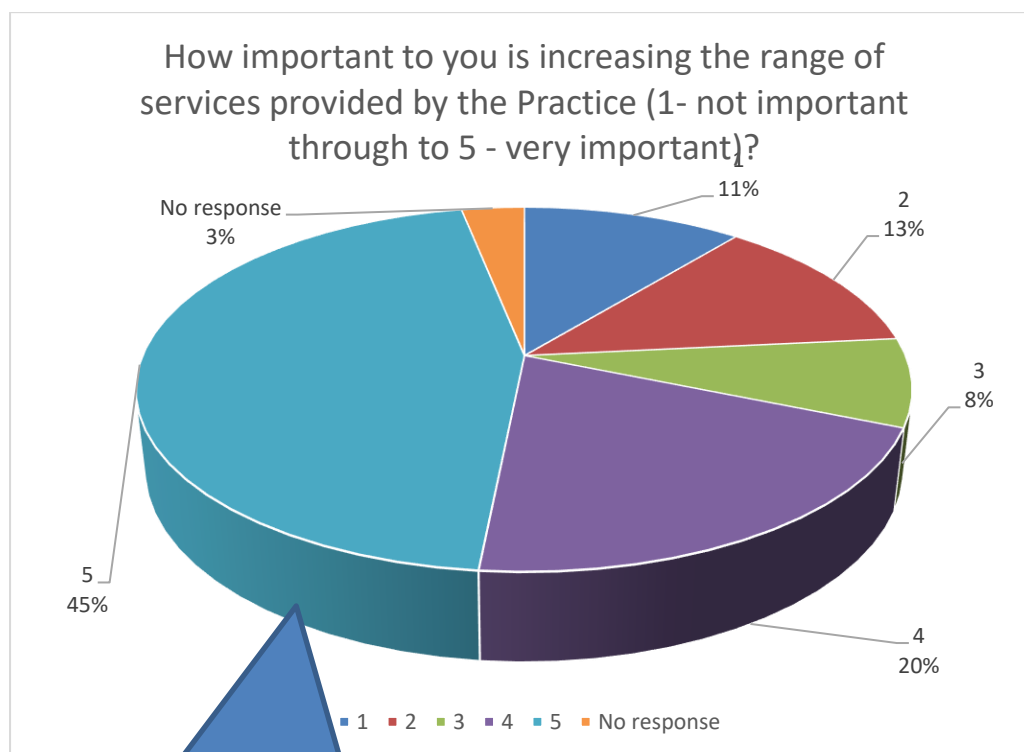
Only 17% of patients were aware that their GP could offer them an appointment with a Social Prescriber to help with a range of non-clinical issues that may impact on their wellbeing.

Are you aware that we now have Care co-ordinators working in the Practice?

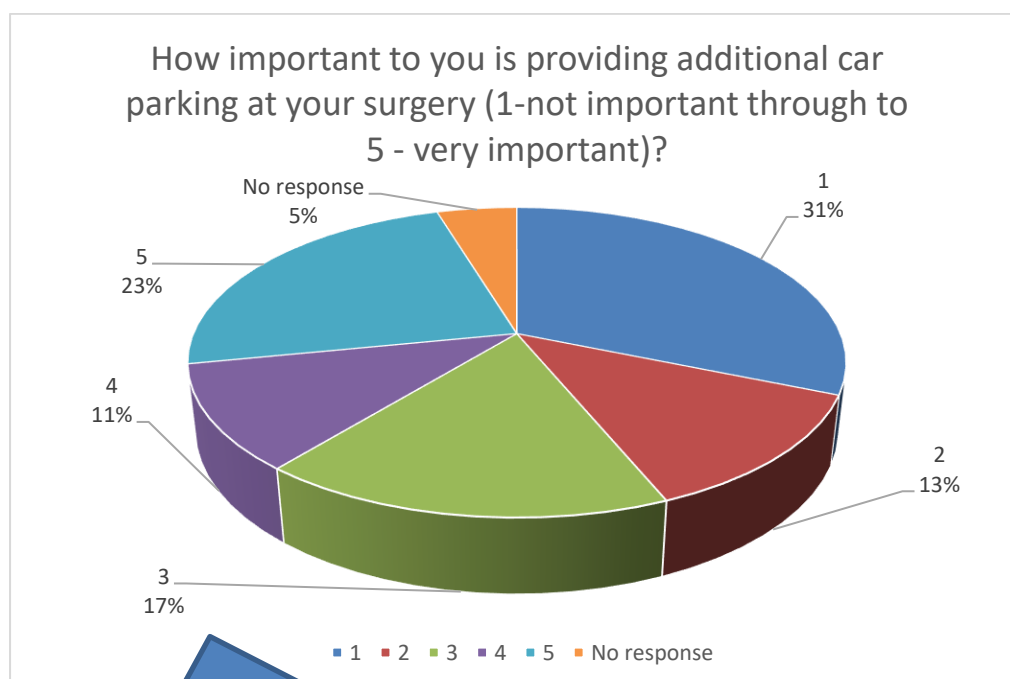


78% of patients were unaware that the Practice employees Care co-ordinators.

## General questions

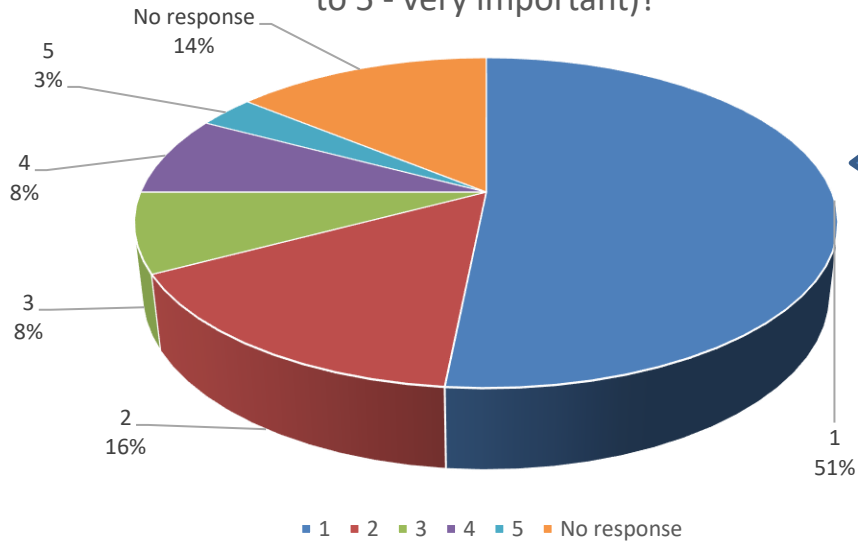


65% of patients scored the provision of an increased range of services at the Practice to be at the important, or very important (score 4 or 5) end of the scale.



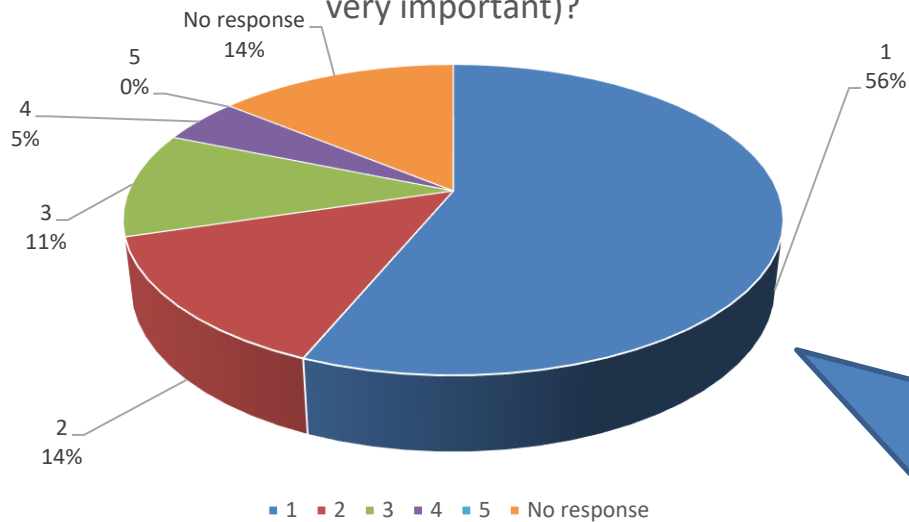
34% of respondents felt that the provision of additional car parking at their surgery to be at the important, or very important (score 4 or 5) to them.

How important to you is improved access to your surgery by Public transport (1 - not important through to 5 - very important)?



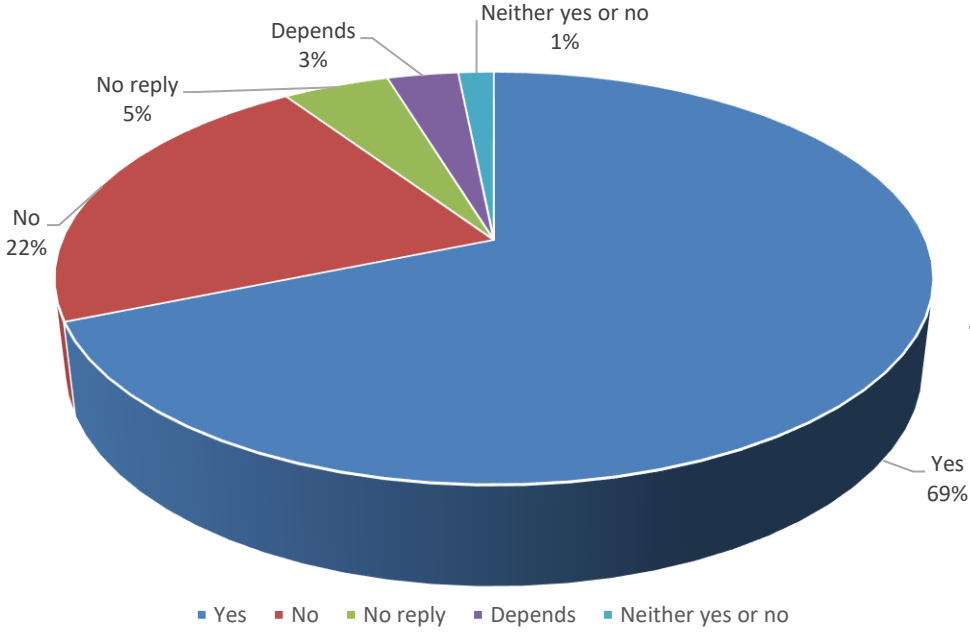
51% of patients rated improved access to their surgery by Public transport to be not important to them.

How important to you is the provision of bicycle racks at your surgery (1-not important through to 5-very important)?



56% of patients rated the provision of bicycle racks at their surgery to be not important to them.

Would you be willing to travel slightly further in order to access increased and improved facilities?



69% of respondents reported that they would be willing to travel slightly further in order to access increased and improved facilities.