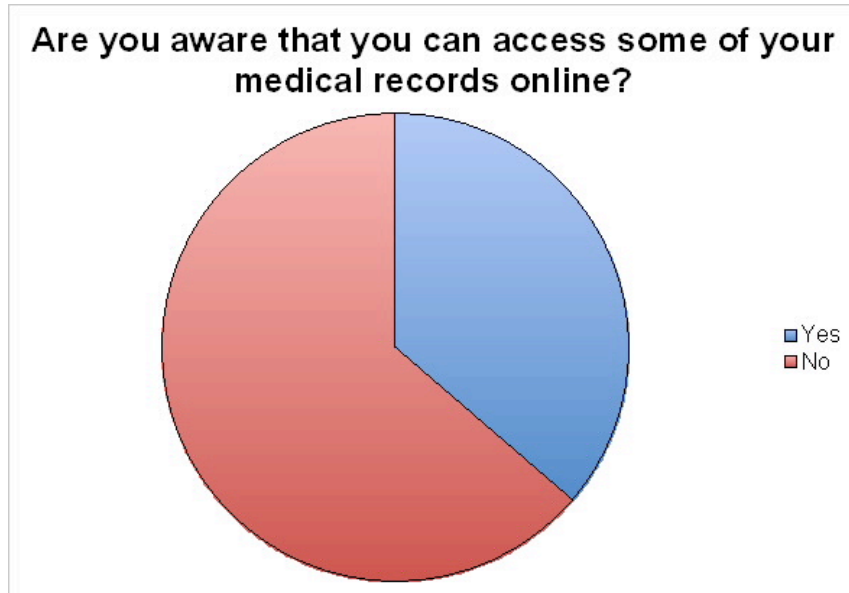
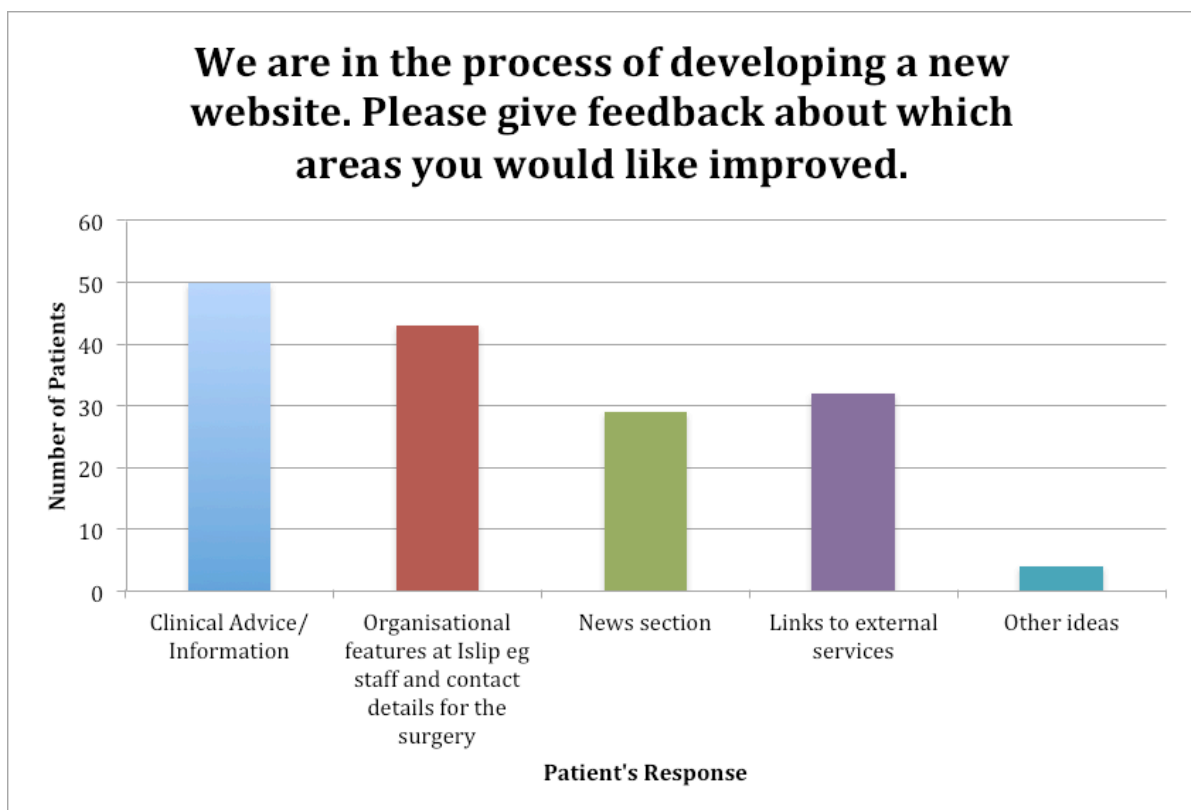


Patient Survey Responses 2012-2013

Q1 . Accessing medical records online



Q2. We are in the process of developing a new website. Please give feedback about which areas you would like improved.



Comments re website

“Perhaps a monthly health theme on front page – alcohol at Christmas, or perhaps sun awareness in the summer or...?”

“Clinical advice should be given face to face.”

“To be able to book double appts online – have to call!”

“Need to view what is already available”

“Maybe a doctor or nurse to speak to about minor problems to save taking up appointments. Online chat type thing”

“The online system sometimes plays up!”

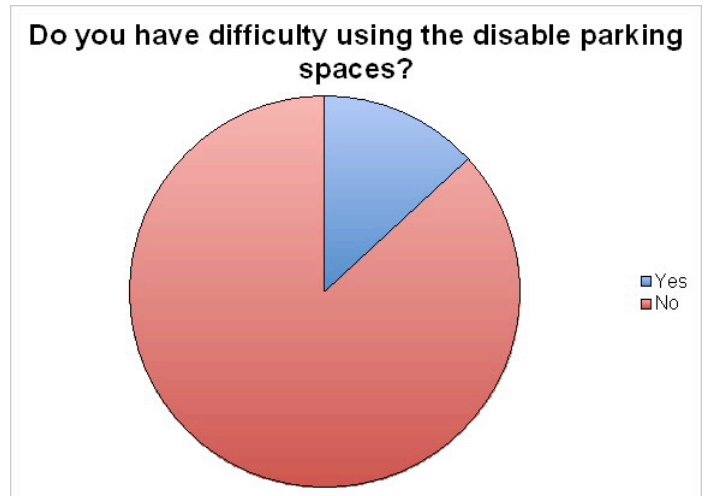
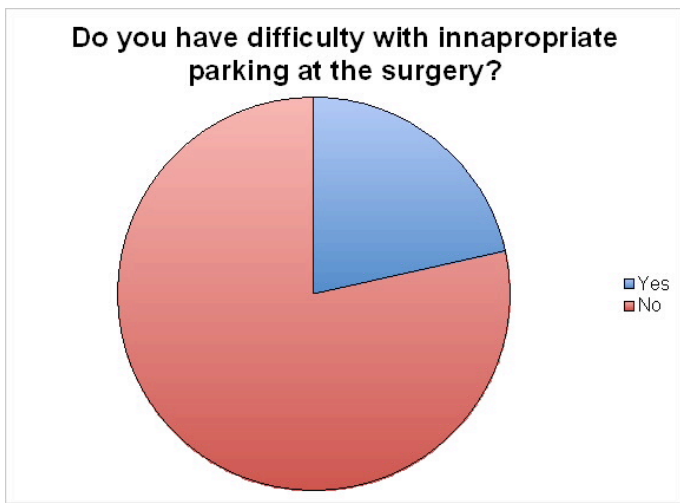
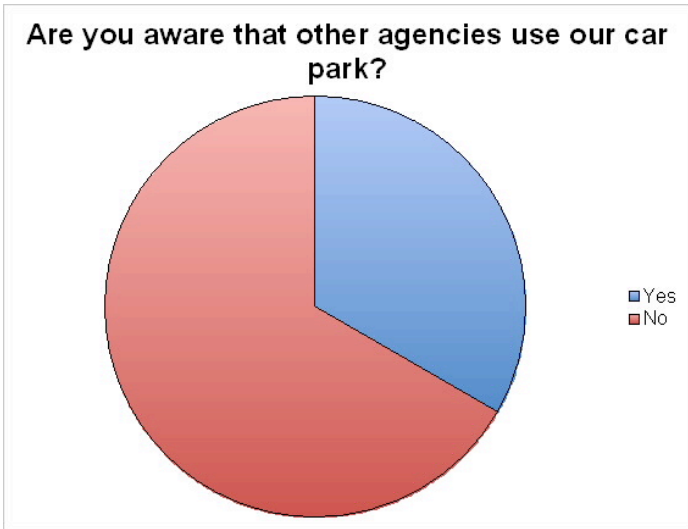
“Have to re-register for online appointment booking. I had completely forgotten this was a possibility and I think I am registered but have forgotten my login details.”

“None.”

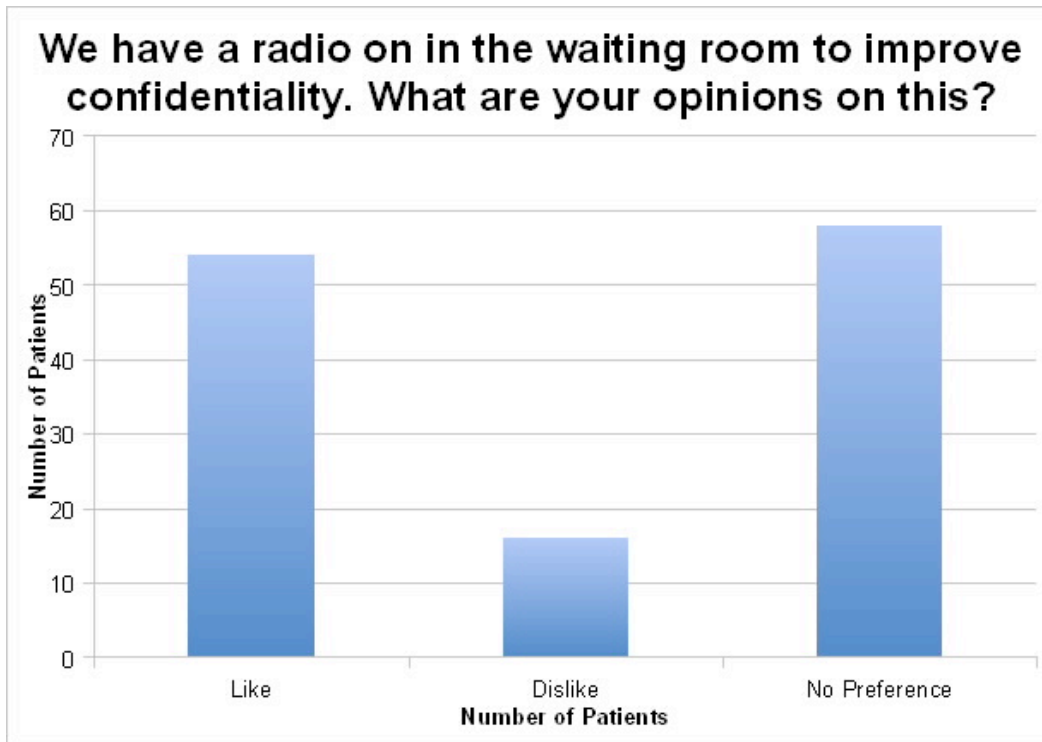
“Other services available at the surgery/to local community”

“Ease of contacting you and email appointment booking”

Car Parking



Q7. Radio use in the waiting room



Q8. What is your overall experience of the practice?



Analysis of survey respondents

