



Total Participants
630

Patient Participant Group Survey Summary

Question 1: How do you order your repeat prescriptions?

Online	70
By telephone	326
Form	184

Question 3: Would you find it helpful if members of staff wore name badges?

YES	NO
106	260

Question 2: Did you know that repeat prescriptions may be ordered online at www.thesurgeryparkstreet.co.uk ?

YES	NO
299	308

Question 4: Did you know you could be a member of the Patient Participation Group?

YES	NO
181	181

Question 5: In general how do you rate the overall service you receive from the Practice?

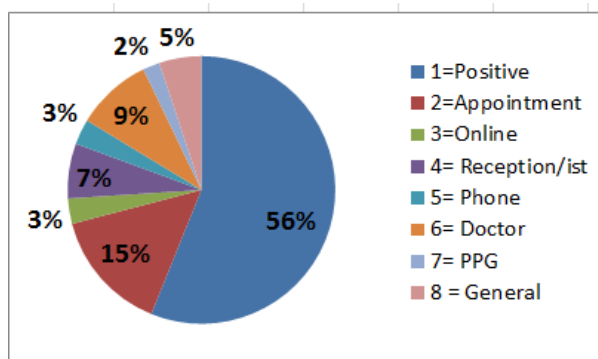
Excellent	259
Very Good	225
Good	102
Fairly Good	35
Poor	6

YEAR	%	Participants
2014	93.46	627
2013	94.2	600
2012	90	351

Comments:

1= Positive comments regarding the Practice.

2 – 8 are suggested areas for general improvement suggestions.



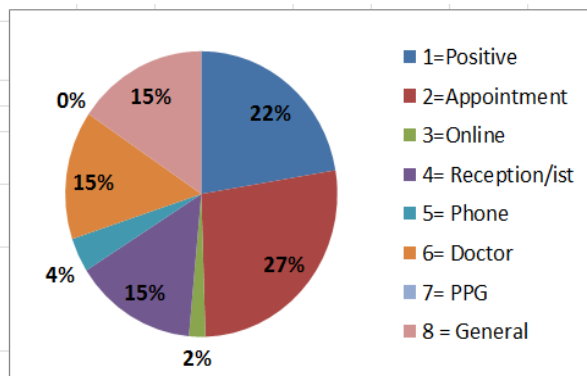
Total number of comments
196 = 31% of survey participants

Question 6: Is there anything that the practice does at the moment that you would like us to do differently?

Comments:

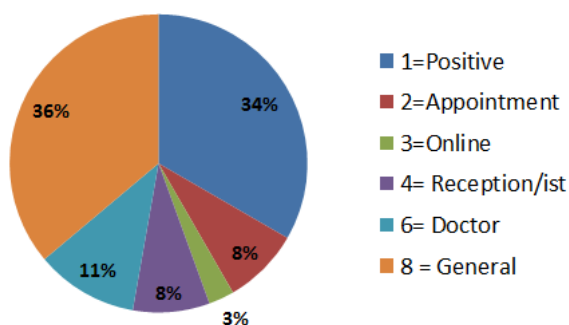
1= Positive comments regarding the Practice.

2 – 8 are suggested areas for general improvement suggestions



Total number of comments 36 =
5.7% of survey participants

General comments on any of the topics covered in the survey.



Total number of
comments 104 = 17% of
survey participants

We are:

Male	131
Female	284
Under 16	5
17 - 24	47
25 - 34	61
35 - 44	81
45 – 54	79
55 - 64	75
65 - 74	91
75 - 84	45
Over 84	12

Student	17
Employed part time	95
Employed full time	137
Unemployed	40
Self Employed	49
Carer	11
Retired	171

Registered Disabled	
YES	NO
32	488

Thank you to all who participated in this survey. Your responses are much appreciated.