

EVELYN MEDICAL CENTRE

PRACTICE SURVEY RESULTS 2012-13

Q1. What is the best method for you to order your repeat Medication? *Please tick all the circles that apply*

Via the internet to our clinical system – anytime	69	19%
Returning the prescription slips to us	66	18%
By telephone	158	43%
Ordering in person	41	11%
By post	2	1%
Automatic repeats – for those on stable medication	29	8%
Total	365	100%

Q2. Our patients can have difficulty in getting through to the surgery at 8am to book appointments. Our staff are finding that early calls can often be for routine ordering of medication? Do you think it would be reasonable for the practice to take calls for repeat medication after 10 am?

Yes	254	90%
No	27	10%
Total	281	100%

Q3. The practice is trying to encourage patients to use the internet to order repeat medication because:-

- Patients can do it at any time
- The site reminds patients of all repeat medication
- You can find information on your medication
- You can leave a message for the practice eg if you need anything else not on the list or you need more if you are going on holiday

Do you use the internet to order your medication?

Yes	60	21%
No	182	65%
Blank	39	14%
Total	281	100%

If you do not use the internet, but are interested in giving it a try please ask the reception staff for your registration details. You will need some form of identification with a photo, eg passport, bus/gold card or card drivers licence. You can also book doctor appointments at the same site.

Q4. If you do use the internet to order, how do you find it?

Very easy	37	13%
Fairly easy	19	7%
Not very easy	1	
Not at all easy	0	
N/A	224	80%
Total	281	100%

Q5. How should the practice communicate our services? *Please tick all the circles that apply*

Practice Leaflet	134	25%
Newsletter in with medication	117	22%
Website	94	17%
Notices in the waiting rooms	101	19%
Parish Magazines	32	6%
Facebook	53	10%
Twitter	9	1%
Total	540	100%

Question 7a Our Practice is the only surgery in Derbyshire to use the Sheffield GP Collaborative. Would you like our out of hours service to...?

Stay with Sheffield GP Collaborative based at NGH	88	31%
Change to Derbyshire Health United based in Chesterfield, and with clinics at Buxton and Whitworth Hospital (who cover all other Derbyshire GP Surgeries out of hours)	40	14%
No strong views	153	55%
Total	281	100%

Some questions about you . *The following questions will help us to see how experiences vary between different groups of the population. We will keep your answers completely confidential.*

Q8. Are you male or female ?

Male	136
Female	145
Total	281

Q9. How old are you ?

Under 17	34	55 - 64	40
17 – 24	22	65 - 74	39
25 – 34	24	75 - 84	27
35 – 44	37	85 plus	12
45 – 54	46		

Q10. How would you describe your cultural background ?

White/British 268, British 6, White Other 2, Asian 1, European 1
Blank 3

Q11. Do you have a Disability? Yes 27 No 254

Q12. Which of the following best describes how you think of yourself ?

Heterosexual/straight	243
Gay/Lesbian	3
Bisexual	0
Other	0
I would prefer not to say	35
Total	281