

# THE WEST WIGHT PRACTICE

**PATIENT SURVEY JAN/FEB 2012**

442 Surveys completed (399 Brookside; 43 Yarmouth)  
4% of the Practice Population

		YES	NO	
3	Did you know that Yarmouth Surgery and Brookside Health Centre are all one Practice - West Wight Practice	86%	14%	
<hr/>				
6	How would you describe the access to the Surgery Building:-			
		Good	77%	
		Accessible	19%	
		Not very accessible	1%	
		Difficult	2%	
<hr/>				
8	Did you know the following services are available:-	<b>YES</b>	<b>NO</b>	<b>No Reply</b>
a	Loop System	47%	48%	5%
b	Phlebotomy	91%	7%	2%
c	Hearing Aid Batteries	38%	57%	5%
d	Counselling Services	45%	49%	6%
e	Repeat Medication on-line	80%	16%	4%
f	Family Planning	63%	28%	9%
g	Diabetic Meter Testing	51%	44%	5%
h	Travel Vaccinations & Advice	75%	18%	7%
i	Saturday Surgeries	57%	40%	3%
j	Late Evening Surgeries	65%	32%	3%
<hr/>				
9	Would you use Evening Surgeries (after 6.30pm) for:-			
a	Cytology		4%	
b	Asthma		9%	
c	Diabetes		8%	
d	Blood Pressure		24%	
e	Smoking Cessation		4%	
<hr/>				
10	Did you know you can make an appointment to have your Blood Pressure checked with the Health Care Assistant without seeing your Doctor first?	<b>YES</b>	<b>NO</b>	<b>No Reply</b>
		54%	42%	4%
<hr/>				
11	Is the Tannoy System at Brookside:-			
	a	Clear	24%	
	b	OK	41%	
	c	Noisy	30%	5%
<hr/>				
12	If a new patient call system was to be installed, would you prefer:-			
		New Tannoy System	40%	
		Visual Auditable Display Board	52%	8%
<hr/>				
13	When visiting Brookside do you find the signage:-			
	a	Easy	51%	
	b	OK	40%	
	c	Confusing	4%	5%
<hr/>				
14	Reminders of appointments by Phone or Text - is this a service we could use?	<b>YES</b>	<b>NO</b>	<b>No Reply</b>
		70%	27%	3%
<hr/>				
15	If yes, would you be happy to receive an automated telephone message from the Practice:-			
		Informing flu vaccines available	6%	
		Reminder of other vaccines due	52%	
		other	25%	
<hr/>				
17	Do you know about the 111 Service?	<b>YES</b>	<b>NO</b>	<b>No Reply</b>
		64%	33%	3%
<hr/>				
18	Did you know that you can use your local Pharmacy for the following services?			
		Advice on minor ailments	83%	13%
		Ordering and collecting of repeat medication	89%	8%
		Informing you on how best to take your medication	85%	9%
		Discussing new medication with you	74%	19%
		Emergency Contraception	49%	26%