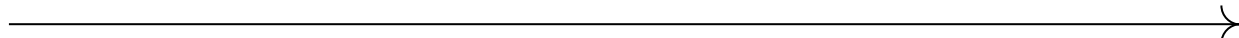




Flixton Road  
Medical Centre



# Patient Survey 2023-24

Dee Radcliffe

March 2024

# Dolores Radcliffe

- Assistant Practice Manager
- Fellow - Institute of Administrative Managers
- Fellow - PMA (Professional membership body for the healthcare sector)



# Welcome to Flixton Road Medical Centre

- Patient Survey 2023-24
- Responses received 1248

# Age

● 0-18

● 19-34

● 35-44

● 45-64

● 65+

6




44

138

519

502



Question	No of responses	Rating
Do you find our reception staff helpful?	1227	4.33 Average Rating
How do you rate our practice accessibility through phone?	1199	3.88 Average Rating
The surgery uses AskMy GP (AMGP) as its digital platform to facilitate the appointment booking process. Do you find it useful? (Please ignore this question if you are not able to use AMGP due to internet access.	<ul style="list-style-type: none"> <li data-bbox="1081 600 1197 644"> Yes <span style="float: right;">727</span></li> <li data-bbox="1081 687 1197 731"> No <span style="float: right;">226</span></li> <li data-bbox="1081 775 1236 819"> Other <span style="float: right;">110</span></li> </ul>	

# How often do you get to see your preferred GP?

Always or most always	238
A lot of the time	255
Some of the time	436
Never or almost never	247



# When you need to see a GP or a clinician, how soon you are able to get an appointment?

Same day	103
Next day	81
Within 3 days	331
Within a week	422
More than a week	250






# Were you satisfied with the choice of appointment offered when needed?

● Yes	977
● No	143
● Other	63





Question	No of responses	Rating
How do you rate your experience of receiving an answer to your query from the practice.	1199	4.07 Average Rating
At your last clinician appointment, were you happy with the length of time for your call/face to face appointment.	<ul style="list-style-type: none"> <li data-bbox="1120 584 1226 627"> Yes</li> <li data-bbox="1120 660 1226 704"> No</li> <li data-bbox="1120 737 1226 780"> Other</li> </ul>	<ul style="list-style-type: none"> <li data-bbox="1642 584 1709 627">1088</li> <li data-bbox="1642 660 1680 704">81</li> <li data-bbox="1642 737 1680 780">37</li> </ul>

Question	No of responses	Rating
<p>Was the health professional you saw or spoke to, good at listening to your concerns during your last GP appointment.</p>	<ul style="list-style-type: none"> <li><span style="color: blue;">●</span> Yes</li> <li><span style="color: orange;">●</span> No</li> <li><span style="color: green;">●</span> Other</li> </ul>	<p>1120</p> <p>52</p> <p>36</p>
<p>Was the health professional you saw or spoke to, good at treating you with care and concern during your last GP appointment?</p>	<ul style="list-style-type: none"> <li><span style="color: blue;">●</span> Yes</li> <li><span style="color: orange;">●</span> No</li> <li><span style="color: green;">●</span> Other</li> </ul>	<p>1119</p> <p>45</p> <p>34</p>
<p>Did the health professional you saw involve you in the decision making for your care and treatment?</p>	<ul style="list-style-type: none"> <li><span style="color: blue;">●</span> Yes</li> <li><span style="color: orange;">●</span> No</li> <li><span style="color: green;">●</span> Other</li> </ul>	<p>1058</p> <p>95</p> <p>38</p>

<b>Question</b>	<b>No of responses</b>	<b>Rating</b>
Please rate your confidence and trust in the healthcare professional you saw or spoke to during your last GP appointment?	1214	4.40 Average Rating
How would you rate the practice in understanding your specific health needs (also include mental health needs)	1200	4.12 Average Rating




**Are you aware that the practice also provides weekend appointments i.e., Saturday and Sunday (GP, Nurse, Assistant practitioners, and phlebotomy from 9:00 am to 5:00 pm)**

● Yes	893
● No	310
● Other	20



# (If you have use the service on Saturday or Sunday) Do you want the practice to continue the Weekend extended service?



Question	No of responses	Rating
(If you have used our Saturday extended service) How do you rate our Saturday Extended Clinics?	634	4.40 Average Rating
(If you have used our Sunday extended service) How would you rate our Sunday Extended Clinics?	513	4.38 Average Rating
Are you aware we offer dietician and first contact physio appointments?	<ul style="list-style-type: none"> <li data-bbox="1126 718 1232 756"> Yes</li> <li data-bbox="1126 800 1232 838"> No</li> <li data-bbox="1126 882 1232 920"> Other</li> </ul>	<ul style="list-style-type: none"> <li data-bbox="1667 718 1721 751">395</li> <li data-bbox="1667 800 1721 833">804</li> <li data-bbox="1667 882 1702 915">19</li> </ul>

<b>Question</b>	<b>No of responses</b>	<b>Rating</b>
Overall, how would you rate your experience with the practice?	1206	4.21 Average Rating