

Acklam Medical Centre – Patient Survey

The questions below are extremely helpful in ensuring we as a practice provide the best possible service to our patients.

Under 16 11 16-24 12 25-50 40 51-75 49 75+ 20 Not Stated 12

How many times have you visited the surgery in the past year?

Never 5 - 1-2 times 46 - 3-5 times 47 6-10 times 14 More than 10 20 Not Stated 15

Approximately how many months or years have you been registered as a patient?

Never- 2 2 years 21 2-5 years 19 5-10 years 16 More than 10 years 58 Not Stated 31

Are you a Carer? Yes 14 No 91 Not Stated 41

How likely are you to recommend us to your friends and family members?

Very Likely	Likely	Neither	Unlikely	Very unlikely	Don't Know
60	55	7	8	3	14

You can request appointments via the telephone, online and via eConsult. Are you satisfied with the process of booking an appointment to see a GP or Clinical practitioner?

YES	NO	Don't know	Not Stated
91	40	10	6

Thinking about the last time you saw a GP or Clinical Practitioner, were you seen at the time of your appointment?

Seen within 15 mins	Seen within 15-30 Mins	Seen within 30-45 mins	Seen after 45 mins	Not Stated
100	33	5	3	6

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How satisfied are you with the amount of time a GP or Clinical Practitioner spent with you?

Very Satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied	Don't Know	Not Stated
73	54	4	3	1	3	9

How satisfied are you with the overall care provided by Acklam Medical Centre?

Very Satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied	Don't Know	Not Stated
70	57	5	3	2	2	8

Were you informed about the side effects and symptoms of any medicines prescribed to you by the practice?

YES	NO	Don't know	Not Completed N/A -
86	26	14	21

How satisfied are you with the professionalism of our reception team?

Not Completed

Very Satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied	Don't Know	
71	53	2	1	0	3	17

How satisfied are you with the professionalism of our clinical team?

Not Completed

Very Satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied	Don't Know	
77	48	3	0	0	3	16

Were our staff empathetic to your needs?

Not completed

YES	NO	Don't know	
124	2	4	17

How satisfied are you with the cleanliness and hygiene at our practice?

Not completed

Very Satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied	Don't Know	
95	33	0	1	0	2	16

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Enhanced Access appointments became available from 1st October 2022, this service is currently provided by ELM on our behalf with appointments available midweek *between 6pm-8.30pm and 9am-5pm on Saturdays.*

If you have used this service, how satisfied are you with your experience of seeing a clinician in the Enhanced Access service?

Very Satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied	Don't Know
30	21	5	2	2	40

N/A / Not completed

47

Do you feel that our work hours are well suited to treat you?

YES	NO	Don't know
96	11	16

N/A / Not Completed

24

What do you feel we could improve upon? Do you wish to supply further feedback?

Thank you very much for taking the time to complete this feedback. Please hand this into a member of staff at reception.