

The Limes Medical Centre Survey 2012 Results.

Survey completion was from September 10th to October 25th 2012.

Number of completed forms: **217**

This represents a survey of approximately **2.6%** of registered patients. This is not a representative sample in terms of demography or reasons for visit.

GENERAL:

When did you book your appointment?

within 48 hours:	115	53%
between 2-7 days:	62	28.6%
more than 7 days:	49	22.3%

Who was your appointment with?

doctor:	174	80%
nurse:	43	20%
physio:	1	0.5%
phlebotomist:	3	1.4%

How many times have you been seen with this problem?

First time:	50
1-3 times	63
4-6 times	10
7-10 times	3
10+ times	17

Before booking your appointment did you seek any advice from the following?

pharmacist:	14
our website:	1
NHS Direct:	5
Other website:	6
Alternative therapist:	0

HEALTH & WELLBEING:

Do you have a chronic illness (this is an illness of more than 3 months duration) e.g. diabetes, angina osteoarthritis, chest problems and mental health issues?

I have reported this in the order that the surveys were recorded. I am not too convinced that this question elicits any more valuable data than that which is available from the practice database, although it may give some indication of patient perception of what is a chronic illness rather than a symptom.

I have not closely analysed responses eg, re-categorised depression as mental health issues.

Chronic illnesses stated:

Chronic rhinitis, problems with legs and heart, Alopecia, Menieres, IBS (x2), Hepatitis C, chest problems, sleep apnoea (x2), vertigo, diabetes (x23), osteoarthritis (x9), mental health (x2), angina, COPD (x8), epilepsy (x2), depression (x5), CV general (x3), asthma (x11), fibromyalgia (x2), back pain (x2), osteoporosis, polymyalgia, hypertension (x6), brain tumour, complex regional pain syndrome, colitis, stomach, stress, anxiety (x4), cervical spondylosis (x2), Hashimoto's disease, schizophrenia, Korsakoff's syndrome, lymphoma/cancer.

What measures do you take to control your illness/health and wellbeing?

Controlled diet:

Yes:	90	41.5%
No:	47	21.7%

Exercise:

Yes:	104	47.9%
No:	48	22.1%

Stop smoking:*

Yes:	21	9.7%
No	47	21.7%

***Analysis of this question was abandoned as the parameter of 'never smoked' was not included and therefore the results would have been non-representative.**

Would you be interested in information regarding:

walking groups in the area?

Yes:	25	11.5%
No:	100	46%

leaflets on healthy eating?

Yes:	45	20.7%
No:	95	43.8%

practice newsletter?

Yes:	49	22.6%
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group to improve general wellbeing?

Yes:	16	7.4%
No:	95	43.8%

stopping smoking?

Yes	15	6.9%
No:	85	39.2%

COMMUNICATION/INFORMATION

WEBSITE

Are you aware of our website?

Yes:	63	20%
No:	165	76%

Have you used it?

Yes:	11	5.1%
No:	42	19.4%

If yes, did you:

order a prescription	4
cancel an appointment	1
check opening times	3
seek advice for minor ailments	0
encounter any problems	2 (logon x1 /pw reset problems x1)

NB. Negative answers not recorded here as they offer no additional information.

Now that you are aware of the website will you use it?

Yes:	133	61.3%
No:	55	25.3%

TEXT

Are you aware of our text reminder service for appointments?

Yes:	53	24.4%
No:	142	65.4%

Have you signed up to the service?***

Yes:	18
No:	56

*** No percentage providers as there were more responses for 'No' than yes responders to awareness.

If yes, did you receive a reminder for your appointment today?

Yes:	12
No:	3

Now you are aware of our text service will you use it?

Yes:	100	46%
No:	69	31.8%

Note:

Three respondents signed up to the text service said they didn't get a reminder, or didn't get one every time.

We (would) welcome your ideas on how the practice can enable people to help themselves maintain a healthy lifestyle and deal with health issues such as obesity, diabetes, smoking and high blood pressure.

(Reported verbatim).

Better access to things like getting quick checks of BP, urine tests etc.

I haven't got a computer (x3).

My diabetes care was excellent for the first year. I don't feel seeing a nurse for my most recent review was helpful as it could be – she couldn't answer all my questions and had to call a 2nd doctor to answer them.

It is very difficult to get time off work for an appointment.

More info on BP.

Excellent service everyone very helpful and listen to me! Best GP practice in area! Thank you! (this from a patient signed up to both web and txt services).

This practice has been very good introduction to waist wise and subsequent keep fit regime.

More help with weight issues.

Encourage group therapies similar to AA. Supported with hard hitting presentations formal and informal from 'recovered' people and practice doctors/staff.

I would like a diet sheet that is suitable for diabetes, blocked arteries and cancer. I find it hard to find a diet that is suitable for all things.

No computer. Never had money for such frivolities.

Longer opening hours, including weekends.

Cooking lessons on healthy meals. Making people/other diabetic sufferers aware of 'byetta pen' helped me lose weight.

Getting together with people with same health problems.

Cant use text service – partially sighted.