

**ILEX VIEW MEDICAL PRACTICE**

PATIENT PARTICIPATION GROUP

**Patient Survey Results MAY 2024**

1. **Availability of services**

|  |  |
| --- | --- |
| Score 1 | 0 |
| Score 2 | 7 |
| Score 3 | 4 |
| Score 4 | 13 |
| Score 5 | 13 |

1. **Making an appointment**

|  |  |
| --- | --- |
| Score 1 | 2 |
| Score 2 | 7 |
| Score 3 | 11 |
| Score 4 | 5 |
| Score 5 | 11 |

1. **Reception experience**

|  |  |
| --- | --- |
| Score 1 | 2 |
| Score 2 | 0 |
| Score 3 | 5 |
| Score 4 | 6 |
| Score 5 | 23 |

1. **Clinical care**

|  |  |
| --- | --- |
| Score 1 | 1 |
| Score 2 | 1 |
| Score 3 | 2 |
| Score 4 | 10 |
| Score 5 | 22 |

1. **Preferred type of consultation**

|  |  |
| --- | --- |
| Face to face | 23 |
| Telephone call | 0 |
| Video consultation | 0 |
| A mix of these | 13 |

**Demographics**

**Genders and ages of respondents**

|  |  |  |
| --- | --- | --- |
| MALES | 18-30 | 1 |
|  | 31-50 |  |
|  | 51-74 | 8 |
|  | 75+ | 1 |
| FEMALES | 18-30 | 4 |
|  | 31-50 | 10 |
|  | 51-74 | 12 |
|  | 75+ | 1 |

**How often do you contact the practice, on average, per year?**

|  |  |
| --- | --- |
| 0-1 | 0 |
| 1-3 | 18 |
| 4-7 | 6 |
| 8+ | 11 |

**Additional comments**

Want humans, not computers. Appointments are always around a month. Always a smile. I may be over 74 but I'm not senile

It’s a fair system but sometimes difficult to convey the feeling of urgency.

Far better with the new telephone system

Excellent practice, a pleasure to visit

Appointments available are often serval weeks away.

Helpful and caring

Face-to-face is pleasant, on the phone is not. Listen to the patient's needs properly. Always difficult to get access to an appointment. Appreciate it’s a busy service but when ill and requiring a GP, its poor.

Very hard job done with smiles. Appointments are difficult, I feel there is no choice but to accept the system. Even blood test is 2 weeks to wait.

Sometimes no appointments left when you get there.

I try to book online but appointment are over a month away.

Great Practice.

Excellent, just moved here. Thank you.

Best practice across Rawtenstall.

Great practice and very friendly, keep it up.

Very long wait and then no appointments

Sometimes no appointments

Not always able to see a GP. Usually get an appointment. Nice helpful staff. Never had any issues with clinical care.

Emeline is so helpful and caring

Dr Okafor is the best doctor

Excellent practice, a pleasure to visit