

Newport Pagnell Medical Centre

Patient Survey 2023

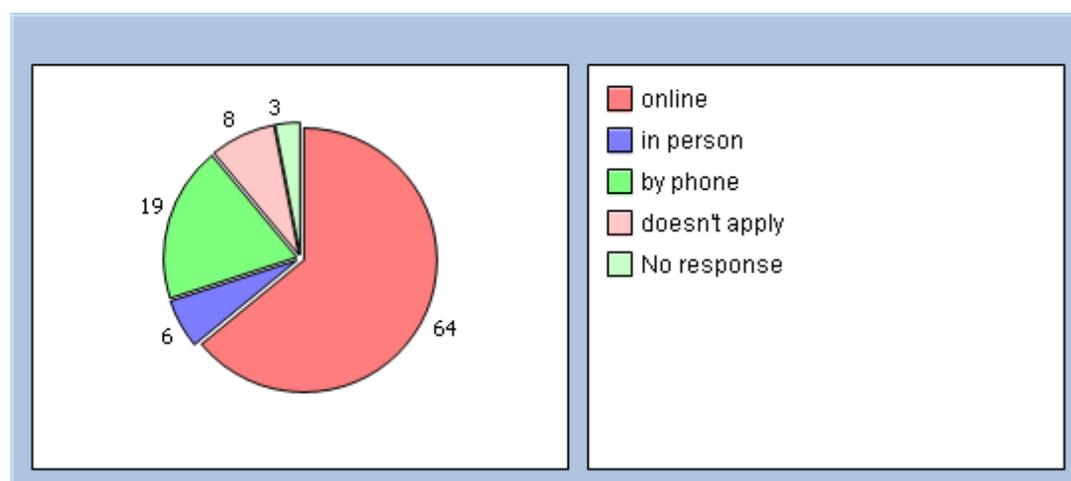
Number of Responses: 99



Patient Survey 2023

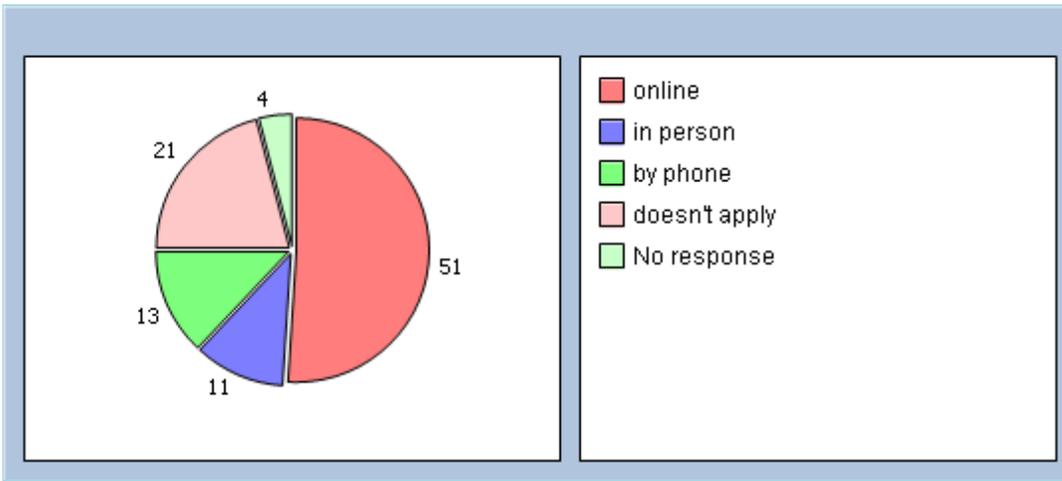
How do you normally book your appointments to see a doctor at NPMC?

online	64%
in person	6%
by phone	19%
doesn't apply	8%
No response	3%



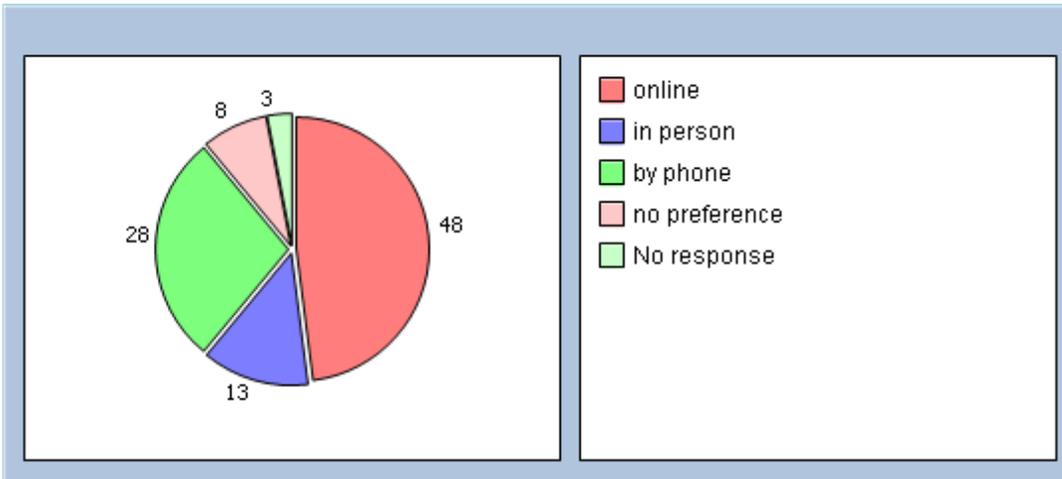
How do you normally book your appointments to see a nurse at NPMC?

online	51%
in person	11%
by phone	13%
doesn't apply	21%
No response	4%



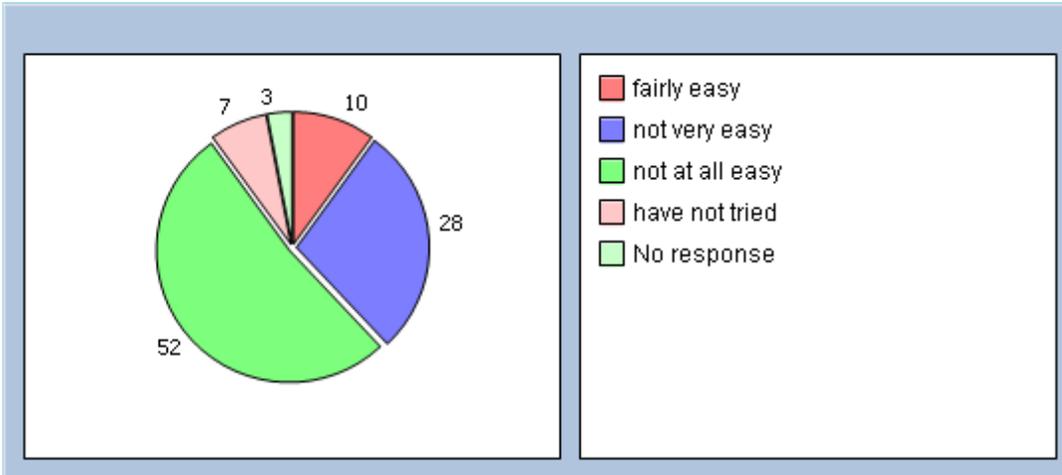
Which of the following methods would you prefer to use to book an appointment at NPMC?

online	48%
in person	13%
by phone	28%
no preference	8%
No response	3%



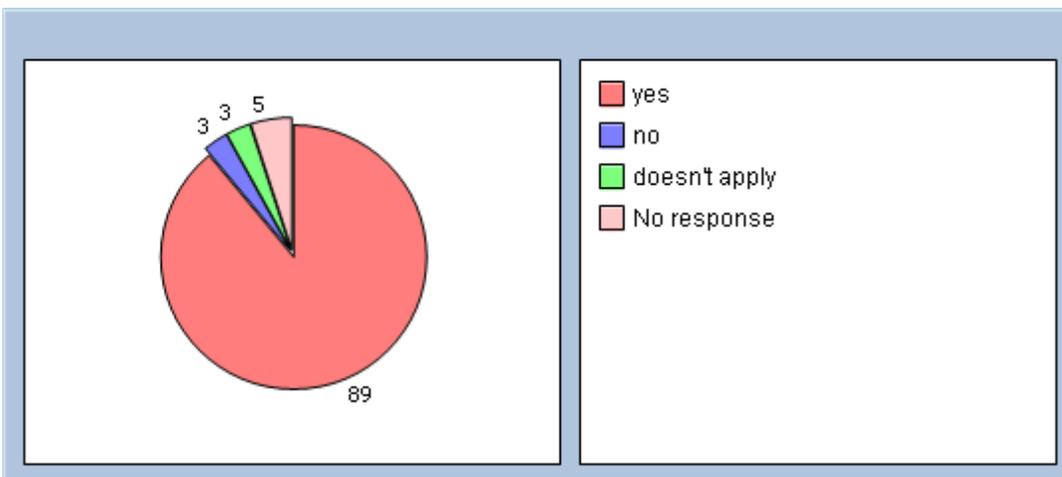
How easy is it to get through to someone on the phone?

very easy	0%
fairly easy	10%
not very easy	28%
not at all easy	52%
have not tried	7%
No response	3%



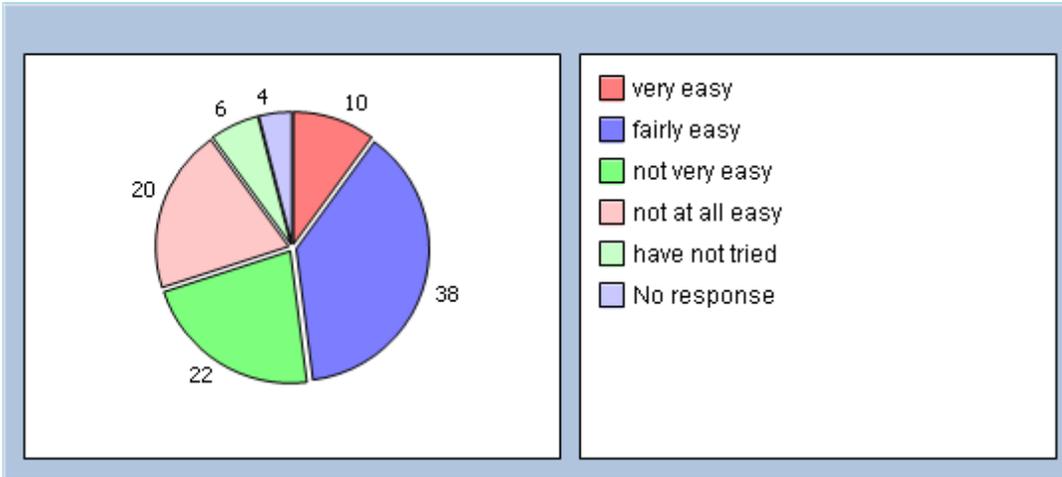
Are you aware of how to access appointments online?

yes	89%
no	3%
doesn't apply	3%
No response	5%



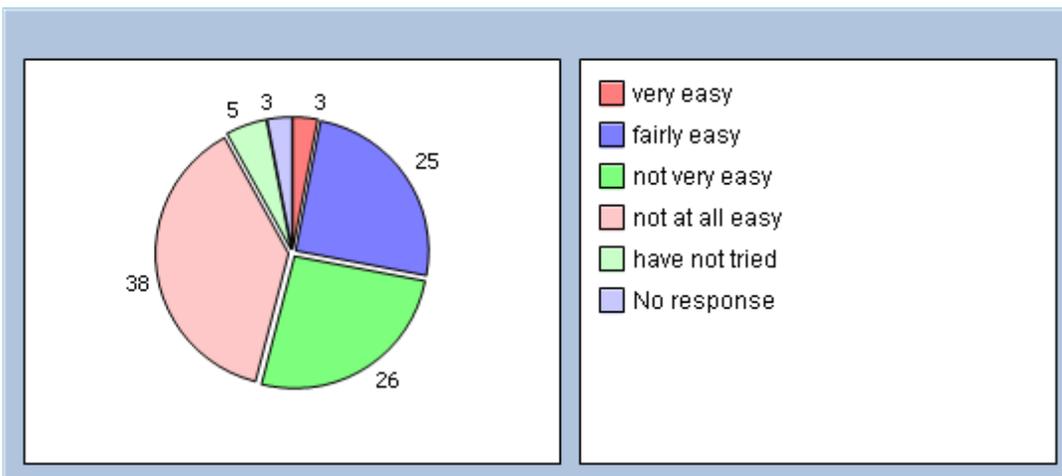
If you use the online system to book appointments, how do you find it?

very easy	10%
fairly easy	38%
not very easy	22%
not at all easy	20%
have not tried	6%
No response	4%



Overall, how easy is it to get an appointment to speak to a clinician at NPMC?

very easy	3%
fairly easy	25%
not very easy	26%
not at all easy	38%
have not tried	5%
No response	3%



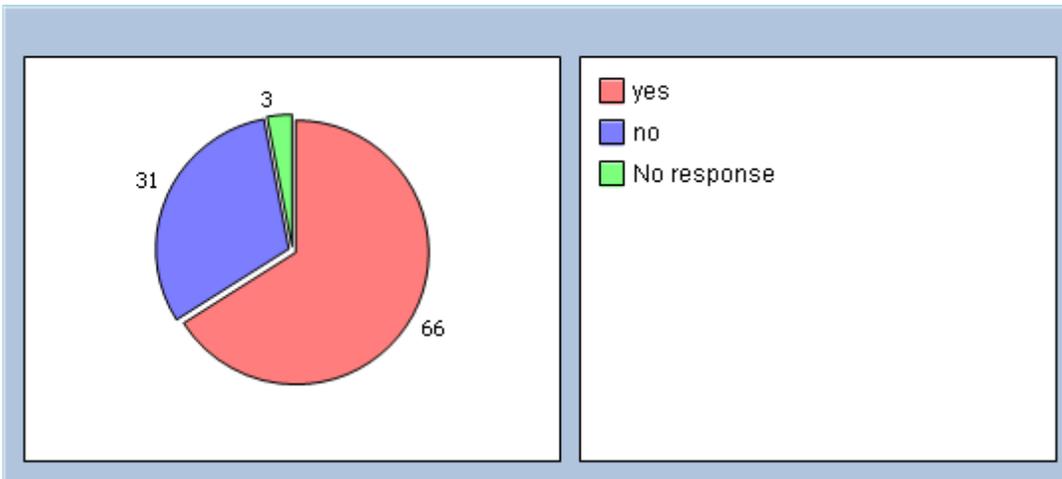
During the COVID pandemic, we made changes to our appointments and consult with many patients over the phone or by video link, but still do face to face appointments when both patient and clinician feel it is necessary:

- Are you aware that you can still request to see a doctor face to face as a pre-bookable appointment but that this will be preceded by a telephone call?**

yes	66%
no	31%

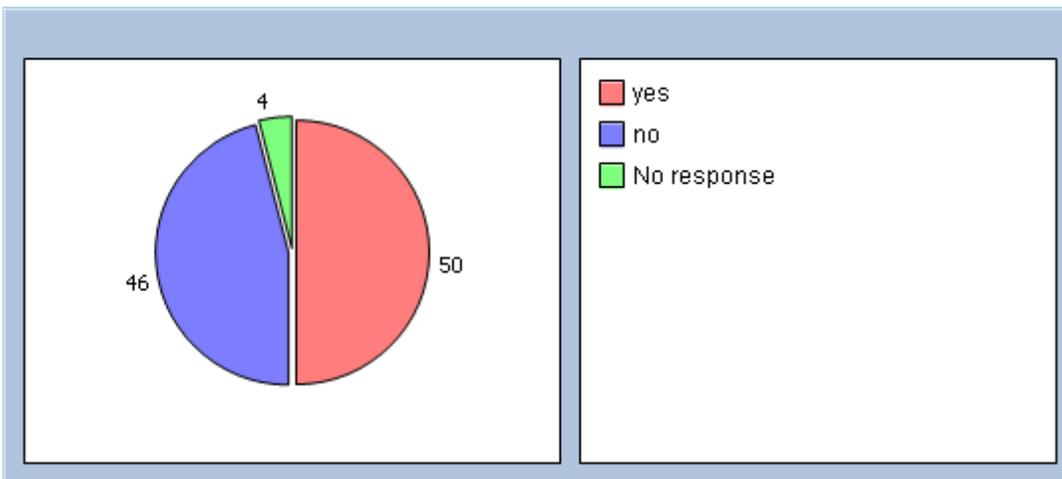
No response

3%



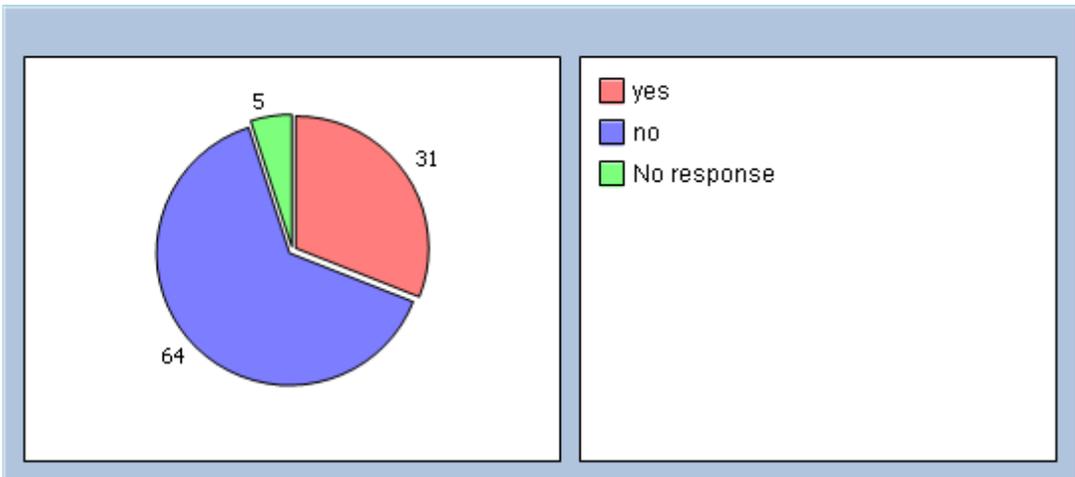
- Are you aware that you can speak to a clinician on the same day if you have an urgent problem?

yes	50%
no	46%
No response	4%



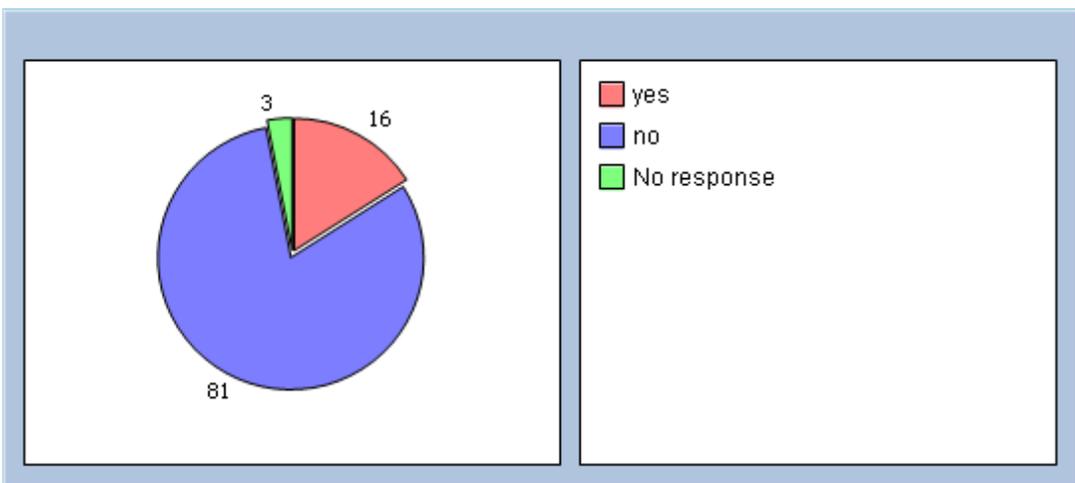
- Are you aware that you can pre-book telephone consultations to discuss test results etc?

yes	31%
no	64%
No response	5%



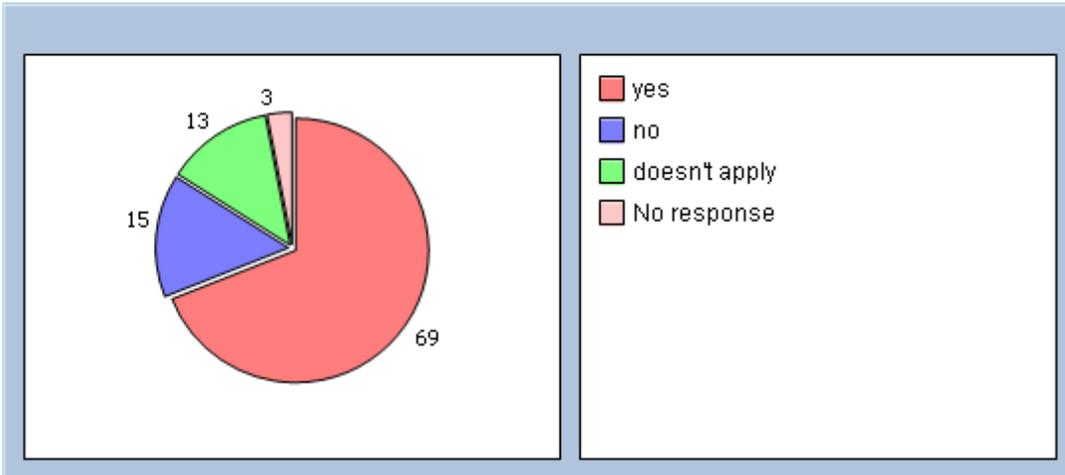
• Are you aware of the additional appointments which our team can book for you at the practice or UCC or another practice which allow you to speak to a clinician between 18.30 - 21.00 during the week or 08.00 - 18.00 on Saturday and Sunday?

yes	16%
no	81%
No response	3%



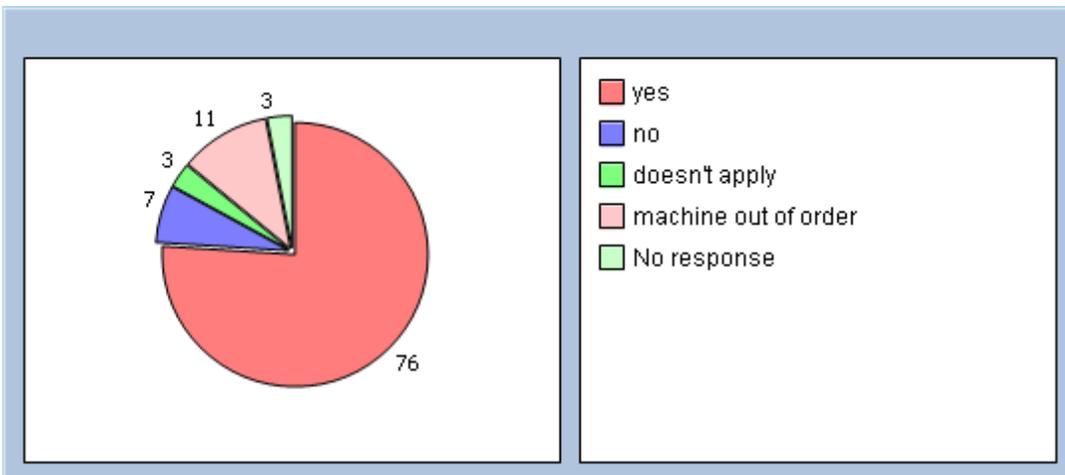
The last time you came to the practice, were you greeted in a welcoming way?

yes	69%
no	15%
doesn't apply	13%
No response	3%



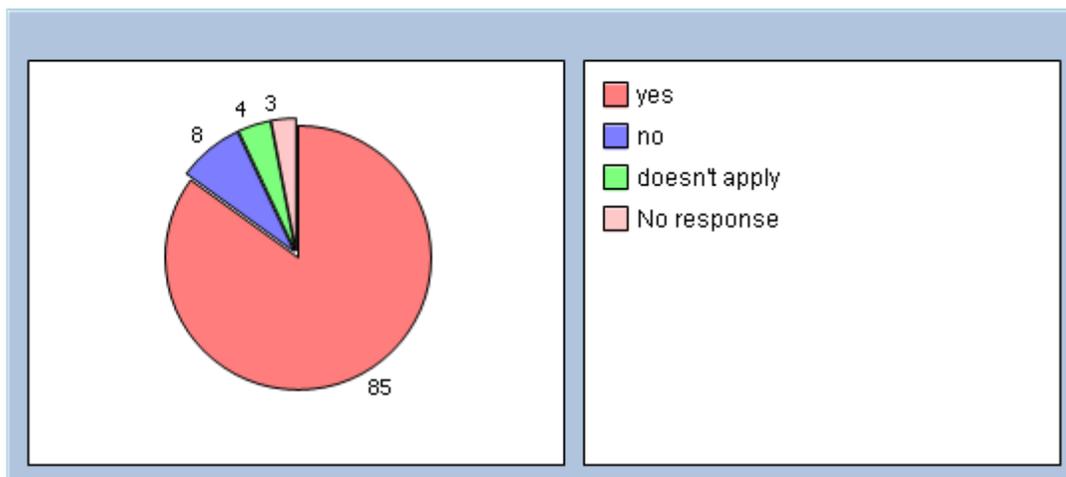
If you came in for an appointment, did you use the self check-in machine?

yes	76%
no	7%
doesn't apply	3%
machine out of order	11%
No response	3%



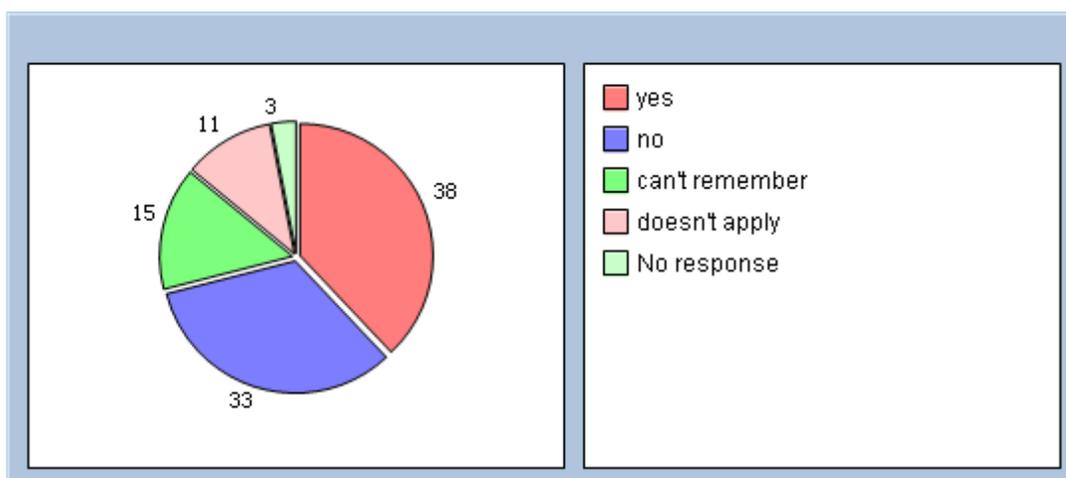
Were you directed to the correct waiting room? Or the correct person?

yes	85%
no	8%
doesn't apply	4%
No response	3%



Think about the last time you tried to see a clinician at short notice, were you able to either see or speak to a doctor/minor illness nurse on the same day or make an appointment to see a doctor within a timeframe that suited you?

yes	38%
no	33%
can't remember	15%
doesn't apply	11%
No response	3%



If you weren't able to be seen within a timeframe that suited you when the medical centre was open, what was the reason for this? Please select all that apply.

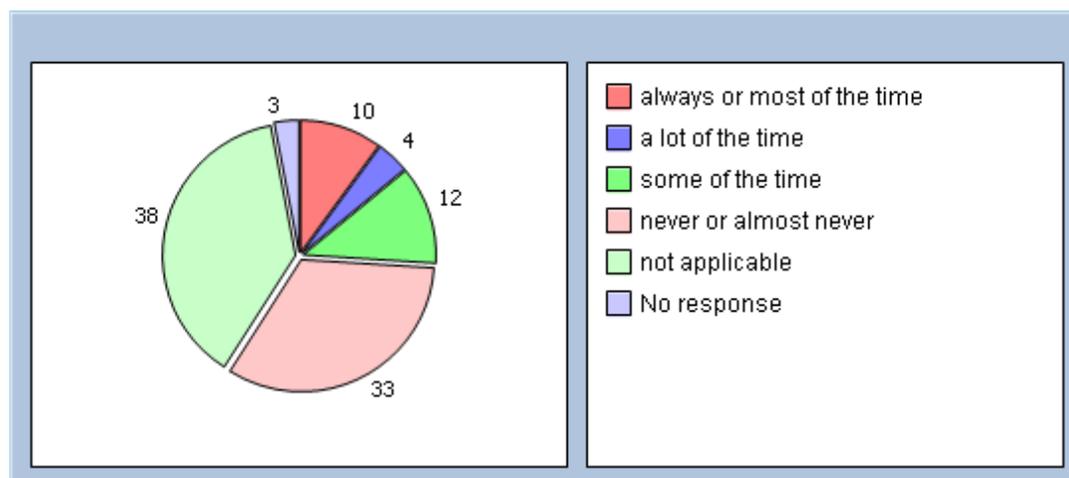
no available appointments	38%
times offered didn't suit	2%
not offered preferred doctor	6%
other reason	5%
not applicable	43%

If you were unable to make an appointment, did you use an alternative NHS service?

Pharmacy First	10%
Urgent Care Centre	10%
111	22%
A&E	2%
another service	14%

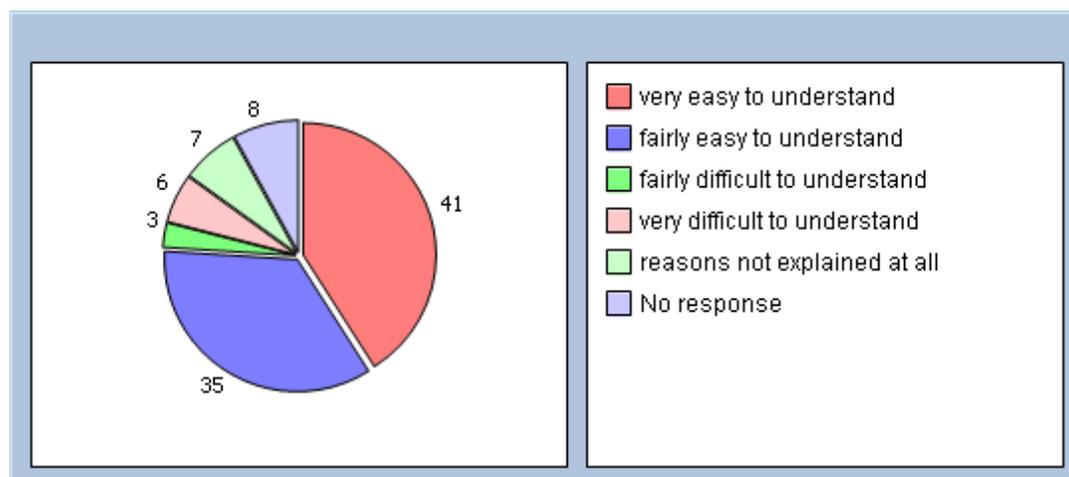
If there is a doctor you prefer to see, how often do you get to see this doctor?

always or most of the time	10%
a lot of the time	4%
some of the time	12%
never or almost never	33%
not applicable	38%
No response	3%



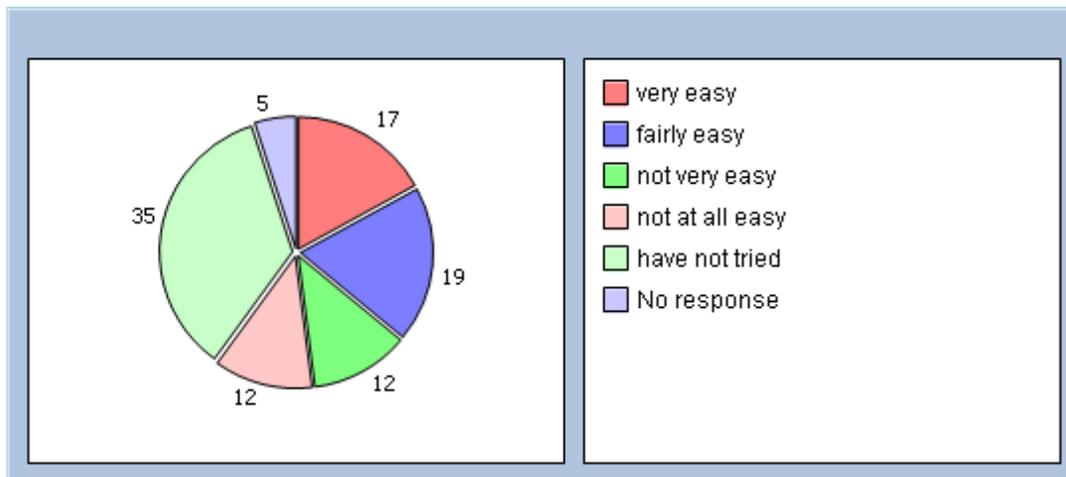
Remembering your last visit to see a doctor, did the doctor explain the reasons for their action in a way that you found easy to understand?

very easy to understand	41%
fairly easy to understand	35%
fairly difficult to understand	3%
very difficult to understand	6%
reasons not explained at all	7%
No response	8%



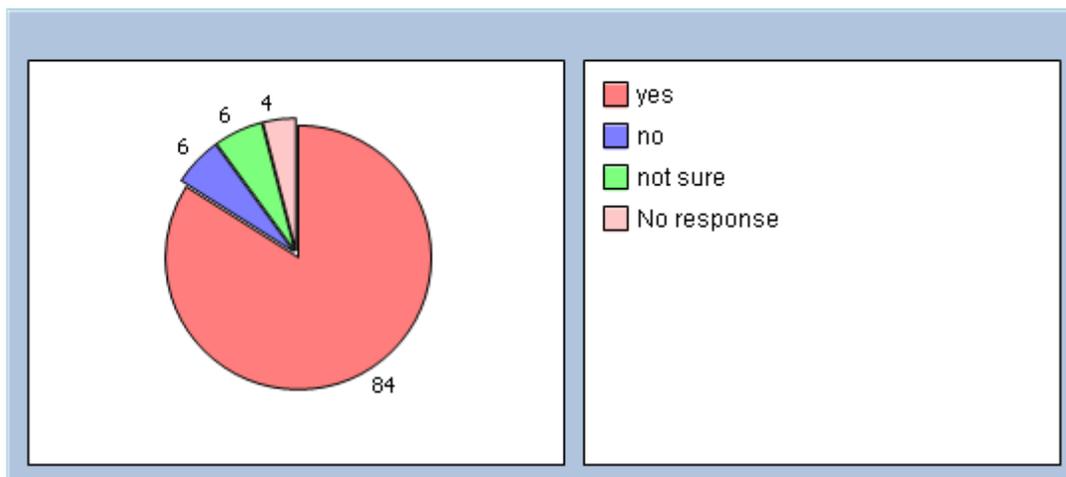
If you have had an online consultation with a clinician, how did you find it?

very easy	17%
fairly easy	19%
not very easy	12%
not at all easy	12%
have not tried	35%
No response	5%



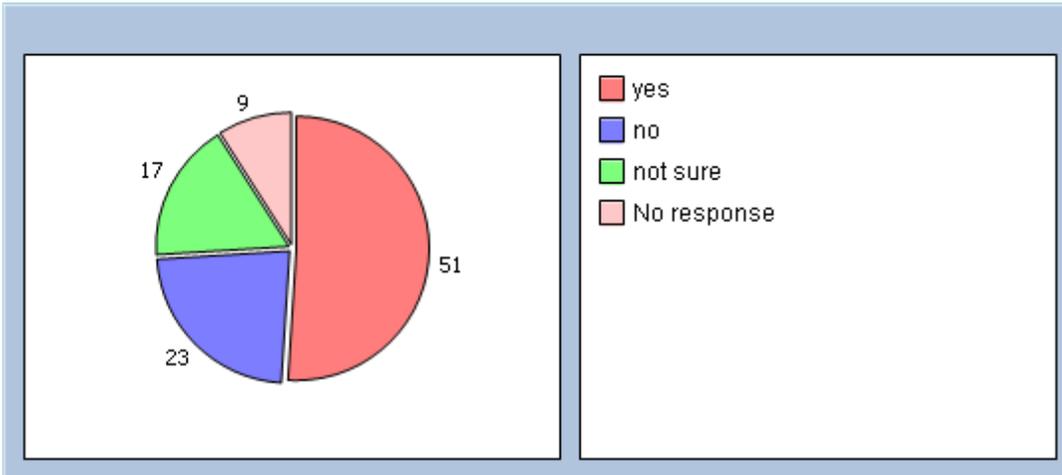
Are you aware that you can see test results online?

yes	84%
no	6%
not sure	6%
No response	4%



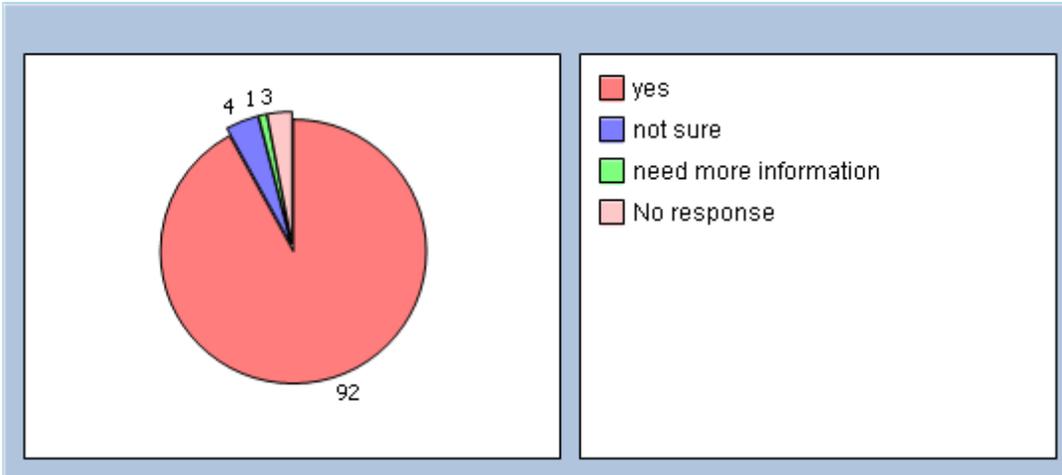
If you are aware and you review your results online, are they easy to understand?

yes	51%
no	23%
not sure	17%
No response	9%



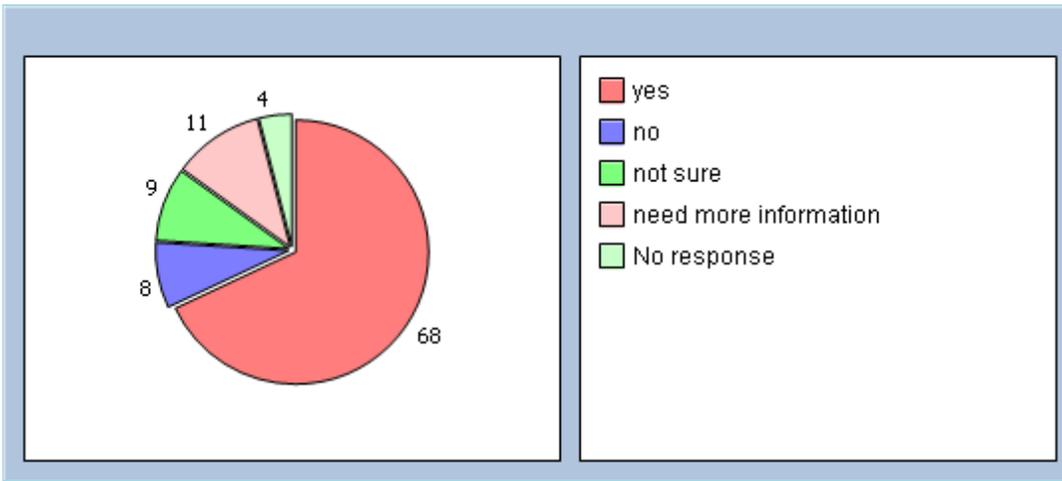
Are you familiar with the principle of patient confidentiality and consent?

yes	92%
no	0%
not sure	4%
need more information	1%
No response	3%



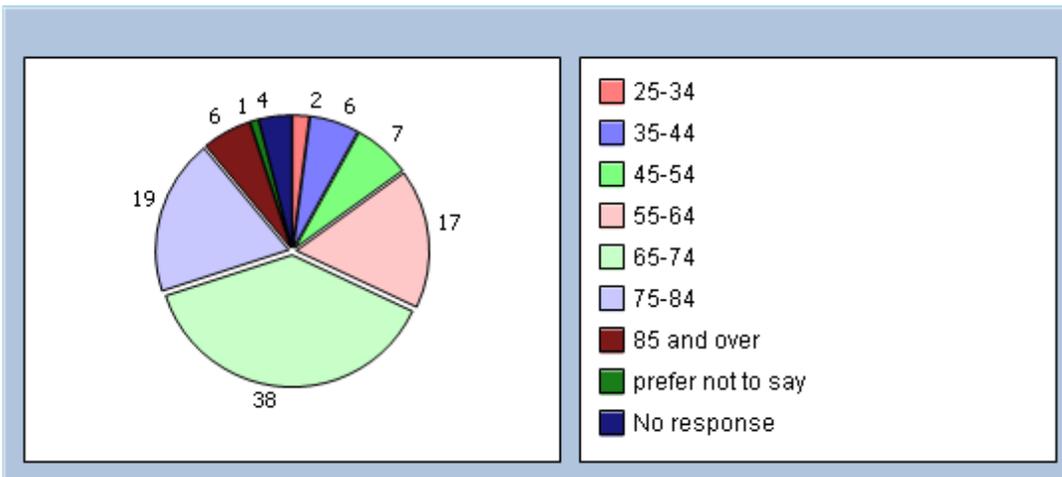
Do you feel that we respect your wishes regarding patient confidentiality?

yes	68%
no	8%
not sure	9%
need more information	11%
No response	4%



What age group are you in?

under 18	0%
18-24	0%
25-34	2%
35-44	6%
45-54	7%
55-64	17%
65-74	38%
75-84	19%
85 and over	6%
prefer not to say	1%
No response	4%



Please enter any comments you wish in the box below. If you have a comment that you would like a response to or you no longer wish to take part in these surveys please can you provide your name and email address so that we can respond to you or remove you from the list. Thank you for taking the time to complete this survey.



Delete Responses