

## Survey Synopsis 2

There were 131 surveys returned.

Only 55% of those who replied knew who the PPG are so more work is needed there to promote us.

Of the questions relating to the surgery appointment availability, demeanour of staff and repeat prescription procedures (Q2, Q3, Q5, Q6) 94% are happy with the service and availability provided.

As 72.5% replied n/a to the question of special needs (Q4) and the remaining 27.5% replied YES it seems that the surgery are well on top of any special requirements that the patients may need.

83% replied there is enough information for their age group (Q.7)

Surprisingly, 53% of those who replied said they are aware of the Government Care Data Programme and the right to Opt Out (Q.8). That does however leave 47% who still are either unaware or unsure of the meaning of it. As the government has now postponed the commencement of this programme by 6 months, we have more time to get to grips with it ourselves.

Another area that requires a higher profile is the new 111 service. Although the majority (66.5%) know about it (33.5%) do not.

55% have visited the surgery website with the upper age group contributing the most Yes's.

The majority of comments received were of a positive nature with a few requiring discussion at our next meeting.