

PATIENT SURVEY RESULTS (Sept - Nov 2019)

Introduction

Our primary focus encompassed Patient Access and exploring the interactions with healthcare professionals and the experiences of the patient population when accessing the services at Cumberland House.

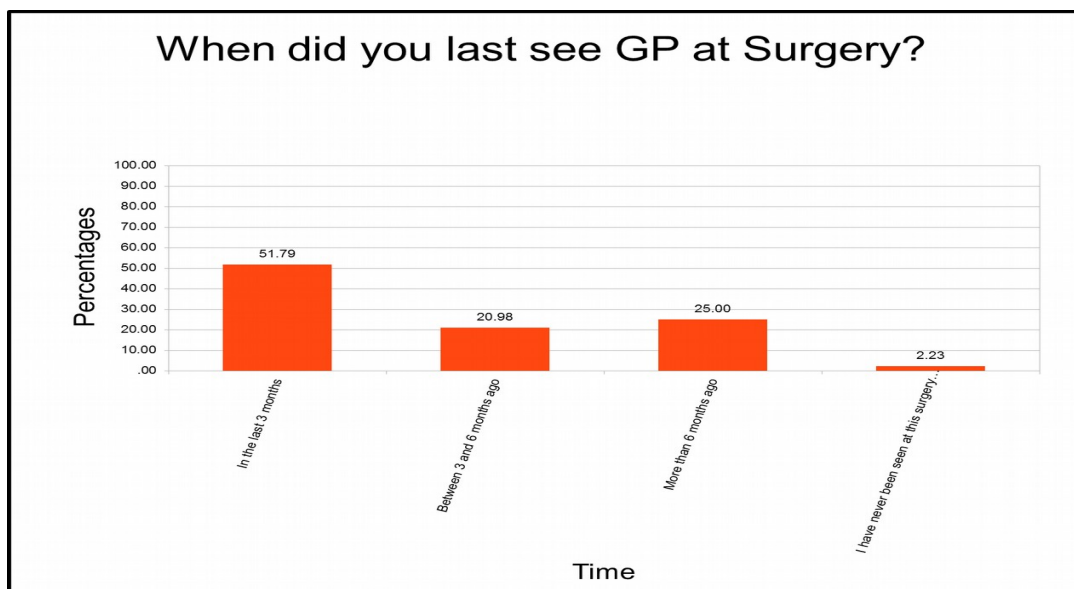
Our target sample size was 250 questionnaires and we achieved a return of 225 fully completed survey scripts, equating to 90%. One of our members constructed a spreadsheet to upload the responses and analyse the raw data.

We have agreed our first improvement action will focus upon improving the understanding of online access by promoting the steps of how to access the E Clinic with the aim to increase utilisation.

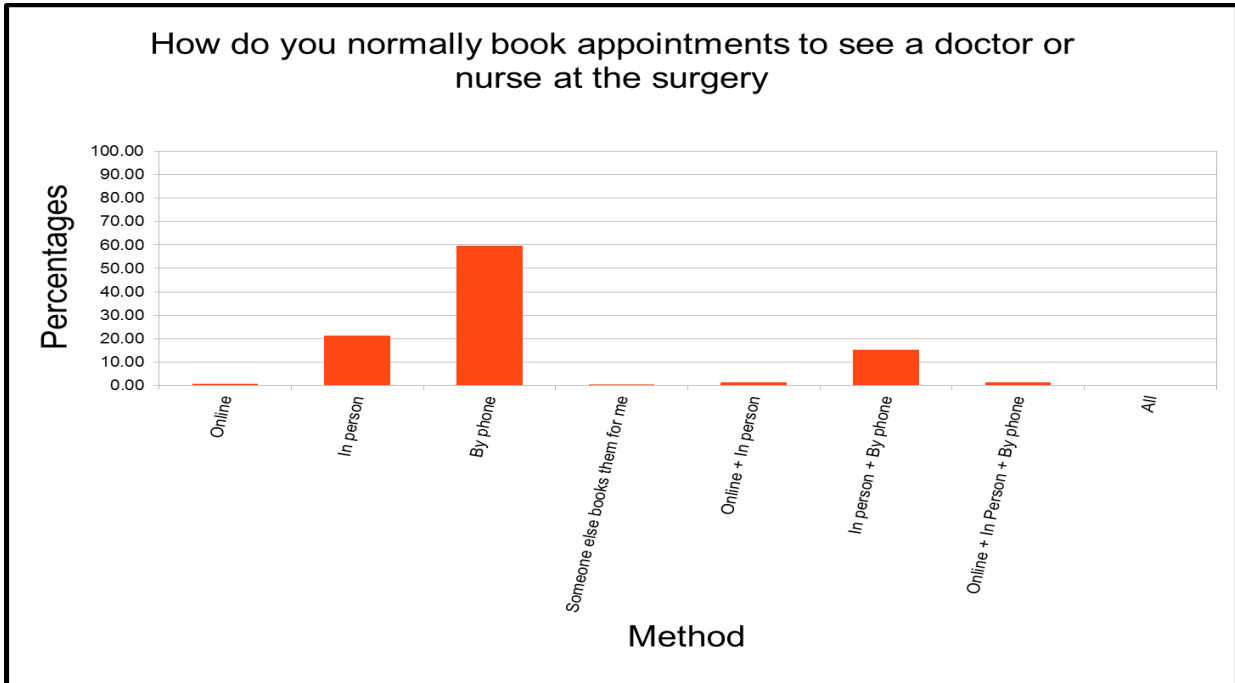
Confidentiality & Data Protection

The majority of surveys were handed out in the waiting room by our members of the PPG. No personal information was required by the patient to complete the survey, therefore all data processed was anonymous. Cumberland House is the data controller for the processing of personal data for the PPG Patient Survey, which means that they are responsible for ensuring that the processing complies with the General Data Protection Regulation (GDPR).

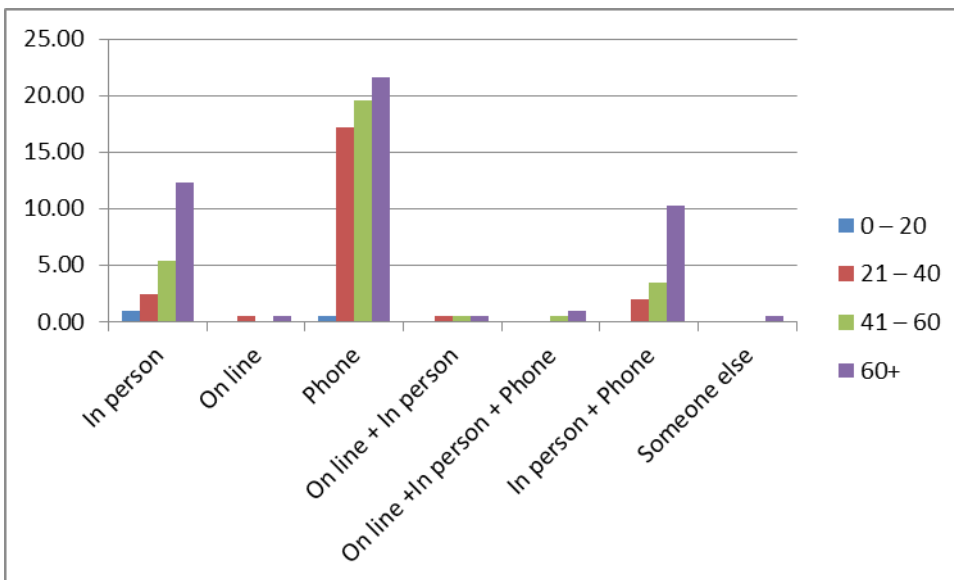
Q1



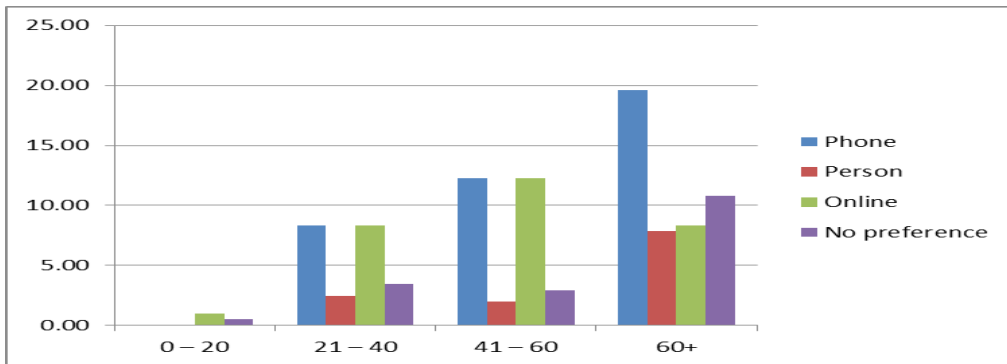
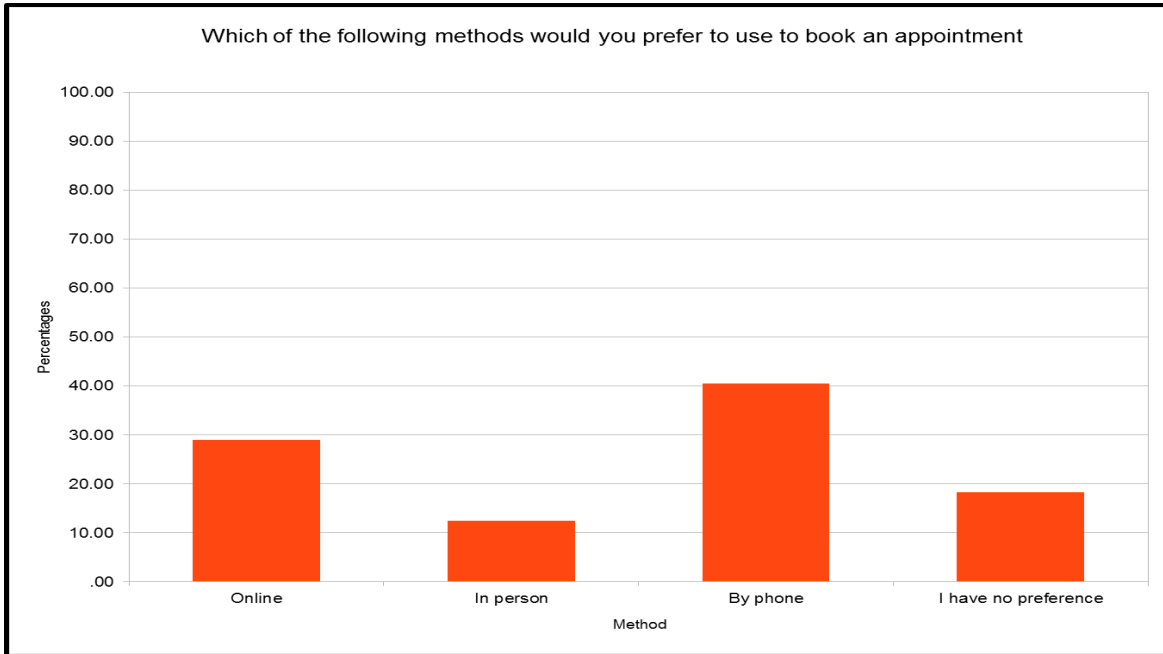
Q 2



% of Respondents according to their age group

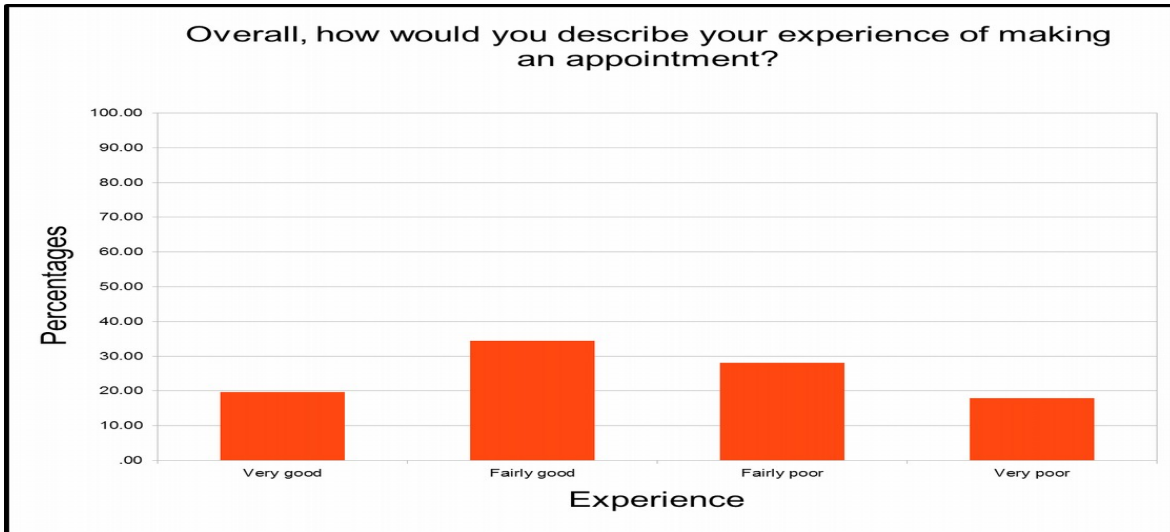


Q3

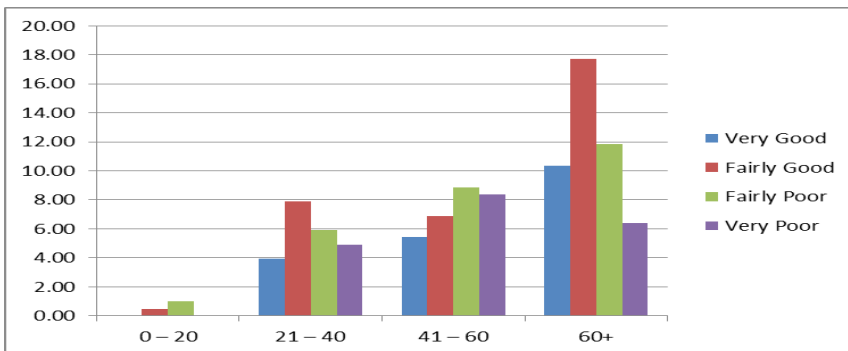


% of Respondents according to their age group

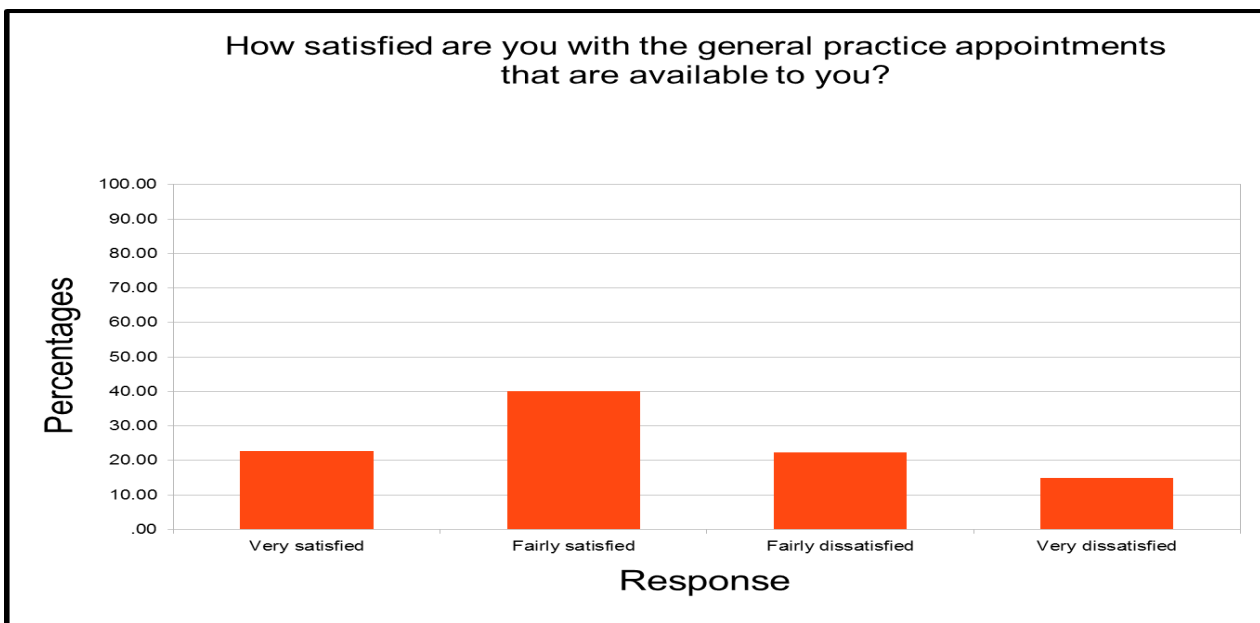
Q4



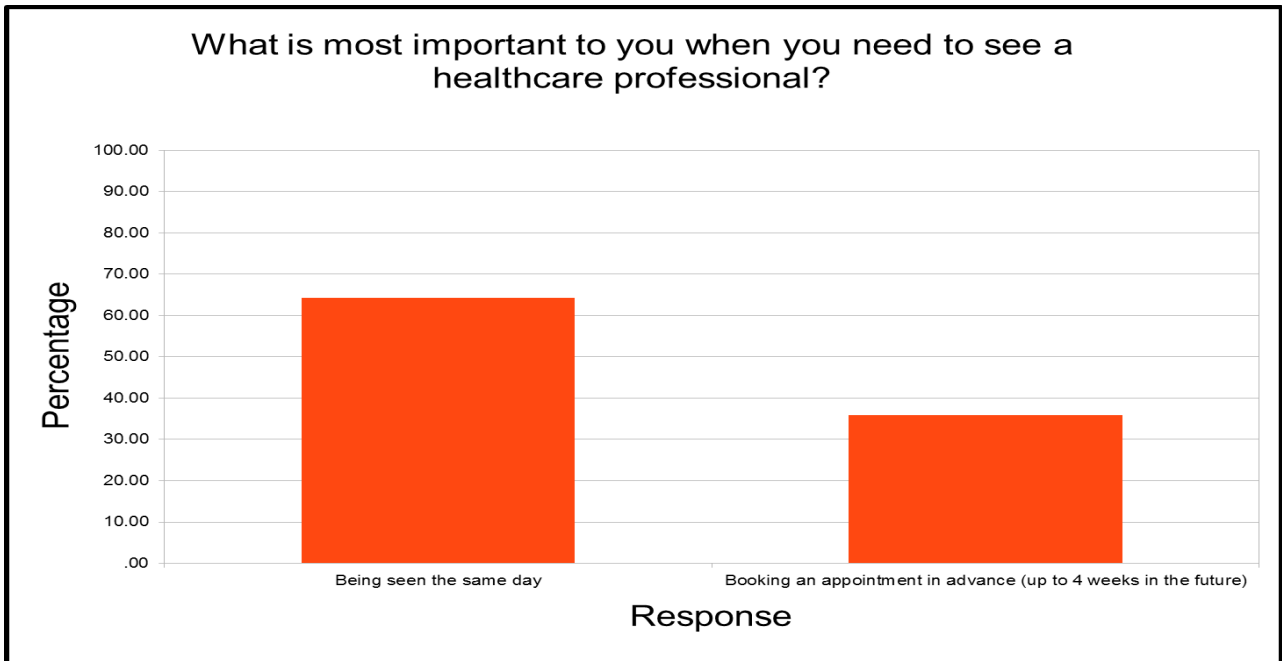
% of Respondents according to their age group



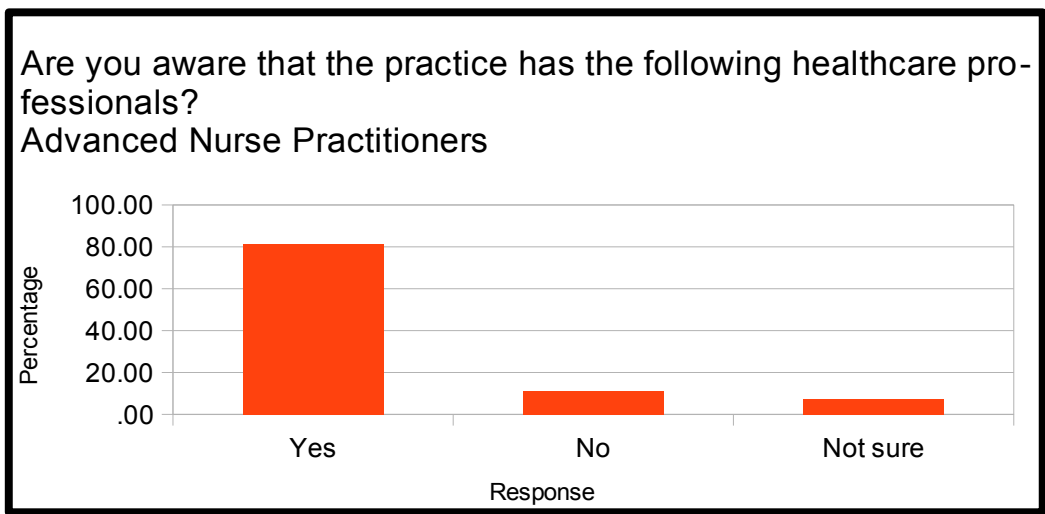
Q5



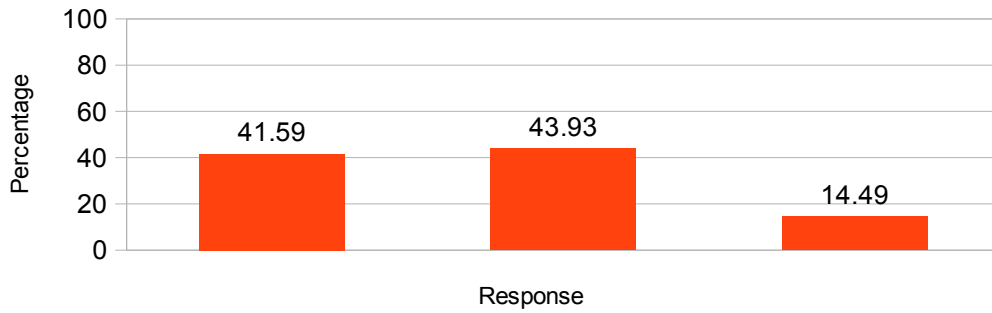
Q6



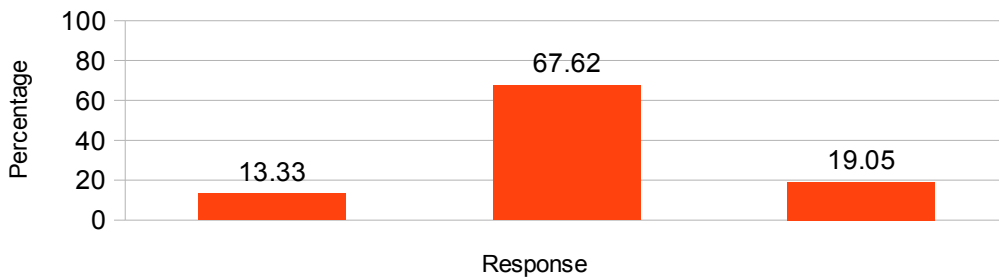
Q7



Are you aware that the practice has the following healthcare professionals?
Clinical Pharmacist / Prescriber

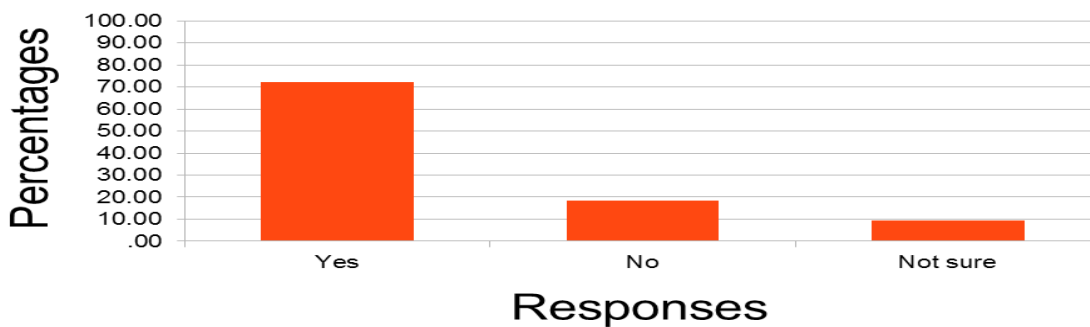


Are you aware that the practice has the following healthcare professionals?
Social Prescriber

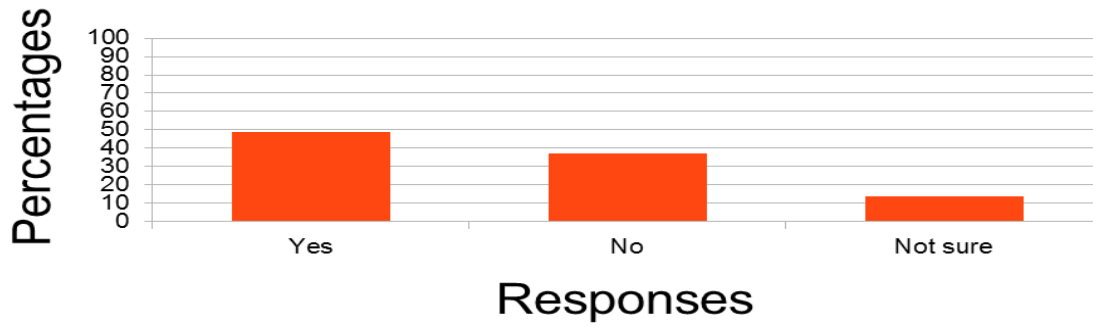


Q8

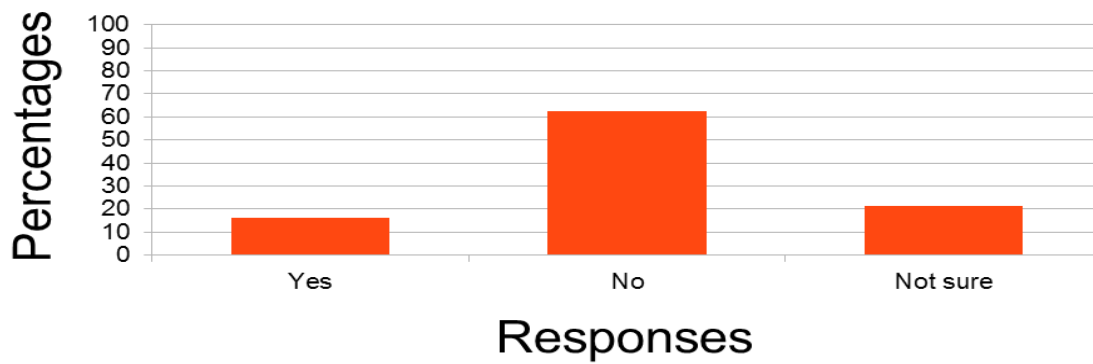
Do you know what these people do?
Advanced Nurse Practitioners



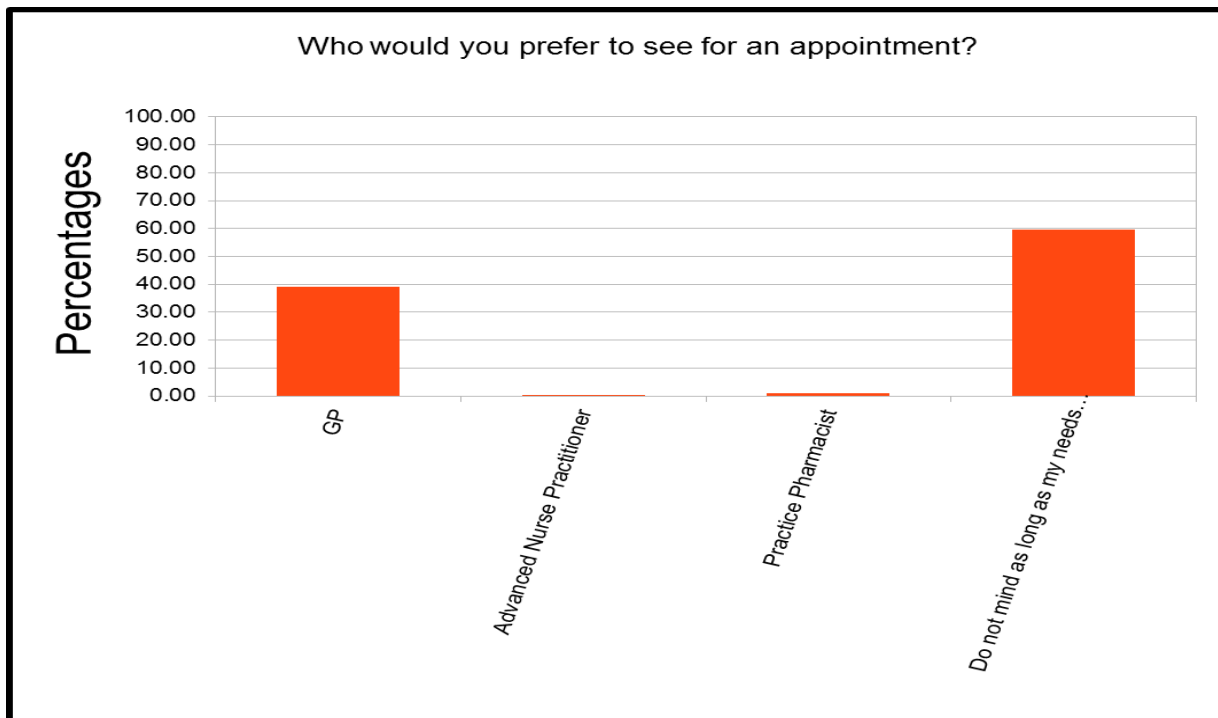
Do you know what these people do? Clinical Pharmacist/ Prescriber



Do you know what these people do? Social Prescriber



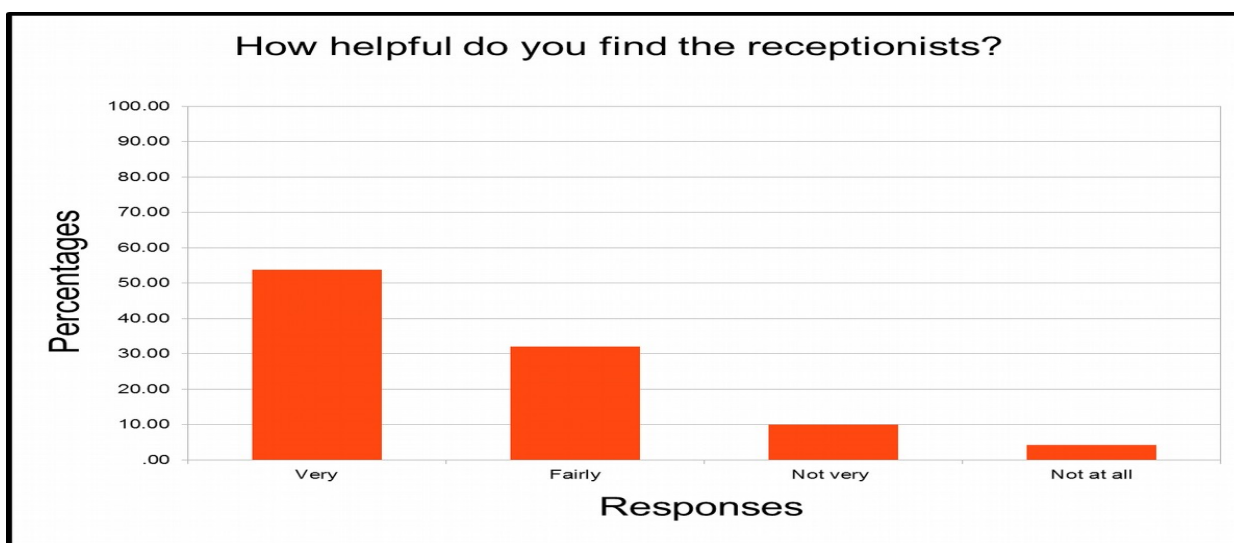
Q9



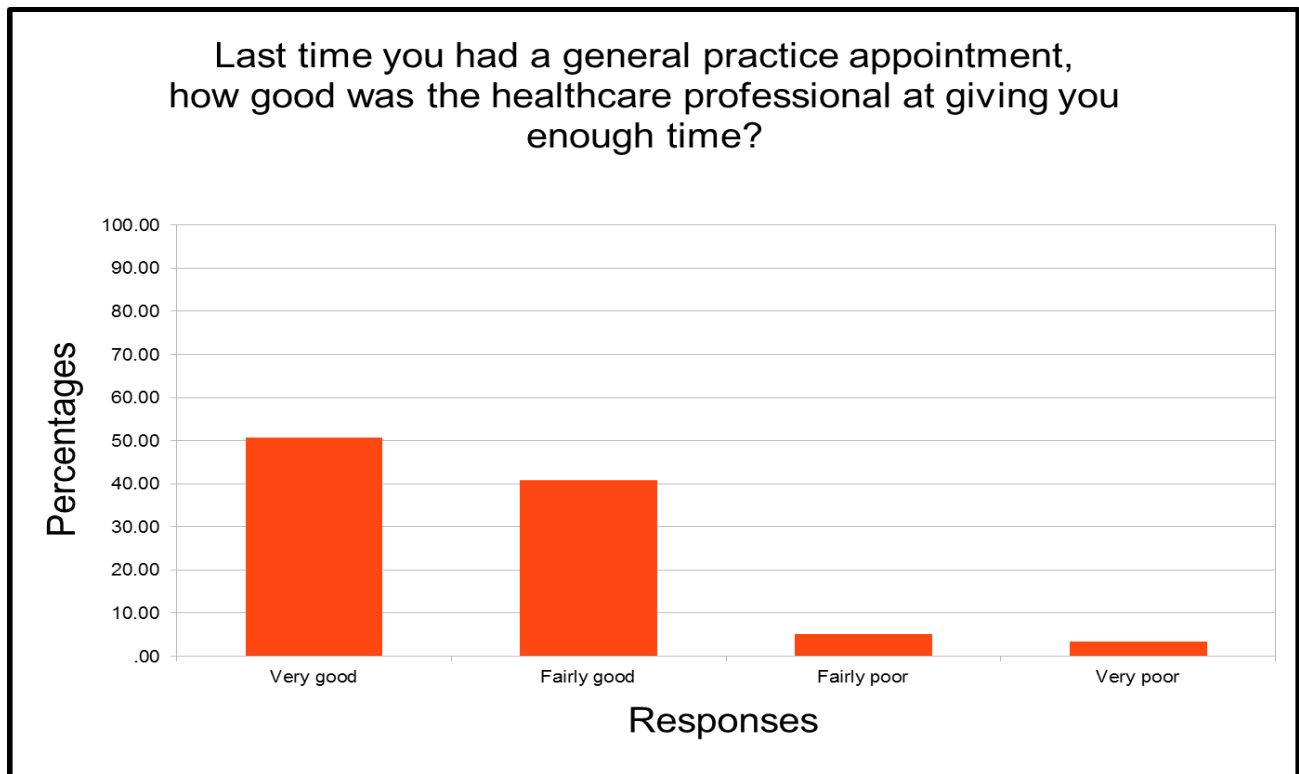
Who would you prefer to see for an appointment?

GP	82
Advanced Nurse Practitioner	1
Practice Pharmacist	2
Do not mind as long as my needs are met	125

Q10



Q11



Q12

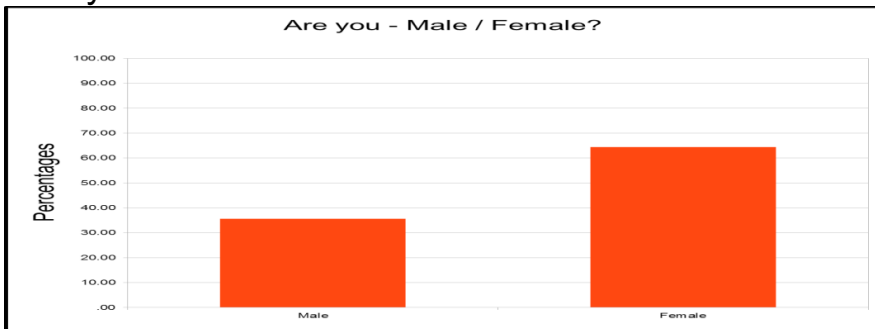


Q13



First Optional Question

Are you – Male / Female?



Second Optional Question

Which age range do you belong to?

