

Patient Survey

In order to continually improve the services we offer to our patients we undertook a patient survey during Sep/Oct 2019.

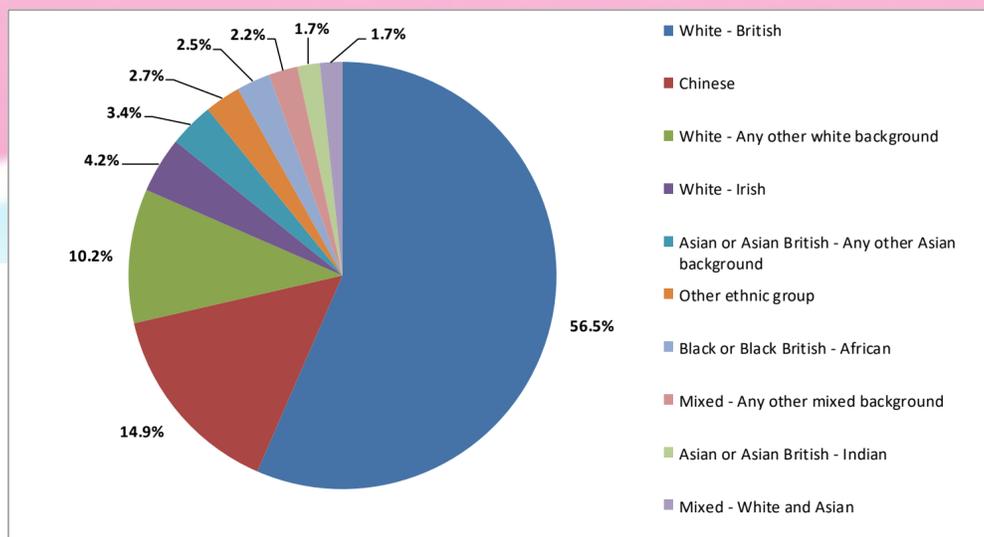
We chose to survey patients through a questionnaire in the waiting rooms at all sties and using a Survey Monkey web based questionnaire in order to be as inclusive as possible in terms of capturing the views of our diverse population.

Disabled
11.5% Yes
88.5% No

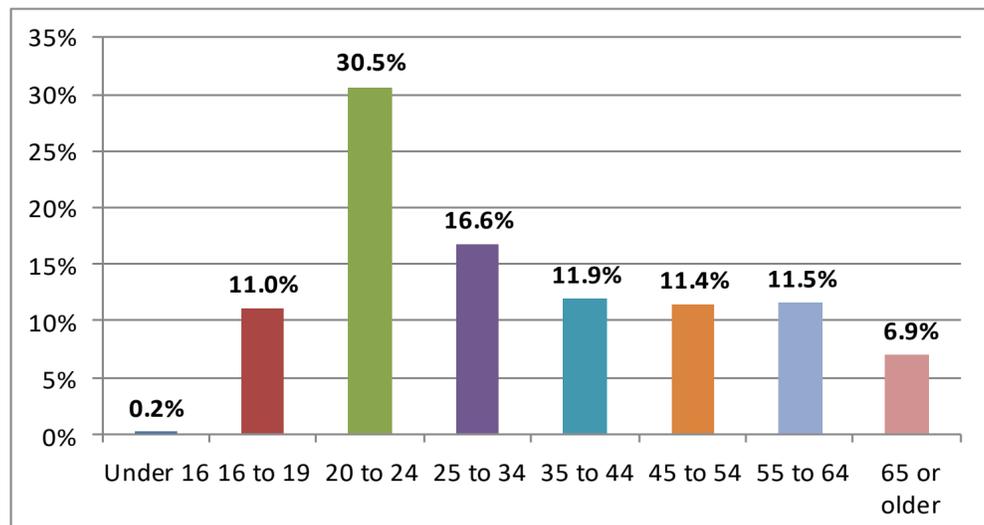
Employment Status
40.9 % Student
41.4 % Employed/Self-Employed
8.6 % Unemployed
9.2 % Retired

Languages Most Spoken
73.2 % English
15.2 % Chinese
2.5 % Arabic
2.0 % Italian
1.6% Polish
1.6 % Spanish

Ethnic origin



Age range



What's the one thing you value most about the Practice?

If you could change one thing about the Practice what would it be?

| | |
|---------------------|-------|
| Location | 23.5% |
| Accessibility | 15.2% |
| Friendly/Good Staff | 12.4% |
| The Doctors/Nurses | 11.1% |

| | |
|--------------------------|-------|
| Wouldn't change anything | 41.1% |
| Easier/Quicker Access | 13.9% |
| Waiting Times | 10% |
| Continuity of Care | 6.7% |

Based on these results we propose to:-

- Thank our team for being friendly and for making Brownlow Health a service you value as over 40% of you wouldn't change a thing!
- Our aim is to see patients at the right time in the right place by the right clinician. We will review access to ensure we're achieving this and where possible make this quicker / easier.
- Encourage GPs and nurses to book follow up appointments with patients in the room in order to support patient continuity.

Would you like to join our patient group to help develop our services? Please contact... tina.atkins@livgp.nhs.uk or leave your name and telephone number/correspondence address with reception.

