









PCN Patient Survey July 2024: Results








1. Which GP Practice are you Registered at as a Patient?

Answer Choices			Response Percent	Response Total
1	Leek Health Centre		34.18%	67
2	Park Medical Centre		17.35%	34
3	Moorland Medical Centre		21.94%	43
4	Biddulph Valley Surgery		12.76%	25
5	Biddulph Doctors		13.78%	27
			answered	196
			skipped	0




2. Are you:

Answer Choices			Response Percent	Response Total
1	Male		40.31%	79
2	Female		59.18%	116
3	Other		0.51%	1
			answered	196
			skipped	0








3. How old are you?

Answer Choices			Response Percent	Response Total
1	17 or younger		1.02%	2
2	18-20		0.00%	0
3	21-29		1.53%	3
4	30-39		6.12%	12
5	40-49		5.10%	10
6	50-59		18.88%	37
7	60 -69		30.61%	60
8	70 or older		36.73%	72
			answered	196
			skipped	0






4. Before today, and this survey, had you heard about Leek and Biddulph Primary Care Network?

Answer Choices			Response Percent	Response Total
1	Yes		39.29%	77
2	No		53.57%	105
3	Don't Know / Unsure		7.14%	14
			answered	196
			skipped	0




5. To the best of your knowledge, have you ever had an appointment (face to face, or via telephone/video) with a member of the PCN Team, if so, with which profession?

Answer Choices			Response Percent	Response Total
1	Clinical Pharmacist / Pharmacy Technician		20.92%	41
2	Occupational Therapist		3.06%	6
3	First Contact Physiotherapist		5.61%	11
4	Social Prescriber		1.02%	2
5	Mental Health Practitioner		1.53%	3
6	Care Coordinator		0.51%	1
7	I have not had an appointment with a member of the PCN Team (skip to question 7)		67.35%	132
			answered	196
			skipped	0



6. Think of the last appointment you had with a member of the Primary Care Network (PCN) Team. How satisfied were you with the appointment ?

Answer Choices			Response Percent	Response Total
1	Very dissatisfied		5.75%	5
2	Dissatisfied		2.30%	2
3	Neutral		8.05%	7
4	Satisfied		32.18%	28
5	Very satisfied		51.72%	45
			answered	87
			skipped	109







7. Do you follow your GP Practice and / or Leek and Biddulph Primary Care Network (PCN) on Facebook?

Answer Choices			Response Percent	Response Total
1	I follow the Practice and PCN Facebook pages		3.57%	7
2	I only follow the Practice Facebook Page		19.39%	38
3	I only follow the PCN Facebook page		0.00%	0
4	I don't follow either the Practice or PCN on Facebook		77.04%	151
			answered	196
			skipped	0



8. Are you aware that the Primary Care Network produces a regular Newsletter to keep Patients updated? The Newsletter can be accessed via social media or by visiting your practice and clicking on the QR code on the relevant poster in the reception area.

Answer Choices			Response Percent	Response Total
1	Yes		12.24%	24
2	No		87.76%	172
			answered	196
			skipped	0






9. Think of the last time that you contacted your GP Practice, this could be in person, by telephone or via another method. How satisfied were you with how you were dealt with by the Practice Team? Please give reasons for your answer in the comments box.

Answer Choices			Response Percent	Response Total
1	Very dissatisfied		2.55%	5
2	Dissatisfied		5.10%	10
3	Neutral		11.22%	22
4	Satisfied		27.04%	53
5	Very satisfied		46.43%	91
6	I have not contacted by Practice in the last 12 months.		7.65%	15
			answered	196
			skipped	0



10. Leek and Biddulph PCN, organise the Enhanced Access Service on behalf of all 5 GP Practices. This service offers Evening and Weekend appointments to our patients, outside of core practice hours. However, these appointments may be with a different GP than you are used to, or in some cases, at a different practice (where the appointment is face to face). Were you aware of or have ever been offered and / or booked an Enhanced Service appointment?

Answer Choices			Response Percent	Response Total
1	Yes - go to the next question		30.10%	59
2	No - Go to question 12		69.90%	137
			answered	196
			skipped	0

11. If you have ever had an appointment with our Enhanced Access Service. How satisfied were you with the Enhanced Access appointment. Please use the comments box to tell us your thoughts about this service.

Answer Choices			Response Percent	Response Total
1	Very dissatisfied		1.89%	1
2	Dissatisfied		1.89%	1
3	Neutral		24.53%	13
4	Satisfied		26.42%	14
5	Very satisfied		45.28%	24
			answered	53
			skipped	143



12. Now, thinking about your GP Practice building. Do you feel that the building is easily accessible? If not, please use the comments section to explain the difficulties you have when visiting your GP.

Answer Choices			Response Percent	Response Total
1	Yes		94.36%	184
2	No		5.64%	11
			answered	195
			skipped	1






13. Have you ever missed or forgot to attend an appointment at your GP Practice without notifying them that you were unable to attend?

Answer Choices			Response Percent	Response Total
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13. Have you ever missed or forgot to attend an appointment at your GP Practice without notifying them that you were unable to attend?

1	Yes (go to the next question)		6.15%	12
2	No (go to question 15)		90.26%	176
3	I don't know / unsure (go to question 15)		3.59%	7
			answered	195
			skipped	1


14. If you answered YES to the question above, what was the reason you were unable to contact the Practice to advise you could not attend the appointment?

Answer Choices			Response Percent	Response Total
1	I forgot		38.46%	5
2	I was too ill		7.69%	1
3	I had no way of making a phone call		15.38%	2
4	I was on holiday		0.00%	0
5	I don't like talking on the phone		7.69%	1
6	Other, please detail below:		30.77%	4
			answered	13
			skipped	183


15. Are you aware of the NHS App that you can download onto a Smartphone, Tablet etc and use to contact your practice, view your records and book appointments?

Answer Choices			Response Percent	Response Total
1	Yes		73.98%	145
2	No		26.02%	51
			answered	196
			skipped	0

16. If you are aware of the NHS App, do you have it downloaded to a device and use it? If 'NO' use the comments box to explain why this is?

Answer Choices			Response Percent	Response Total
1	Yes		58.16%	114

16. If you are aware of the NHS App, do you have it downloaded to a device and use it? If 'NO' use the comments box to explain why this is?

2	No		41.84%	82
			answered	196
			skipped	0