

Central Milton Keynes Medical Centre

Survey Oct 2014

Number of Responses: 541

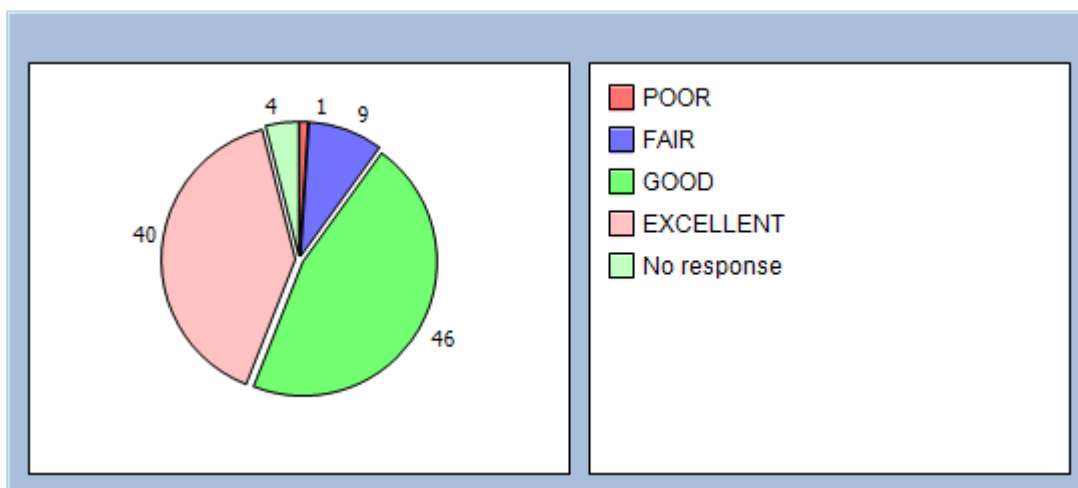
 [Excel Report \(click here for full dataset\)](#)

CMK Medical Centre - Patient survey

Customer Service

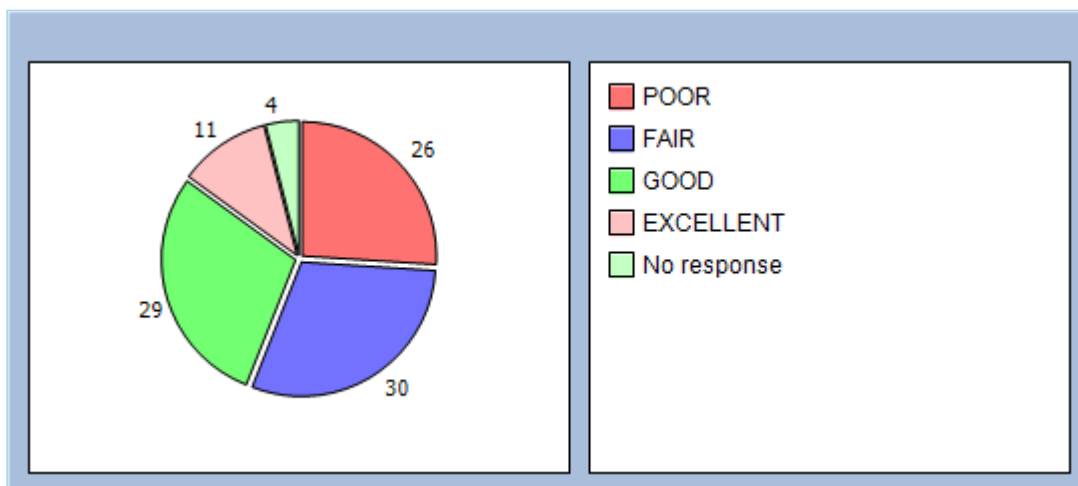
1) How do you rate the way you are greeted by **receptionists** at the surgery?

POOR	1%
FAIR	9%
GOOD	46%
EXCELLENT	40%
No response	4%



2) When you have **phoned** the surgery, how do you rate the ability to **get through on the phone?**

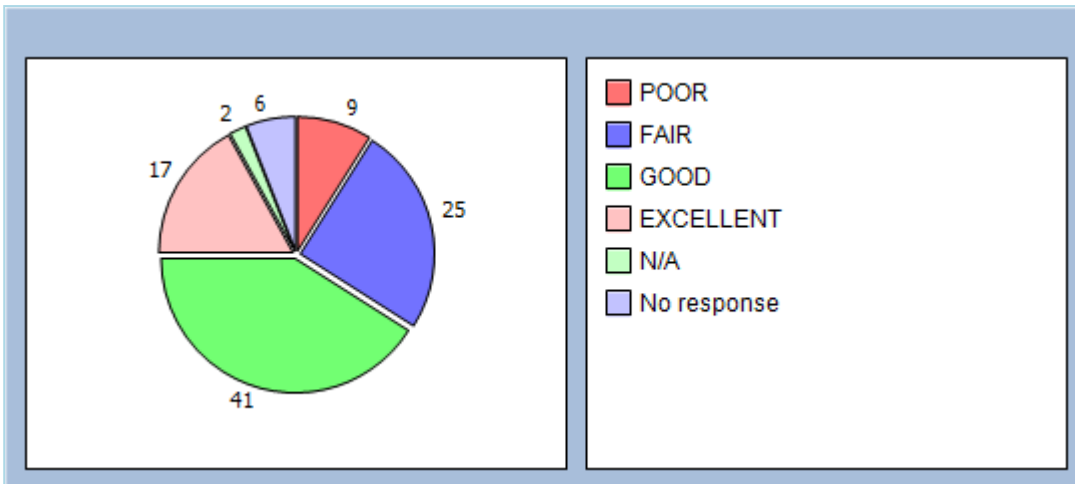
POOR	26%
FAIR	30%
GOOD	29%
EXCELLENT	11%
No response	4%



3) How do you rate the ability to book a telephone call with a doctor when you have a question

or need medical advice?

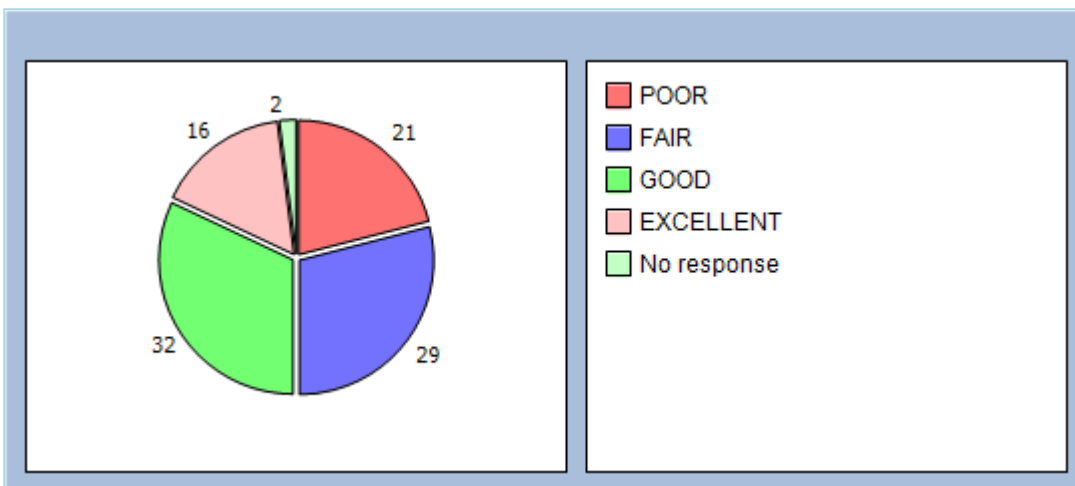
POOR	9%
FAIR	25%
GOOD	41%
EXCELLENT	17%
N/A	2%
No response	6%



Appointments

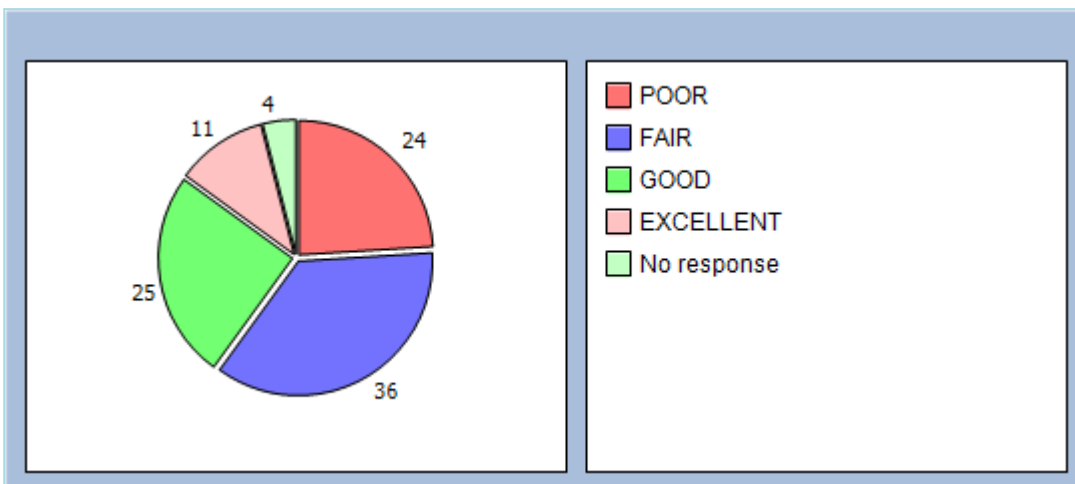
4) How do you rate the ease of booking an appointment?

POOR	21%
FAIR	29%
GOOD	32%
EXCELLENT	16%
No response	2%



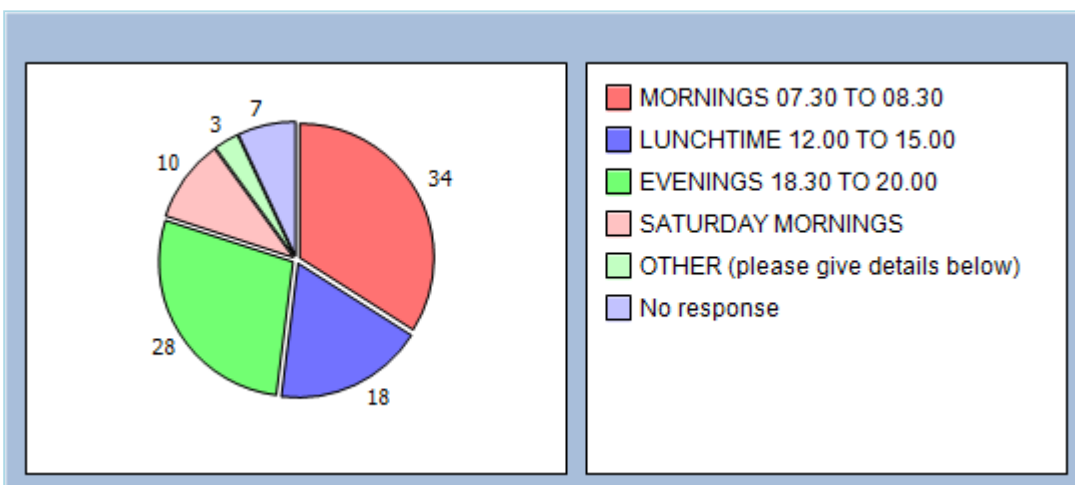
5a) How do you rate the variety of appointment times available for booking?

POOR	24%
FAIR	36%
GOOD	25%
EXCELLENT	11%
No response	4%



5b) If it were possible to increase appointment availability please tick which (if any) periods you would prefer

MORNINGS 07.30 TO 08.30	34%
LUNCHTIME 12.00 TO 15.00	18%
EVENINGS 18.30 TO 20.00	28%
SATURDAY MORNINGS	10%
OTHER (please give details below)	3%
No response	7%



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6) Have you ever missed an appointment because (please tick any that apply)

I HAD FORGOTTEN	18%
I HAD RECOVERED	4%
I WAS DELAYED	18%
IT WAS TOO DIFFICULT TO CANCEL	5%
OTHER (please give details below)	0%

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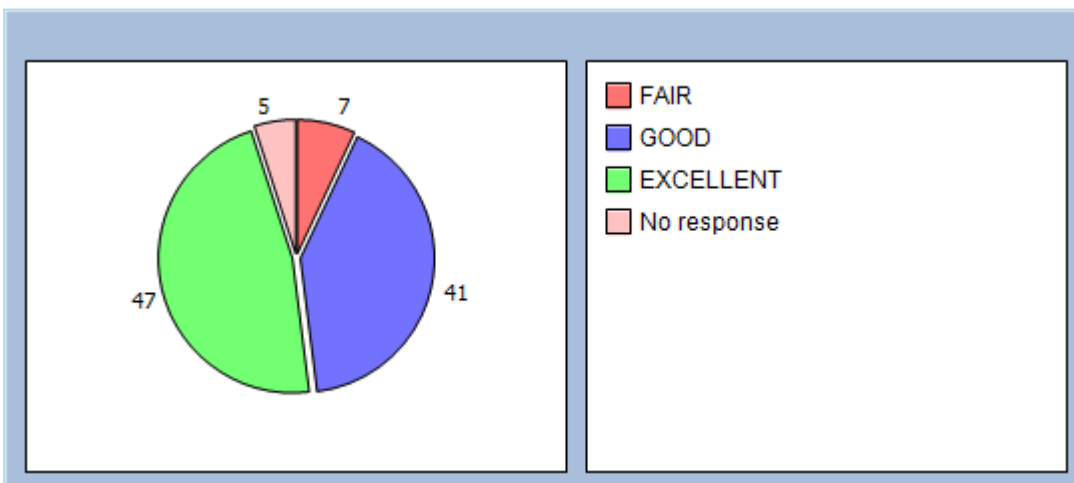
Please note that you can text 07513 288933 giving your name and appointment time to cancel

Patient Care

7a) Thinking about the **Doctor(s) you have seen**, how do you rate the following: The **quality** of care they provide?

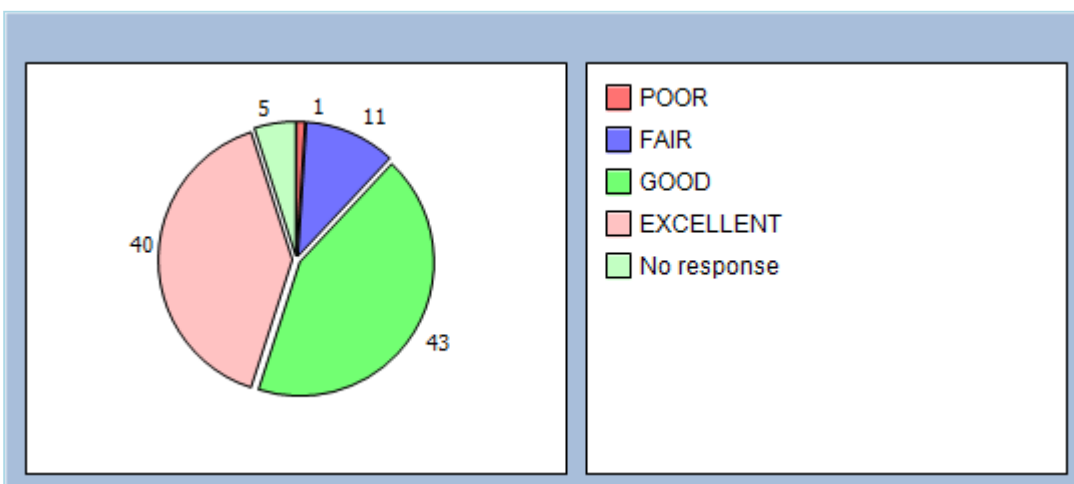
POOR	0%
FAIR	7%

GOOD 41%
EXCELLENT 47%
No response 5%



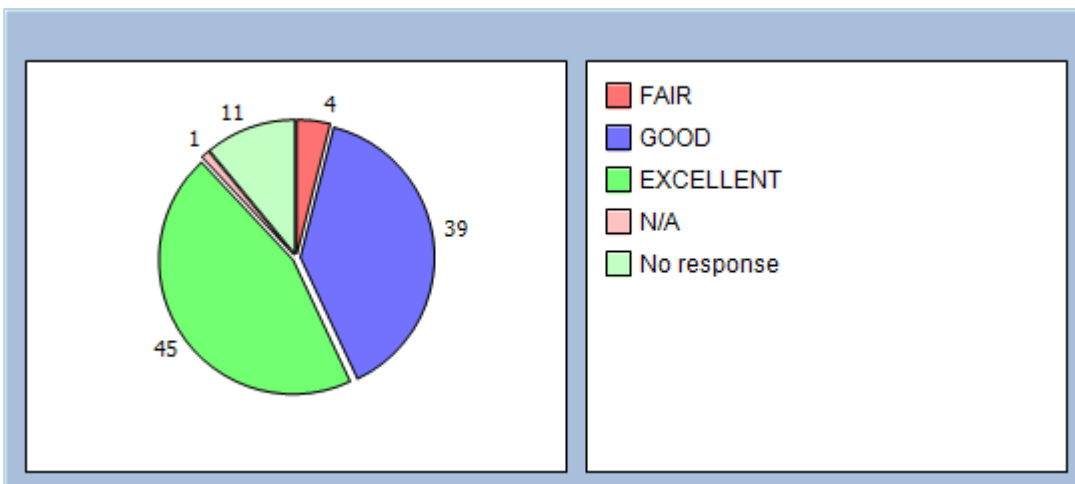
7b) How well they **explain** your health problems or any treatment that you need?

POOR 1%
FAIR 11%
GOOD 43%
EXCELLENT 40%
No response 5%



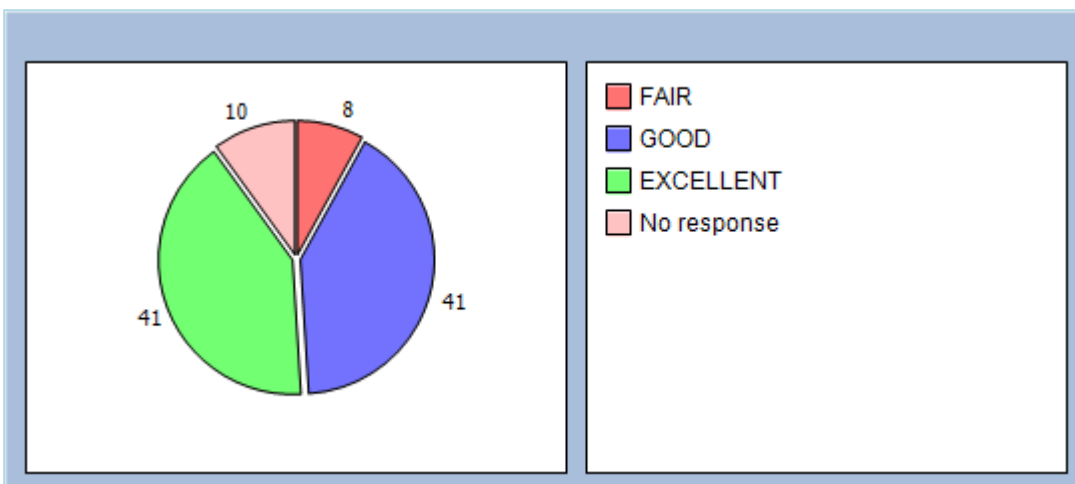
8a) Thinking about the **Nurse/Health Care Assistant(s) you have seen**, how do you rate the following: The **quality** of care they provide?

POOR 0%
FAIR 4%
GOOD 39%
EXCELLENT 45%
N/A 1%
No response 11%



8b) How well they **explain** your health problems and any treatment that you need?

POOR	0%
FAIR	8%
GOOD	41%
EXCELLENT	41%
No response	10%

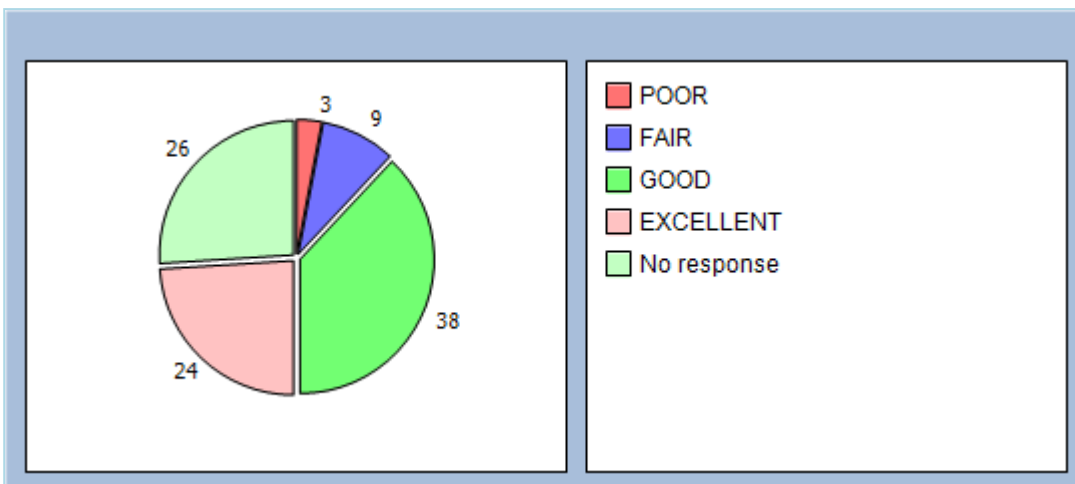


Prescription service

If you do not use the repeat prescription service please go to question 11.

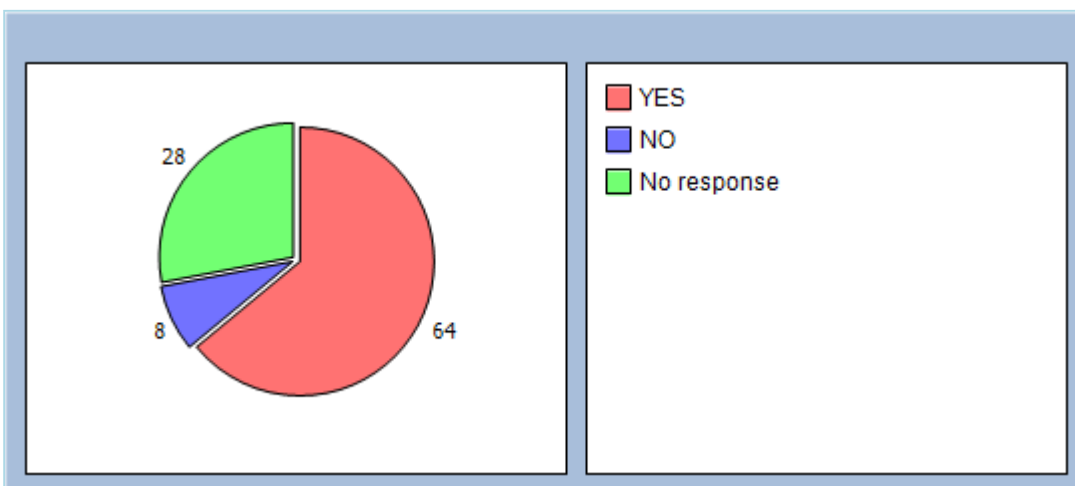
9) How do you rate the ease of ordering a repeat prescription? (including via our website)

POOR	3%
FAIR	9%
GOOD	38%
EXCELLENT	24%
No response	26%



10) Do you receive your prescription within the agreed timescales of 48 hours

YES 64%
NO 8%
No response 28%

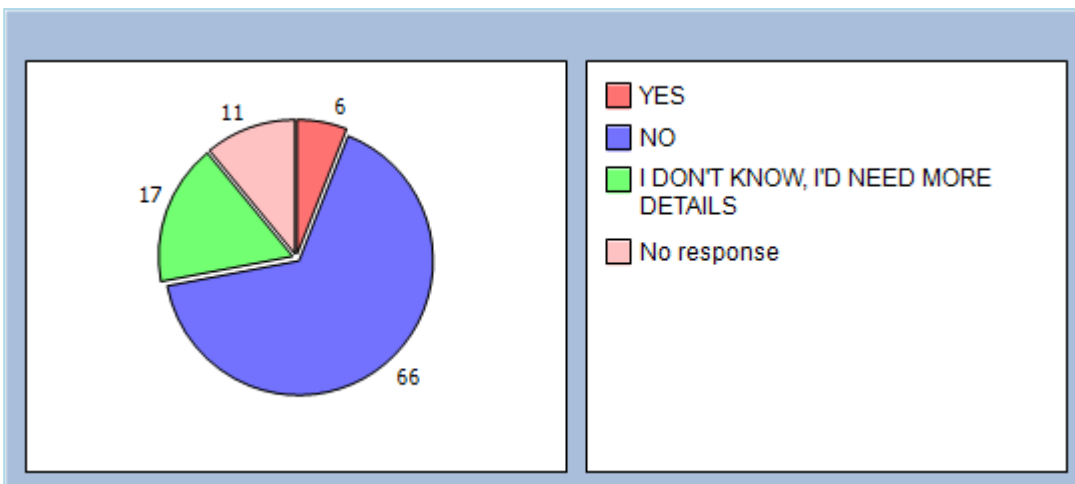


Patient Participation Group

Patients are encouraged to contribute to maintaining and improving the GP Practice, and provide ideas for changes etc. The Patient Participation Group is made up of patients who want to be involved, together with the doctors, nurses and receptionists, and Practice Management.

11) Are you interested in joining our Patient Participation Group (PPG) which meet approximately every 6 weeks in the evening?

YES 6%
NO 66%
I DON'T KNOW, I'D NEED MORE DETAILS 17%
No response 11%



If yes or you're not sure- please speak to our Office Manager or a Receptionist for further details

If no - is that because (please tick any that apply)

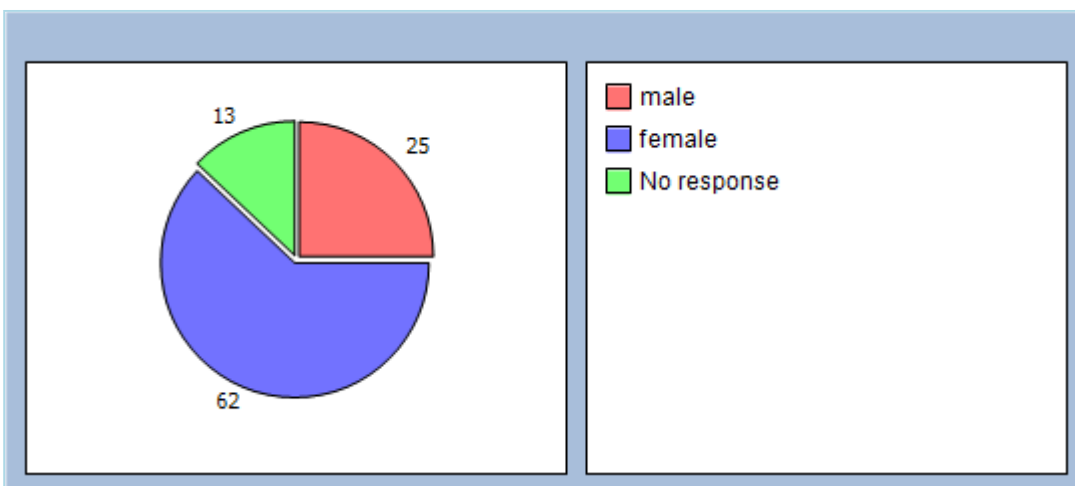
- I DON'T HAVE TIME TO ATTEND MEETINGS** **28%**
- THE MEETING ARE NOT AT A CONVENIENT TIME FOR ME** **10%**
- OTHER (please give details below)** **5%**

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We need to try to have a good cross-section of survey responses for the 17000 patients we have, so please tell us...

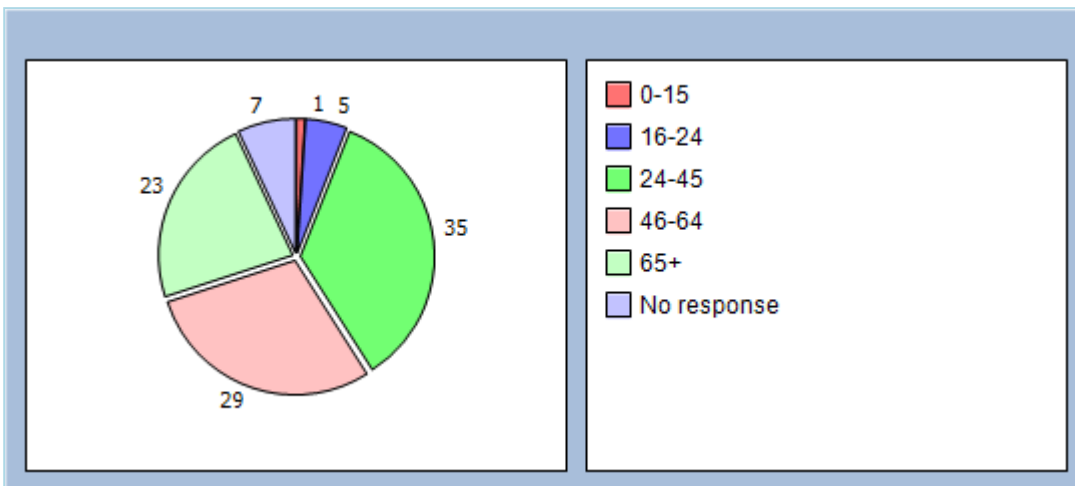
Are you

- male** **25%**
- female** **62%**
- prefer not to say** **0%**
- No response** **13%**



Which age group do you fit it to?

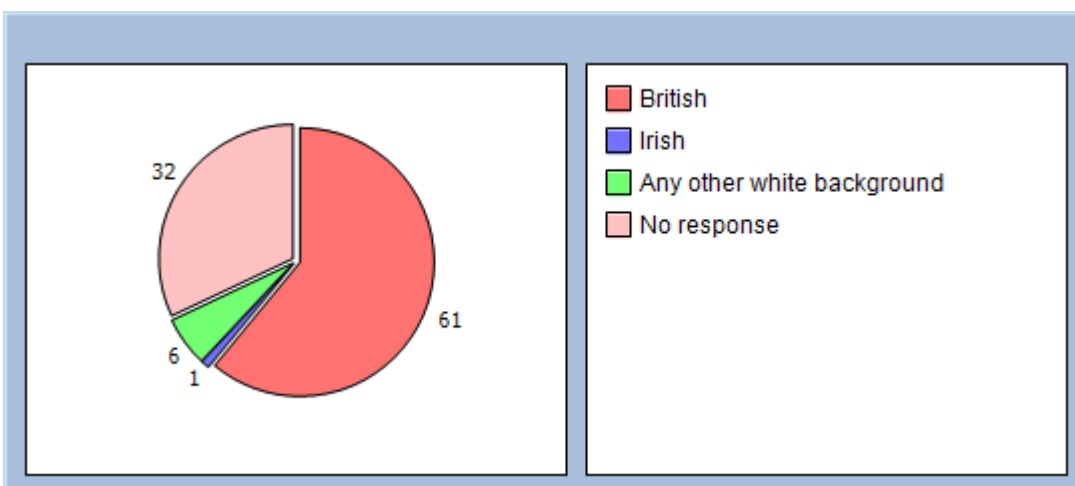
- 0-15** **1%**
- 16-24** **5%**
- 24-45** **35%**
- 46-64** **29%**
- 65+** **23%**
- prefer not to say** **0%**
- No response** **7%**



What is your ethnic group?

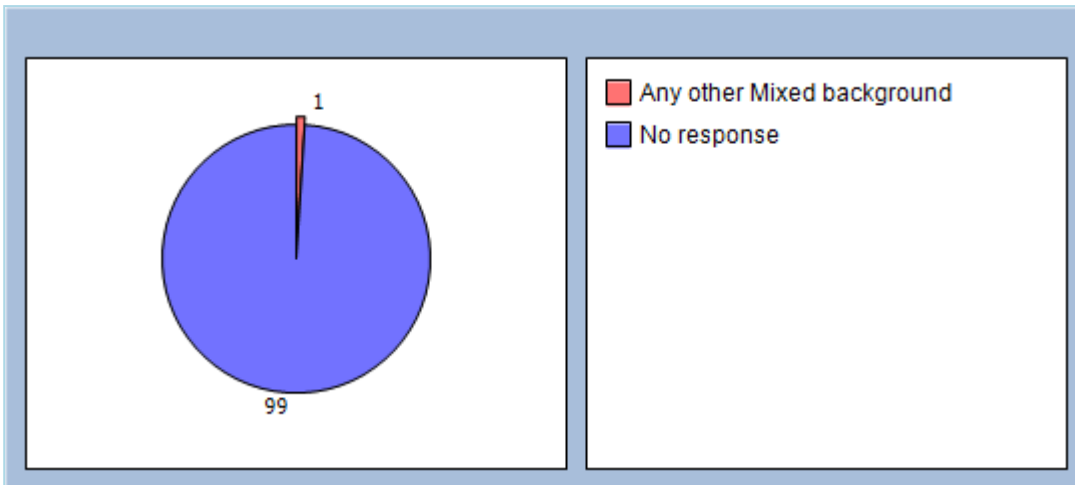
White

British	61%
Irish	1%
Any other white background	6%
No response	32%



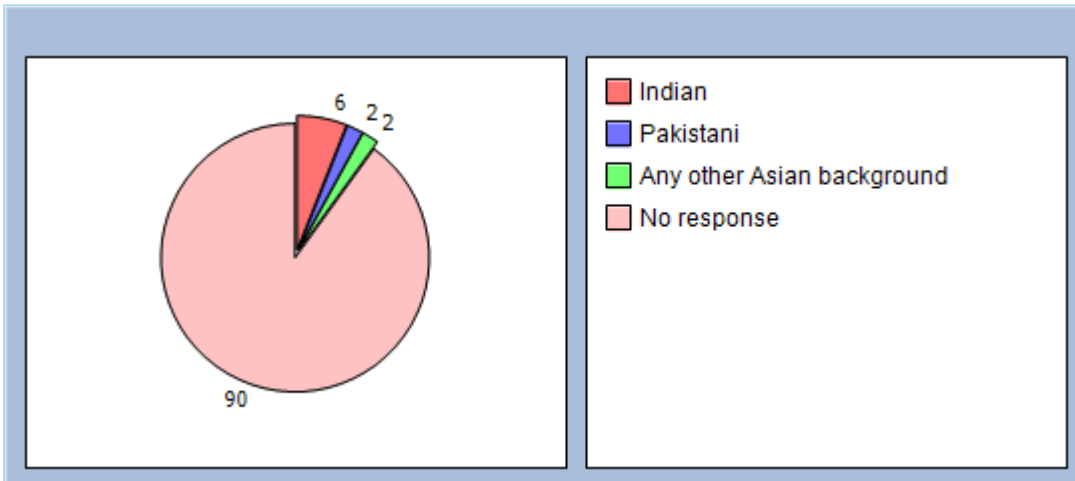
Mixed

White & Black Carribean	0%
White & Black African	0%
White & Asian	0%
Any other Mixed background	1%
No response	99%



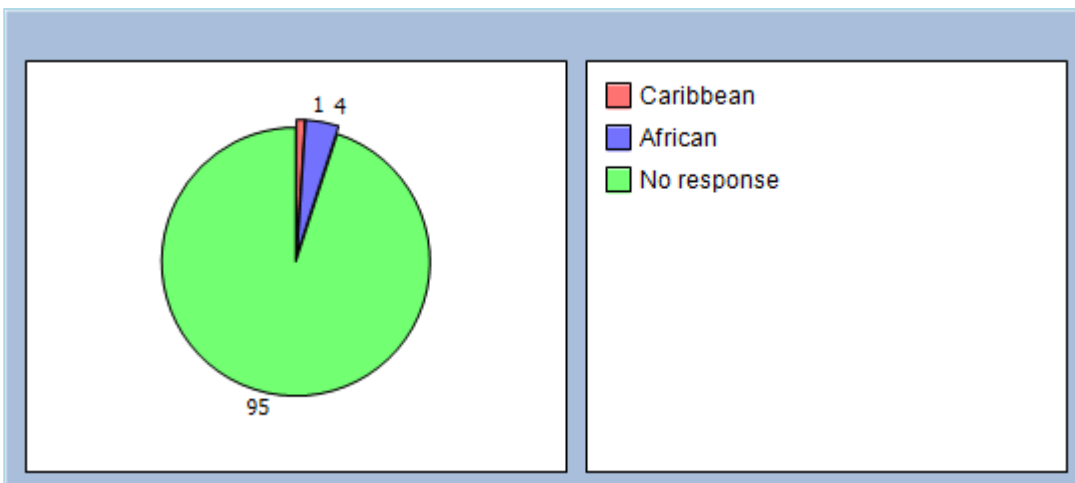
Asian or Asia British

Indian	6%
Pakistani	2%
Bangladeshi	0%
Any other Asian background	2%
No response	90%



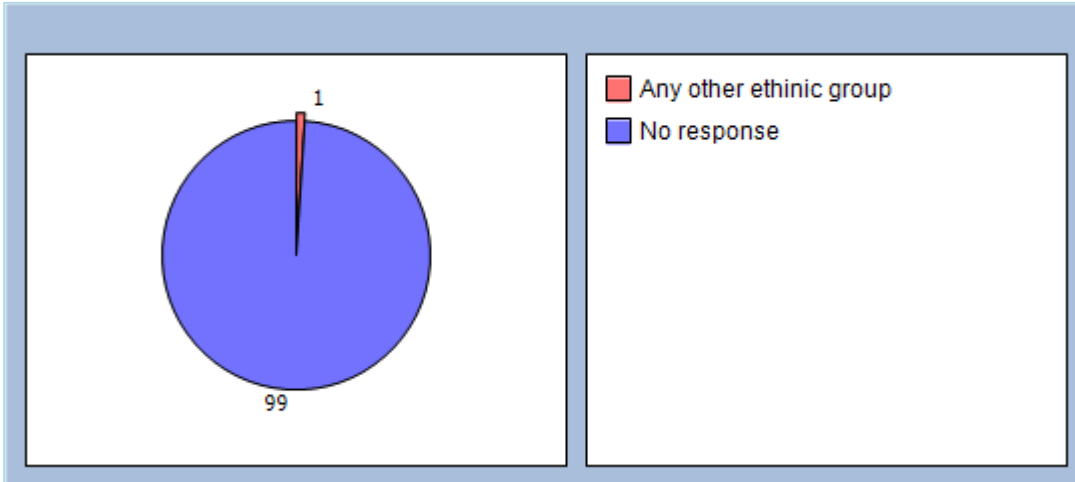
Black or Black British

Caribbean	1%
African	4%
Any other Black background	0%
No response	95%



Chinese or other ethnic group

Chinese	0%
Any other ethnic group	1%
No response	99%



We are interested in any other comment you may have. Please enter them below.

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