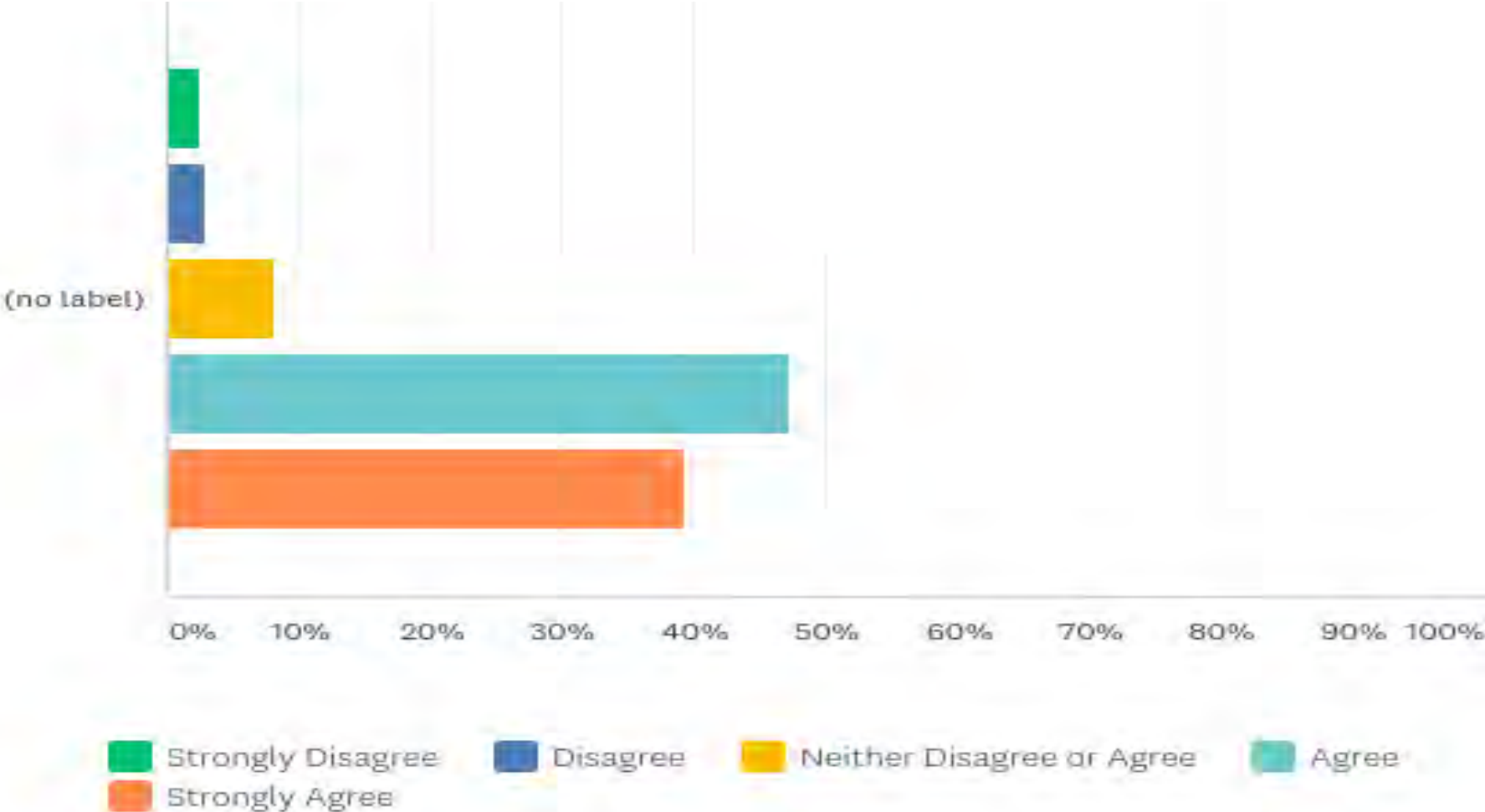


# **Library House Surgery**

## **Annual Patient Reference Group Survey 2019**

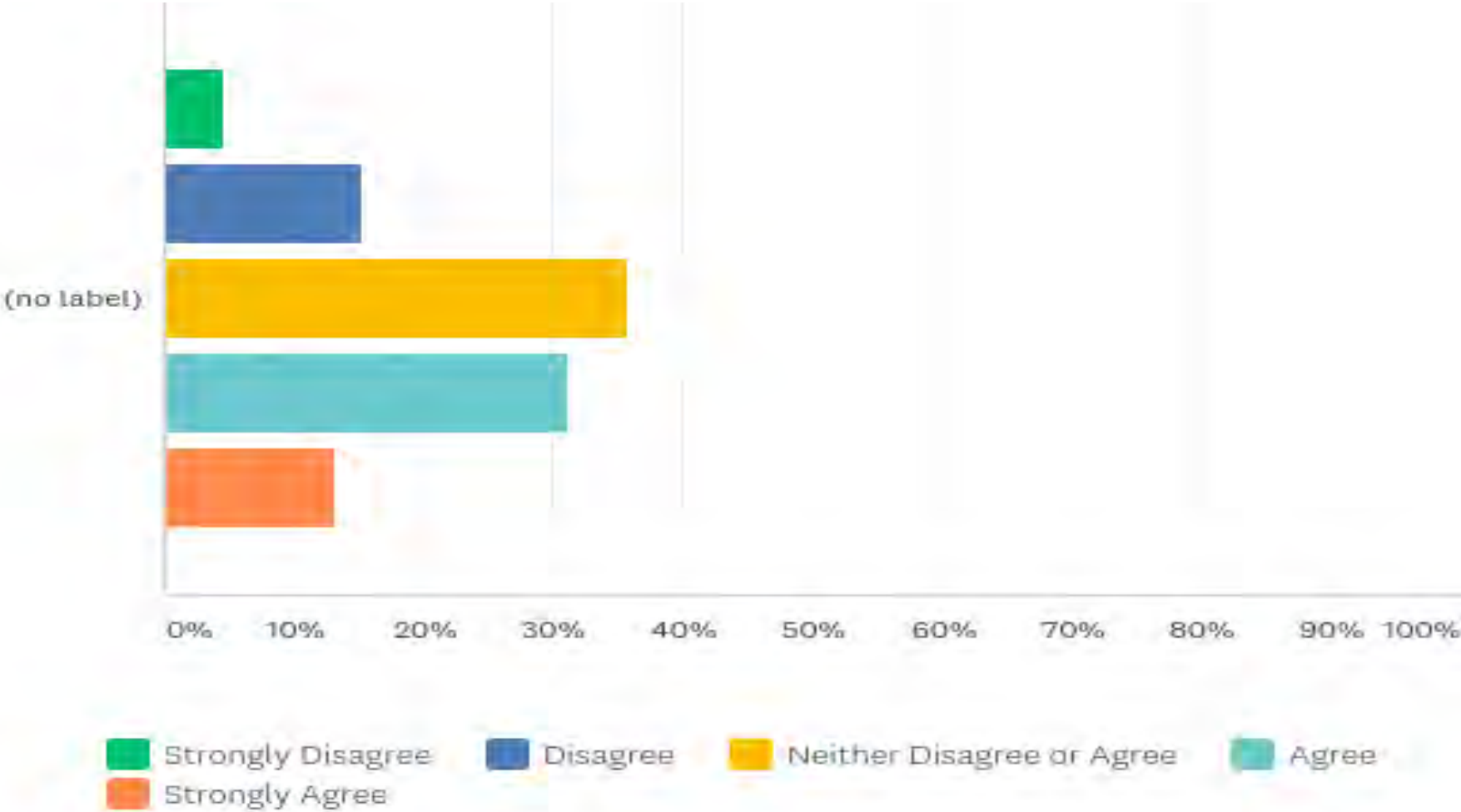
# Q1: When I visit or call the surgery, I am treated fairly, with dignity and respect

Answered: 718 Skipped: 4



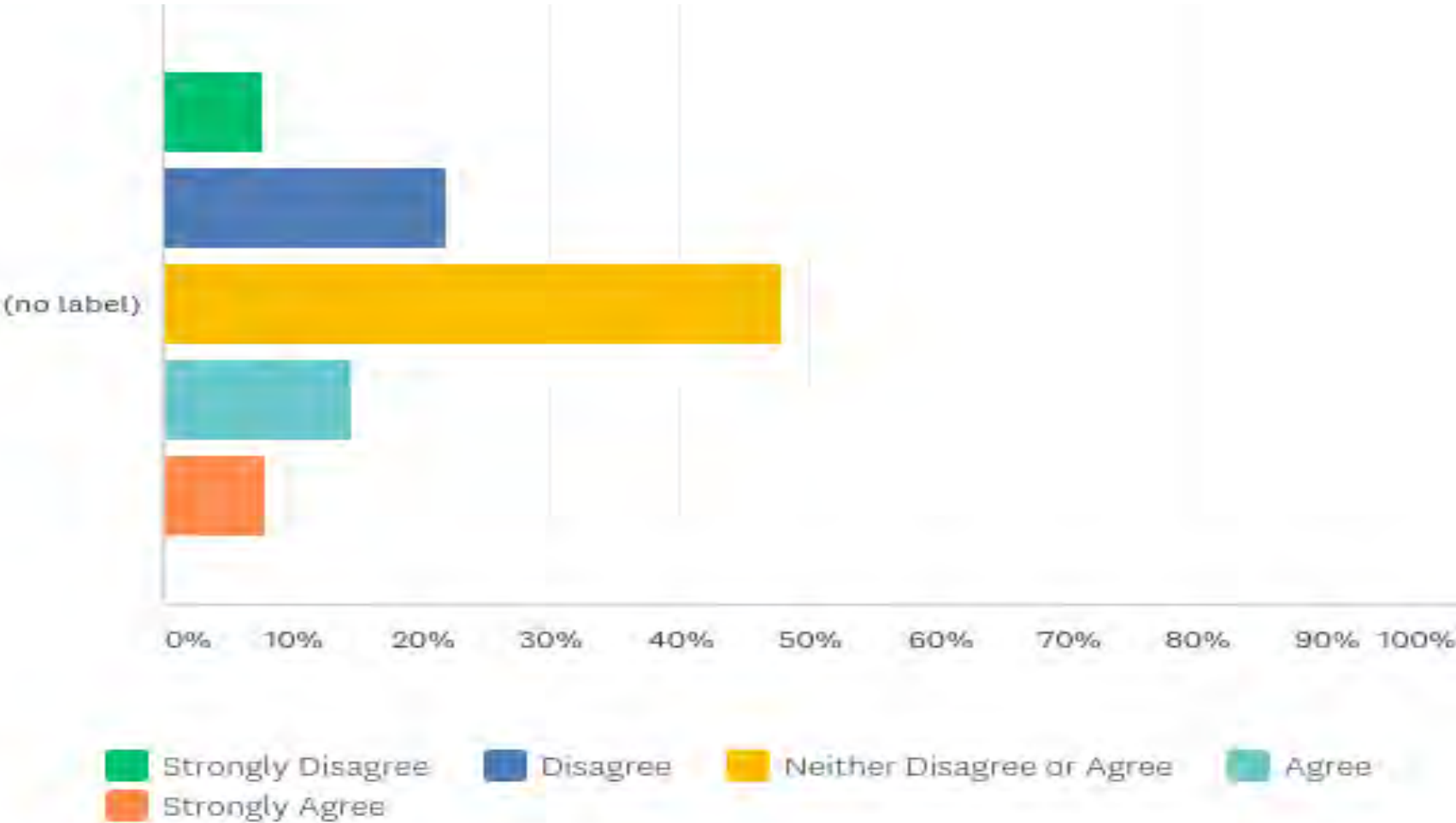
**Q2: During my appointment/consultation I am made aware of local health services that are available to support me for example getting more active, stopping smoking losing weight, reducing alcohol intake etc**

Answered: 717 Skipped: 5



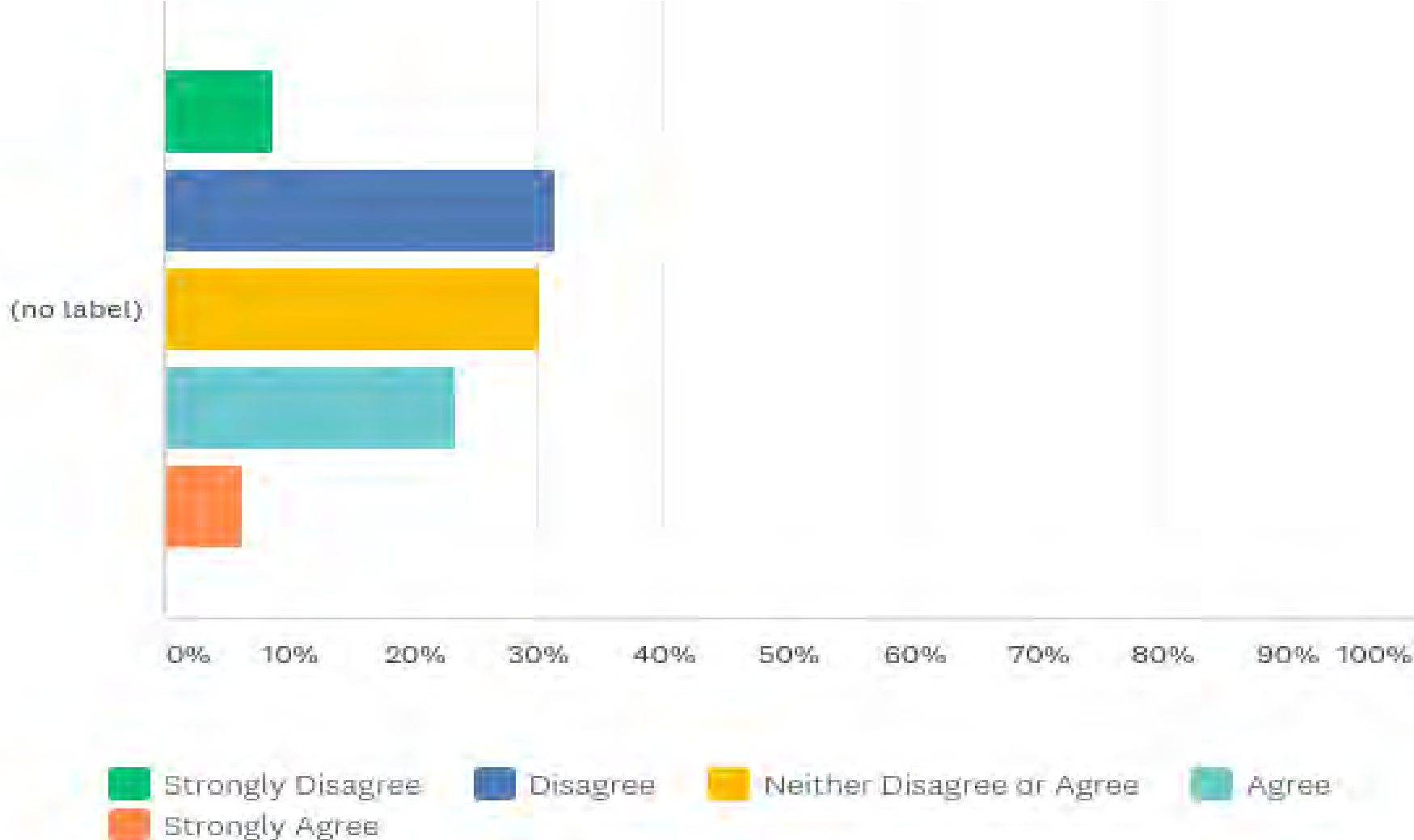
**Q3: During my appointment/consultation I am made aware of local wellbeing support services for example people who can help me with money worries, relationship problems, job support, carer support etc**

Answered: 713 Skipped: 9



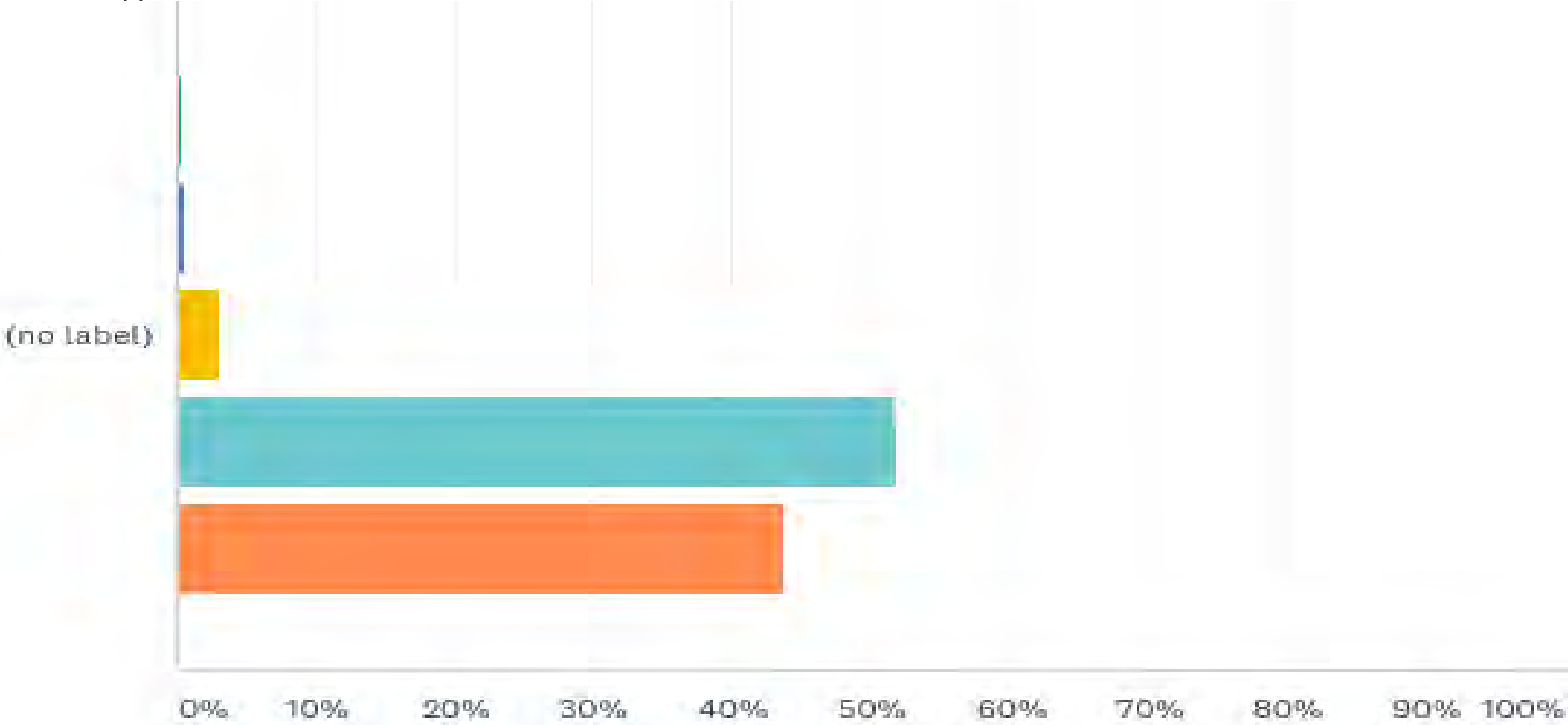
# Q4: I am aware of ways I can become involved in decisions about the services provided at Library House Surgery.

Answered: 715 Skipped: 7



# Q5: The practice is clean

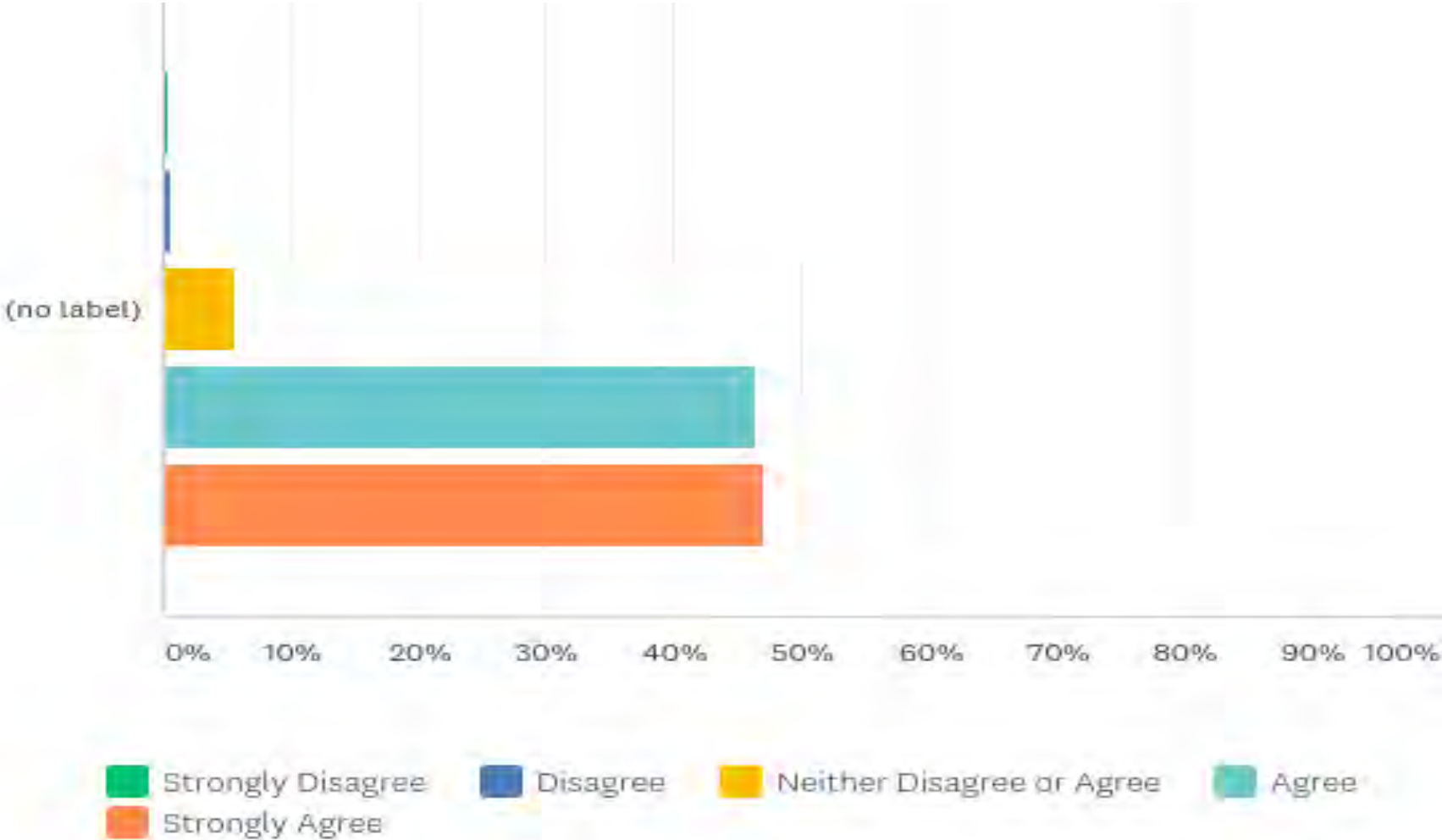
Answered: 720 Skipped: 2



- Strongly Disagree
- Disagree
- Neither Disagree or Agree
- Agree
- Strongly Agree

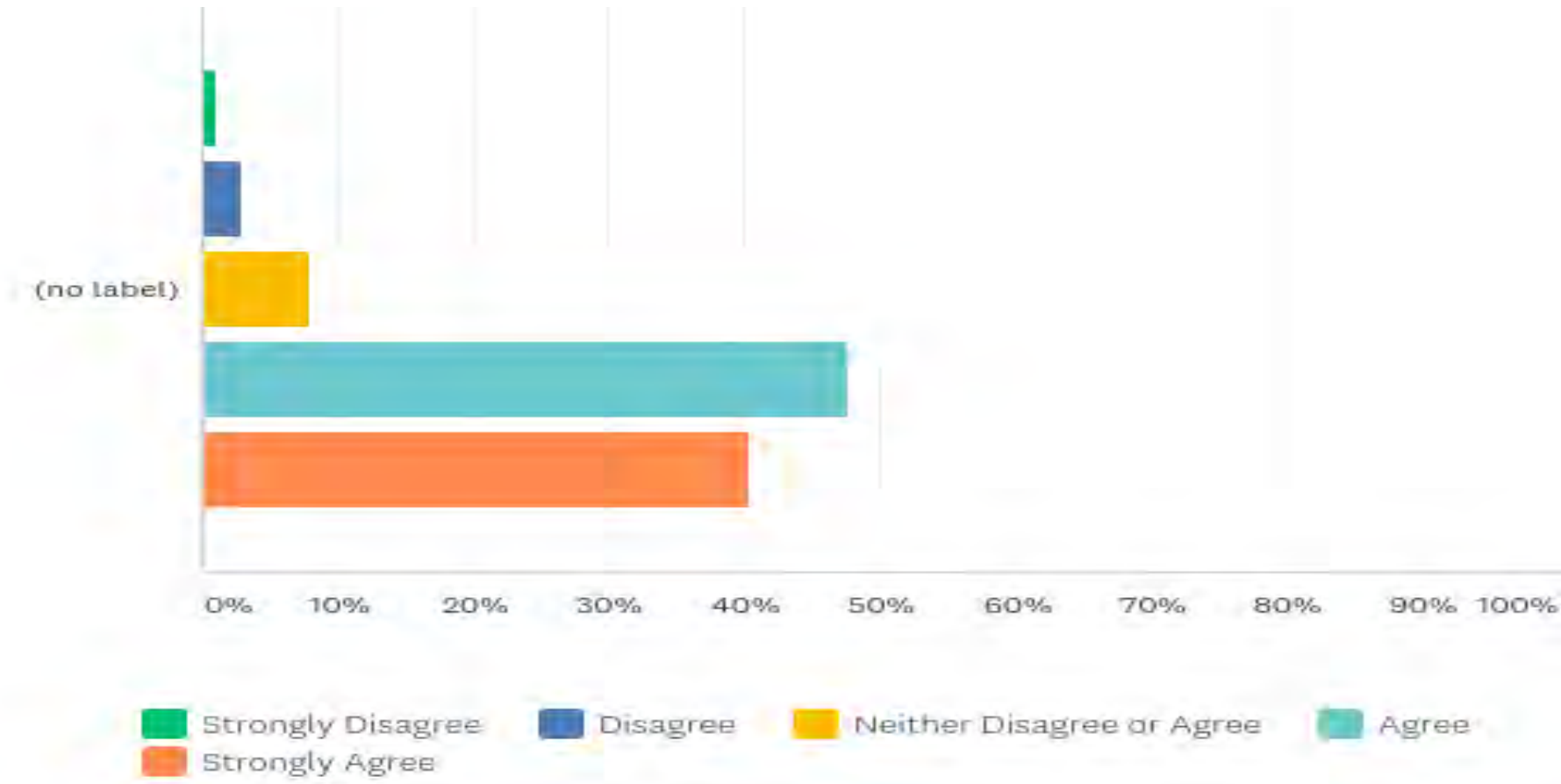
# Q6: I feel safe when I attend the surgery

Answered: 719 Skipped: 3



# Q7: I am confident in the skills of the doctors and nurses

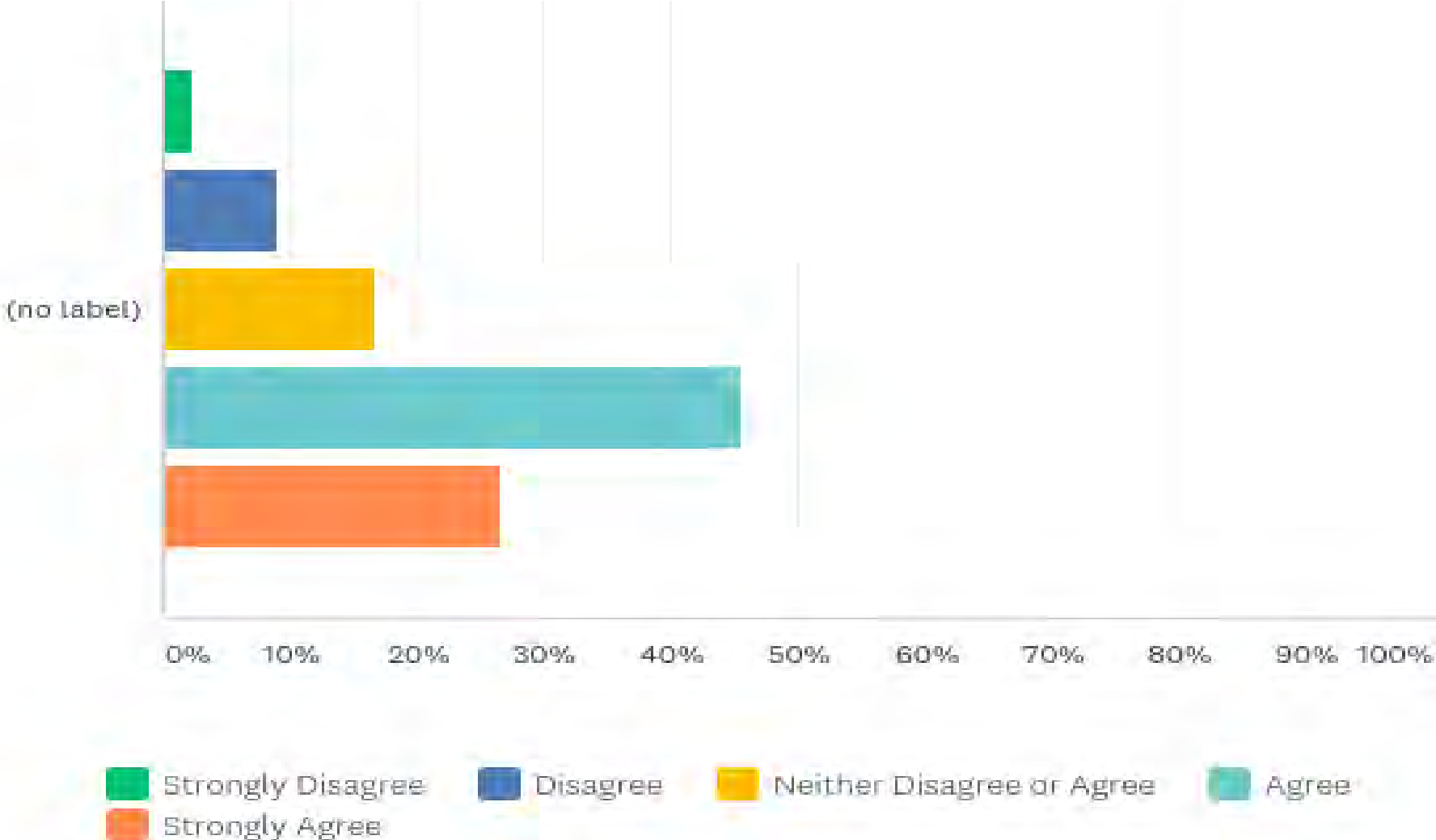
Answered: 720 Skipped: 2





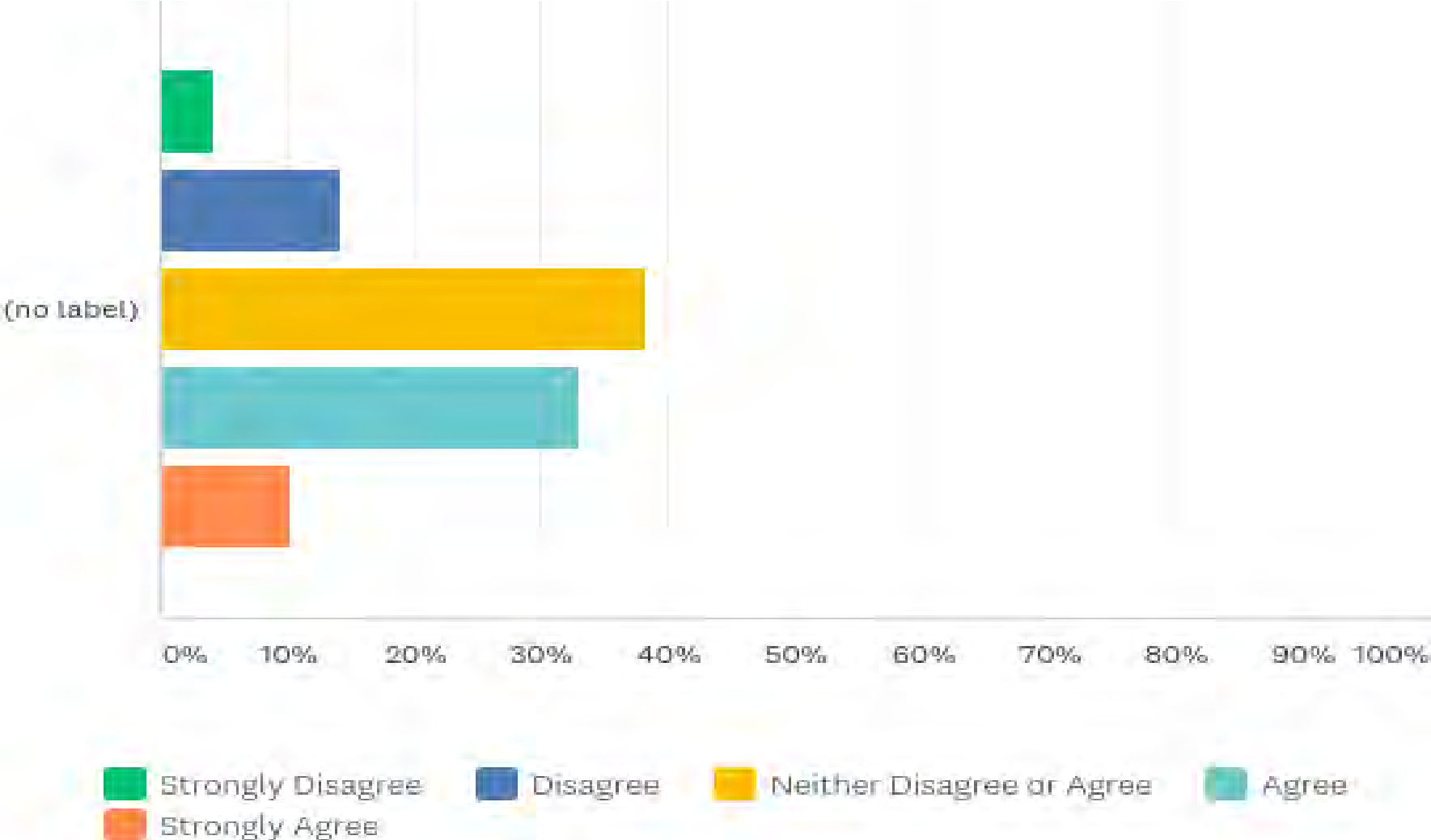
# Q8: I am confident in the skills of the support team, including receptionists, secretaries, administrators and managers

Answered: 718 Skipped: 4



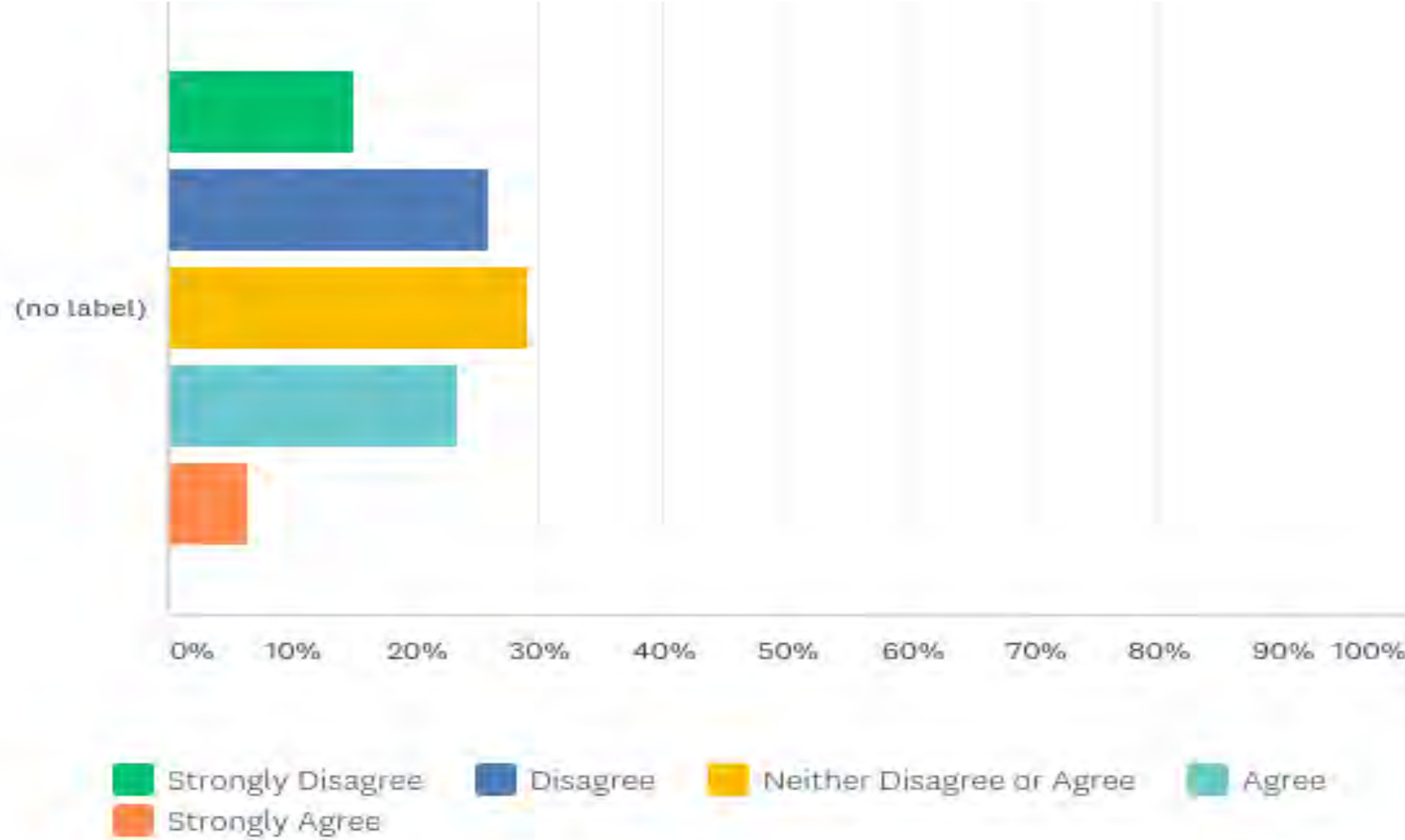
# Q9: There has been an improvement in how queues have been handled in the reception area

Answered: 719 Skipped: 3



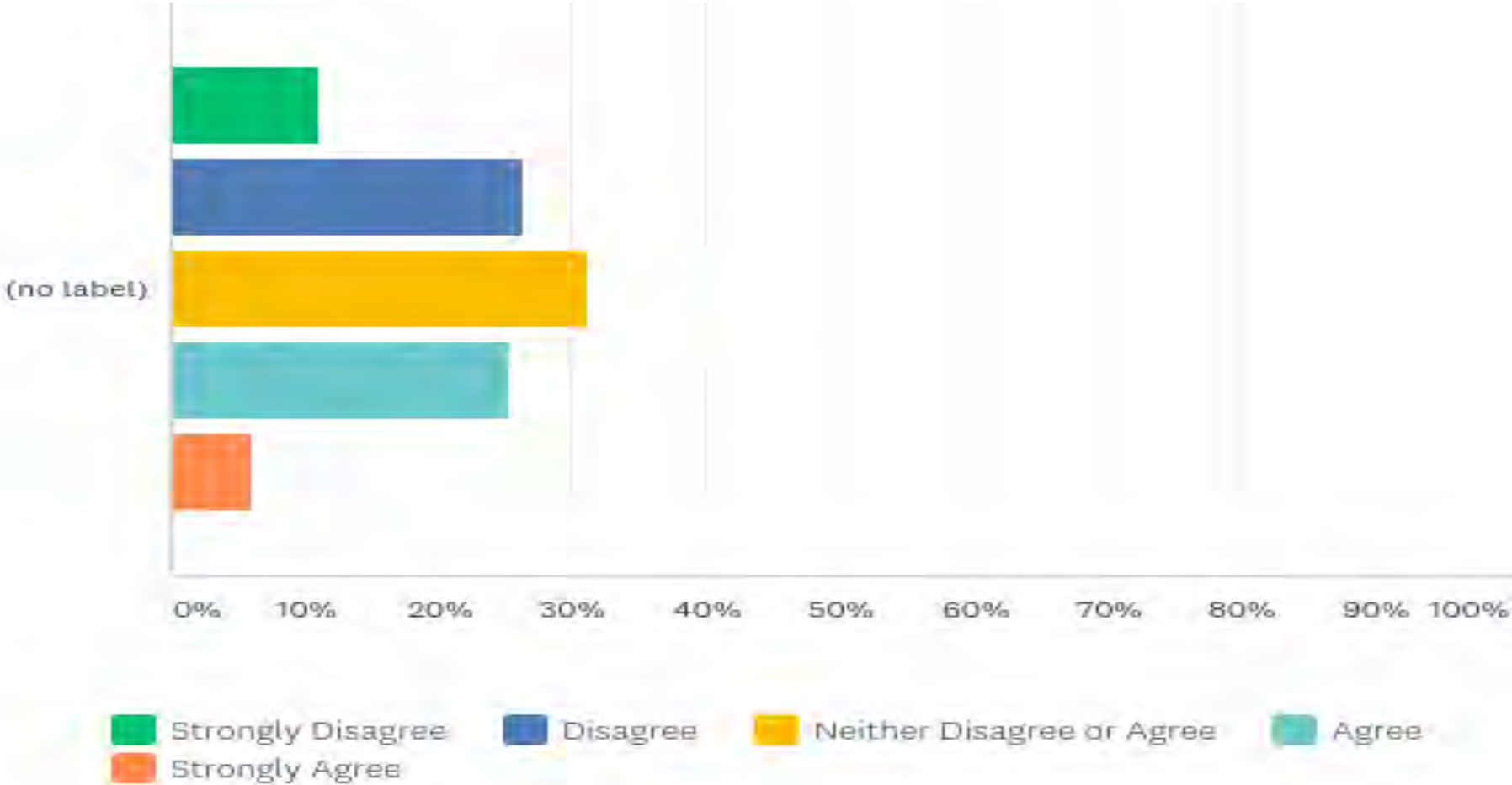
# Q10: I feel there has been an improvement in the amount of time I have to wait for a routine GP appointment

Answered: 716 Skipped: 6



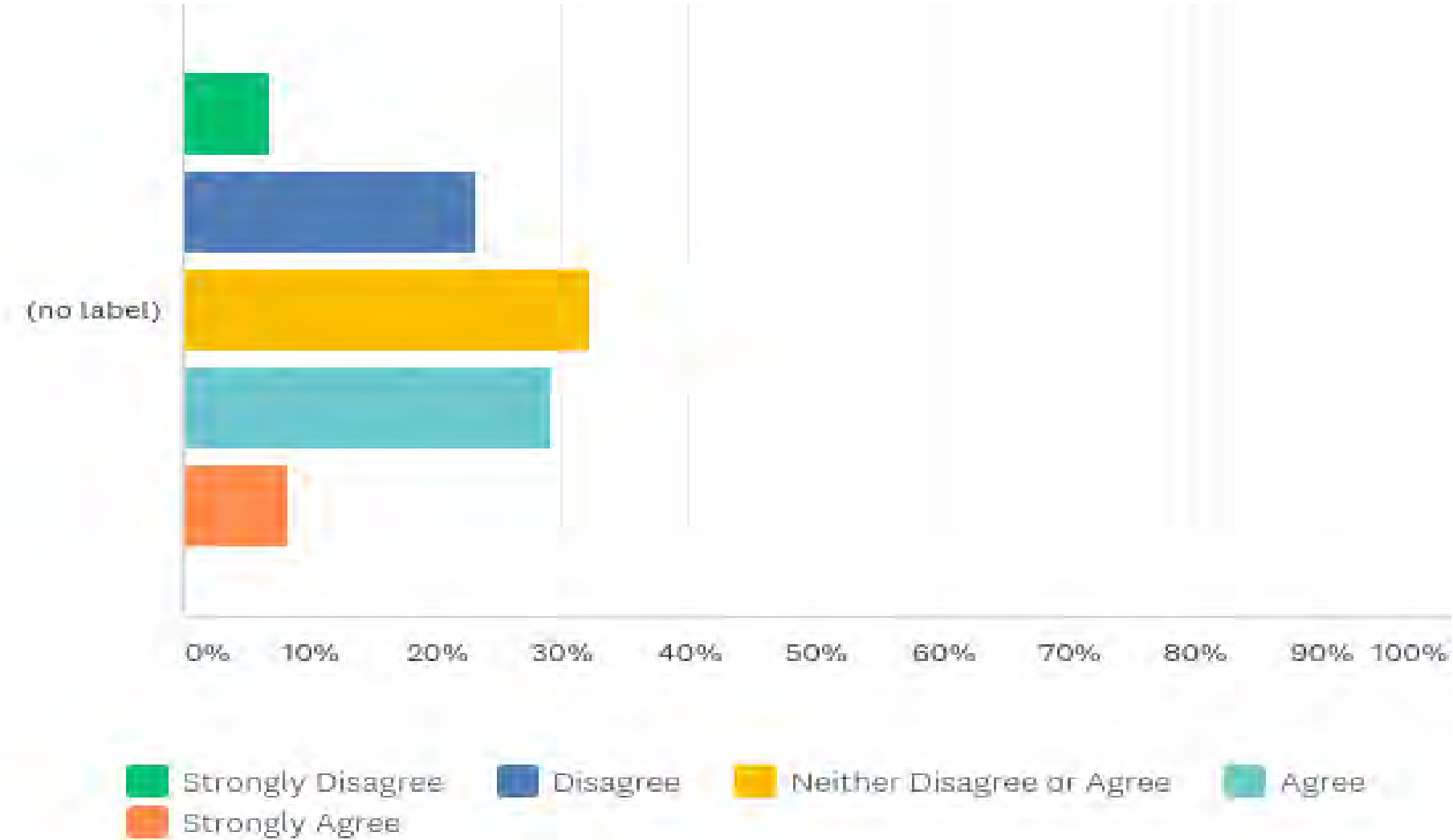
# Q11: I feel there has been a reduction in the amount of time I have to wait for the telephone to be answered

Answered: 716 Skipped: 6



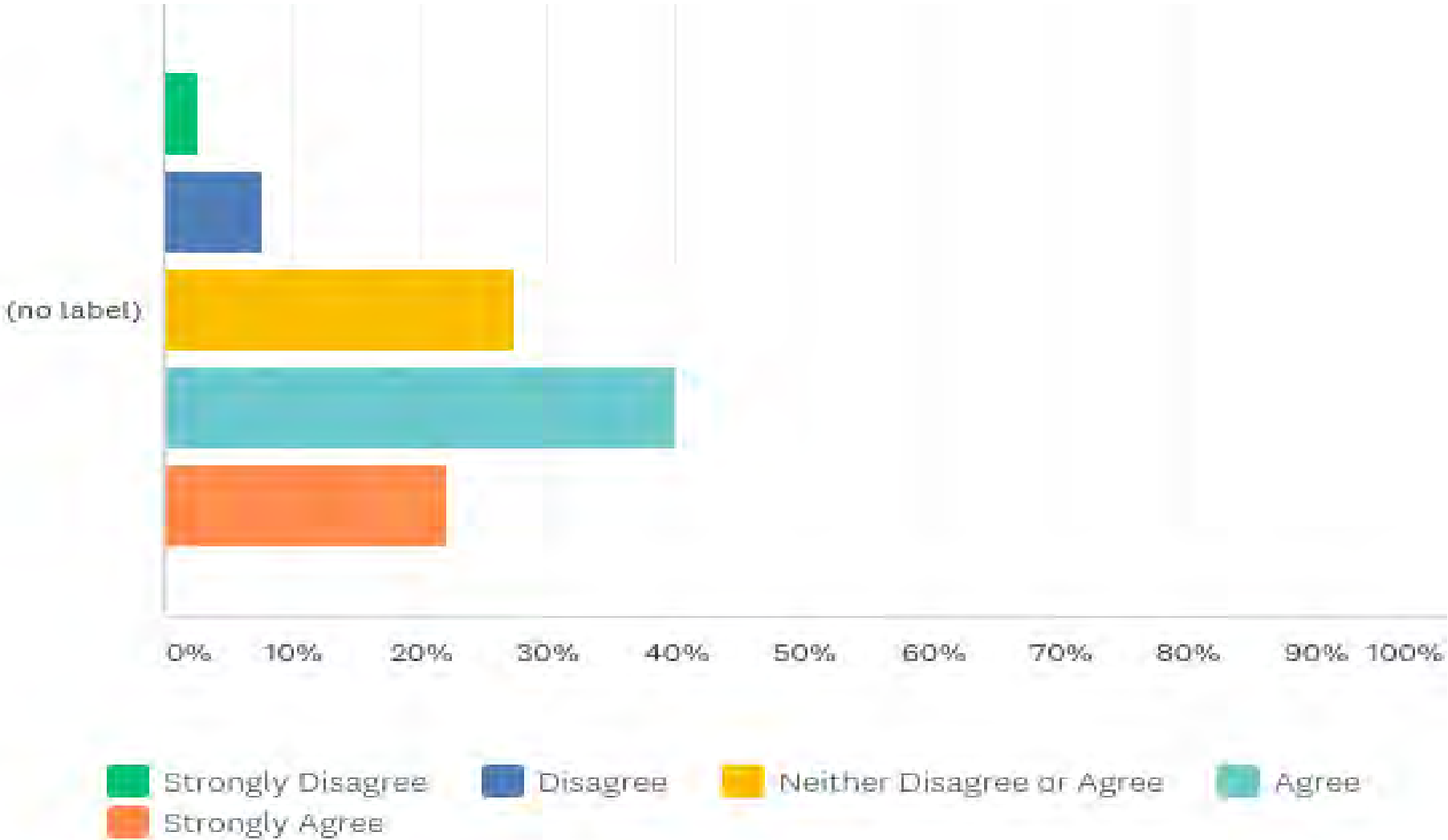
# Q12: If an appointment is not available with my preferred doctor I will wait until an appointment is available with them

Answered: 718 Skipped: 4



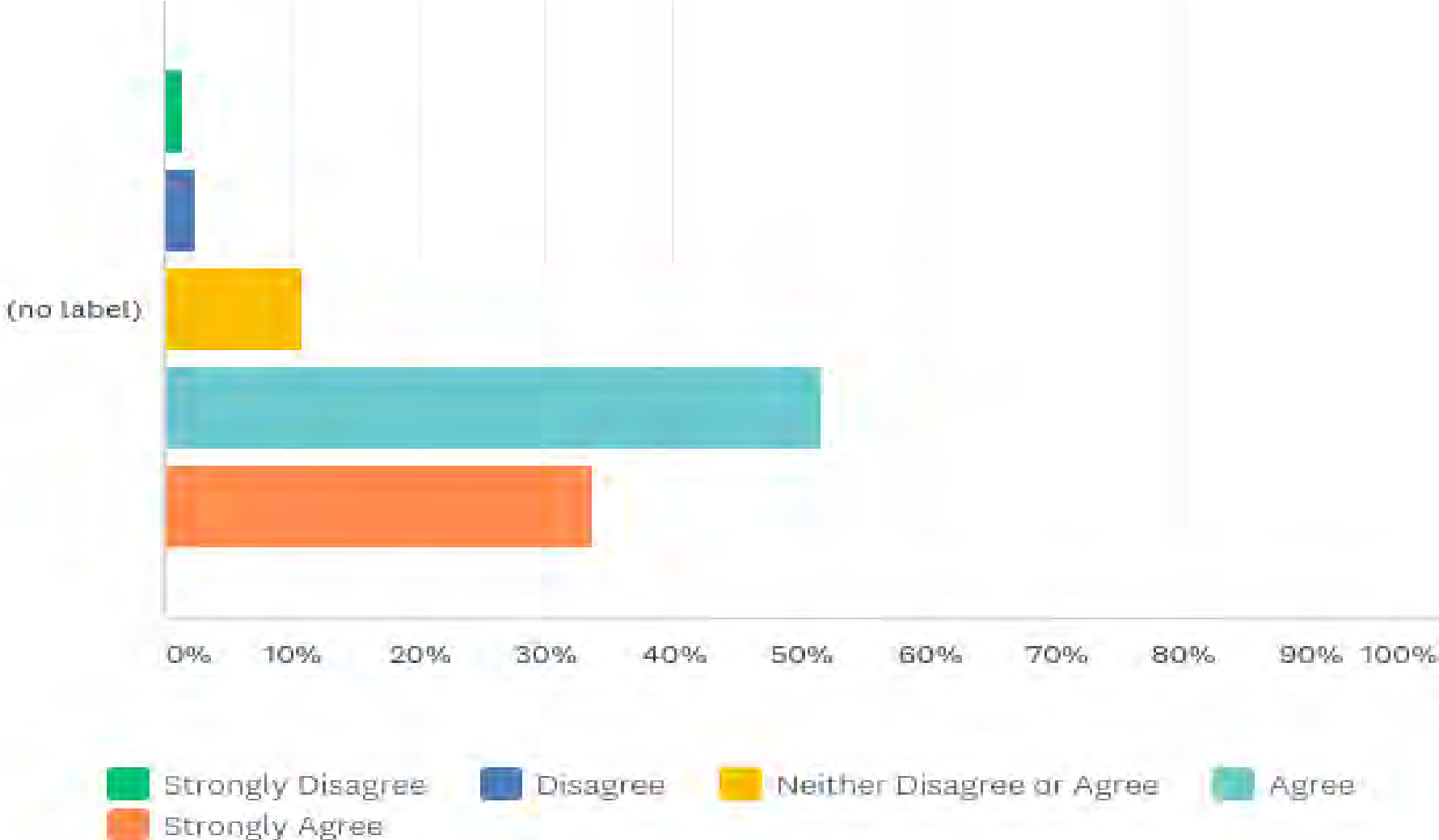
# Q13: I would prefer to come to Library House Surgery for consultations that may normally take place in hospital, for example follow up appointments with a consultant.

Answered: 716 Skipped: 6



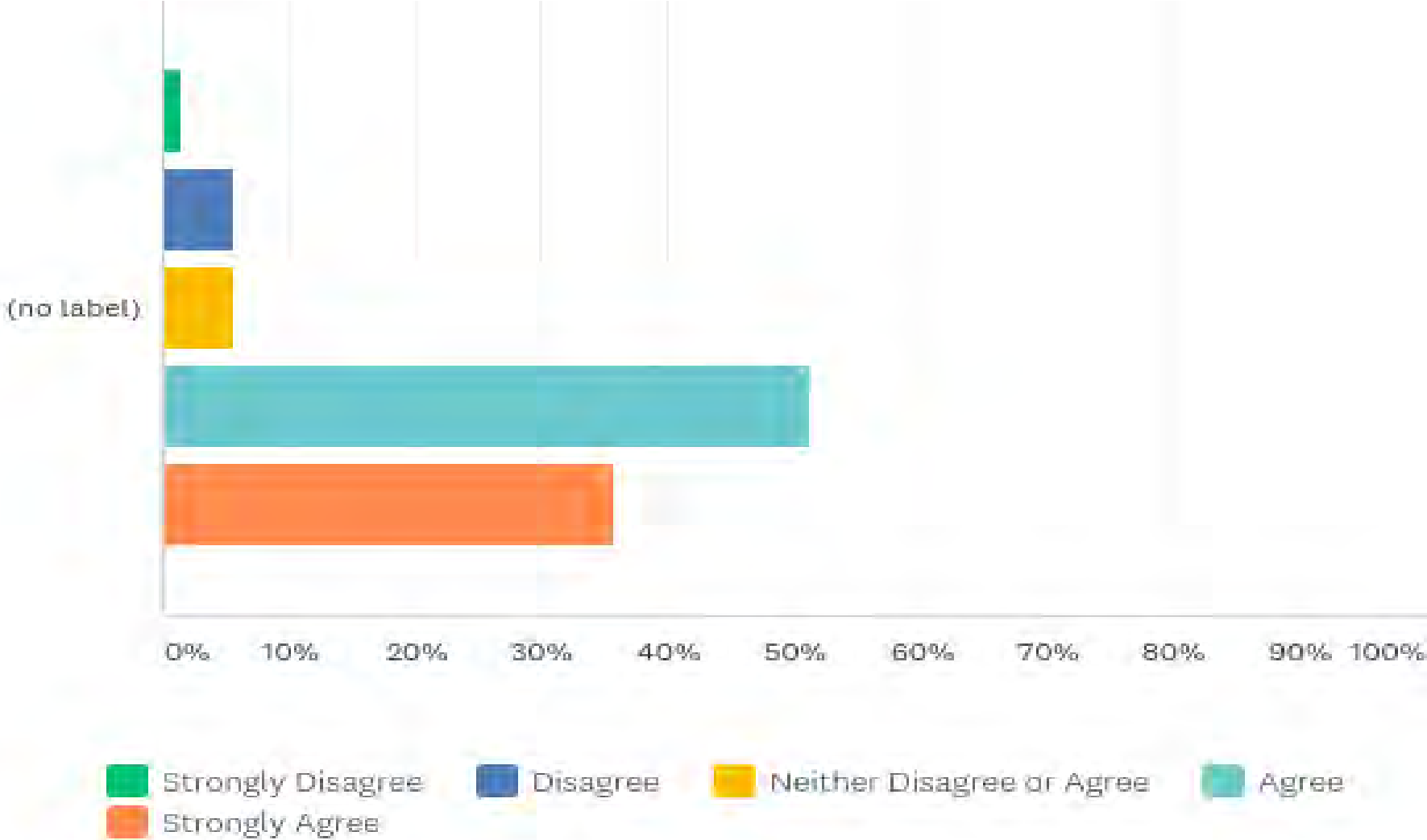
# Q14: I would support Library House Surgery in their plans to expand the range of services they provide.

Answered: 717 Skipped: 5



# Q15: I am aware that Library House Surgery is open on Saturdays and Sundays

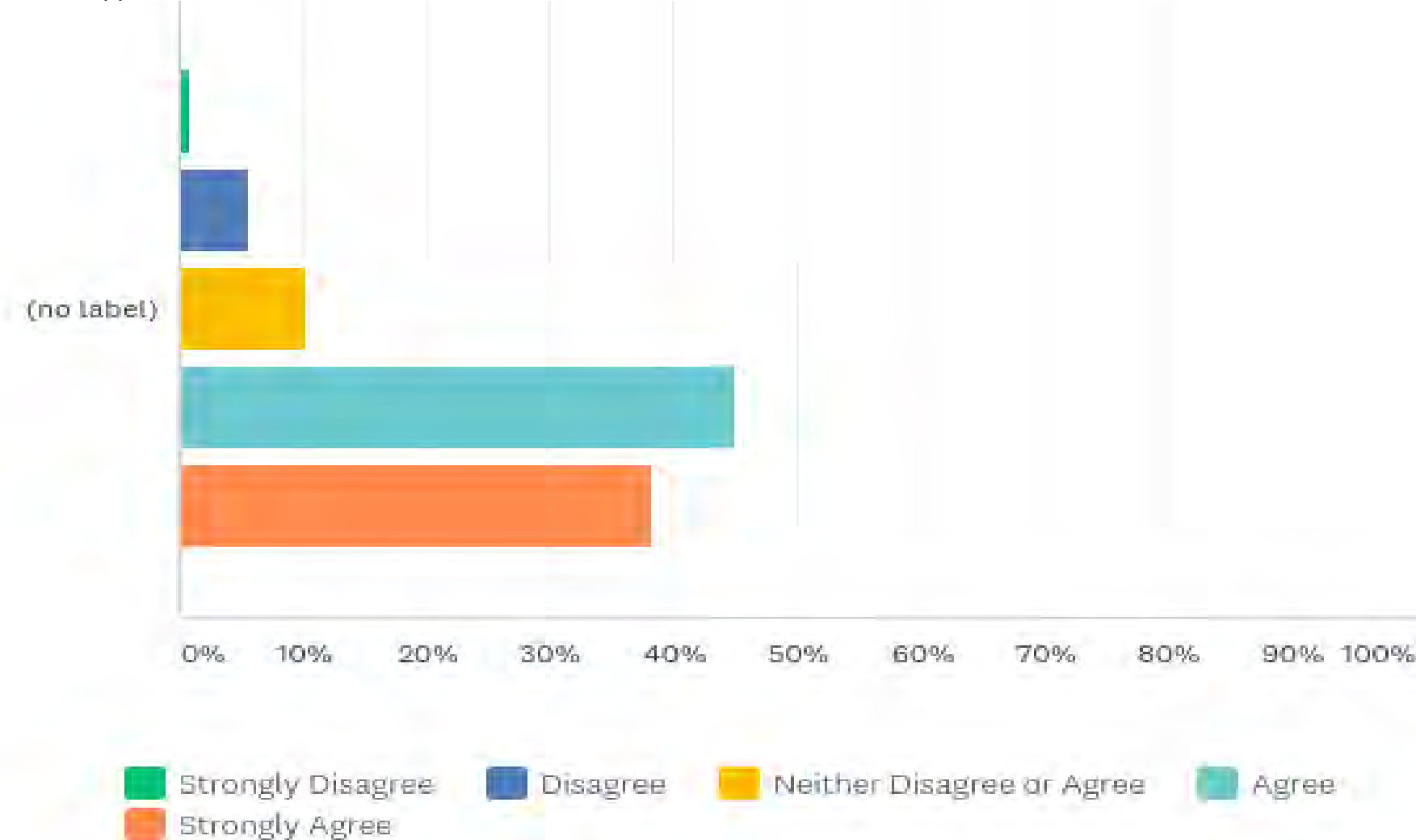
Answered: 717 Skipped: 5





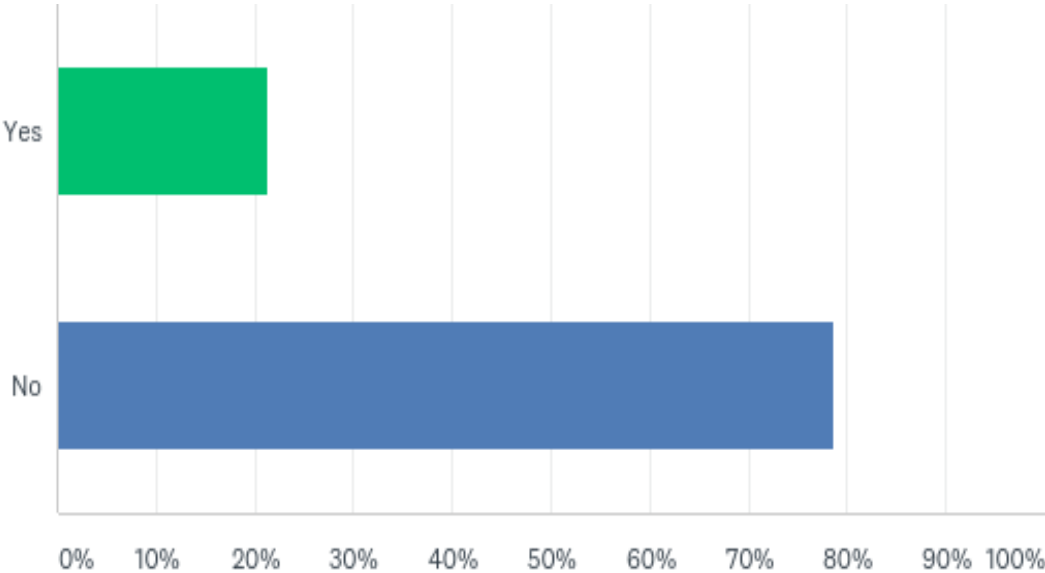
# Q16: I would find being able to view my test results online useful

Answered: 719 Skipped: 3



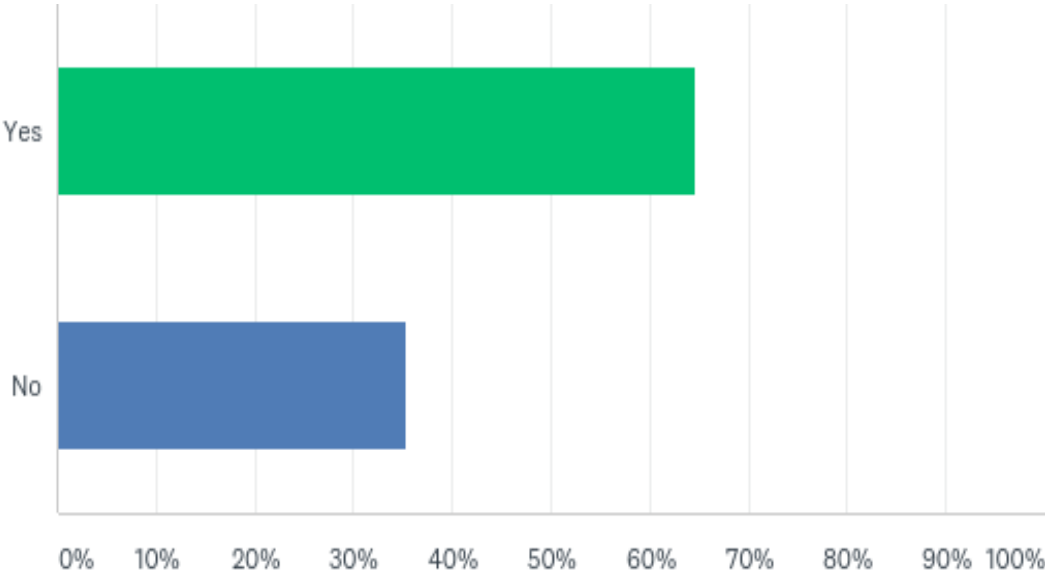
# Q17: I use Twitter

Answered: 694 Skipped: 28



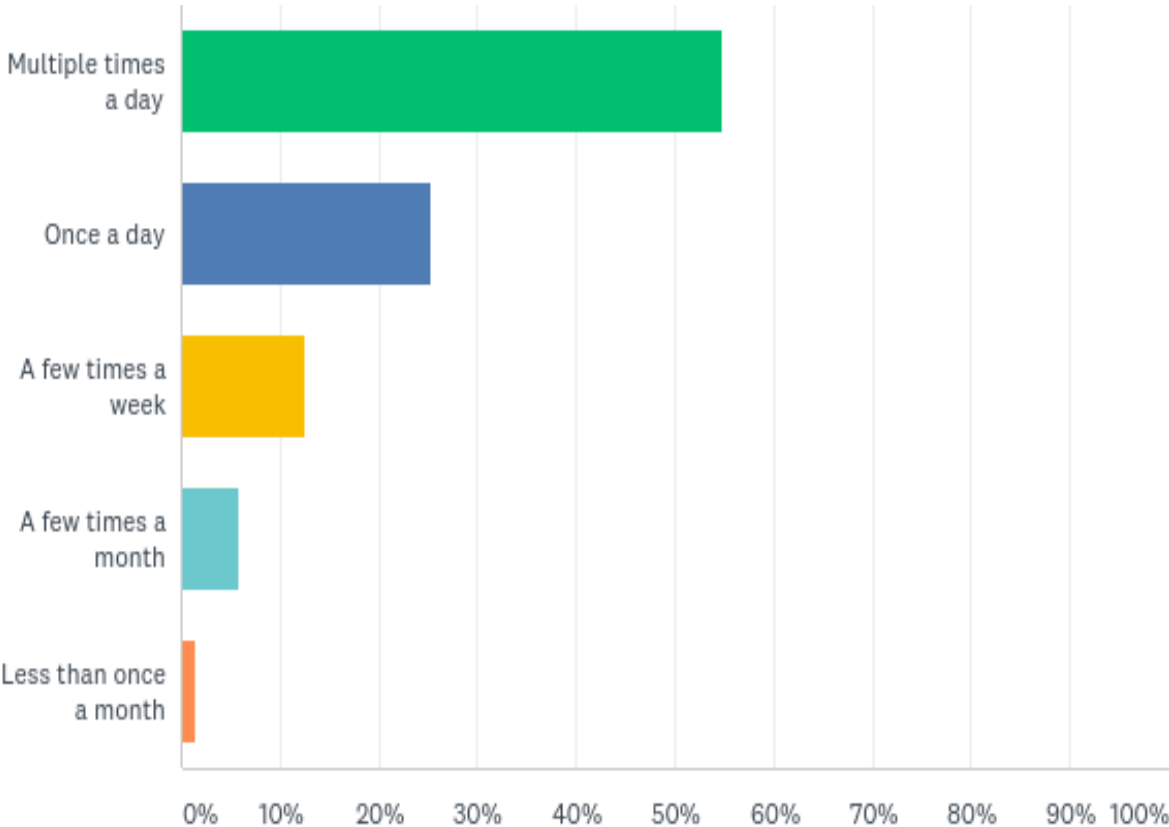
# Q18: I use Facebook

Answered: 715 Skipped: 7



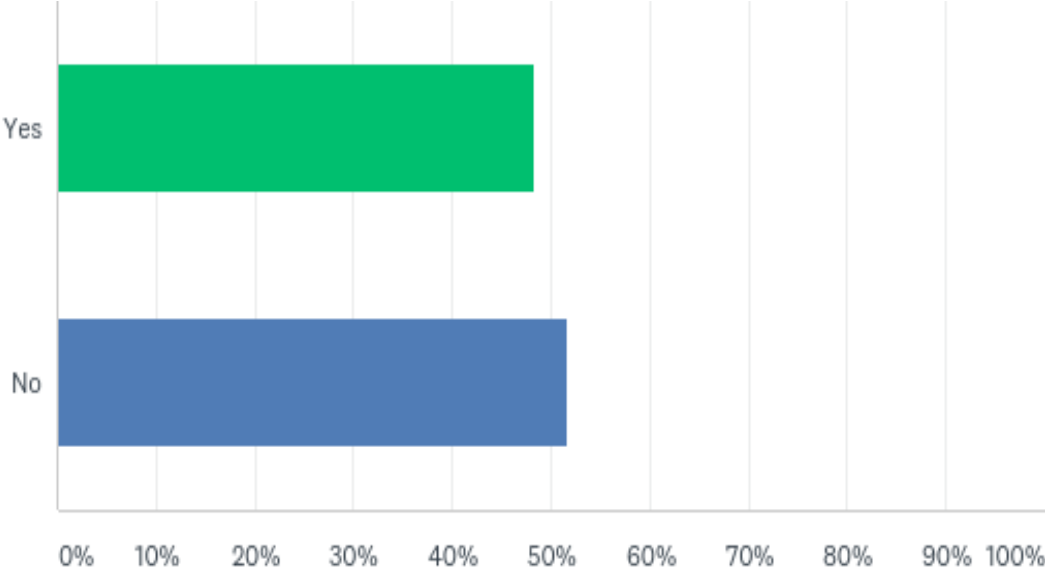
# Q19: How often do you view or access Facebook

Answered: 447 Skipped: 275



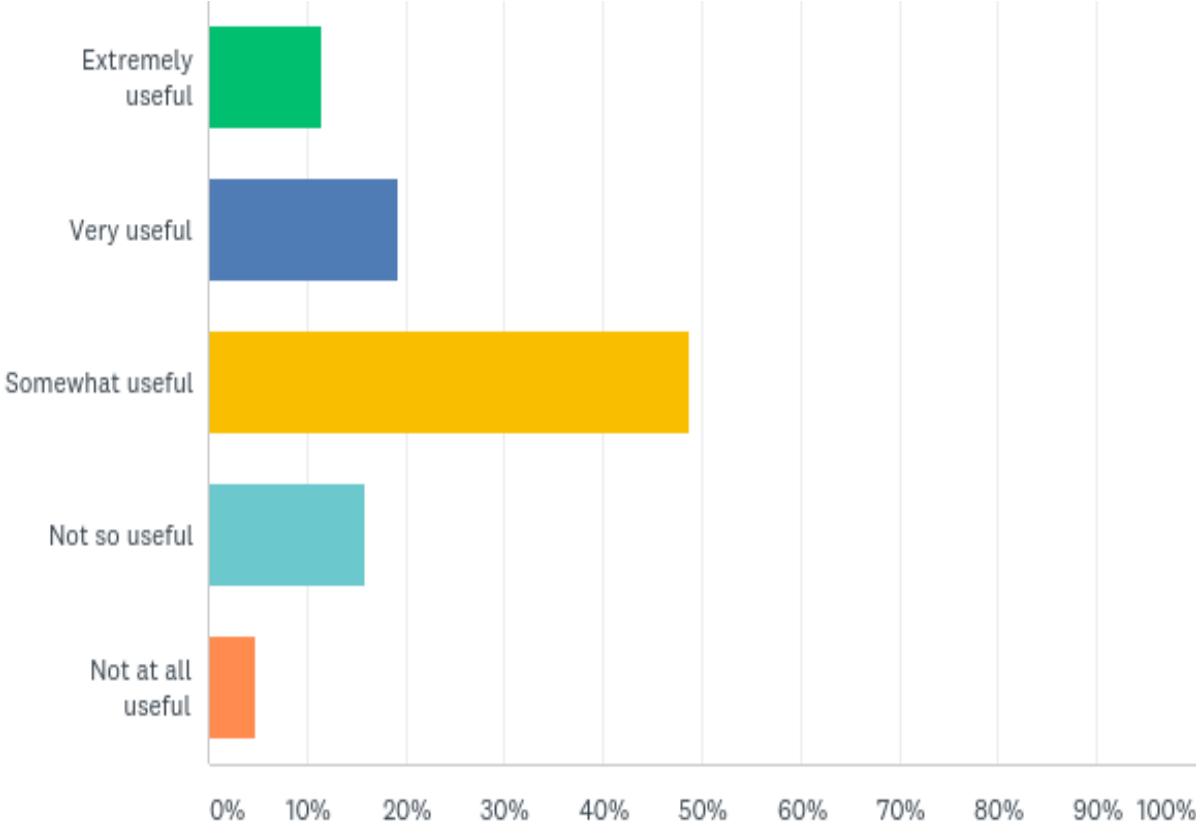
# Q20: Have you ever viewed a Facebook Live post/event

Answered: 449 Skipped: 273



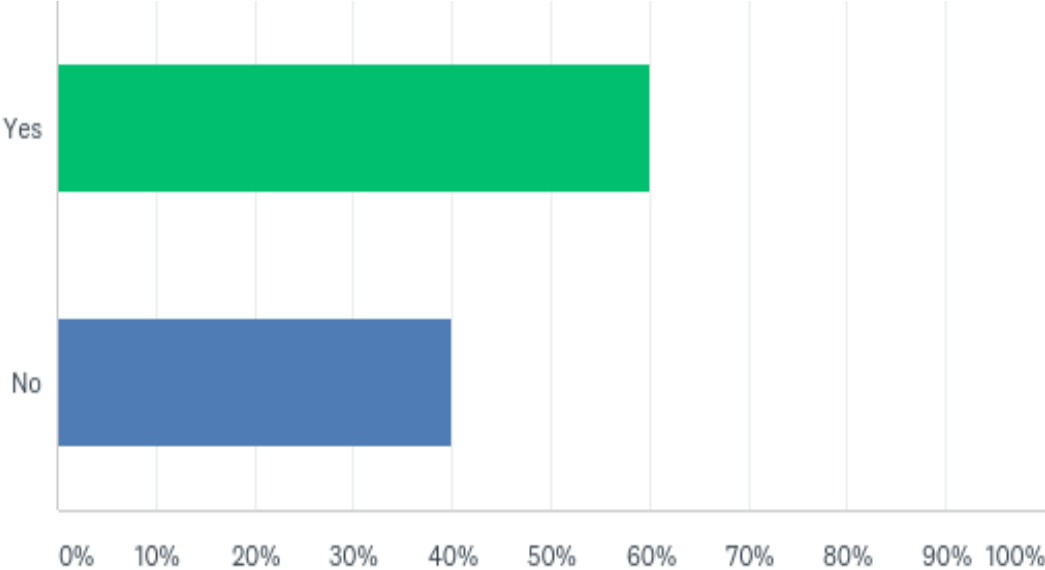
# Q21: How useful do you think Facebook Live could be in allowing people to participate in discussions or events about healthcare

Answered: 444 Skipped: 278



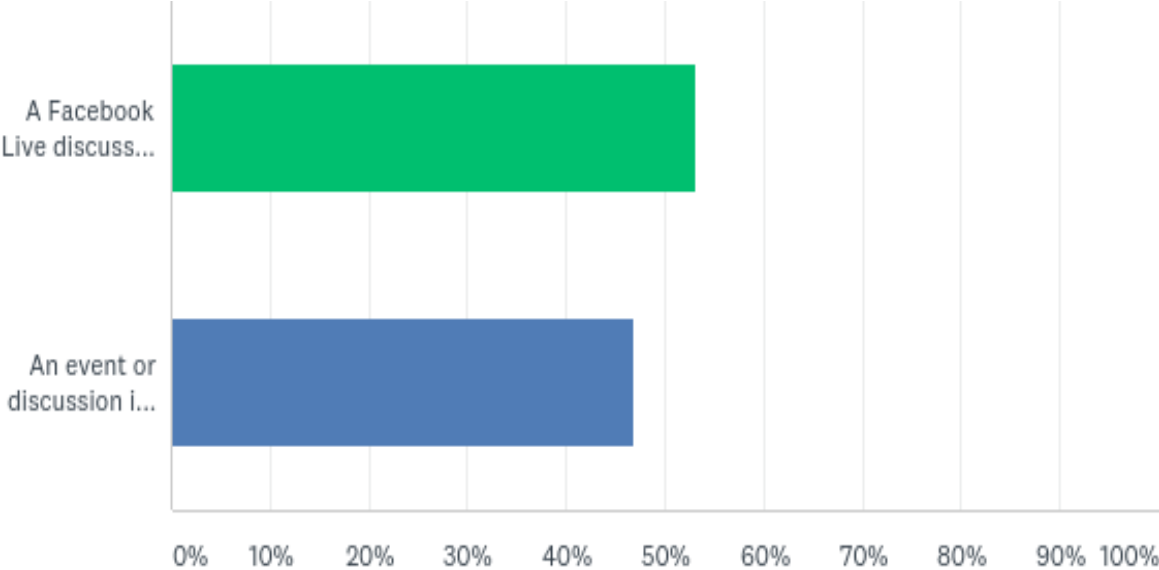
# Q22: Would you consider watching a Facebook Live healthcare discussion or event

Answered: 448 Skipped: 274



# Q23: Which type of healthcare event would you most likely view/attend

Answered: 416 Skipped: 306





# Q24: In which type of event would you feel most comfortable asking a questions

Answered: 418 Skipped: 304

