

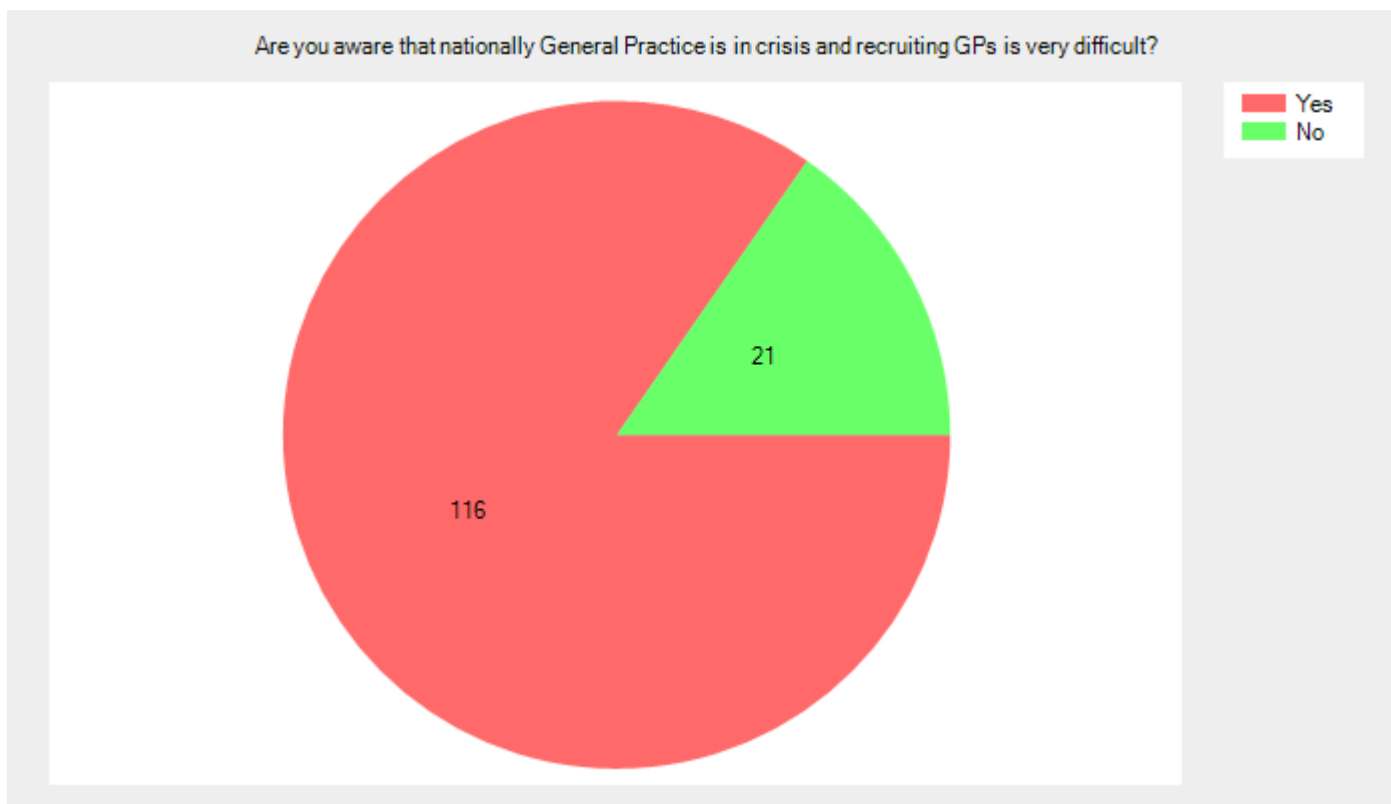
Balmoral Surgery Patient Satisfaction Survey

2022

The survey had **137** responses.

Are you aware that nationally General Practice is in crisis and recruiting GPs is very difficult?

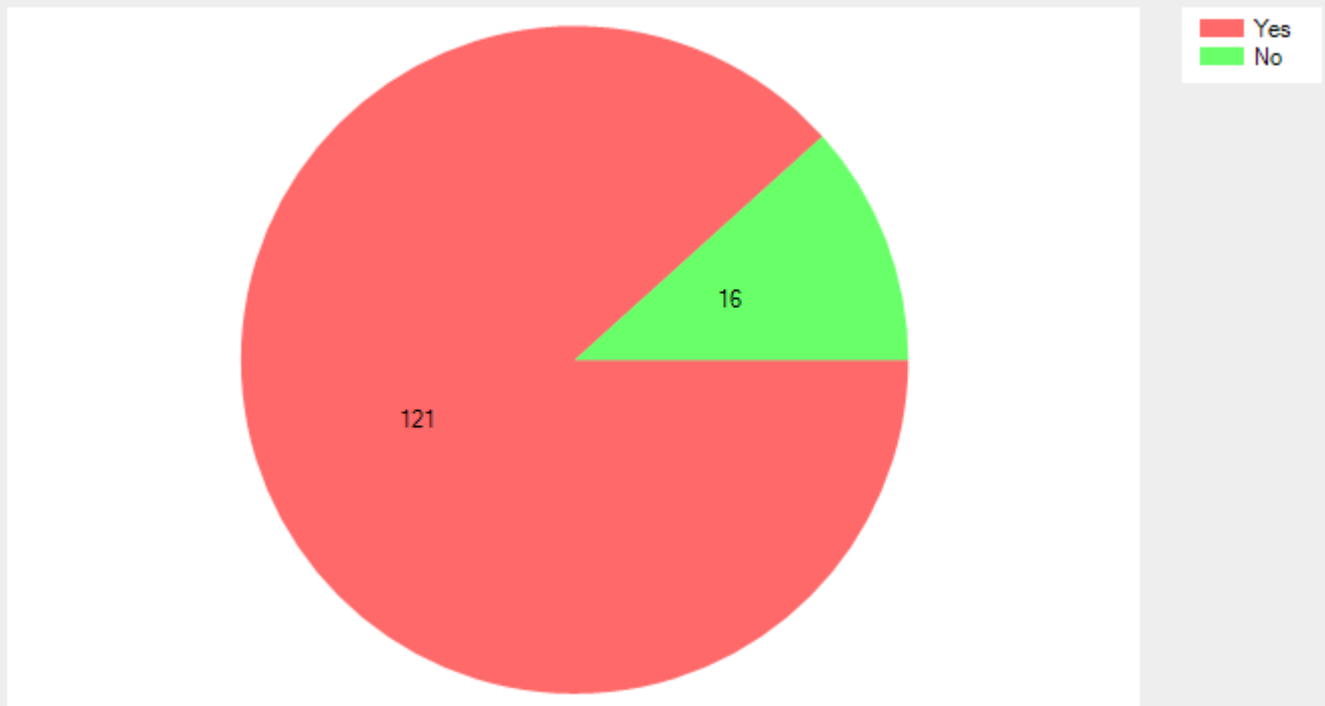
- Yes - **116** (84.7%).
- No - **21** (15.3%).
- No response - **0** (0.0%).



Have you have a problem in the last 3 months that you feel has needed a GP's attention?

- Yes - **121** (88.3%).
- No - **16** (11.7%).
- No response - **0** (0.0%).

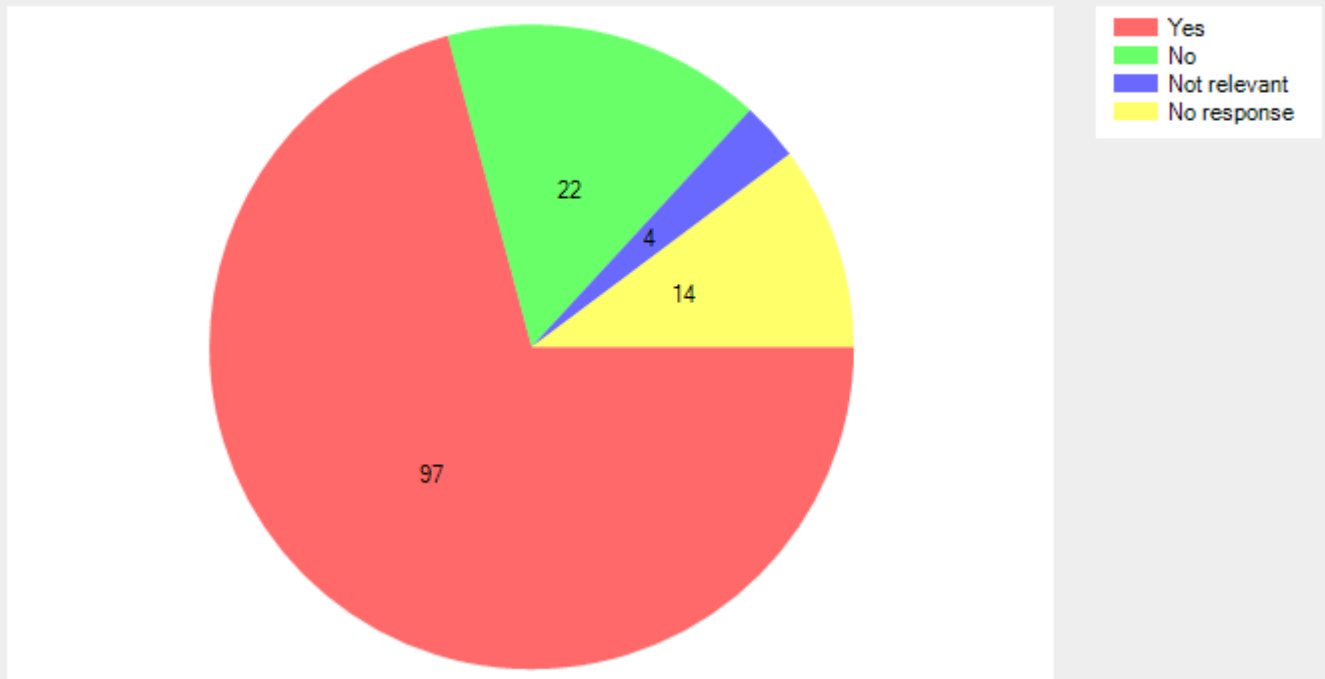
Have you have a problem in the last 3 months that you feel has needed a GP's attention?



If you answered “yes” to Question 2, were you able to liaise with a GP at Balmoral Surgery regarding your problem? (Through a telephone consultation/face to face consultation or eConsult?)

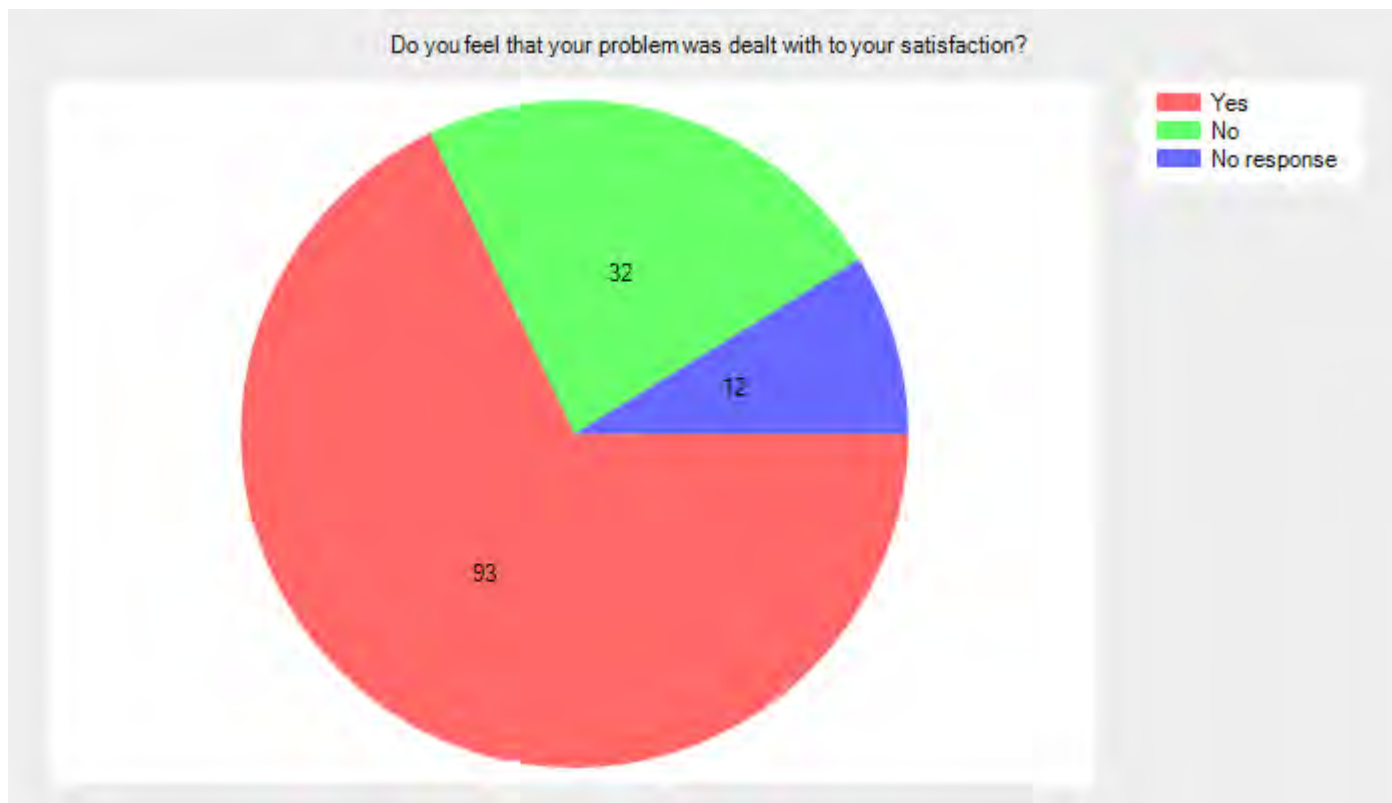
- Yes - **97** (70.8%).
- No - **22** (16.1%).
- Not relevant - **4** (2.9%).
- No response - **14** (10.2%).

If you answered "yes" to Question 2, were you able to liaise with a GP at Balmoral Surgery regarding your problem? (Through a telephone consultation/face to face consultation or eConsult?)



Do you feel that your problem was dealt with to your satisfaction?

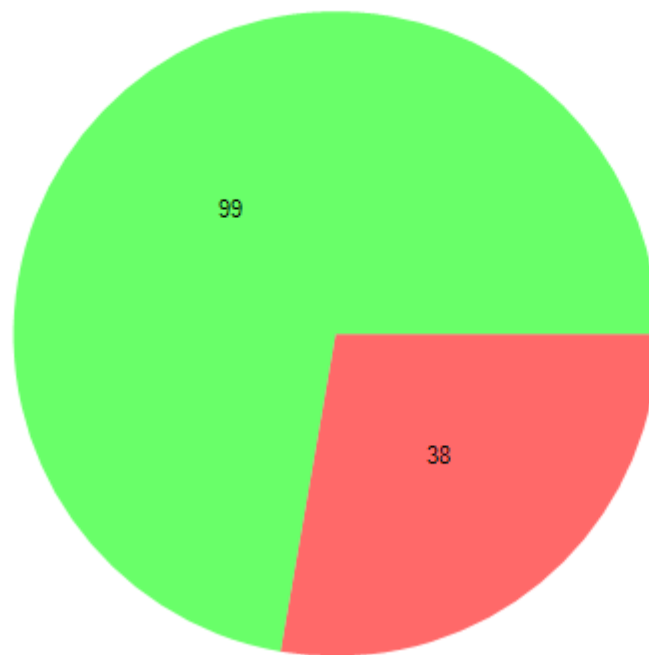
- Yes - **93** (67.9%).
- No - **32** (23.4%).
- No response - **12** (8.8%).



**Have you seen one of our Advanced Care Practitioners in the last 3 months?
(Due to the difficulty recruiting GPs, our GPs are now supported by
Advanced Health Professionals, including an Advanced Nurse Practitioner
and a Paramedic Practitioner)**

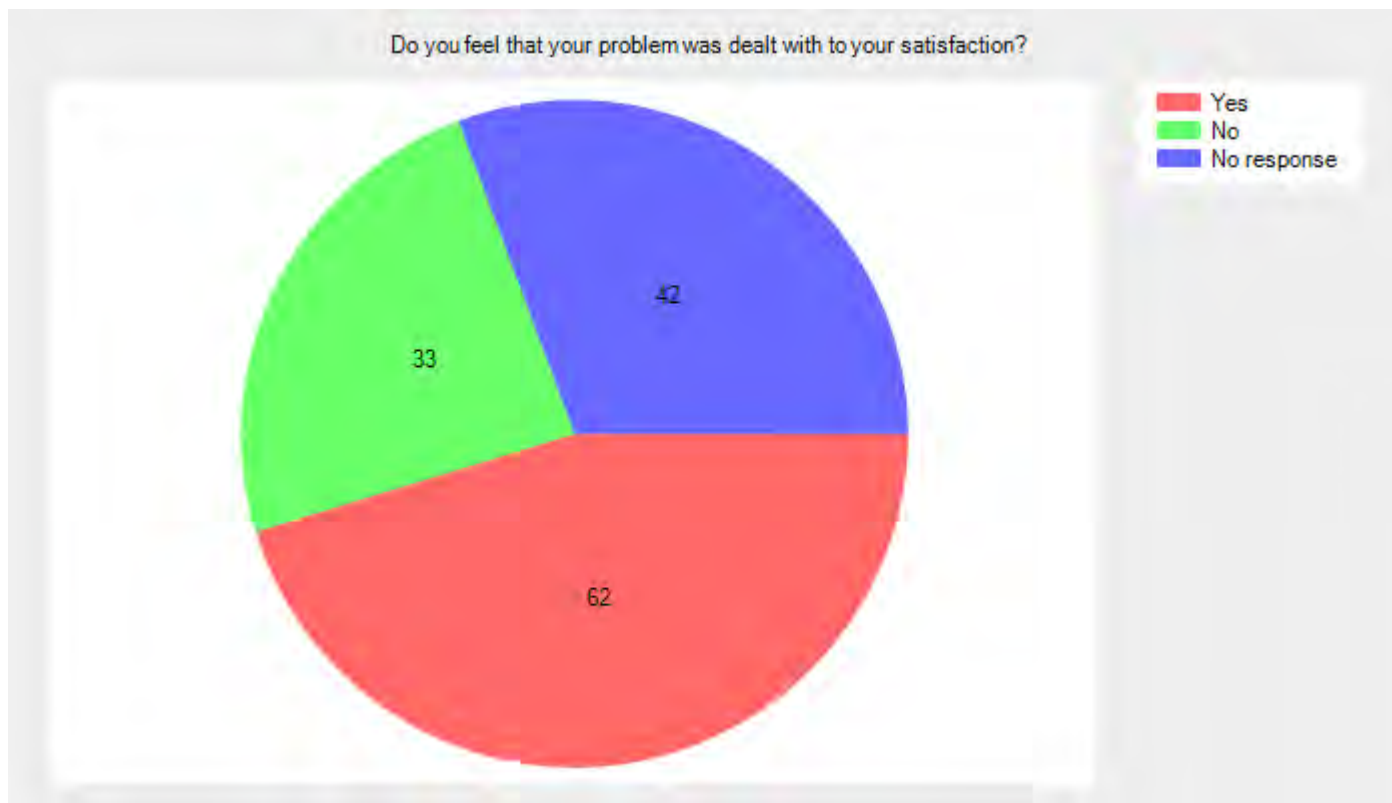
- Yes - **38** (27.7%).
- No - **99** (72.3%).
- No response - **0** (0.0%).

Have you seen one of our Advanced Care Practitioners in the last 3 months? (Due to the difficulty recruiting GPs, our GPs are now supported by Advanced Health Professionals, including an Advanced Nurse Practitioner and a Paramedic Practitioner)



Do you feel that your problem was dealt with to your satisfaction?

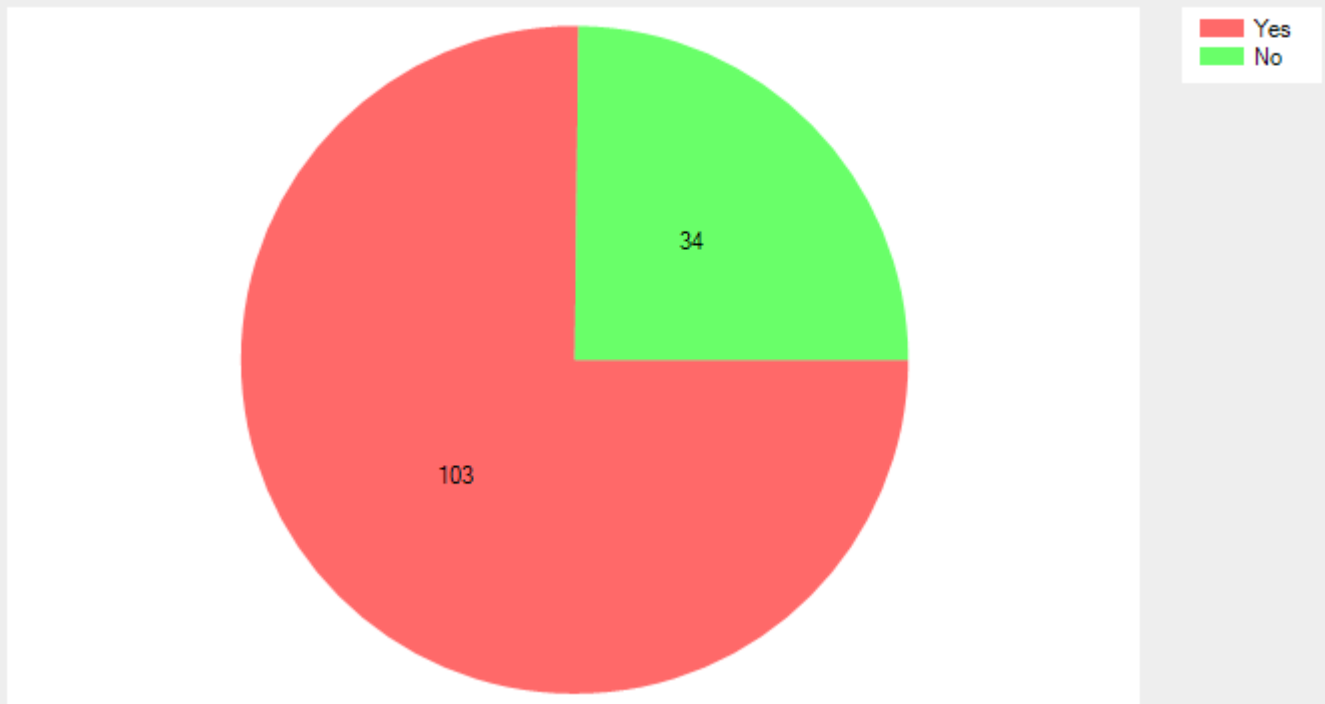
- Yes - **62** (45.3%).
- No - **33** (24.1%).
- No response - **42** (30.7%).



Are you aware that there is a walk in Urgent Treatment Centre, with access to a GP, at Deal Hospital which is open from 8am – 8pm?

- Yes - **103** (75.2%).
- No - **34** (24.8%).
- No response - **0** (0.0%).

Are you aware that there is a walk in Urgent Treatment Centre, with access to a GP, at Deal Hospital which is open from 8am - 8pm?



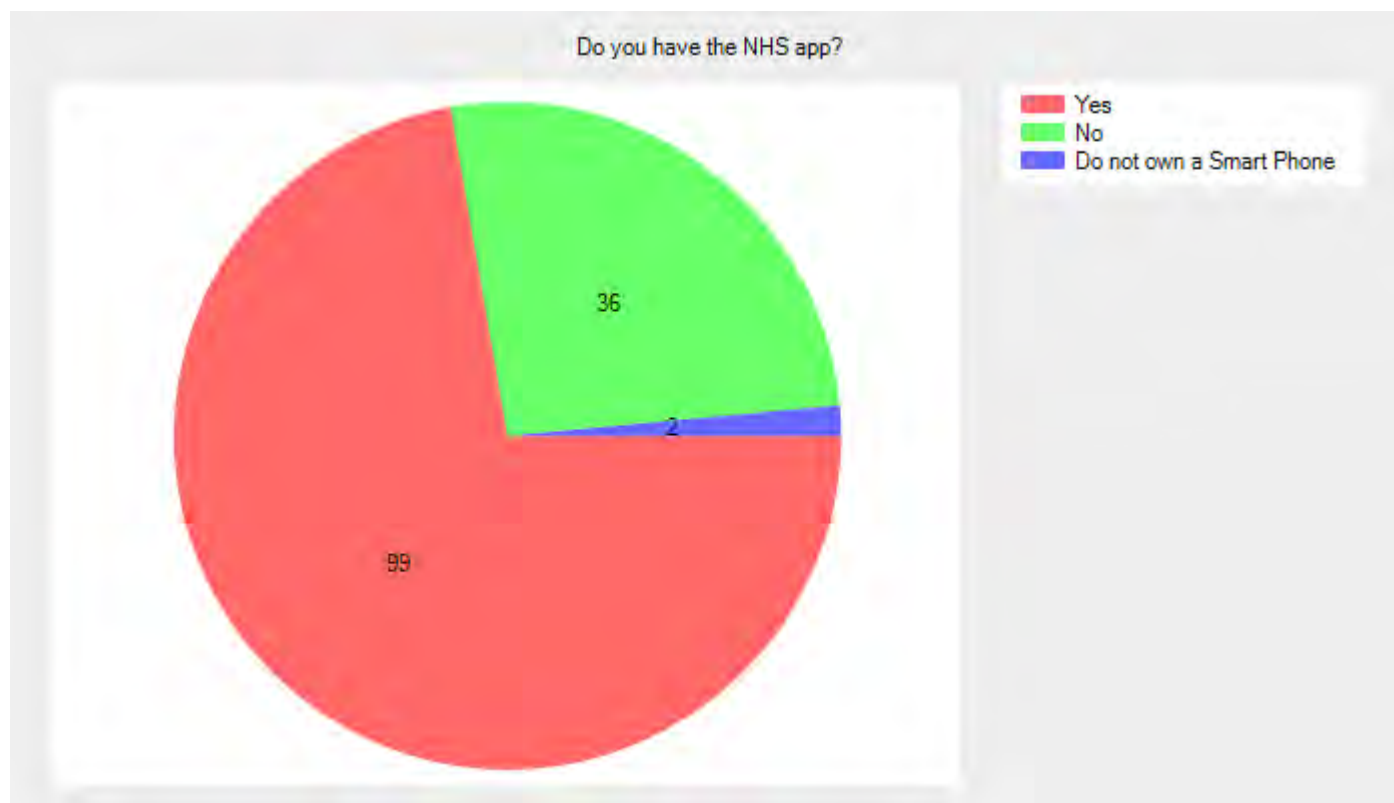
If you have ever visited our Practice Website, do you find it informative?

- Yes - **71** (51.8%).
- No - **33** (24.1%).
- Not visited - **33** (24.1%).
- No response - **0** (0.0%).



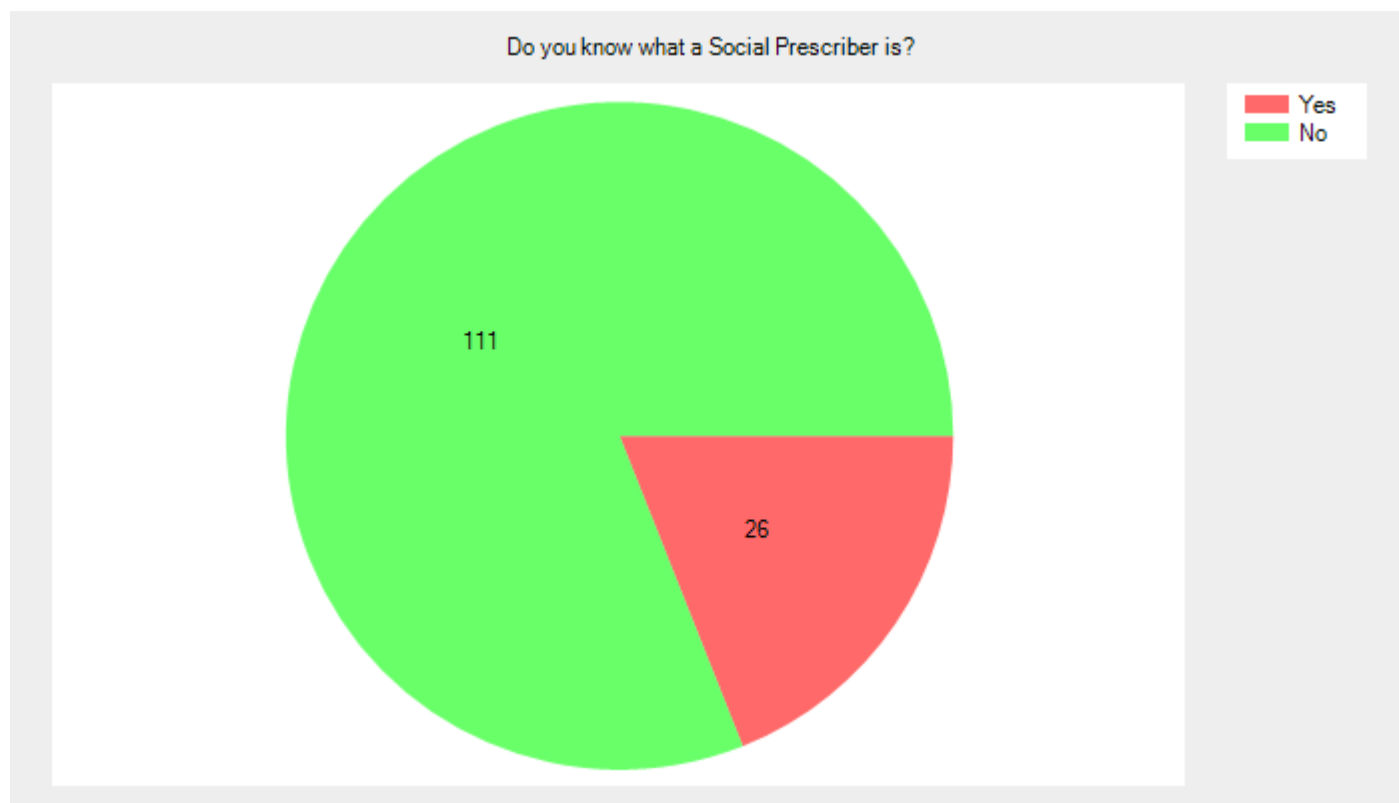
Do you have the NHS app?

- Yes - **99** (72.3%).
- No - **36** (26.3%).
- Do not own a Smart Phone - **2** (1.5%).
- No response - **0** (0.0%).



Do you know what a Social Prescriber is?

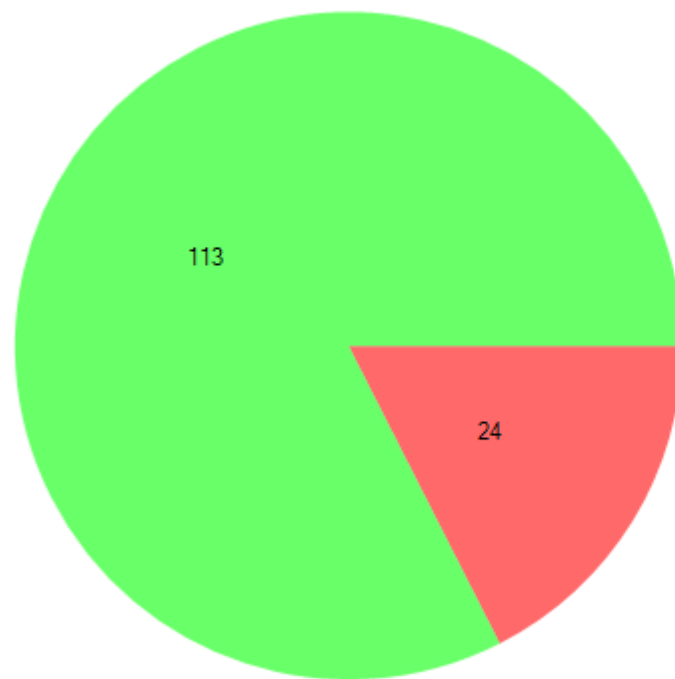
- Yes - **26** (19.0%).
- No - **111** (81.0%).
- No response - **0** (0.0%).



Are you aware that Balmoral Surgery, as part of the Deal and Sandwich Primary Care Network, has access to Social Prescribers?

- Yes - **24** (17.5%).
- No - **113** (82.5%).
- No response - **0** (0.0%).

Are you aware that Balmoral Surgery, as part of the Deal and Sandwich Primary Care Network, has access to Social Prescribers?



Yes
No