

# Newport Pagnell Medical Centre

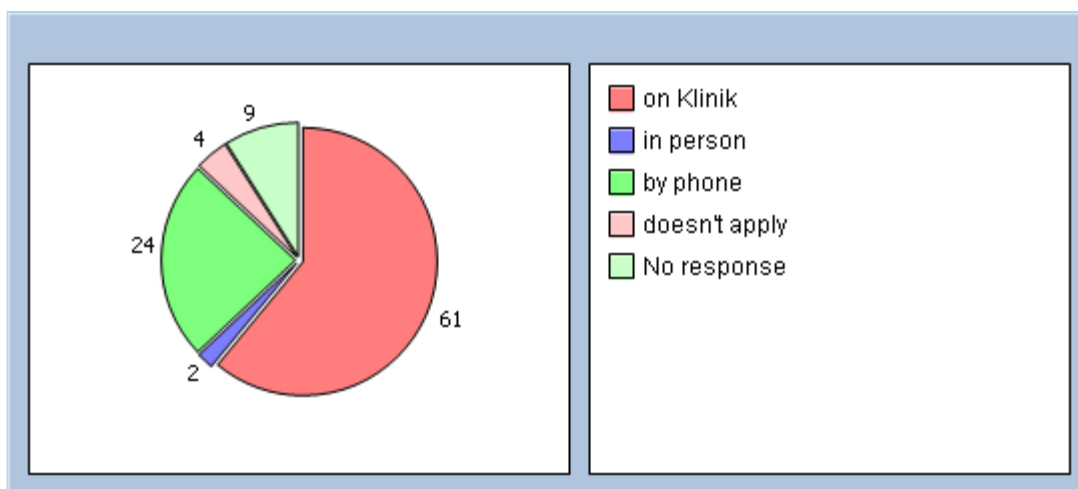
## Patient Survey 2022

**Number of Responses:** 117

### Patient Survey 2022

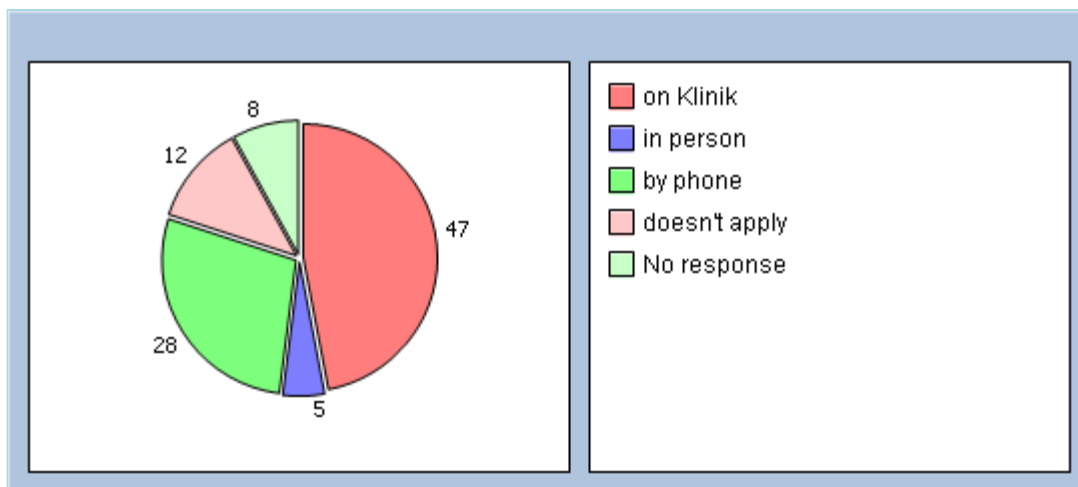
#### How do you normally book your appointments to see a doctor at NPMC?

on Klinik	<b>61%</b>
in person	<b>2%</b>
by phone	<b>24%</b>
doesn't apply	<b>4%</b>
No response	<b>9%</b>



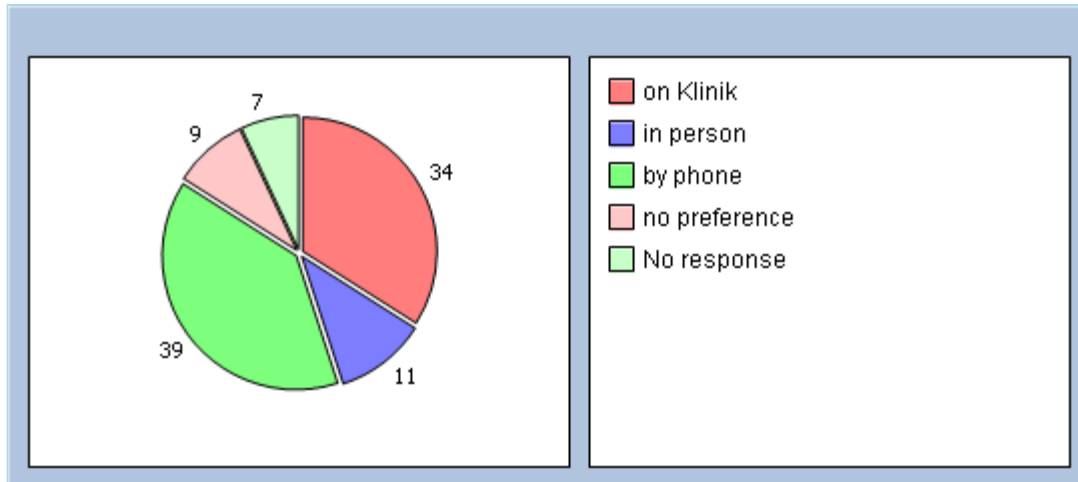
#### How do you normally book your appointments to see a nurse at NPMC?

on Klinik	<b>47%</b>
in person	<b>5%</b>
by phone	<b>28%</b>
doesn't apply	<b>12%</b>
No response	<b>8%</b>



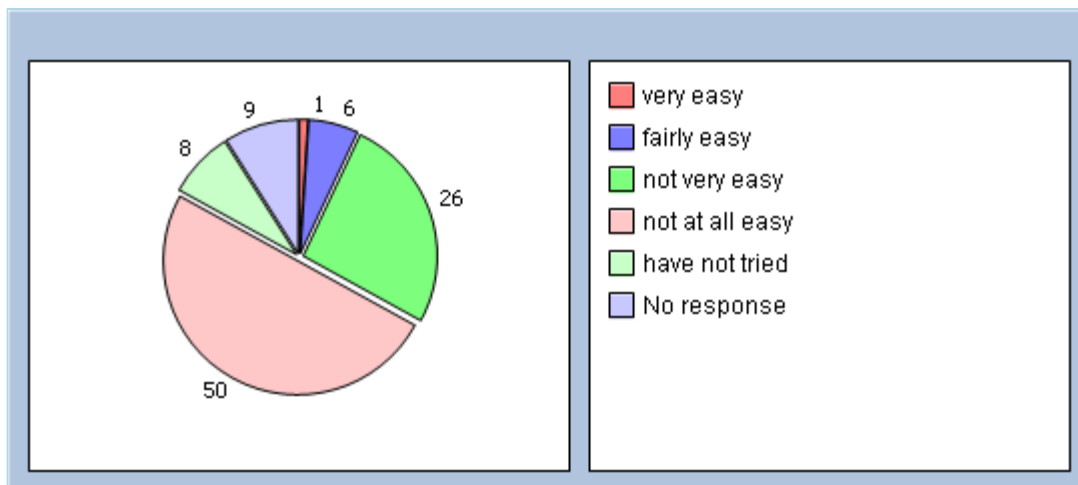
**Which of the following methods would you prefer to use to book an appointment at NPMC?**

on Klinik	<b>34%</b>
in person	<b>11%</b>
by phone	<b>39%</b>
no preference	<b>9%</b>
No response	<b>7%</b>



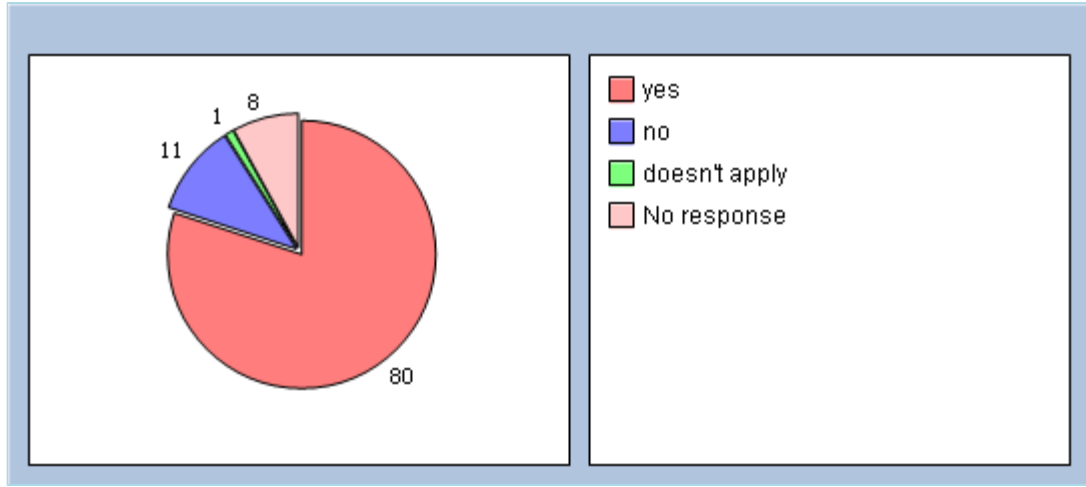
**How easy is it to get through to someone on the phone?**

very easy	<b>1%</b>
fairly easy	<b>6%</b>
not very easy	<b>26%</b>
not at all easy	<b>50%</b>
have not tried	<b>8%</b>
No response	<b>9%</b>



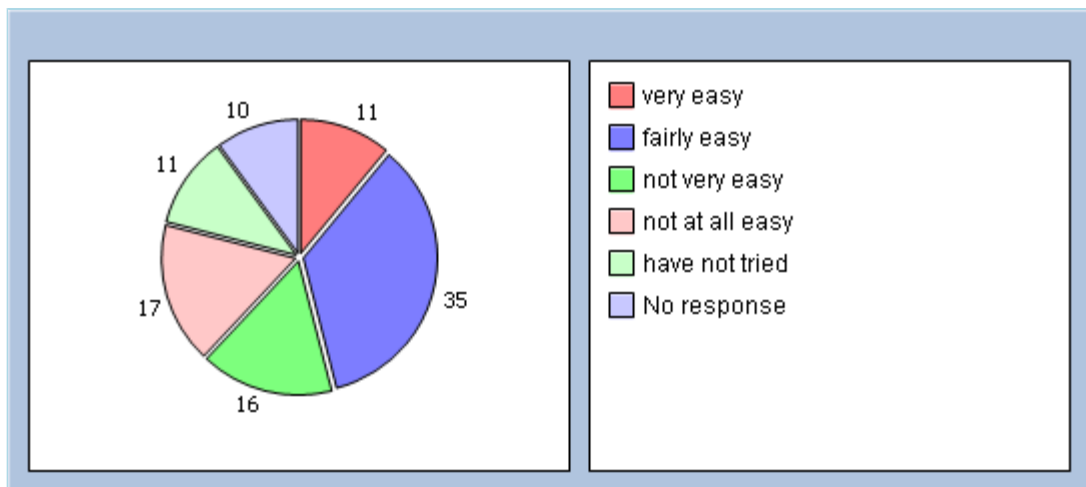
**Are you aware of how to access the Klinik online, our triage system?**

yes	<b>80%</b>
no	<b>11%</b>
doesn't apply	<b>1%</b>
No response	<b>8%</b>



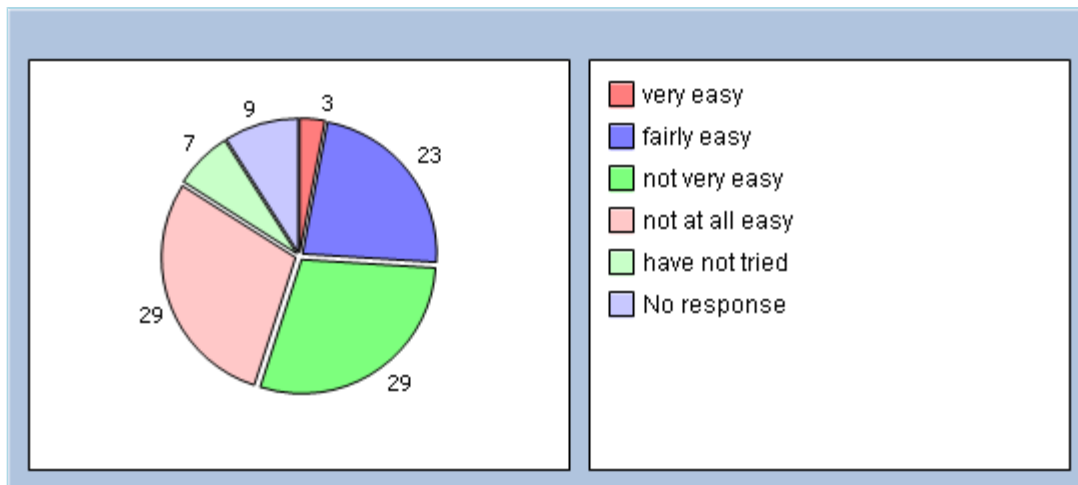
**If you use the Klinik online system to book appointments, how do you find it?**

very easy	<b>11%</b>
fairly easy	<b>35%</b>
not very easy	<b>16%</b>
not at all easy	<b>17%</b>
have not tried	<b>11%</b>
No response	<b>10%</b>



**Overall, how easy is it to get an appointment to speak to a clinician at NPMC?**

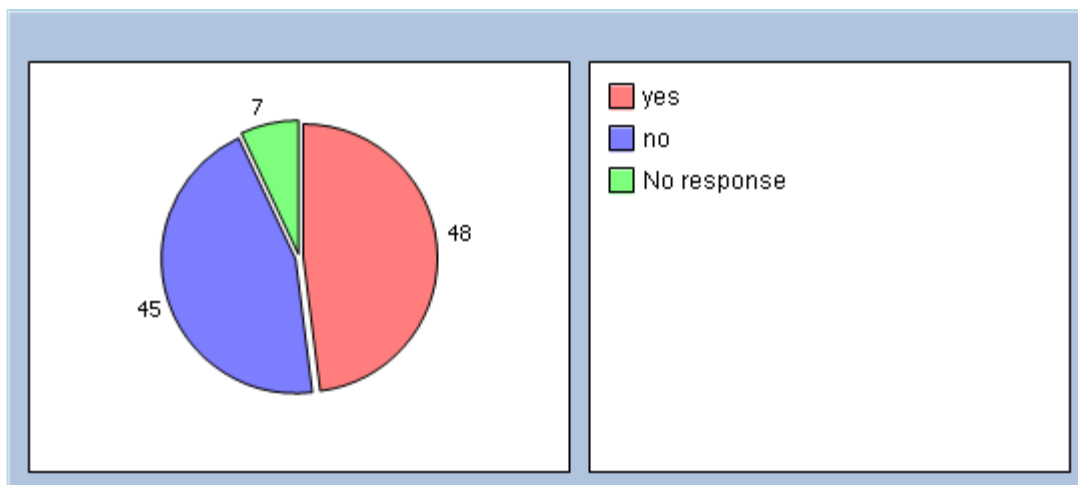
very easy	<b>3%</b>
fairly easy	<b>23%</b>
not very easy	<b>29%</b>
not at all easy	<b>29%</b>
have not tried	<b>7%</b>
No response	<b>9%</b>



**During the COVID pandemic, we made changes to our appointments and consult with many patients over the phone or by video link, but still do face to face appointments when both patient and clinician feel it is necessary:**

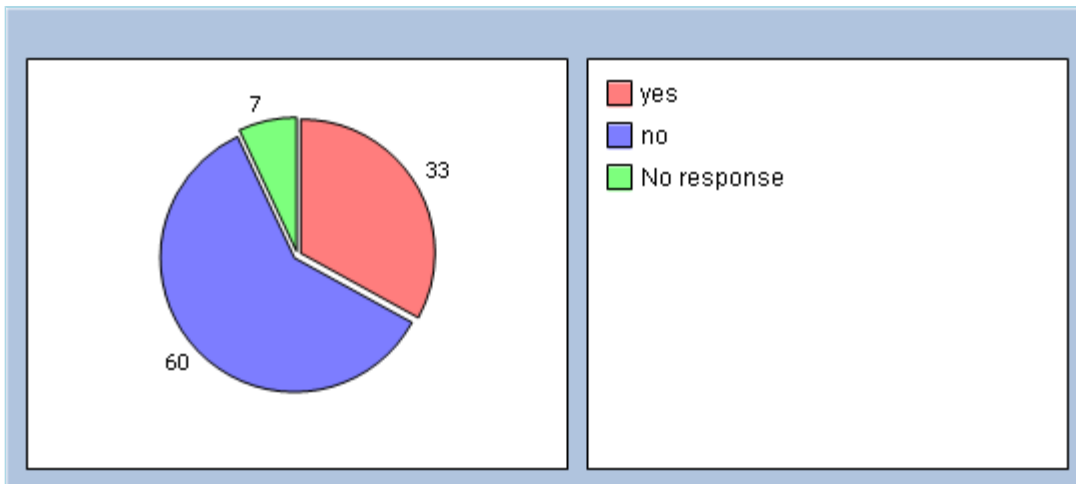
- **Are you aware that you can still request to see a doctor face to face as a pre-bookable appointment but that this will be preceded by a telephone call?**

yes	<b>48%</b>
no	<b>45%</b>
No response	<b>7%</b>



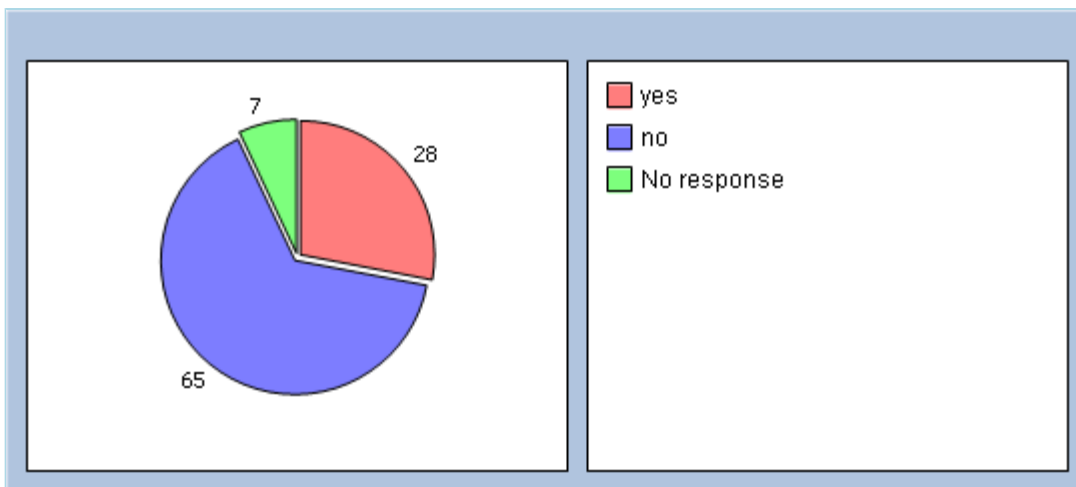
- **Are you aware that you can speak to a clinician on the same day if you have an urgent problem?**

yes	<b>33%</b>
no	<b>60%</b>
No response	<b>7%</b>



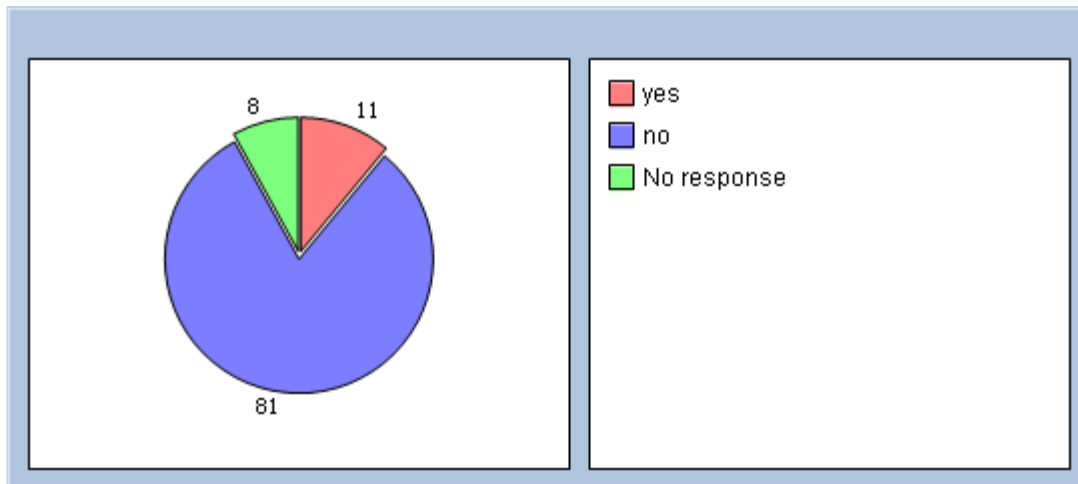
• **Are you aware that you can pre-book telephone consultations to discuss test results etc?**

yes	<b>28%</b>
no	<b>65%</b>
No response	<b>7%</b>



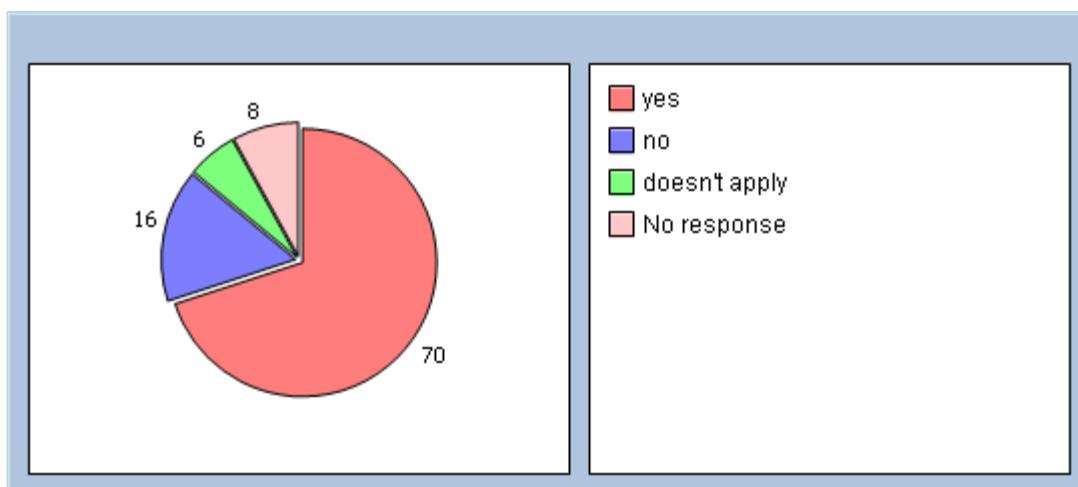
• **Are you aware of the MK Health Extra appointments which allow you to speak to a clinician between 18.30 - 21.00 during the week or 08.00 - 18.00 on Saturday and Sunday?**

yes	<b>11%</b>
no	<b>81%</b>
No response	<b>8%</b>



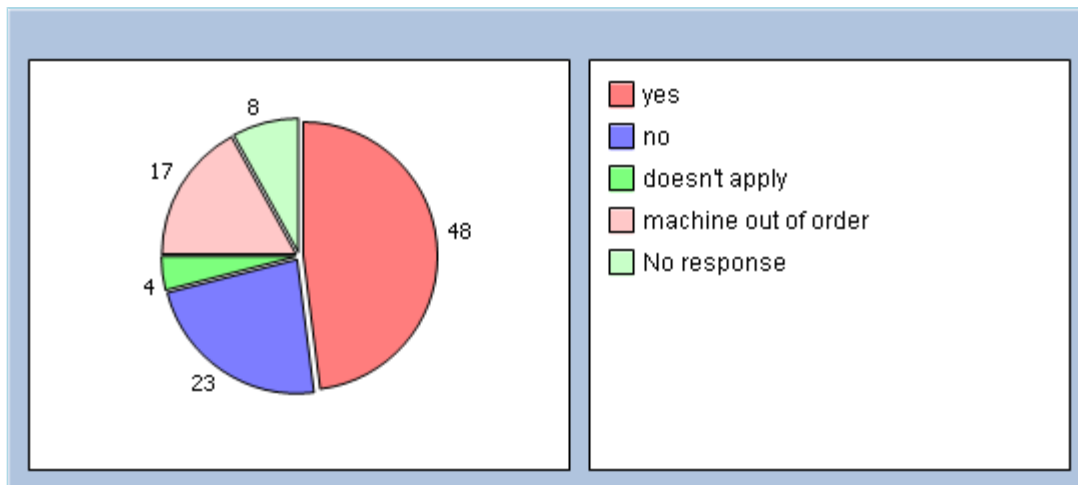
**The last time you came to the practice, were you greeted in a welcoming way?**

yes	<b>70%</b>
no	<b>16%</b>
doesn't apply	<b>6%</b>
No response	<b>8%</b>



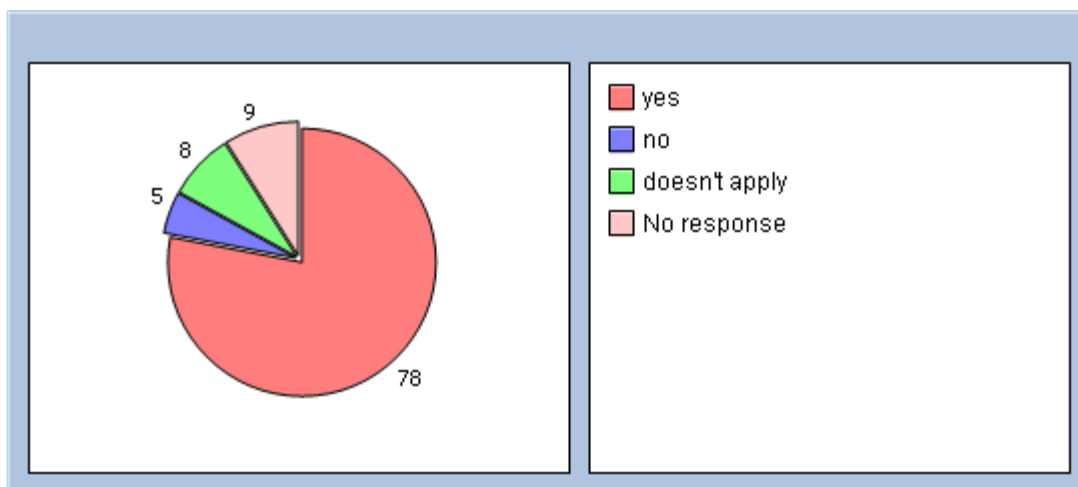
**If you came in for an appointment, did you use the self check-in machine?**

yes	<b>48%</b>
no	<b>23%</b>
doesn't apply	<b>4%</b>
machine out of order	<b>17%</b>
No response	<b>8%</b>



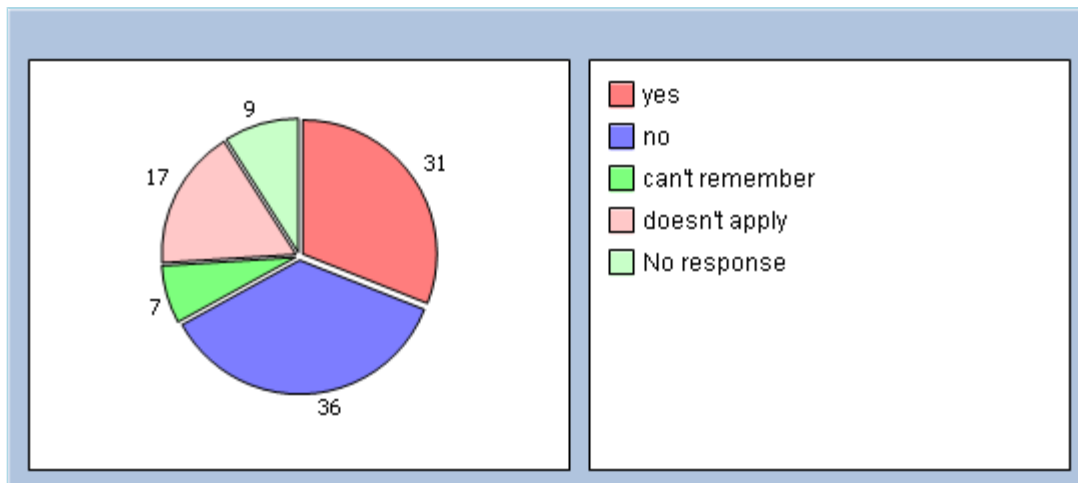
**Were you directed to the correct waiting room? Or the correct person?**

yes	<b>78%</b>
no	<b>5%</b>
doesn't apply	<b>8%</b>
No response	<b>9%</b>



**Think about the last time you tried to see a clinician at short notice, were you able to either see or speak to a doctor/minor illness nurse on the same day or make an appointment to see a doctor within a timeframe that suited you?**

yes	<b>31%</b>
no	<b>36%</b>
can't remember	<b>7%</b>
doesn't apply	<b>17%</b>
No response	<b>9%</b>



**If you weren't able to be seen within a timeframe that suited you when the medical centre was open, what was the reason for this? Please select all that apply.**

no available appointments	<b>29%</b>
times offered didn't suit	<b>8%</b>
not offered preferred doctor	<b>6%</b>
other reason	<b>7%</b>
not applicable	<b>48%</b>

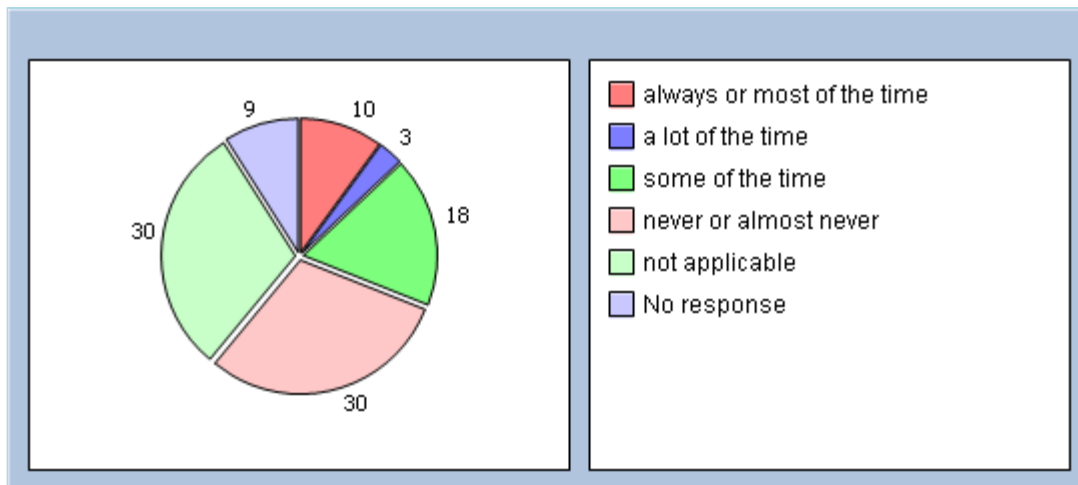
**If you were unable to make an appointment, did you use an alternative NHS service?**

Pharmacy First	<b>12%</b>
Urgent Care Centre	<b>11%</b>
111	<b>11%</b>
A&E	<b>5%</b>
another service	<b>12%</b>

**If there is a doctor you prefer to see, how often do you get to see this doctor?**

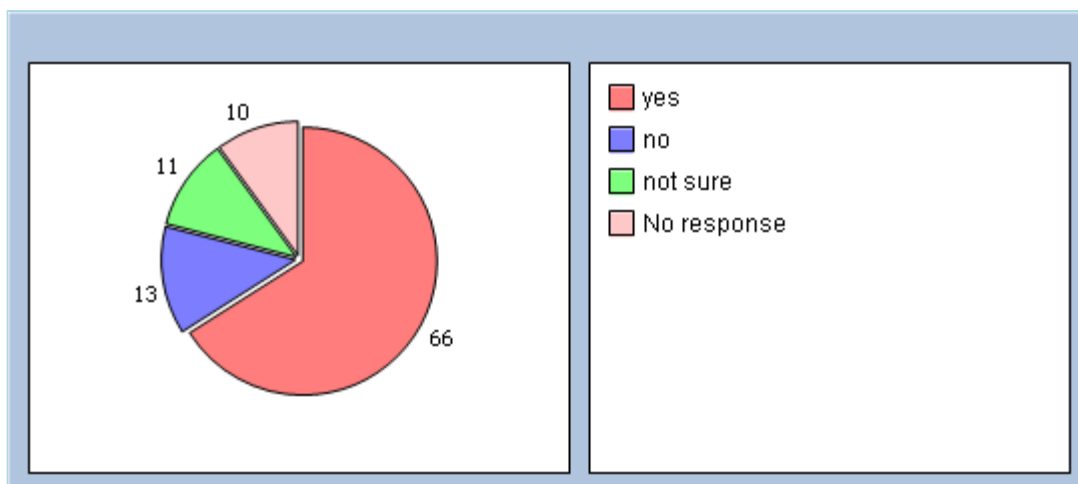
always or most of the time	<b>10%</b>
a lot of the time	<b>3%</b>
some of the time	<b>18%</b>
never or almost never	<b>30%</b>
not applicable	<b>30%</b>
No response	<b>9%</b>





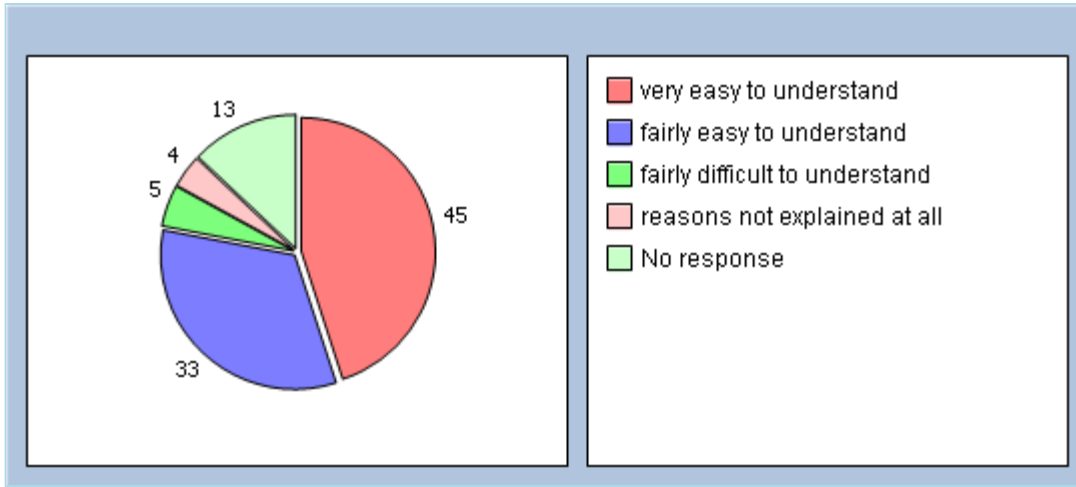
**Would you like to be able to contact a doctor by email to ask about some routine matters?**

yes	<b>66%</b>
no	<b>13%</b>
not sure	<b>11%</b>
No response	<b>10%</b>



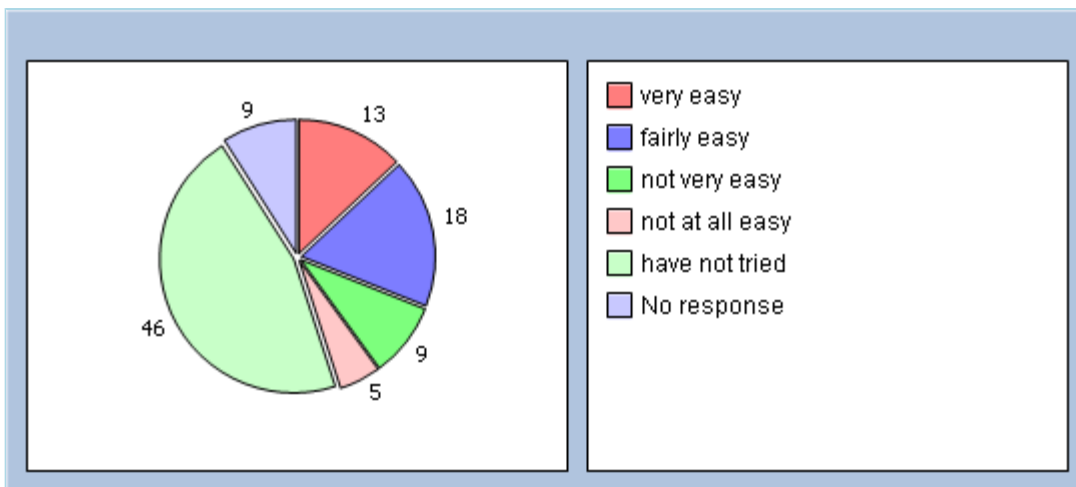
**Remembering your last visit to see a doctor, did the doctor explain the reasons for their action in a way that you found easy to understand?**

very easy to understand	<b>45%</b>
fairly easy to understand	<b>33%</b>
fairly difficult to understand	<b>5%</b>
very difficult to understand	<b>0%</b>
reasons not explained at all	<b>4%</b>
No response	<b>13%</b>



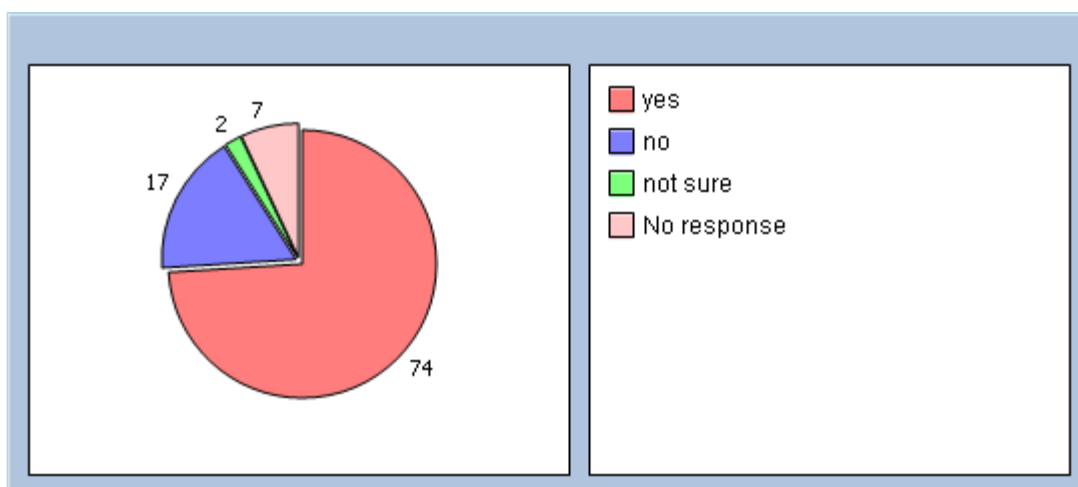
**If you have had an online consultation with a clinician, how did you find it?**

very easy	<b>13%</b>
fairly easy	<b>18%</b>
not very easy	<b>9%</b>
not at all easy	<b>5%</b>
have not tried	<b>46%</b>
No response	<b>9%</b>



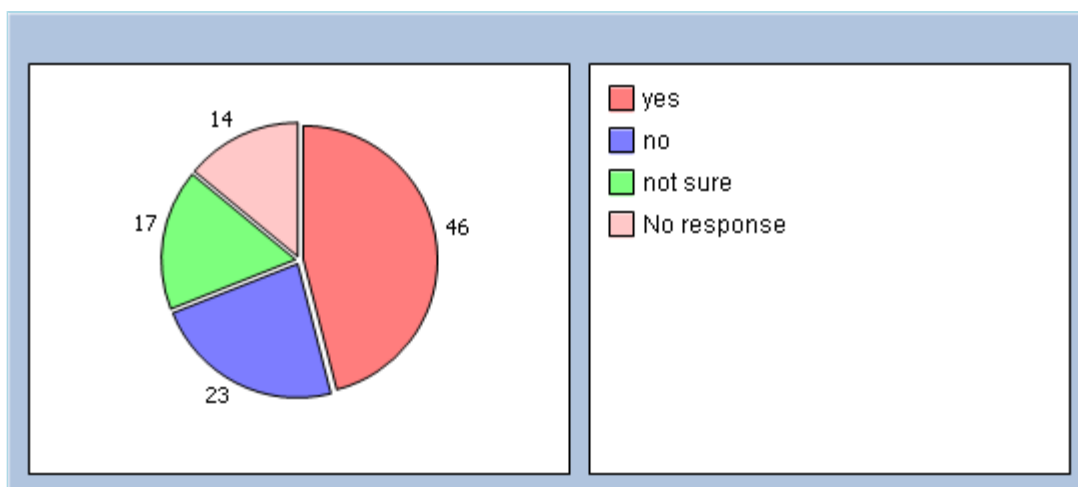
**Are you aware that you can see test results online?**

yes	<b>74%</b>
no	<b>17%</b>
not sure	<b>2%</b>
No response	<b>7%</b>



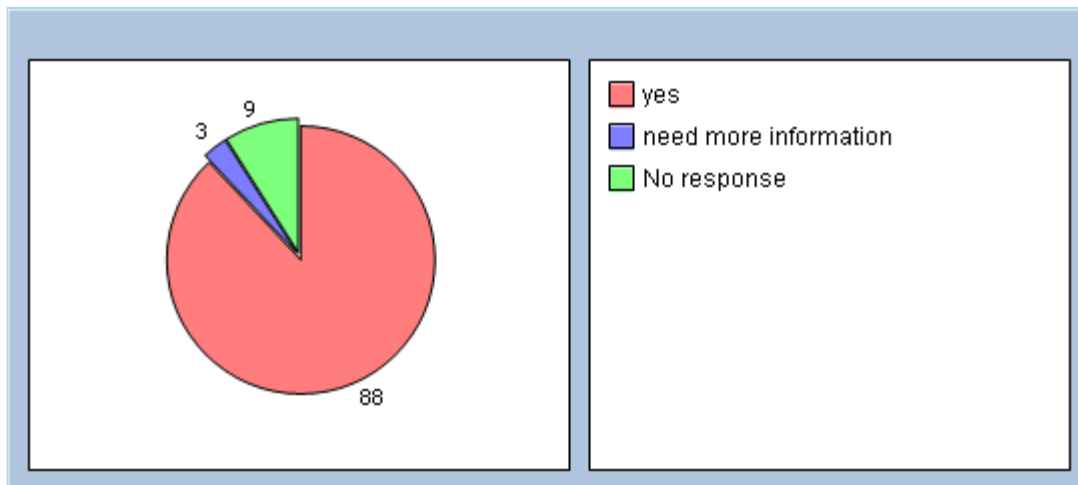
**If you are aware and you review your results online, are they easy to understand?**

yes	<b>46%</b>
no	<b>23%</b>
not sure	<b>17%</b>
No response	<b>14%</b>



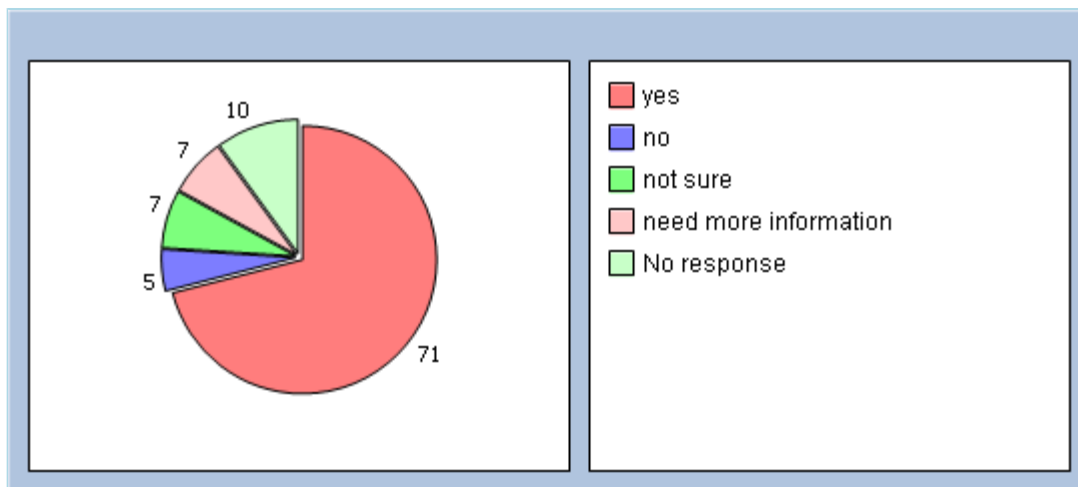
**Are you familiar with the principle of patient confidentiality and consent?**

yes	<b>88%</b>
no	<b>0%</b>
not sure	<b>0%</b>
need more information	<b>3%</b>
No response	<b>9%</b>



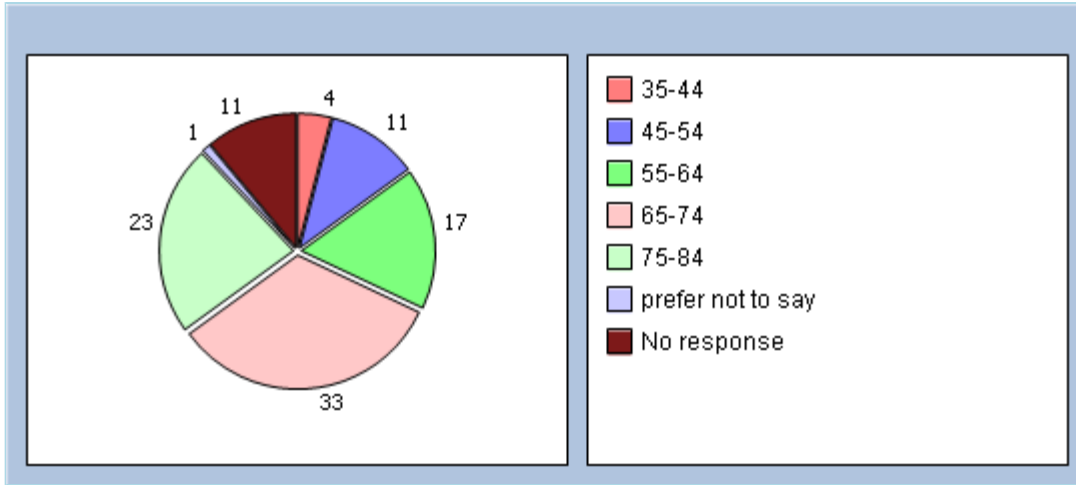
**Do you feel that we respect your wishes regarding patient confidentiality?**

yes	<b>71%</b>
no	<b>5%</b>
not sure	<b>7%</b>
need more information	<b>7%</b>
No response	<b>10%</b>



**What age group are you in?**

under 18	<b>0%</b>
18-24	<b>0%</b>
25-34	<b>0%</b>
35-44	<b>4%</b>
45-54	<b>11%</b>
55-64	<b>17%</b>
65-74	<b>33%</b>
75-84	<b>23%</b>
85 and over	<b>0%</b>
prefer not to say	<b>1%</b>
No response	<b>11%</b>



**Please enter any comments you wish in the box below. If you have a comment that you would like a response to or you no longer wish to take part in these surveys please can you provide your name and email address so that we can respond to you or remove you from the list. Thank you for taking the time to complete this survey.**

Delete Responses