

Beechfield Medical Centre Patient Experience Survey 2023

342

Responses

01:58

Average time to complete

Closed

Status

1. Thinking about your recent contact with your GP practice, how easy was it for you to seek medical care or advice? This could include contact with a healthcare professional in person, through a telephone call, video consultation, or written interaction (email / text message / online form).

● Extremely easy	99
● Somewhat easy	92
● Neutral	44
● Somewhat not easy	52
● Extremely not easy	55



2. How do you feel about the length of time you waited for care or advice after first contacting the practice?

● I received care or advice as soo...	194
● I should have received care or a...	78
● I should have received care or a...	70



3. Which of these was the main way you received care or advice on this occasion?

● In person	129
● A telephone call	191
● A video consultation	4
● A written interaction (e.g. email/...	8
● Other	10



4. How well did that work?

● Extremely well	133
● Somewhat well	69
● Neutral	61
● Somewhat not well	41
● Extremely not well	38



5. Overall, thinking about the reason you wanted care or advice, were your needs met?

● Yes, definitely	138
● Yes, to some extent	117
● No, not at all	76
● Don't know/can't say	11



6. Overall, how would you describe your experience of your GP practice on this occasion?

Positive	140
Above average	38
Average	72
Below average	47
Negative	45

