**PATIENT SURVEY RESULTS JULY 2020**

We have had 39 responses to our survey. The responses are noted below.

1. Are you aware that we are open during this Covid-19 pandemic?

YES 97% NO 3%

1. If you have contacted the surgery in the last 6 months, did you find this easy to do?

YES 74% NO 26%

1. Do you know the different ways you can contact us?

YES NO

Phone 100% 0%

Patient Partner 44% 56%

NHS App 36% 62%

SystmOnline 77% 23%

DoctorLink 18% 82%

1. What is your preferred method of accessing services at the surgery?

Phone 59%

Patient Partner 3%

SystmOnline 51%

Face to Face 13%

NHS App 5%

1. Are you aware of Live Well Link Well?

YES 10% NO 90%

1. Are you aware we have a Pharmacist who can deal with mediation reviews and queries?

YES 28% NO 54%

1. Are you aware we now have a Social Prescriber who can deal with mobility and equipment, home adaptations, safety and security, looking after someone, getting out and about and money worries?

YES 8% NO 67%

1. How have you found the telephone triage system (speaking to the Doctor first)?

Good 41%

Not Used 38%

Not Good 15%

1. Have you used our website (laindonmedicalgroup.nhs.uk) to find out how to access services?

YES 67% NO 33%

If you answered YES to question 9, did you find the information that you were looking for on the website?

YES 26% NO 15%