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| --- | --- | --- | --- |
| Results 2015-2016  Question | YES | NO | SOMETIMES |
| 1. The last time you saw a clinician at the surgery did they involve you in decisions about your care? | 146 | 21 |  |
| 1. When visiting the GP/Nurse do you feel rushed? | 37 | 147 | 2 |
| 1. When visiting the GP/Nurse do you think they listen and understand your concerns? | 135 | 28 | 10 |
| 1. The last time you were prescribed any medication were any possible side effects explained to you? | 112 | 72 | 1 |
| 1. Are you aware that the practice has a website where you can make and cancel appointments and order prescriptions? | 116 | 69 |  |
| 1. Are you aware that, if you cancel an appointment early on the day it is due, the slot can probably be offered to someone else and so not wasted? | 182 | 4 |  |
| 1. Your dentist or hospital will probably have consent to send you a text reminder of an upcoming appointment. Are you aware that the practice is not allowed to do this without your individual consent? | 83 | 100 |  |
| 1. If the practice was allowed to send you an automated test reminder, would this be something that you think would be useful to you personally? | 157 | 27 |  |
| 1. Do you think that the use of automated text reminders would help cut down the number of missed appointments? | 178 | 16 |  |
| 1. Have you yet made use of the Limes Medical Centre pilot weekend opening hours? | 29 | 156 |  |
| 1. If the answer to the last question is yes, did this save a visit to A and E? | 13 | 14 |  |
| 1. Do you think it would be useful for patients to be able to do their own weight and blood pressure in reception? | 75 | 102 |  |

Finally, in a sentence, please give your views about the most fair and effective way for the practice to respond to those who do not turn up for an appointment. (Of course, with exception of patients with certain conditions)

Charging patients – 19

2 Strikes and out - 4

3 strikes and out – 30

5 strikes and out – 1

Warning the struck off – 8

Wait longer for appointments – 3

3 reminders then meeting/letter – 8

Phone patients/send letter – 2

Suspend - 2

Nothing you can do – 1

Name and shame - 1

Home visit - 1

**Out of 186 surveys**