

Wallingbrook PPG Survey – Summer 2014

Approximately 400 survey sheets were distributed and responses were received from 209 patients.

Responses have been collated from 5 of the categories and then expressed as a percentage of the total.

Question 1 – Who do I want to help me?

This section focuses on those patients who were willing to see a Doctor other than their designated Doctor, as this has sometimes been raised as an issue at the Wallingbrook Patient Participation Group meeting.

153/209 (73.2%) of patients were willing to see an alternative Doctor in at least some circumstances.

Question 3 – Telephone Consultations.

This focuses on patients' preferences for telephone or face to face consultations. The statistics collated refer to those patients who did not want a telephone consultation at all, as it seems reasonable to assume that all other patients would be willing to consult over the phone.

35/209 (16.7%) did not wish to talk to a Doctor on the phone.

Question 5 - To Get to the Surgery...

This question addressed some concerns that have been raised concerning poor transport connections from outlying villages. Several respondents from Winkleigh made the point that it was easy to get to the Winkleigh Surgery, but attending Wallingbrook Surgery was more problematic. Most people experiencing difficulties accessing their surgery were in the older age groups or had a disability.

172/209 (82.2%) said that it was easy to access their surgery.

Question 7 – Are you... Disabled

A low number of people identify themselves as having a disability. This may be that they only consider wheelchair users to have a disability. However the Equality and Diversity Commission describe anyone with a life-affecting condition which lasts more than 12 months as having a disability. It is therefore possible that many more of our patients do in fact have a disability.

11\209 (5.2%) of patients declared that they have a disability.

Question 6 – Your Age

The table below indicates the number of patients in each age group who responded to the survey and the percentage of the total. These results may well reflect the demographic trend of the patient population of Wallingbrook Health Group as a whole.

Under 18	19-30	31-40	41-50	51-65	66-75	76+	No Age Given
3	9	7	10	46	50	30	13
1.4%	4.3%	3.4%	4.8%	22%	24%	14.3%	6.2%