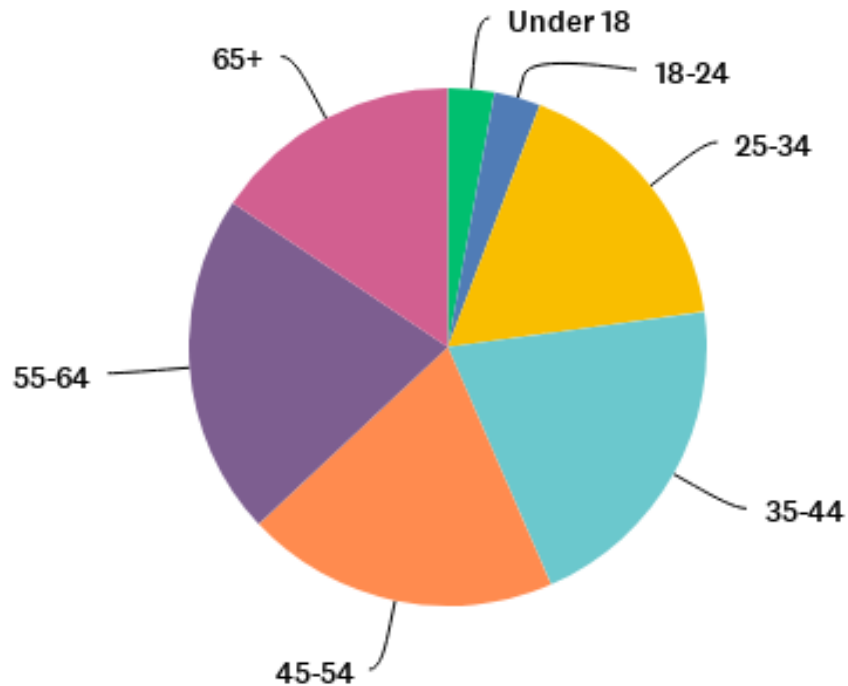


Consulting during Covid at Brocklebank Practice

A survey returned by 278 patients in
November and December 2020

We want to ensure our practice is available to all patients irrespective of age. Would you mind indicating which age-bracket you (the patient) falls into

Answered: 276 Skipped: 2



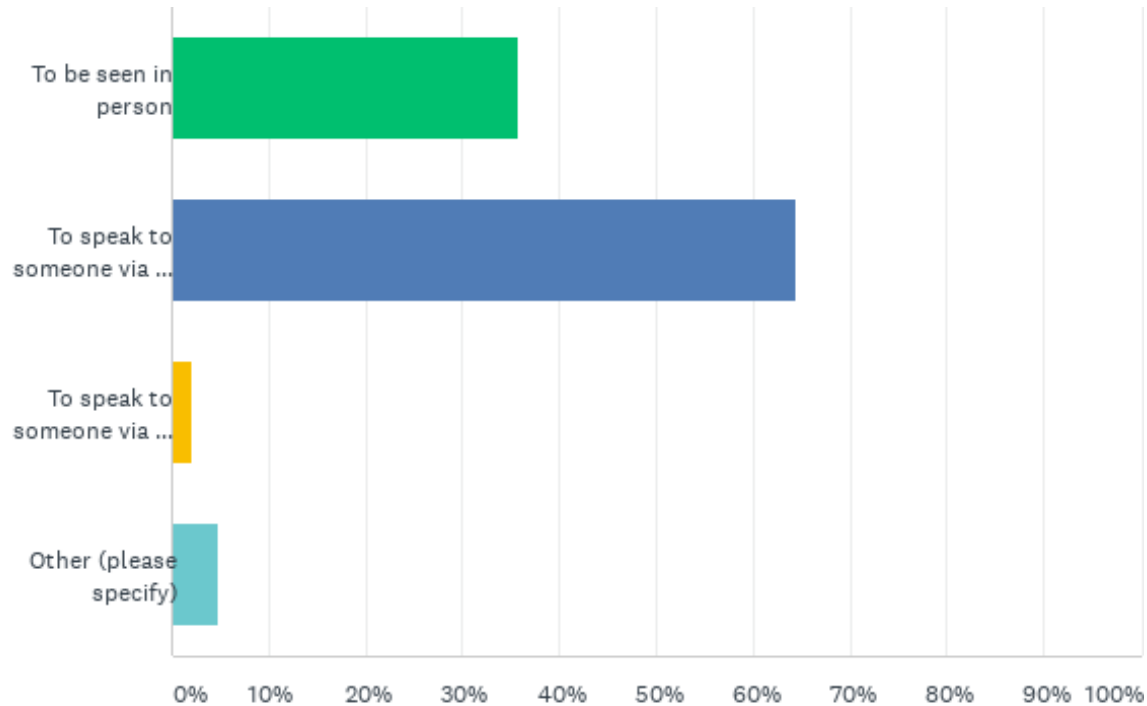
Q2: We want to ensure our practice is available to all patients irrespective of age. Would you mind indicating which age-bracket you (the patient) falls into

Answered: 276 Skipped: 2

ANSWER CHOICES	RESPONSES	
Under 18	2.90%	8
18-24	2.90%	8
25-34	17.03%	47
35-44	20.65%	57
45-54	19.57%	54
55-64	21.38%	59
65+	15.58%	43
TOTAL		276

Q4: As a result of your contact, what were you hoping to achieve?

Answered: 276 Skipped: 2



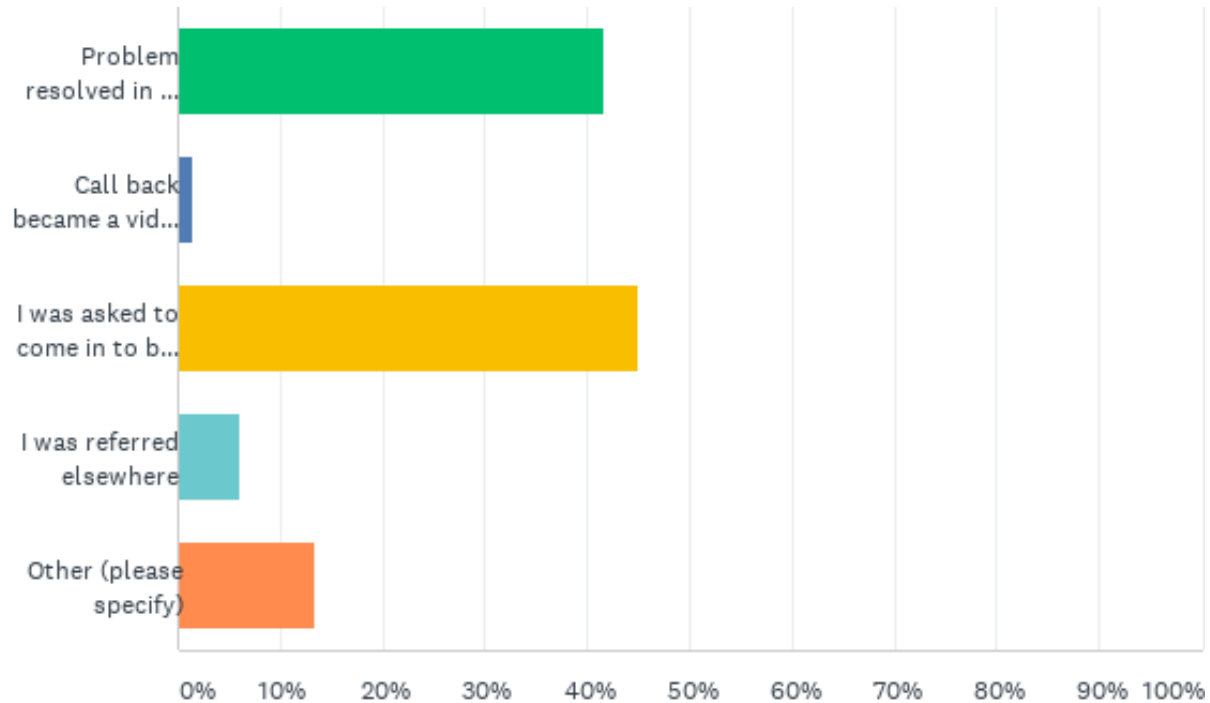
Q4: As a result of your contact, what were you hoping to achieve?

Answered: 276 Skipped: 2

ANSWER CHOICES	RESPONSES	
To be seen in person	35.87%	99
To speak to someone via the phone	64.49%	178
To speak to someone via a video link	2.17%	6
Other (please specify)	4.71%	13
Total Respondents: 276		

Q5: When you were contacted by the practice, what was the outcome?

Answered: 276 Skipped: 2



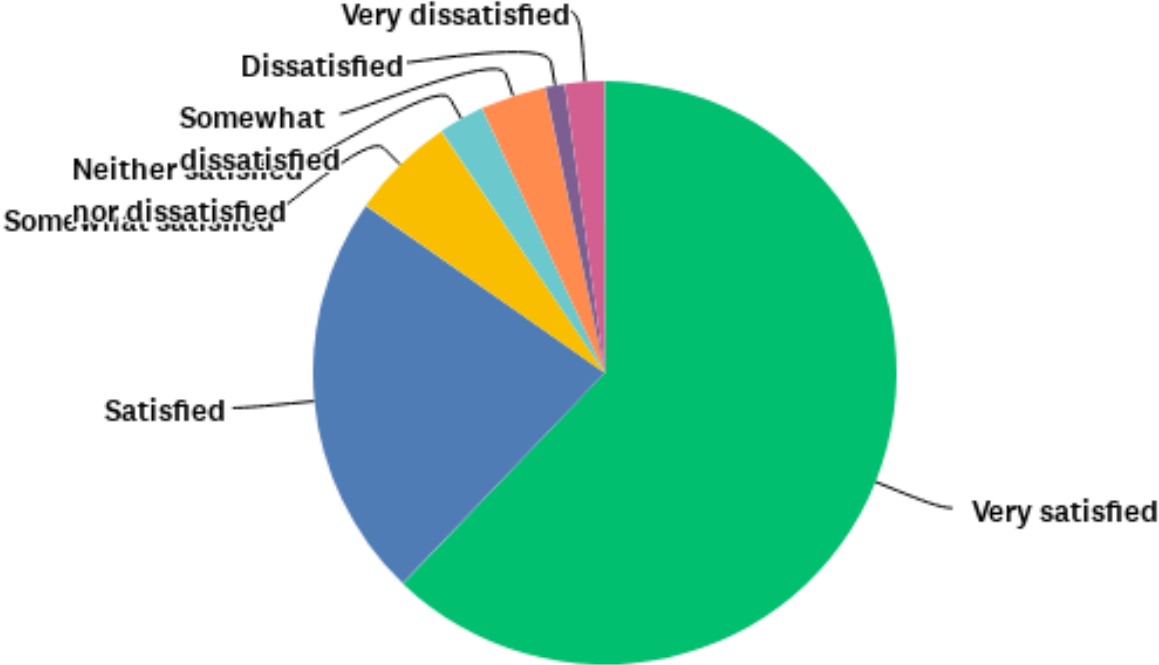
Q5: When you were contacted by the practice, what was the outcome?

Answered: 276 Skipped: 2

ANSWER CHOICES	RESPONSES	
Problem resolved in the first call	41.67%	115
Call back became a video consultation	1.45%	4
I was asked to come in to be seen in person	44.93%	124
I was referred elsewhere	6.16%	17
Other (please specify)	13.41%	37
Total Respondents: 276		

Q6: How happy were you with the outcome of your call

Answered: 275 Skipped: 3



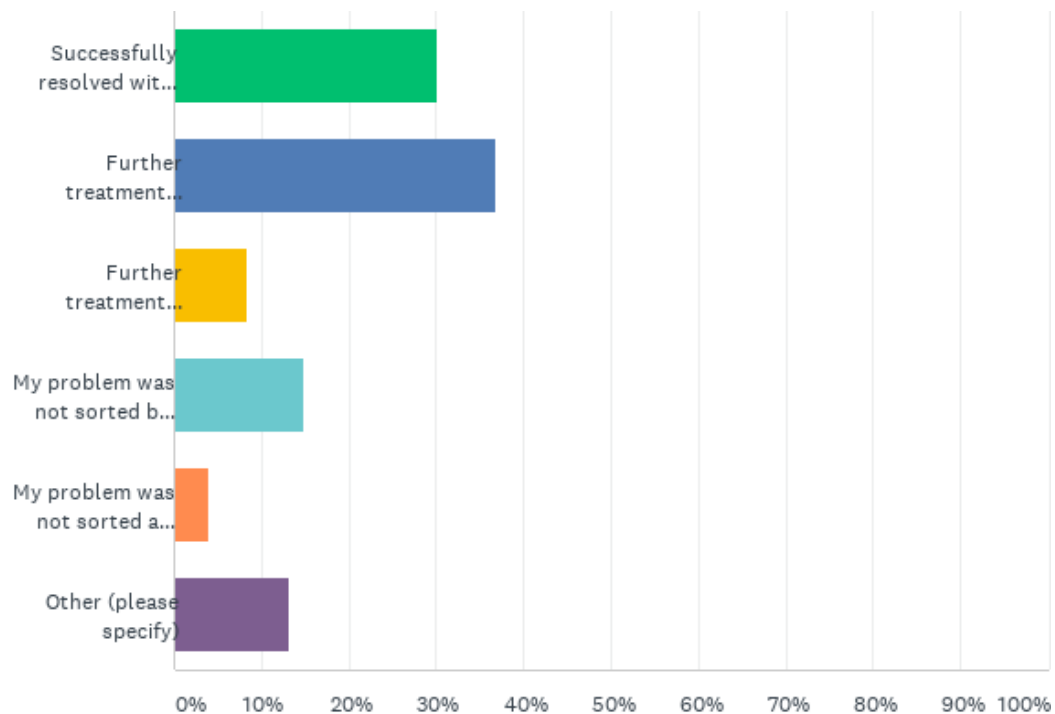
Q6: How happy were you with the outcome of your call

Answered: 275 Skipped: 3

ANSWER CHOICES	RESPONSES	
Very satisfied	62.18%	171
Satisfied	22.55%	62
Somewhat satisfied	5.82%	16
Neither satisfied nor dissatisfied	2.55%	7
Somewhat dissatisfied	3.64%	10
Dissatisfied	1.09%	3
Very dissatisfied	2.18%	6
TOTAL		275

Q7: As a result of your treatment is your problem

Answered: 275 Skipped: 3



Q7: As a result of your treatment is your problem

Answered: 275 Skipped: 3

ANSWER CHOICES	RESPONSES	
Successfully resolved with one consultation	30.18%	83
Further treatment needed and these are planned	36.73%	101
Further treatment needed but not currently planned	8.36%	23
My problem was not sorted but further investigations are needed	14.91%	41
My problem was not sorted and I dont know what to do next	4.00%	11
Other (please specify)	13.09%	36
Total Respondents: 275		