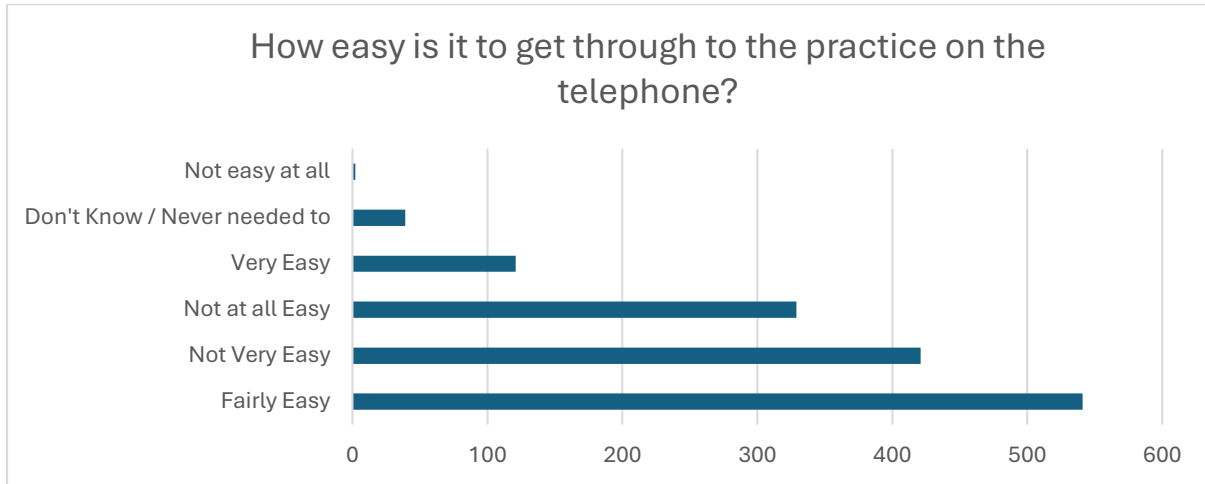
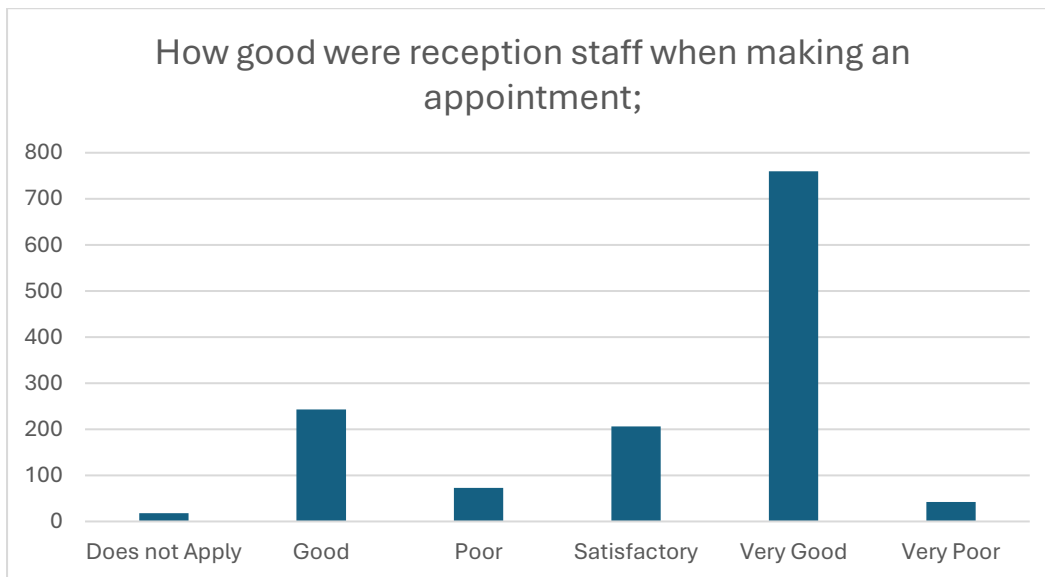


Castlecroft Medical Practice Patient Survey 2024 Results

Total Responses: 1464

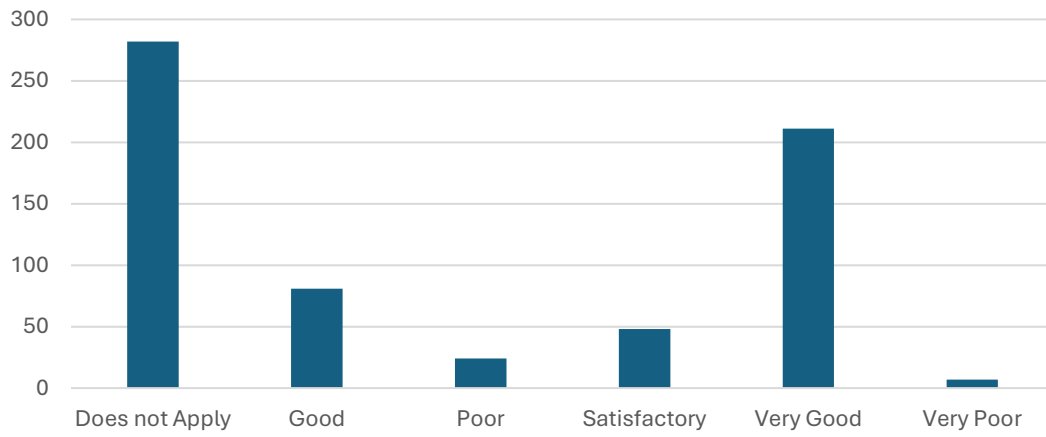


Answer	Responses	Question %	Survey %
Fairly Easy	541	37%	37%
Not Very Easy	421	29%	29%
Not at all Easy	329	23%	22%
Very Easy	121	8%	8%
Don't Know / Never needed to	39	3%	3%
Not easy at all	2	0%	0%
Total	1453		



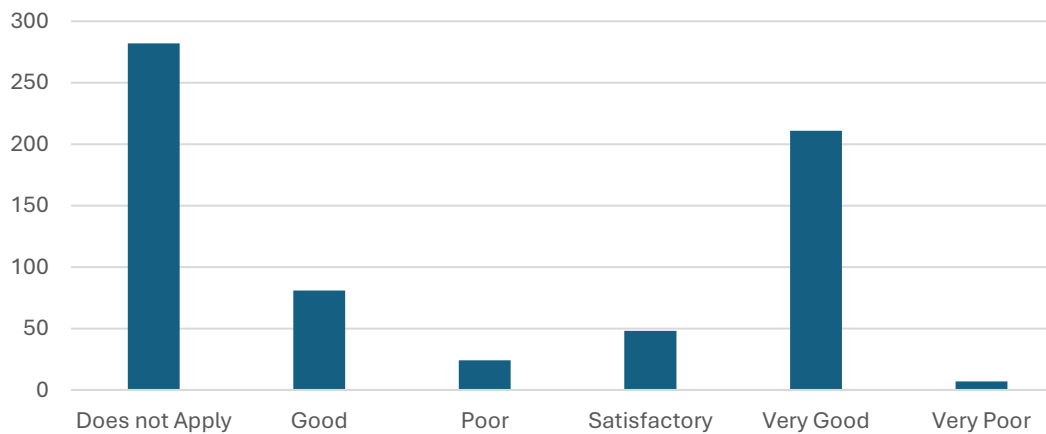
Answer	Responses	Question %	Survey %
Does not Apply	18	1%	1%
Good	243	28%	29%
Poor	73	5%	5%
Satisfactory	206	14%	14%
Very Good	760	50%	52%
Very Poor	42	3%	3%
Total	1342		

How good were reception staff when submitting a triage request



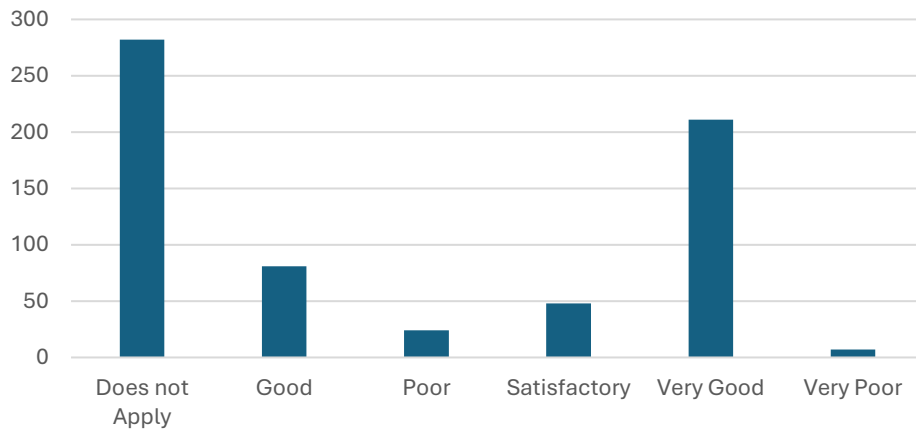
Answer	Responses	Question %	Survey %
Does not Apply	200	28%	14%
Good	123	17%	8%
Poor	37	5%	3%
Satisfactory	92	13%	6%
Very Good	249	35%	17%
Very Poor	13	2%	1%
Total	714		

How good were reception staff when requesting a home visit



Answer	Responses	Question %	Survey %
Does not Apply	405	74%	28%
Good	29	5%	2%
Poor	16	3%	1%
Satisfactory	17	3%	1%
Very Good	68	12%	5%
Very Poor	10	2%	1%
Total	545		

How good were reception staff when responding to other matters



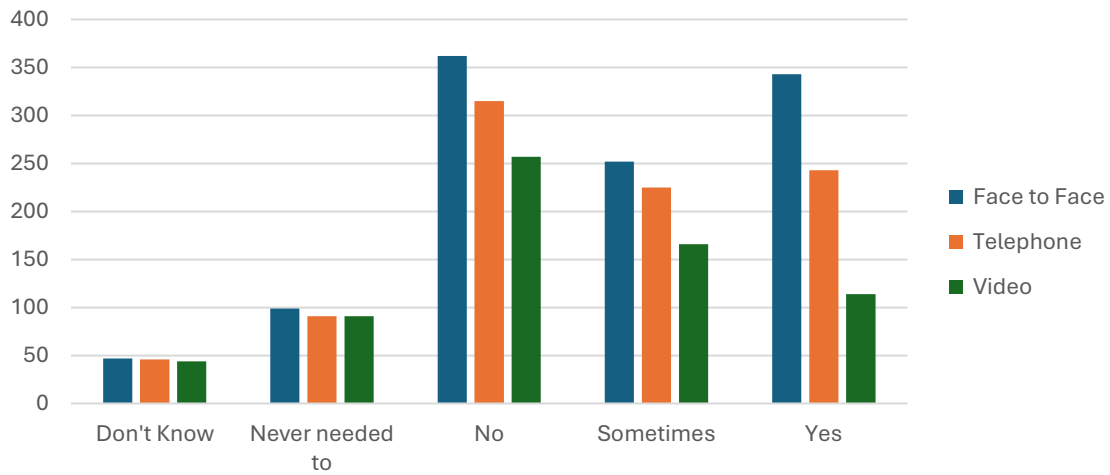
Answer	Responses	Question %	Survey %
Does not Apply	282	43%	19%
Good	81	12%	6%
Poor	24	4%	2%
Satisfactory	48	7%	3%
Very Good	211	32%	14%
Very Poor	7	1%	0%
Total	653		

How good were health professional staff at listening when providing a service to you?



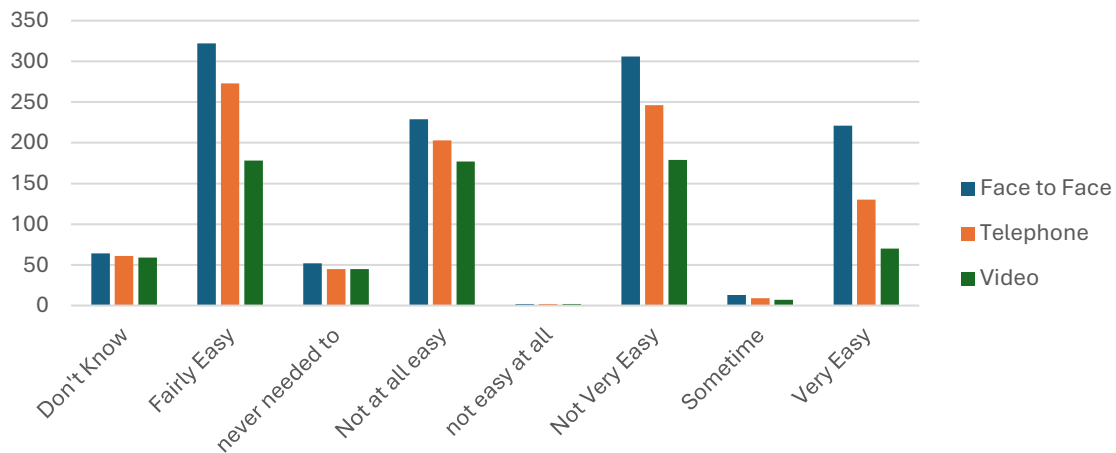
	GP	ANP	FCP	PN	MHP	CP	Grand Total
Does not Apply	40	37	37	37	36	36	223
Good	185	130	104	127	97	101	744
Poor	15	8	8	7	7	8	53
Satisfactory	96	77	65	71	62	64	435
Very Good	1018	608	386	602	346	349	3309
Very Poor	10	8	8	8	8	8	50

If you need an urgent appointment with a HCP can you obtain one the same day?



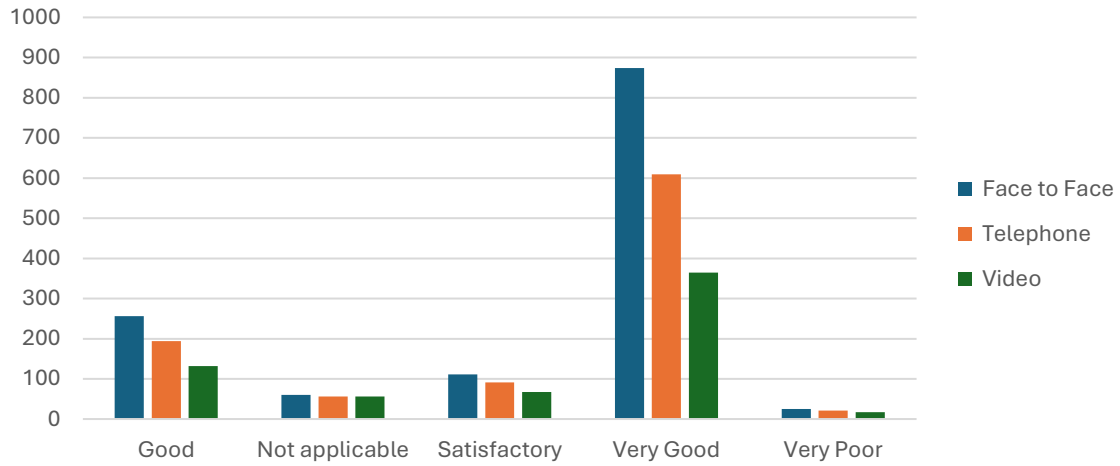
	Face to Face	Telephone	Video	Grand Total
Don't Know	47	46	44	137
Never needed to	99	91	91	281
No	362	315	257	934
Sometimes	252	225	166	643
Yes	343	243	114	700

How easy is it to book an appointment ahead?



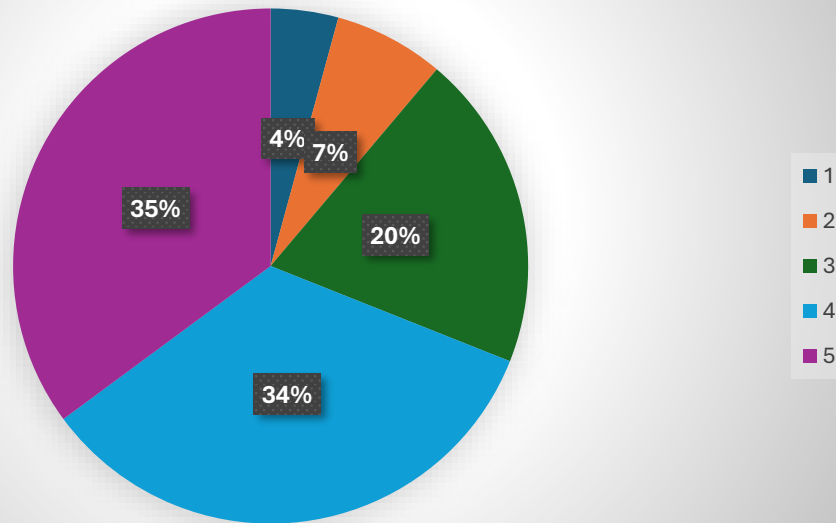
	Face to Face	Telephone	Video	Grand Total
Don't Know	64	61	59	184
Fairly Easy	322	273	178	773
never needed to	52	45	45	142
Not at all easy	229	203	177	609
not easy at all	2	2	2	6
Not Very Easy	306	246	179	731
Sometime	13	9	7	29
Very Easy	221	130	70	421

If you have had an appointment, how would you rate its effectiveness in meeting your needs?

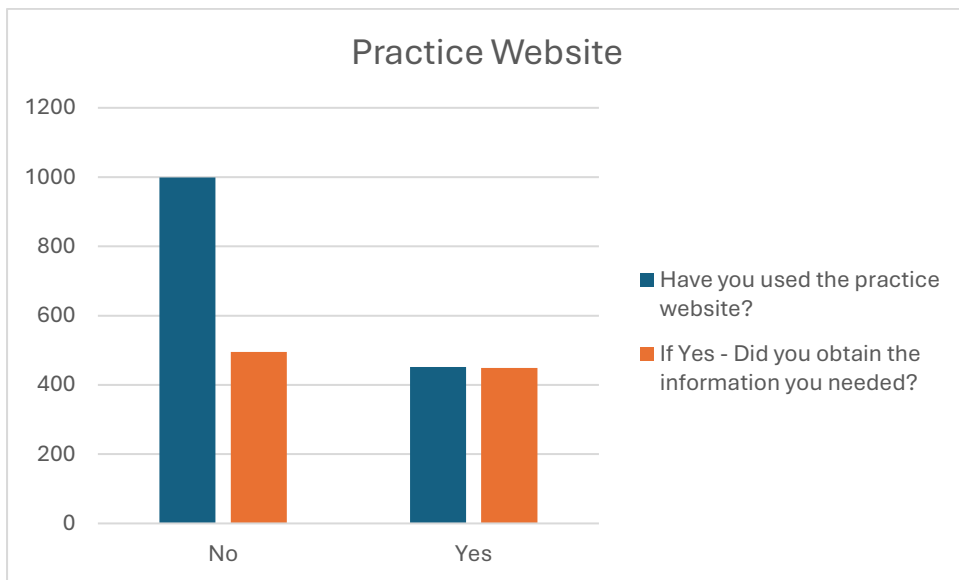


	Face to Face	Telephone	Video	Grand Total
Good	256	194	132	582
Not applicable	60	56	56	172
Satisfactory	111	91	67	269
Very Good	874	609	365	1848
Very Poor	25	21	17	63

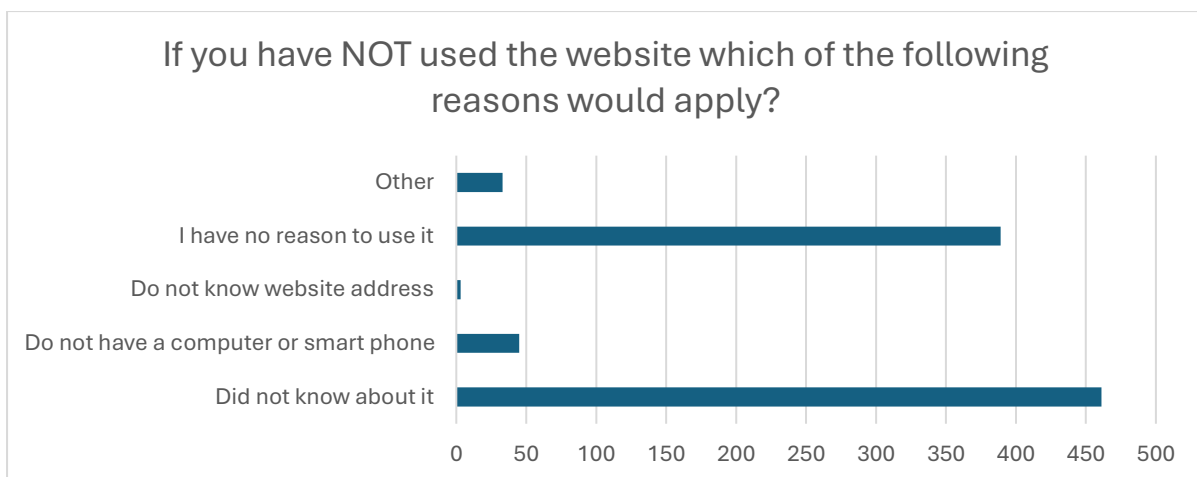
How satisfied are you with the medical practice? 1= very unsatisfied 5= very satisfied



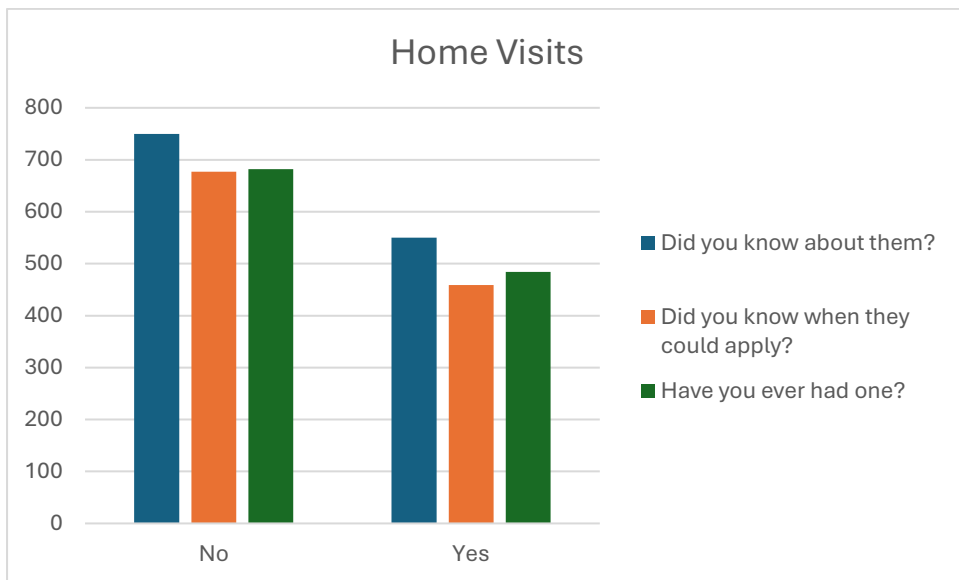
Answer	Responses	%
1 (very unsatisfied)	60	4%
2	98	7%
3	281	20%
4	479	34%
5 (very satisfied)	497	35%
Total Responses		



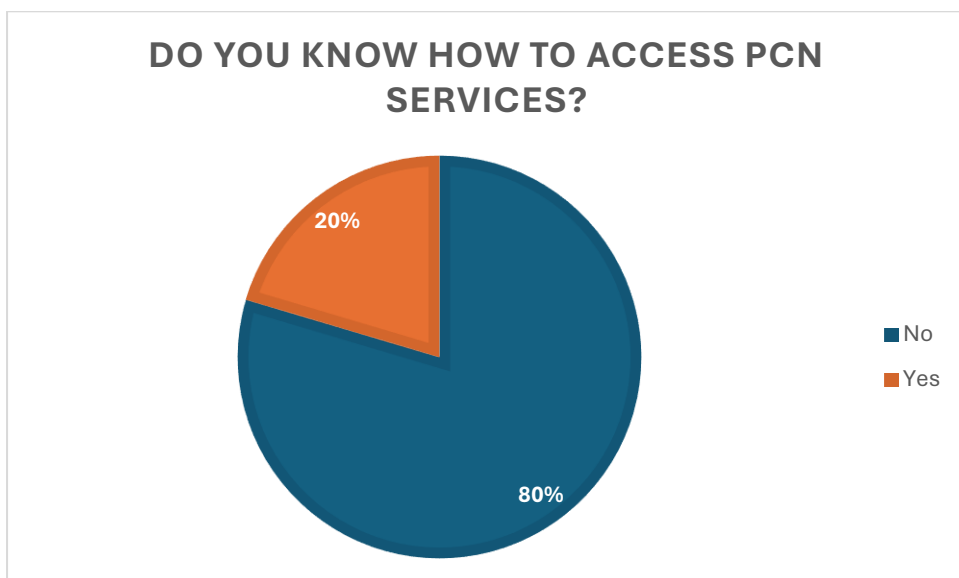
	Have you used the practice website?	If Yes - Did you obtain the information you needed?
No	999	495
Yes	452	449



	If you have NOT used the website which of the following reasons would apply?
Did not know about it	461
Do not have a computer or smart phone	45
Do not know website address	3
I have no reason to use it	389
Other	33
Total Responses	900



	Did you know about them?	Did you know when they could apply?	Have you ever had one?
No	750	677	682
Yes	550	459	484



	Do you know how to access PCN Services?
No	1148
Yes	294
Total Responses	1442

If the respondent answered yes they were asked what service they used;

163 responses	
Ear Microsection	86
Evening Appointments	54
Weekend Appointments	25

Demographics

Gender	
Do not want to say	3
Female	547
Male	395
Grand Total	945

Age	
18 - 24	10
25-34	32
35-44	81
45-54	154
55 - 64	224
65 - 74	279
75 and over	169
Grand Total	949

Do you have an ongoing health condition?	
No	282
Yes	663
Grand Total	945

Do you have mobility difficulties or are you housebound?	
None of the above	785
Yes, I am housebound	10
Yes, I have mobility difficulties	150
Grand Total	945

Ethnicity	
Any other Asian background	1
Any other black background	1
Any other ethnic background	1
Any other mixed	4
Any other white background	13
Asian / Asian British Indian	85
Asian / Asian British Pakistani	2
Black African	7
Black British	6
Black Caribbean	10
Black Caribbean & White	8
Mixed - Asian & White	3
Prefer not to say	20
White British	775
White Irish	9
Grand Total	945