

Brook Health Centre, Towcester and Silverstone Surgery

Patient Survey Results, January 2012

Brook Health Centre, BHC

Opening Times	
Happy	141
Unhappy like more earlier	6
Unhappy later till 7	5
Unhappy later till 8	10

Advanced Booking	
Happy	150
8 weeks in advance	8

SMS Texting	
Would sign up	96
No thanks	60
Other (email)	1

Music in waiting area	
Continue with CD's	89
Want Radio 2	26
Want local radio	24
Want classical	13
TV with news update	18

Making appointments	
By Phone	134
In person at the desk	33
Email	7
Online	18

Use of Web Site	
Appointment Booking	19
Ordering repeat prescriptions	22
Opening times info	17
Medical Advice	2
Monthly Newsletter	2
Clinics on offer	5
Never Used	118

Clinic Suggestions	
Well Woman	31
Well Man	37
Diabetic	17
Healthy Eating	31
Stop smoking	16
Family Planning/ Sexual Health	19
Travel	9

Self Help	
Blood Pressure Monitor loan	24
Self Check-in	39
Weighing Scales	23

Silverstone Surgery, SS

Opening Times	
Happy	41
Unhappy like more earlier	2
Unhappy more afternoons	3
Unhappy like lunchtimes	1

Advanced Booking	
Happy	42
8 weeks in advance	4

SMS Texting	
Would sign up	23
No thanks	22
Other (email)	2

Music in waiting area	
Continue with CD's	20
Want Radio 2	11
Want local radio	9
Want classical	6
TV with news update	1

Making appointments	
By Phone	36
In person at the desk	14
Email	1
Online	1

Use of Web Site	
Appointment Booking	3
Ordering repeat prescriptions	6
Opening times info	5
Medical Advice	0
Monthly Newsletter	0
Clinics on offer	0
Never Used	34

Clinic Suggestions	
Well Woman	16
Well Man	14
Diabetic	6
Healthy Eating	6
Stop smoking	3
Family Planning/ Sexual Health	8
Travel	5

Self Help	
Blood Pressure Monitor loan	8
Self Check-in	6
Modern weighing scales	12

Computer Access 14

Additions to Waiting Area

Daily Newspaper 71

Book Swap Share Scheme 24

Payphone for Taxi 13

Health Info Leaflets 23

Age Range

16-20 6

21-30 13

31-40 30

41-50 30

51-60 30

over 60 50

Computer Access 1

Additions to Waiting Area

Daily Newspaper 14

Local journals & magazines 5

Payphone for Taxi 5

Health Info Leaflets 8

Age Range

16-20 1

21-30 3

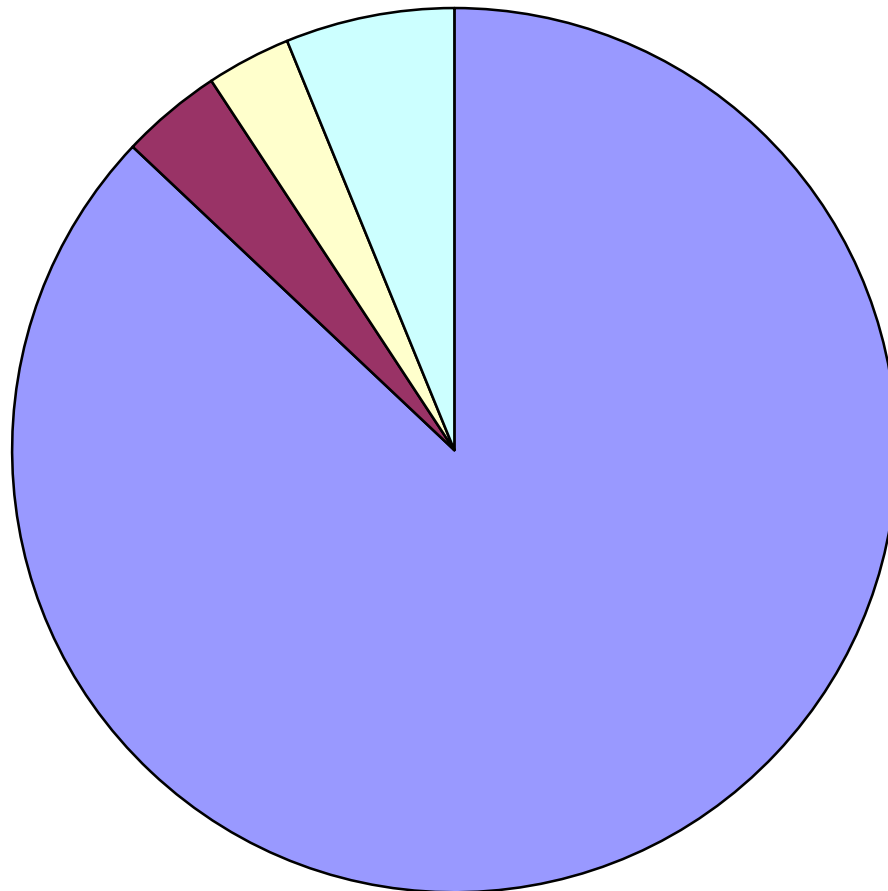
31-40 3

41-50 7

51-60 7

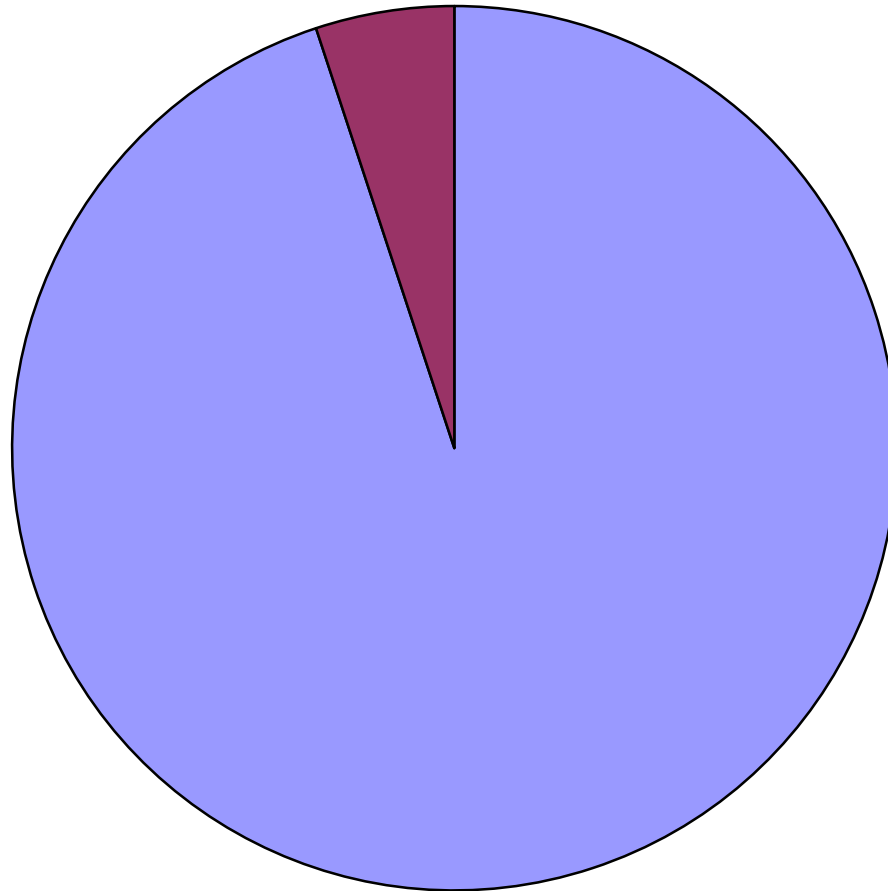
over 60 23

Opening Times BHC



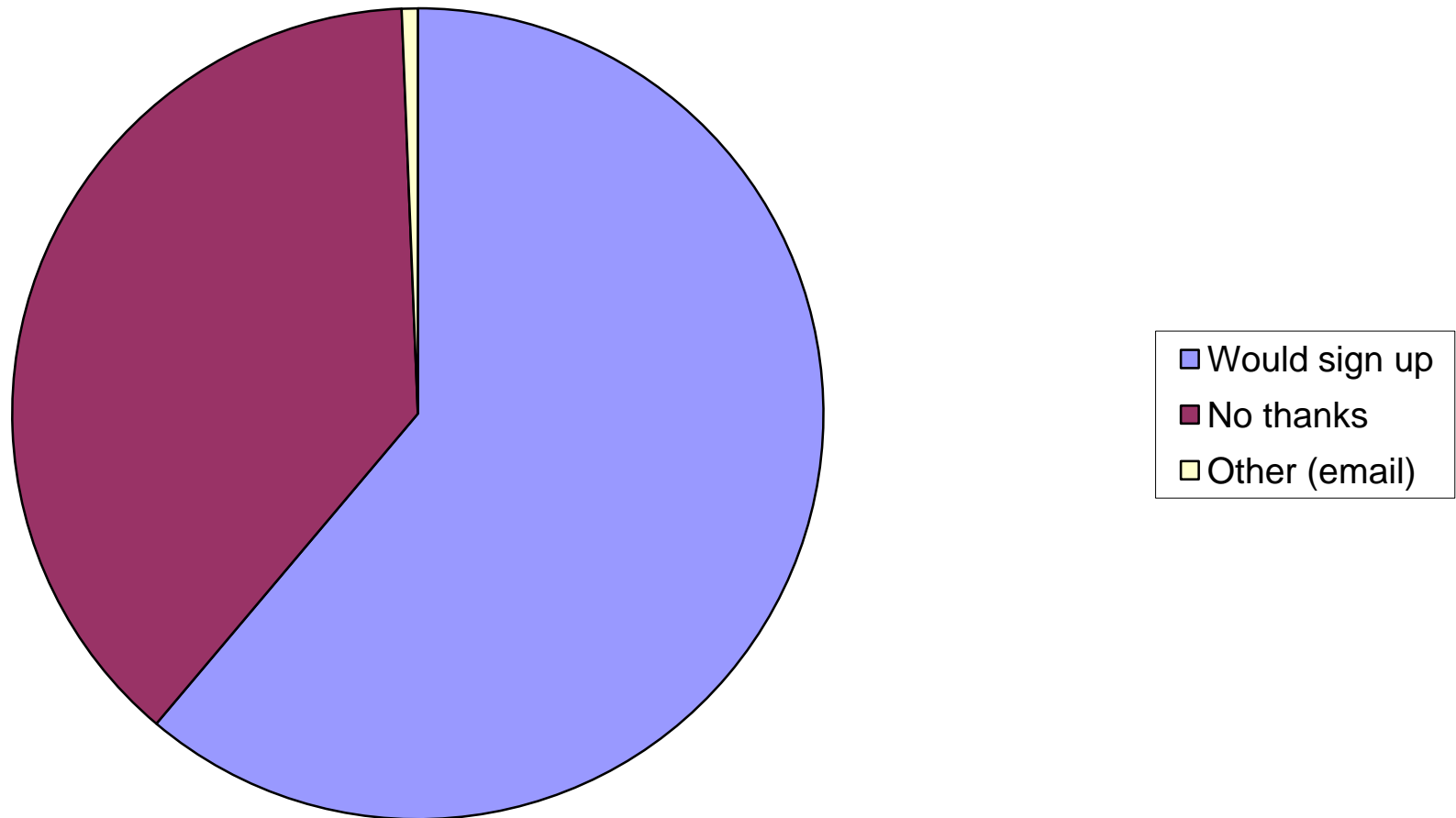
- Happy
- Unhappy like more earlier
- Unhappy later till 7
- Unhappy later till 8

Advanced Booking time BHC

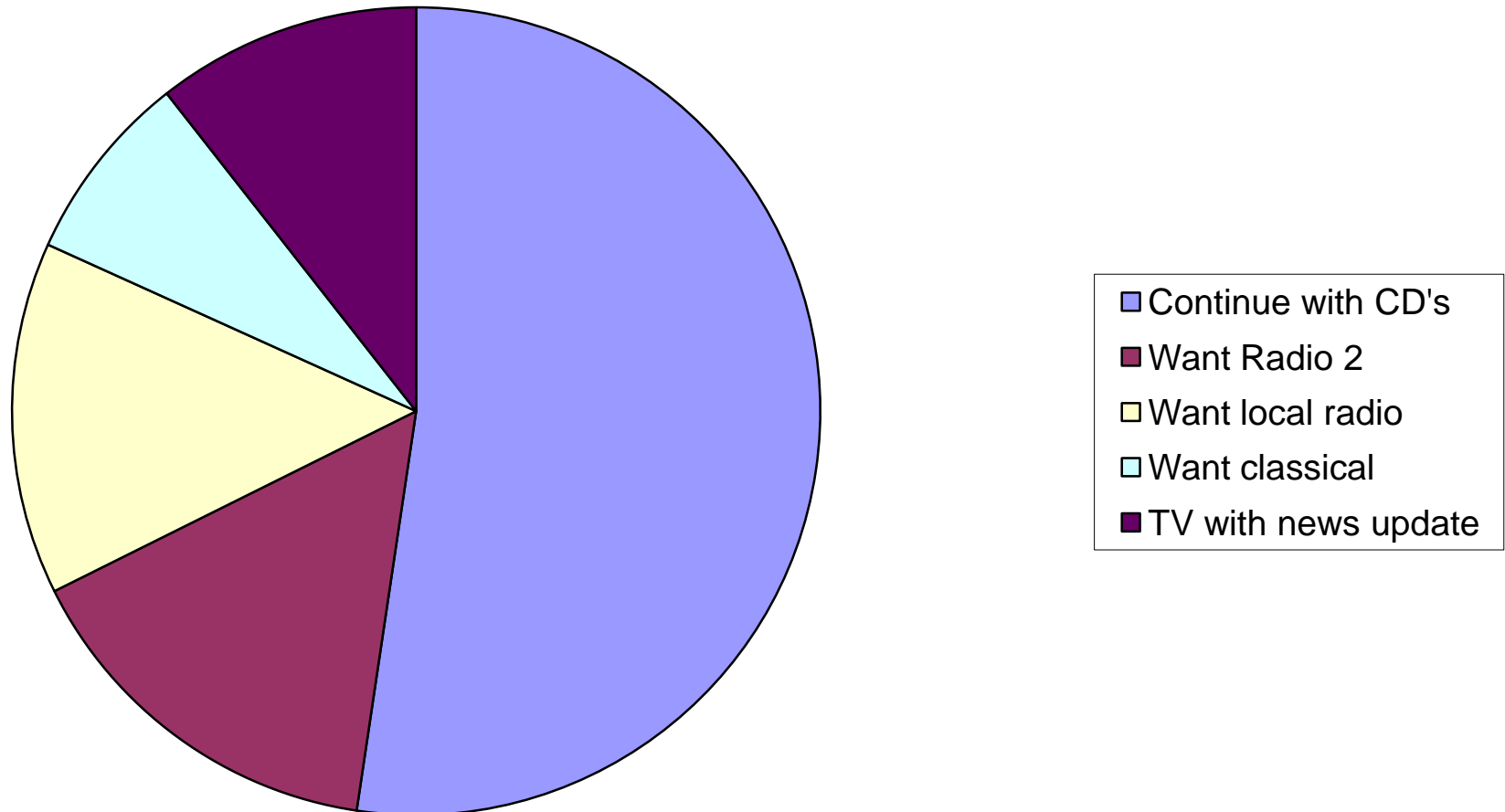


■ Happy
■ 8 weeks in advance

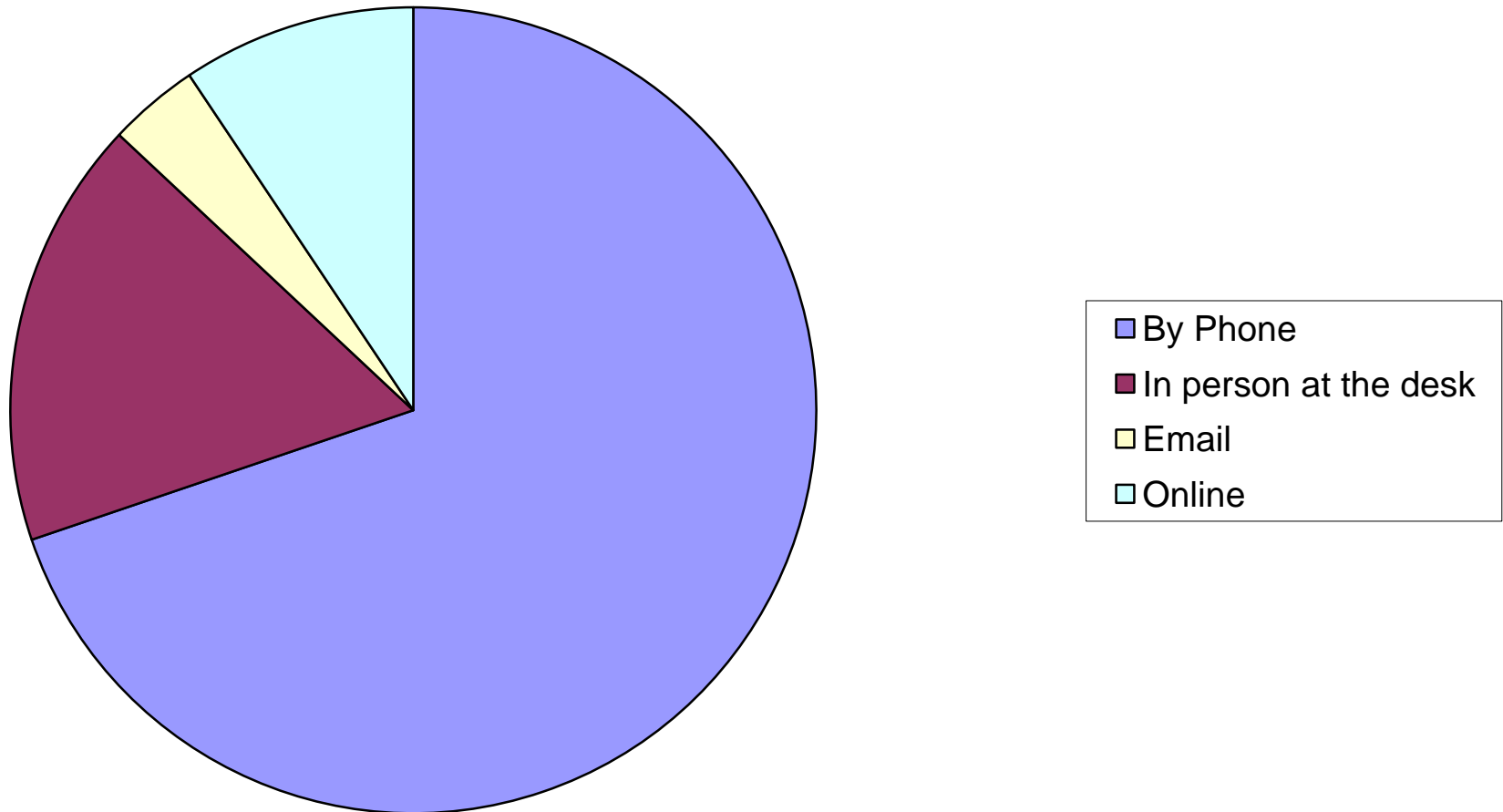
SMS Texting BHC



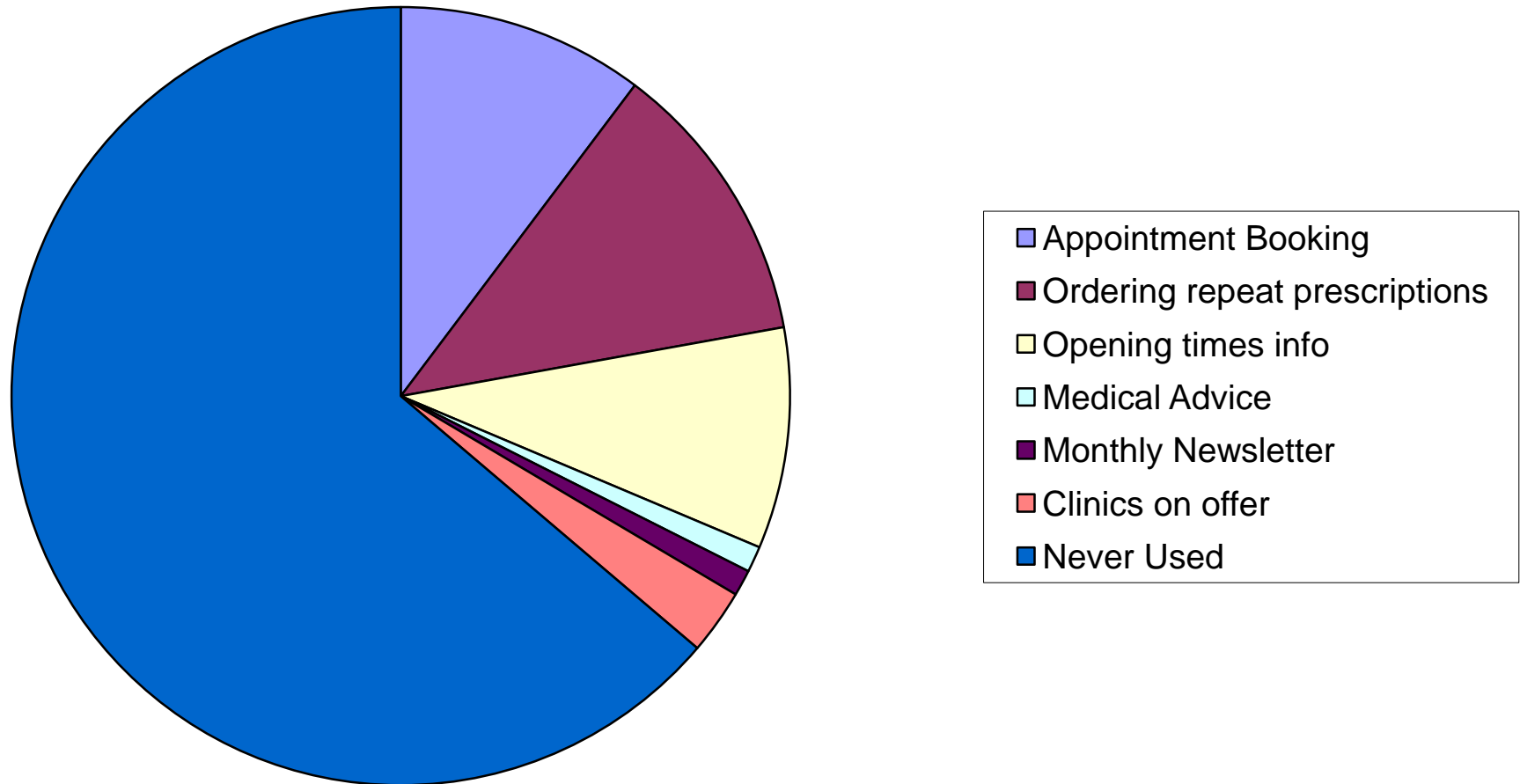
Music in Waiting Room BHC



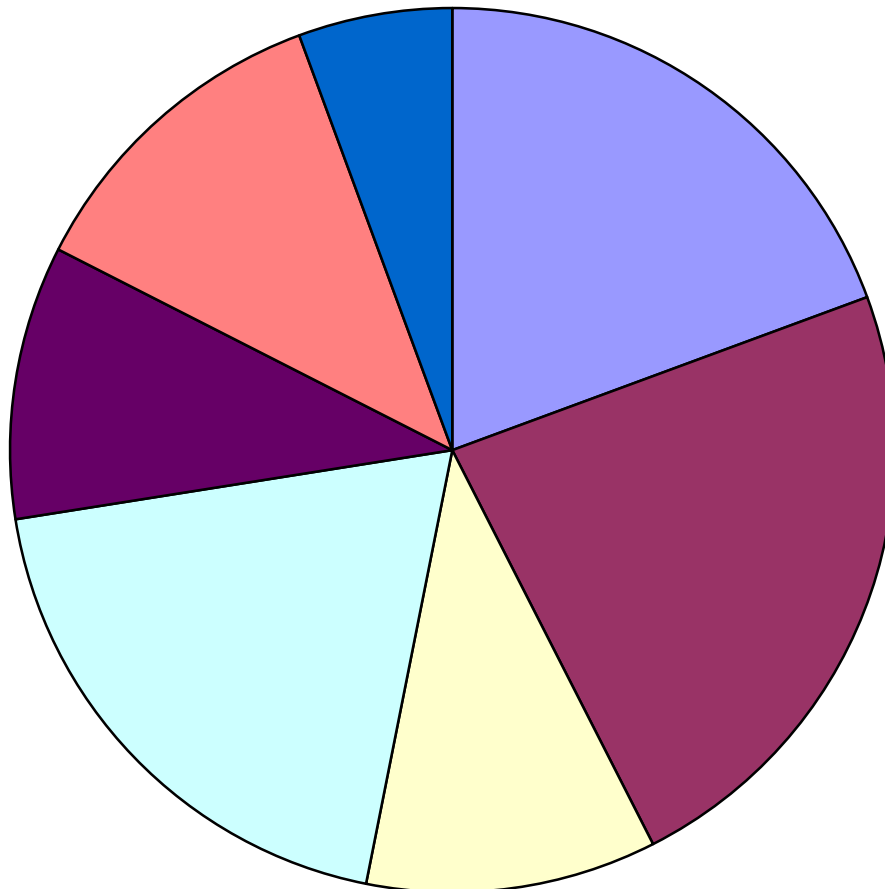
How do you make appointments BHC



Use of Website BHC

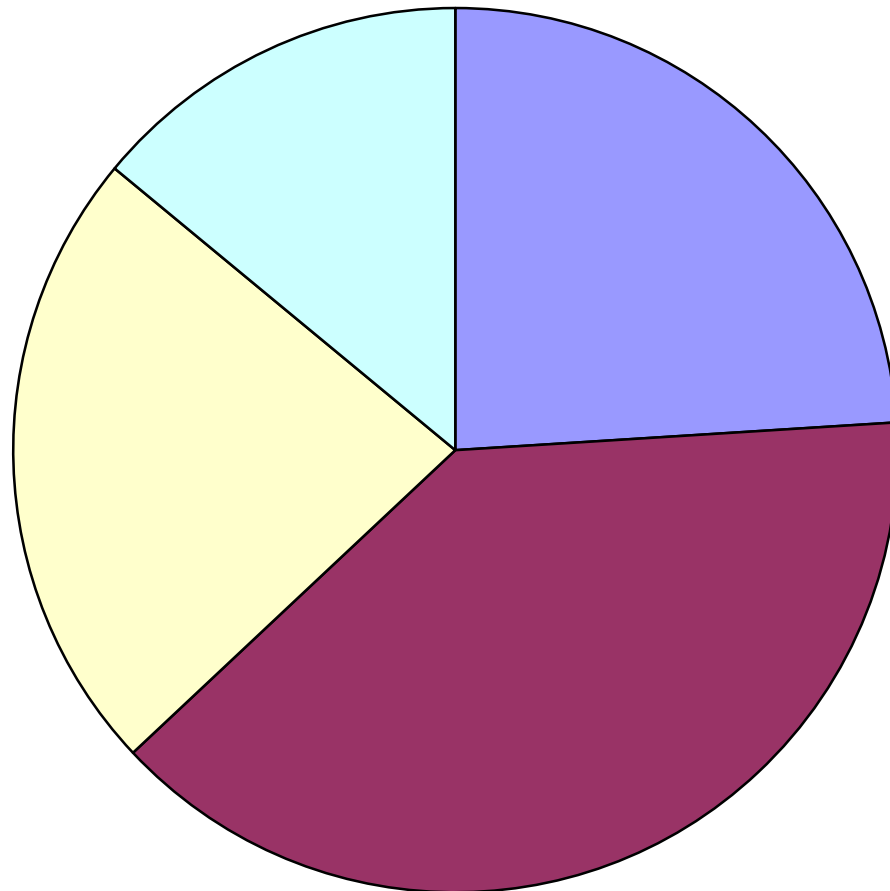


Clinic Suggestions BHC



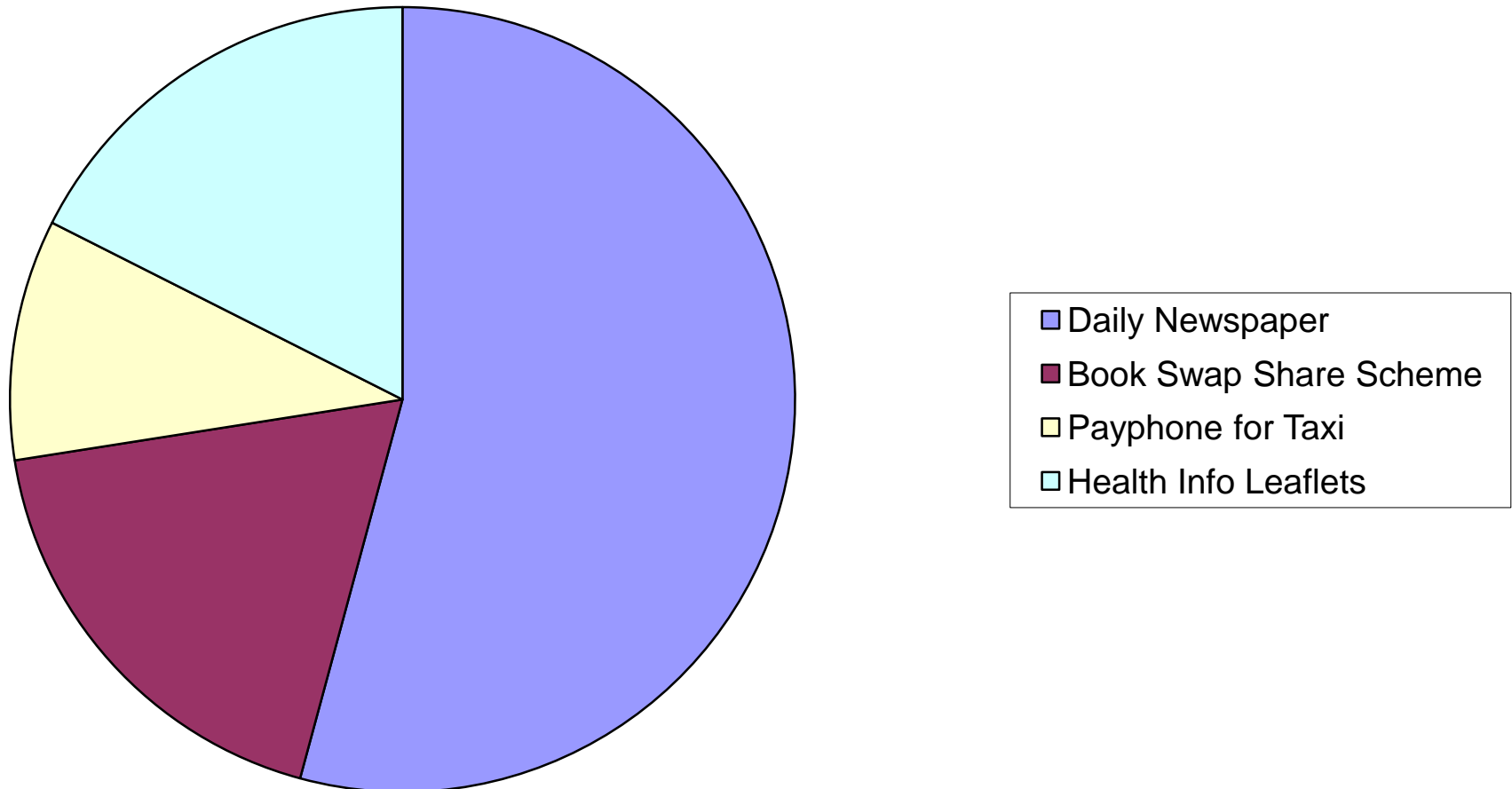
- Well Woman
- Well Man
- Diabetic
- Healthy Eating
- Stop smoking
- Family Planning/ Sexual Health
- Travel

Self help Equipment BHC

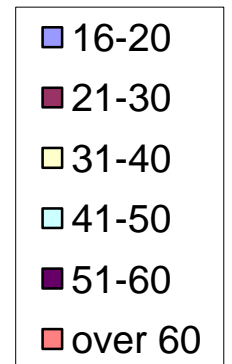
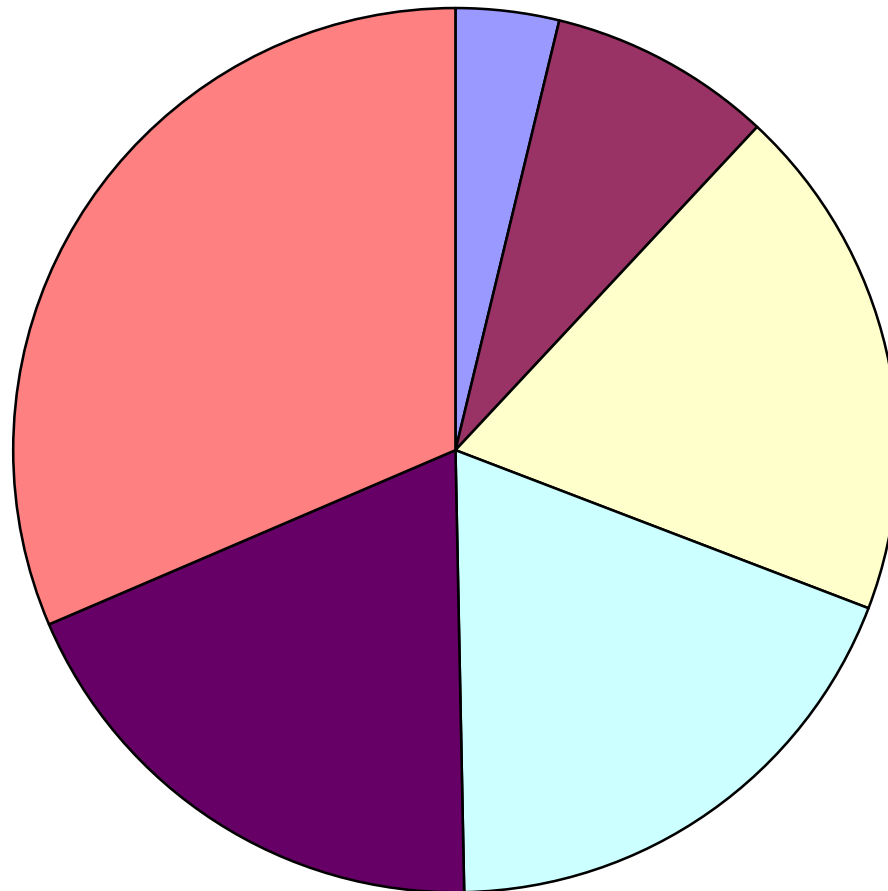


- Blood Pressure Monitor loan
- Self Check-in
- Weighing Scales
- Computer Access

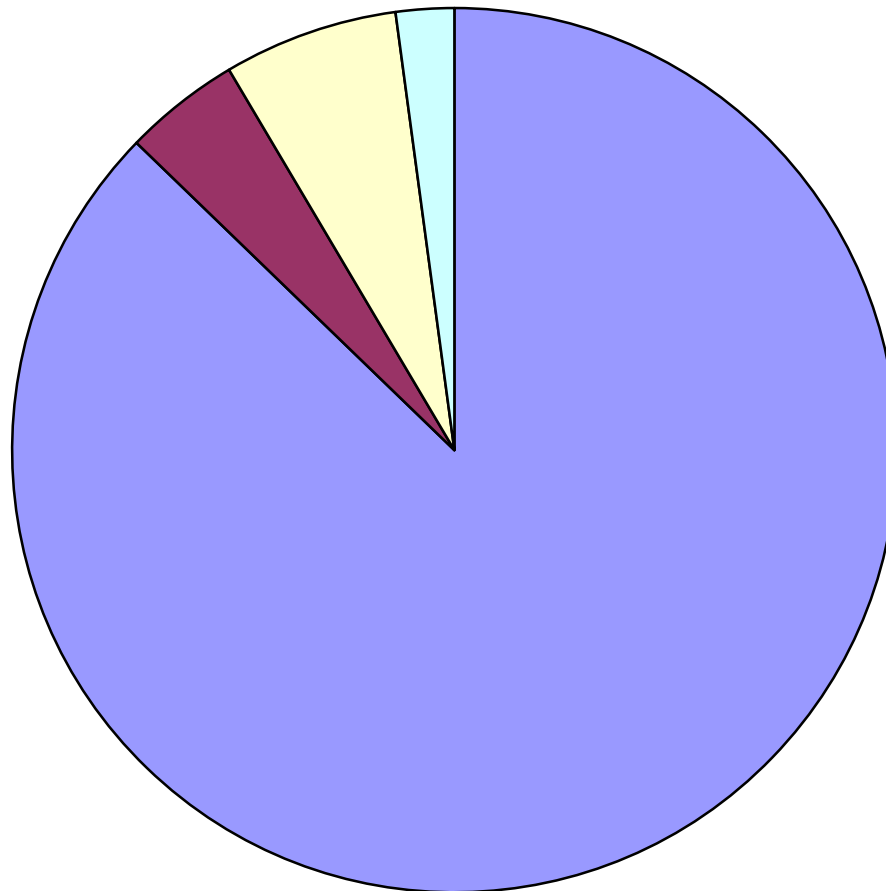
Additions to Waiting Area BHC



Age Ranges BHC

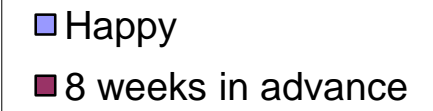
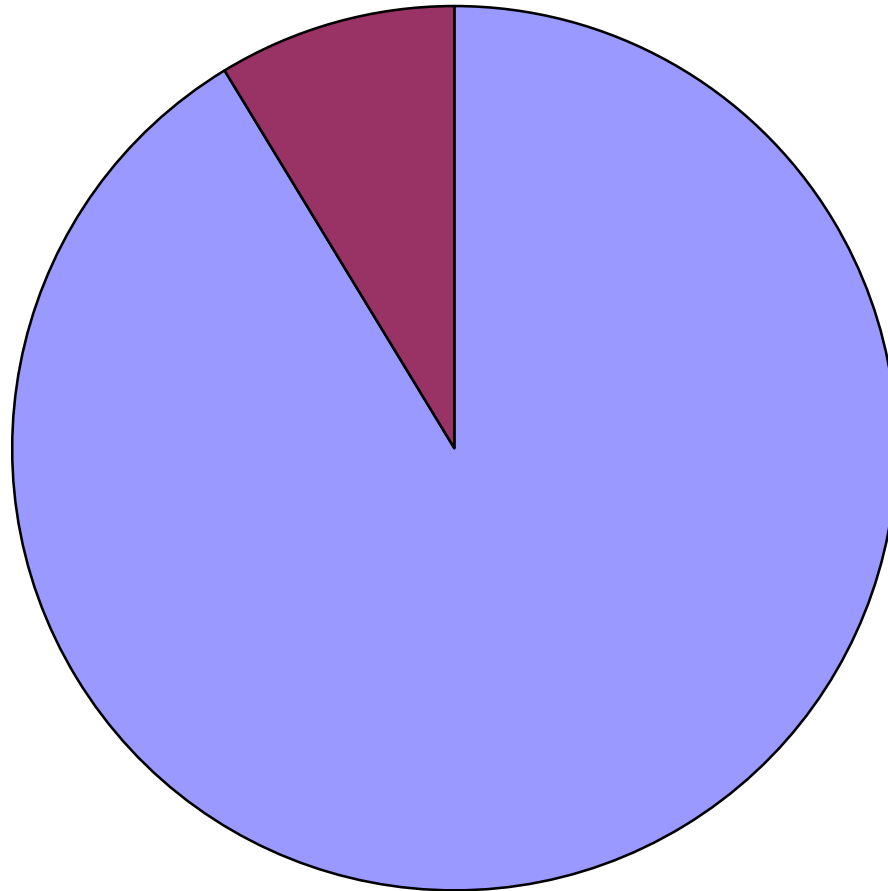


Opening Times SSHC

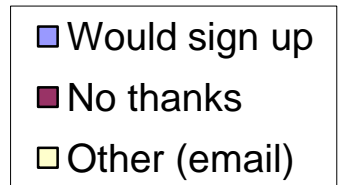
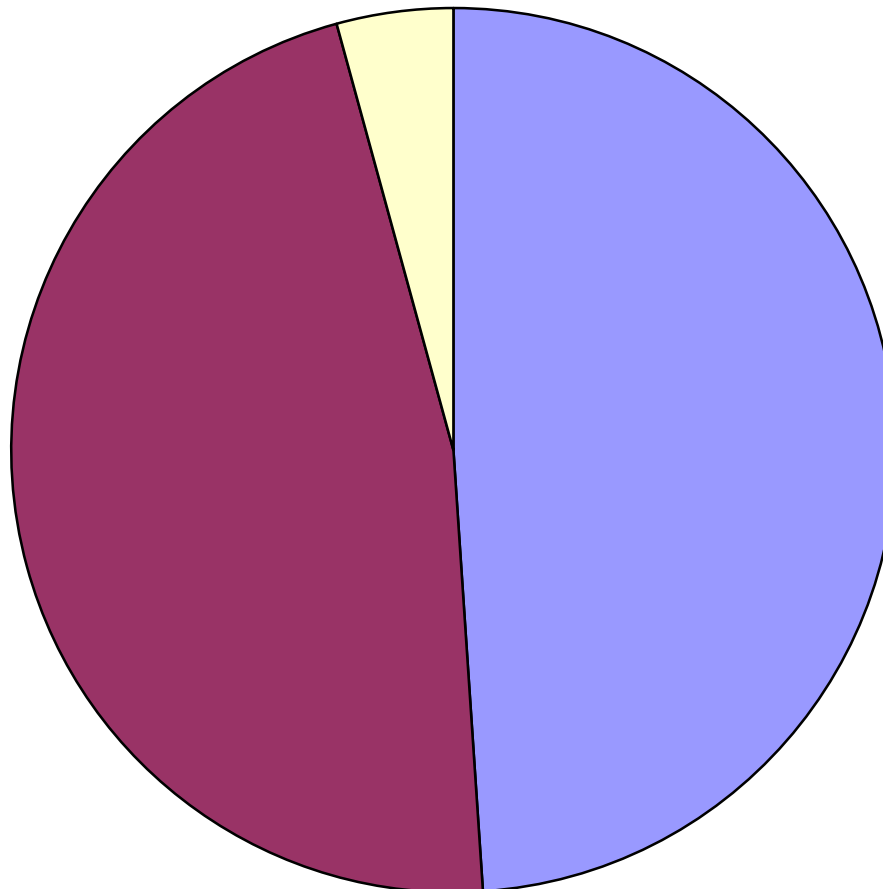


- Happy
- Unhappy like more earlier
- Unhappy more afternoons
- Unhappy like lunchtimes

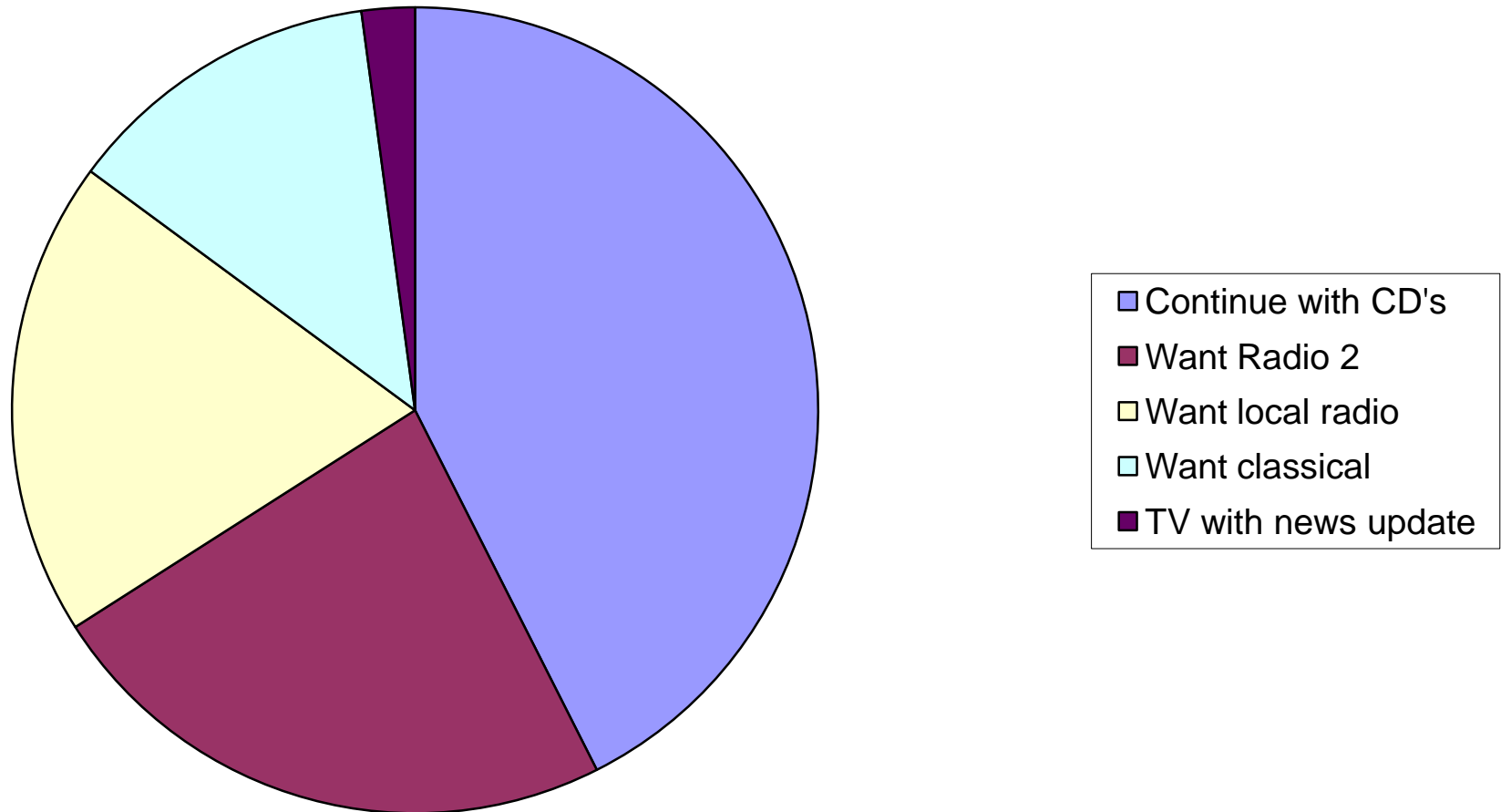
Advanced Booking SSHC



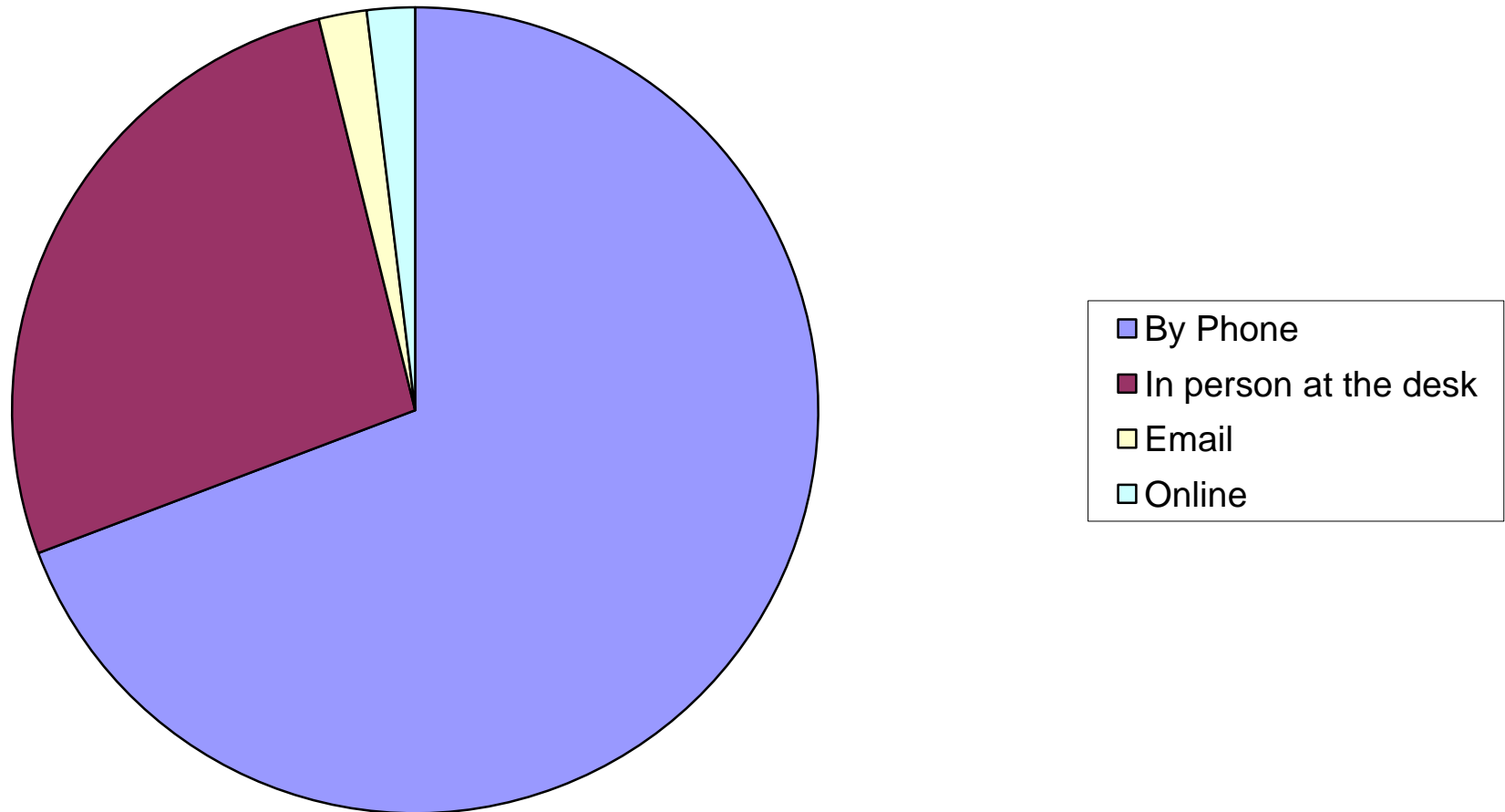
SMS Texting SSHC



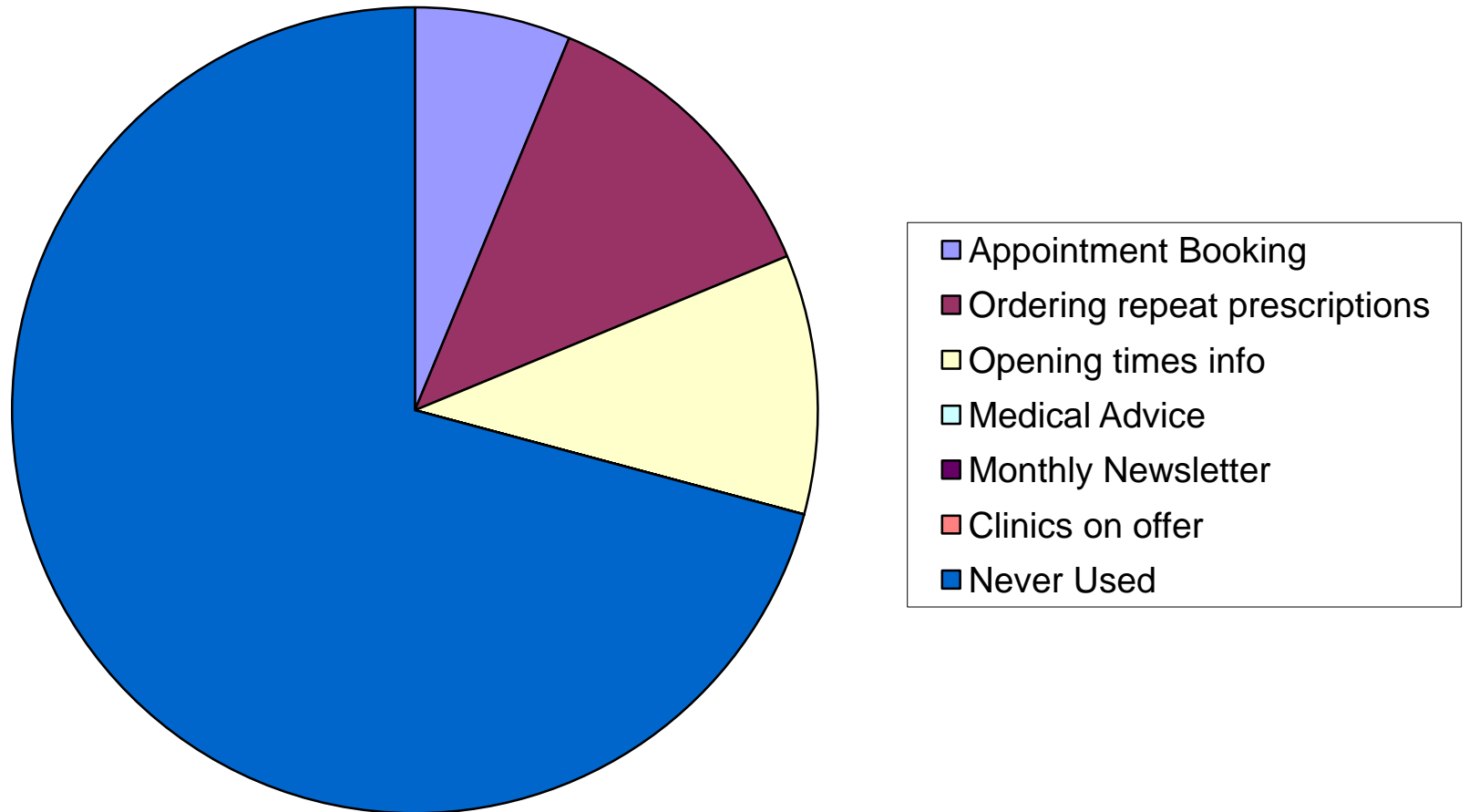
Musin in The Waiting Room SSHC



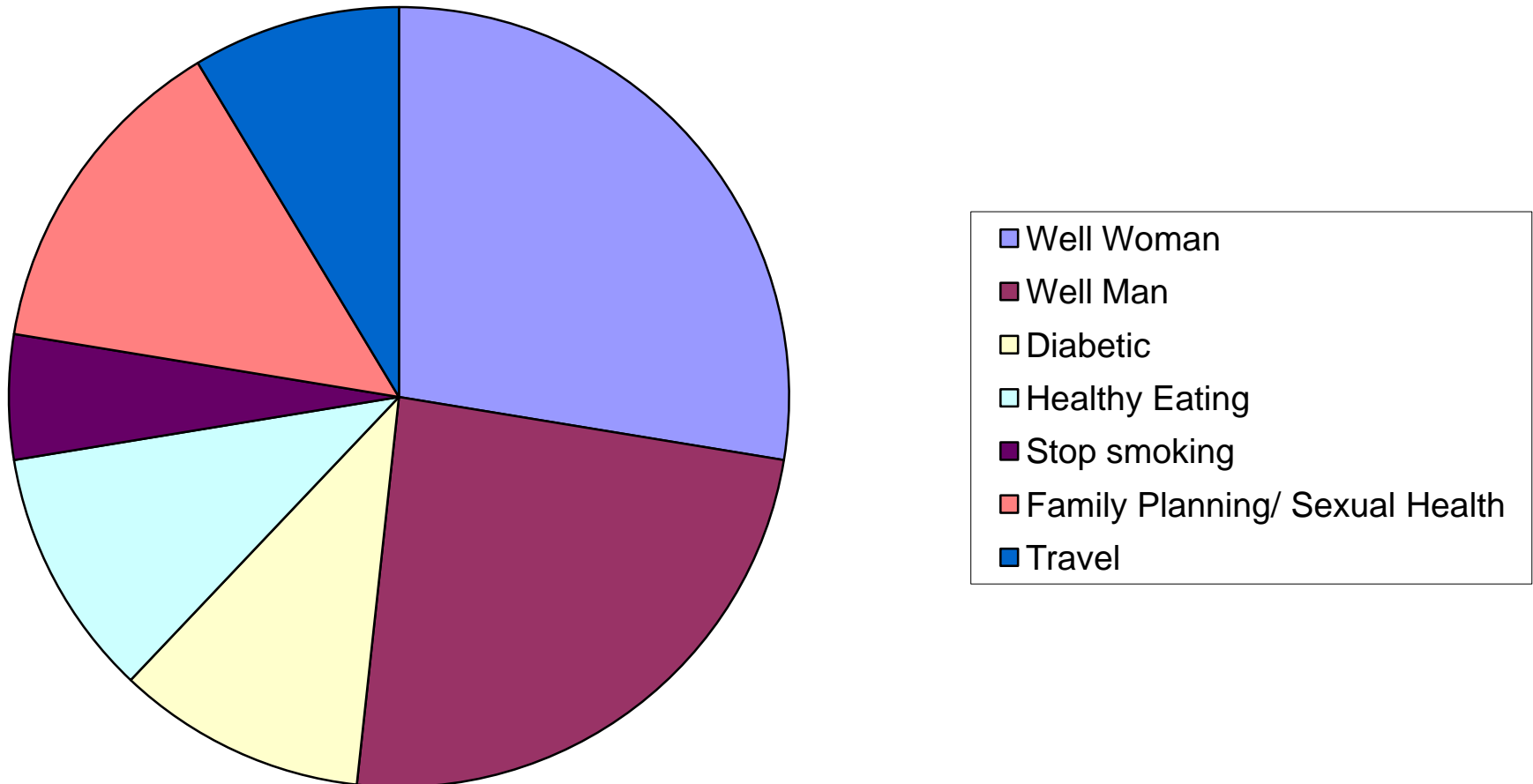
Making Appointments SSHC



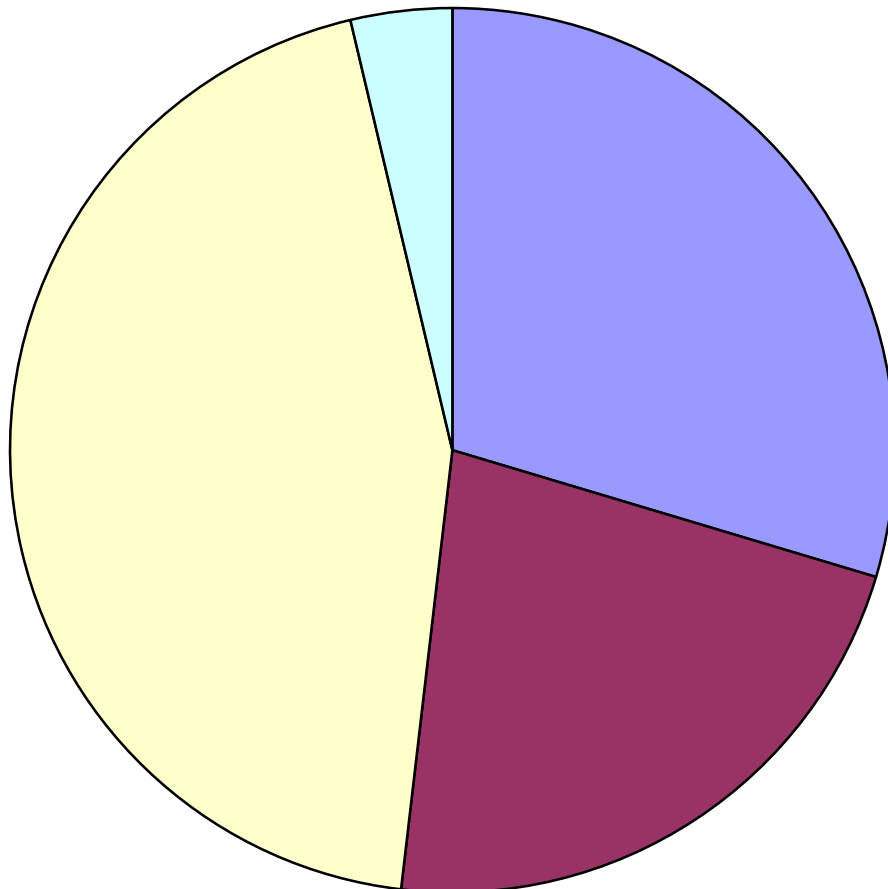
Use of website SSHC







Suggested Clinics SSHC

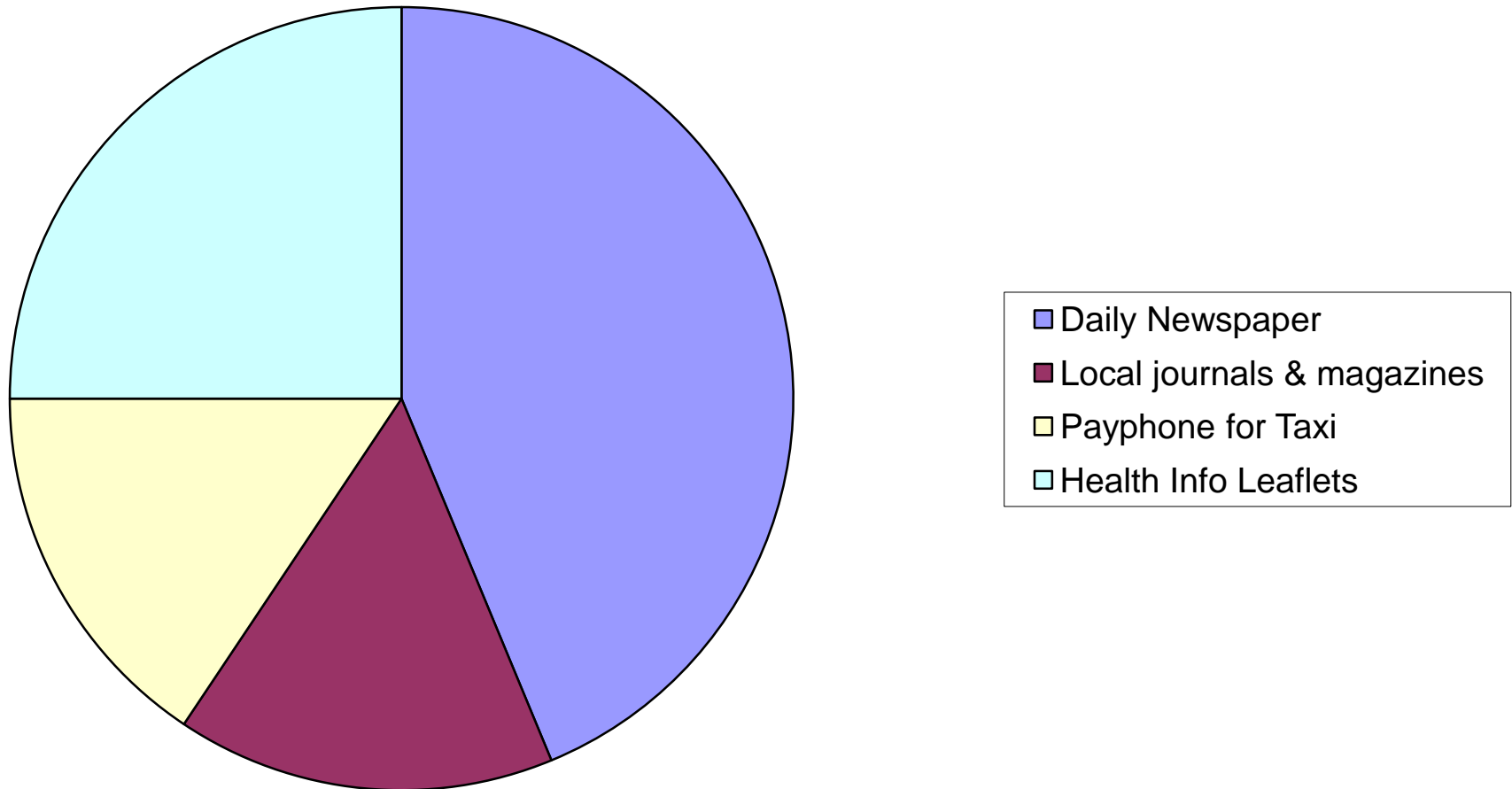


Self help Equipment SSHC



-  Blood Pressure Monitor loan
-  Self Check-in
-  Modern weighing scales
-  Computer Access

Additions to Waiting Area SSHC



Age Range SSHC

