

The Willows Medical Practice patient survey 2013.

With the help of our PPG we conducted a questionnaire which was distributed to as many patients that felt able or willing to participate. Access was a major part of the survey conducted as it was felt that this is an important issue which needs to be monitored closely and therefore was the main focus of the survey.

The survey was e-mailed to all those patients who had supplied their e-mail addresses and was also available at the reception desk. Thank you to those of you who completed the questionnaire.

We have managed to obtain 1412 e-mail addresses and the breakdown of age and ethnicity is as follows:

Under 18 years	144
18 -24	191
25 - 34	216
35 - 44	218
45 - 54	246
55 - 64	198
65+	199
British/mixed British	3625
European	1234
Asian	631
Black Caribbean/African	813

All patients who have supplied an e-mail address have been encouraged to be active in the PRG. Comments on the results of the survey are welcome by return or in person if you so wish.

As a result of the survey we can see that there is a problem for the patients having access to their preferred doctor. We realise this is a problem for those patients wishing to see our part time doctors and one which we are unable to solve in the immediate future. Neither of our part time doctors are in a position at the moment to change their working pattern. We are however actively seeking to employ another GP who will I'm sure help improve access.

You can gain access to the practice premises from 08:00 - 18:30 Mondays and Fridays, 07:30 - 18:30 Tuesdays, 08:00 - 20:00 Wednesdays and 08:00 - 18:30 on Fridays.

If you wish to contact the surgery you may telephone, use the internet or visit us in person.

The survey results are attached.