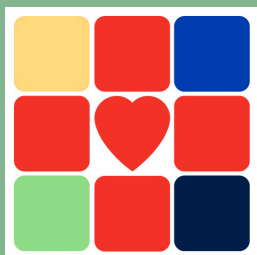


Charnock Health Newsletter



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Charnock Health Primary Care Centre

Welcome to our regular newsletter, now available online as well as in surgery.

Patient Survey Results



A big thank you to everybody who took part in our Patient Survey. We now have the results and will shortly be producing an Action Plan based on a discussion of the answers you gave us. Here is a summary of some of the main points you made. Full results are available on our website. Look under 'Further Information'.

Doctors and Nurses care and concern for patients

66% of patients who took part in the survey rated this area as very good and **33%** as good.

Appointments

Overall **86%** of patients who took part in the survey who needed an appointment got an appointment. This leaves **14%** without an appointment within the 2 days they required.

Of those unable to get an appointment, **79%** said that there were no appointments available. **9%** said that the time offered did not suit. **9%** said that the appointment was with a doctor they did not want to see. **2%** said they could have had an appointment with a nurse but wanted to see a doctor. **1%** said other reason, but did not give the reason.

Telephone triage service

47% of patients who took part in the survey had used the triage system and of those patients **99%** thought it a good service.

Opening hours

Overall **90%** of patients are satisfied or fairly satisfied with our opening hours.

Staff attitudes

76% of patients who took part in the survey said our receptionist were very helpful and **24%** fairly helpful.

Standard of premises

81% of patients who took part in the survey said our health centre was very clean and **19%** fairly clean.

In general

63% of patients were very satisfied with the care we provide
33% of patients were fairly satisfied with the care we provide
3% of patients were neither satisfied or dissatisfied with the care we provide.
1% of patients were fairly dissatisfied with the care we provide

If you have any suggestions or comments on the results of our patient survey and the way that this information can be used to produce an Action Plan to improve patient services please let us know.

You can send us a message online through our website or drop a line to our practice manager.

Important!

Please let us know immediately if you do not wish to have your information uploaded

Summary Care Record

As part of the NHS computerisation program our practice will be uploading the first batch of information to the NHS computer system operated by the Department of Health on 2nd April. This is called the Summary Care Record.

We are currently preparing to send information about the medicines you are being prescribed and any drug allergies or sensitivities you may have. More information about the Summary Care Record and opting out can be found on our website at www.charnockhealth.nhs.uk under 'Further Information'.