

# Results of the Blackwell Medical Questionnaire 2012

**GENERAL** We had 100 returned Questionnaires

## When did you book your appointment?

- within 48 hours  62%
- between 2-7 days  22%
- more than 7 days  14% (2 not answered)

## Who was your appointment with?

- doctor  66
- nurse  23
- physio  2
- phlebotomist  (8 not completed)

## How many times have you been seen with this problem? \_\_\_\_\_

Never seen before 11  
Once before 10  
Twice before 6  
Three times before 4  
More than 4 times 15

## Over how long a period? between 1 week to 10 yrs

## Before booking your appointment did you seek any advice from any of the following:

	Yes	No
• a pharmacist	7	79
• our website	2	77
• NHS Direct/111	3	78
• another health website (If yes, which one)	1	<input type="checkbox"/>
	Google Search	
• alternative therapy (e.g. Chiropractor)	0	0

## **HEALTH AND WELLBEING**

**Do you have a chronic illness?** (this is an illness of more than 3 months duration) e.g. diabetes, angina, osteoarthritis, chest problems & mental health issues

### If so what is it?

Osteoarthritis	9	Asthma	3
Diabetes	8	Angina	3
Mental Health	6	Chronic back pain	2
Chest Problems	5	Epilepsy	1
High BP	4	Hypothyroidism	1

## What measures do you take to control your illness/health and wellbeing?

32 out of 100 had not completed this section

	Yes	No
• controlled diet (e.g. low calorie/low fat)	43	25
• exercise (e.g. walking, swimming)	41	27 (if yes how much and how often?) _____
• stop smoking	15	18 (if yes, how?) _____

## Would you be interested in information regarding:

	Yes
• walking groups in the area	16%
• leaflets on healthy eating	25%
• a practice newsletter	33%
• setting up a group to improve general well being	18%
• stopping smoking	10%

## COMMUNICATION/INFORMATION

WEBSITE [www.blackwellmedicalcentre.co.uk](http://www.blackwellmedicalcentre.co.uk)

Are you aware of our website **Yes** 32%

Have you used it 8 people have used it 25%

If yes, did you

	Yes
• order a prescription	2
• cancel an appointment	2
• check opening times	6
• seek advice for minor ailments	3
• encounter any problems using it	1

If yes what problems \_\_\_\_\_  
Not Specified

Now that you are aware of our website will you use it **Yes** 40%

## TEXT

Are you aware of our text reminder service for appointments **Yes** 27%

Have you signed up to the service 44%

If yes, did you receive a reminder for your appointment today 75%

Now you are aware of our texting service will you use it? 38%

We would welcome your ideas on how the practice can enable people to help themselves maintain a healthy lifestyle and deal with health issues such as obesity, diabetes, smoking and high blood pressure.

Not encountered any problems

Do Groups and give out leaflets to inform and educate people

I don't attend the GP often enough to make any suggestions

Appointments service could be improved

I have nothing to say at the moment

Show what real life issues are by using real life case studies in the waiting area to show cause and effect

Easier appointment system otherwise ok

Better education sooner

Diet clubs and links with Tibshelf

Phone line needs sorting