

# Marysville Patient Group - Survey April 2013

## Background

The patient group exists to liaise between patients and the medical practise to seek to improve services for all. To be effective we need to know what patients think and what they would like to be available.

To this end a survey of user's opinions was taken over several mornings in April 2013. Some members of the group handed out questionnaires in the reception area and encouraged people to fill them in. Practise staff helped with this.

We realise this is just a small sample and by no means representative of all those registered at Marysville - it is quite difficult to contact occasional service users. But it is a start.

## What you told us

A total of 59 people completed the questionnaire.

Asked **what additional services** you would like:

- 27 were interested in health walks
- 42 were interested in talks on health topics
- 35 were interested in information on care services

There were twenty six suggestions for subjects for the talks, from asthma clinics to alternative medicine. First aid and foot care were the only ones mentioned by more than one person.

Asked **when people would like to attend** these things, replies pretty evenly covered all the days of the week, both morning and afternoon. there was just a small preference for Saturday. Obviously it is not going to be possible to please everyone on this.

Asked **how people would like to be told** of any new events their preferences were:

- notice in the surgery - 24
- leaflet in the surgery - 24

- email - 20

A combination of these methods would probably be most useful.

A number of people were interested in **joining the Patient Group** and/or receiving emails. However when a follow-up email was sent to these people the majority of the emails were returned with addressed unrecognised. If you were one of those people - our apologies and please get in touch with us again.

### **What happens next**

From the information we gathered the Patient Group has decided to focus on trying to provide:

- walks for health
- Health talks on some suggested topics

**Keep an eye open for notices and leaflets**