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Patient Participation Questionnaire and Feedback May 2026

1. How do you find booking appointments, requesting prescriptions, etc. online (System Online/Airmid)

3 of the patients do not use these online services.

The 4 patients who do use these services reported finding the process easy to use. They had no issues accessing online services, but not all were aware how much could now be done online.

2. How do you find making online requests- letters, fit notes, etc. online (Accurx)

4 of the patients do not use these online services.

The 3 patients who have used these services reported finding the service good. There were questions about how many online appointments we make available.

3. How do you find our opening hours?

All the patients reported our opening hours were good and served their needs, especially the offer of early morning appointment slots with GPs, nurses, or the HCA.

4. How do you find our telephone service?

All the patients reported our telephone service as good with no specific issues to report. They were aware that there could be some waits at busier times of day but had not found this prohibitive.

5. Did you know that you can order prescriptions via our answer machine 24/7?

All the patients were aware of the prescription line, and one of them specifically commented that it was especially useful for them to leave a message at the weekend to order their prescription, saving them having to wait until we were open on a Monday.

6. Do you find that we offer a wide range of services that you may require?

All the patients reported being happy with the range of services we offer, including minor surgery, contraception services, physiotherapy, and social prescribing.

7. Any other comments that you would like to make will be taken on board and discussed.

The surgery and staff are always helpful and professional.

What we learnt from this patient participation meeting?

Broadly speaking the patients were happy with the services we offer. There was still a lack of awareness of some online services and options for patients, and this is something we can continue to promote.

We look for new members of this group each year but have found it hard to be truly representative of our patient population. We will advertise to all patients again.