



JEREMY QUIN MP

NHS SURVEY RESULTS



I am very grateful to the approximately 500 people who have so far responded to my NHS Survey. As you will appreciate this is not a scientific survey as most of those responding will be people who have encountered difficulties. It is still important for me to know and the survey remains open so I can continue to get constituent feedback on local NHS services.

GP SERVICES



83% respondents had a GP appointment in the last 12 months



Most people had not booked a GP appointment online.



63% would recommend their GP practice to their friends or family.



Most people responding to the survey found it “Difficult” to contact their GP surgery by phone.



67% were either “Very Satisfied” or “Satisfied” with their GP consultation.



Many respondents had seen other healthcare professionals at their GP practice including: Advanced Nurse Practitioners, Paramedic Practitioners, Physician Associates and Clinical Pharmacists.

PHARMACY

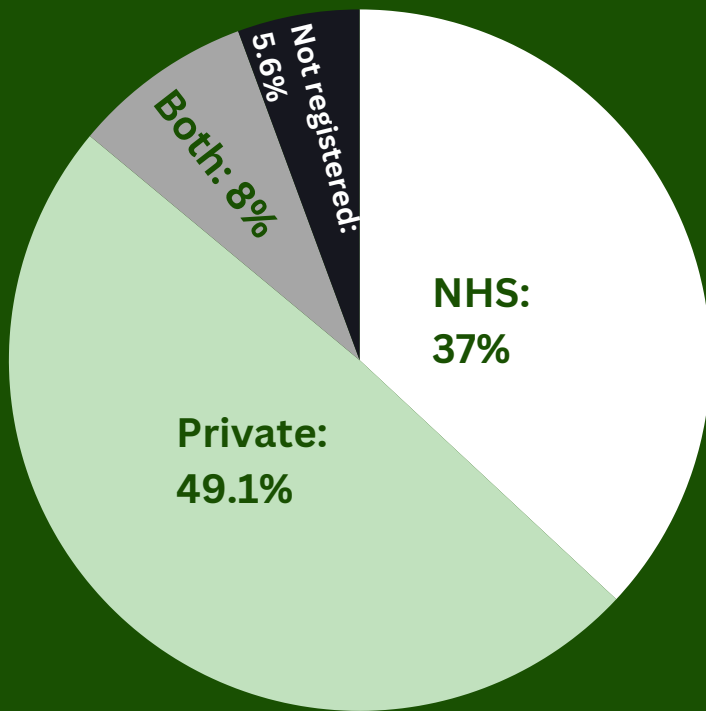


I am concerned that 38% of respondents reported difficulty obtaining prescribed medication in the last 12 months.



The most commonly listed items that people have faced difficult getting include: HRT products, atorvastatin, specific antibiotics, eczema creams and blood pressure tablets.

DENTAL SERVICES



The majority of those who responded were either registered with an NHS or a private dentist. Only a small percentage were not registered with a dentist at all.



416 respondents had seen a dentist in the last 12 months.

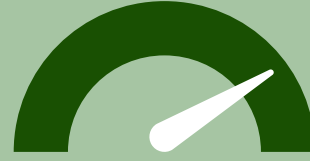


55 people said they had not seen a dentist in the last 12 months because they could not find a local NHS practice.

A&E



35% of respondents had visited A&E over the last 12 months.



56% of those who attended A&E in the last 12 months rated the service they received as either 4 or 5 out of 5 (5 being outstanding and 0 being poor).



Most people went to A&E at East Surrey Hospital.



70% of respondents would like to see investment in a new, local hospital.

999 AND 111



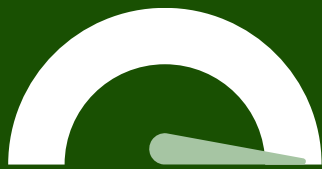
33% had to call 999 or 111 in the last 12 months.



The majority of those who called for an ambulance waited between 15-30 minutes for it to arrive. What is not clear from the results is the category of the call (i.e a cardiac arrest is category 1 call and requires a very quick response, category 2 calls need to be responded to within 30 minutes and category 3 and 4 calls can take longer for an ambulance response).



The majority of those who called 111 waited less than 15 minutes to get through to speak to someone



The majority of people rated the service they received as a 5 out of 5 (5 being outstanding and 0 being poor).

KEEP UP TO DATE

Thank you once again to all those who have responded to my survey.

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