

**Brent Area Medical Centre**  
**Local Practice Survey Results August 2012**

**PRIORITY ISSUES FOR BAMC**

Our PPG (a group of patients who meet regularly with the Practice Manager and GP's to look at the services BAMC provide) have identified areas for the practice to address. We would be grateful if you would complete this survey so we can prioritise the issues raised. If you have any other ideas please let us know in the box at the bottom of the form

Proposals	% High	% Indiff	% Low	% Total
3 To install a doorbell for disabled patients who need further assistance to access the surgery	92	3	6	101
8 Telephone system - introduction of a queuing system to ensure fairer access to the surgery. Also inform patient of what position in the queue they are.	64	16	20	100
9 Do you know about Emis Access	yes	no		
<b>Emis Access is a secure system that enables patients to order repeat prescriptions and book appointments on line. If you would like to register to access this service please ask for details at reception.</b>	44	56		
10 Promote EMIS access to our patients with leaflets and forms at reception and dispensary	61	25	15	101
11 Put an EMIS form with every prescription that leaves the dispensary. Talk to patients picking up prescriptions and encourage them to sign up to the EMIS system	55	27	18	100
1 To produce a regular newsletter for patients to inform them of the services the Practice provides eg telephone consultations	56	28	15	99
2 To promote newsletter using local parish magazines, BAMC website, hard copies in waiting room	46	37	17	100
6 Monitor and update NHS choices website for feedback to the practice on how patients regard us.	49	25	26	100
4 Produce forms for the waiting room asking for patients' mobile numbers and email addresses	44	37	19	100
5 Ask patients attending the waiting room to fill in their mobile telephone numbers and email addresses	46	34	20	100
7 Install a digital message board in the reception for patient information, enabling reduction of posters in the area.	21	48	31	100
12 Any issues you feel are a priority for the practice to deal with: Parking On line access to blood tests for health workers unable to access Weston				

Thanks for completing this survey