

Cloughton Branch Surgery – patient survey

At a recent inspection of the Cloughton branch site we have noted that during the pandemic whilst the building has not been utilised it has deteriorated and now requires significant investment for it to be viable as a surgery site. To this end we are writing out to patients in the Cloughton and Burniston area for your considerations of the above and invite you to provide us with your thoughts and comments with regards the future of the Cloughton Branch site.

1. Are you completing this survey on behalf of yourself or someone that you care for who is registered at Danes Dyke or Hackness Road Surgery?

I am a patient	
I am a carer for a patient that uses Cloughton Surgery	
I am a friend or a relative of a patient who uses Cloughton Surgery	

2. What age range are you – Or the person you care for?

18-28	
29-39	
40-50	
51-60	
61-70	
70+	

3. Approximately how far do live from your registered practice main site?

Less than 1 mile	
1-2 miles	
2-5 miles	
5-10 miles	
More than 10 miles	

4. Are you currently using any of the digital service options available for appointments or medication ordering? Tick all that apply.

Patient Triage via Hackness Road website	
Engage Consult via Scarborough Medical Group website	
NHS app for appointments	
NHS app for ordering repeat prescriptions	
SystemOne online access for appointments	
SystemOne online access for ordering repeat prescriptions	
None of these digital options	

5. How do you or the person you care for usually obtain any prescriptions items that are needed?

In person at main branch sites (Danes Dyke or Hackness Road)	
In Person at Cloughton Branch Surgery	
Nominated Pharmacy	

Practice delivery service	
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6. If you have attended Cloughton Branch Surgery how did you get there?

On foot	
Car	
Bicycle	
Public transport	
Other	

7. Have you ever visited either main branch sites (Danes Dyke or Hackness Road)?

Yes	
No	

8. If yes when did you last visit main branch sites (Danes Dyke or Hackness Road)?

The last 0-3 months	
The last 0-3 months	
The last 3-6 months	
More than 6 months	
Never used main branch sites	

9. If you have visited either main branch site (Danes Dyke or Hackness Road) how did you get there?

On foot	
Car	
Bicycle	
Public transport	
Other	

10. If Cloughton Branch Surgery were to close what would your concerns be?

Transport – mobility issues	
Problems obtaining medication	
Access to a specific GP	
Appointment availability	
No concerns	
Other – please specify below	

11. Do you have any other information you would like to share with the practices?

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