



ADDISON ROAD
MEDICAL PRACTICE



Analysis of participant feedback Pop up Community Health Clinic

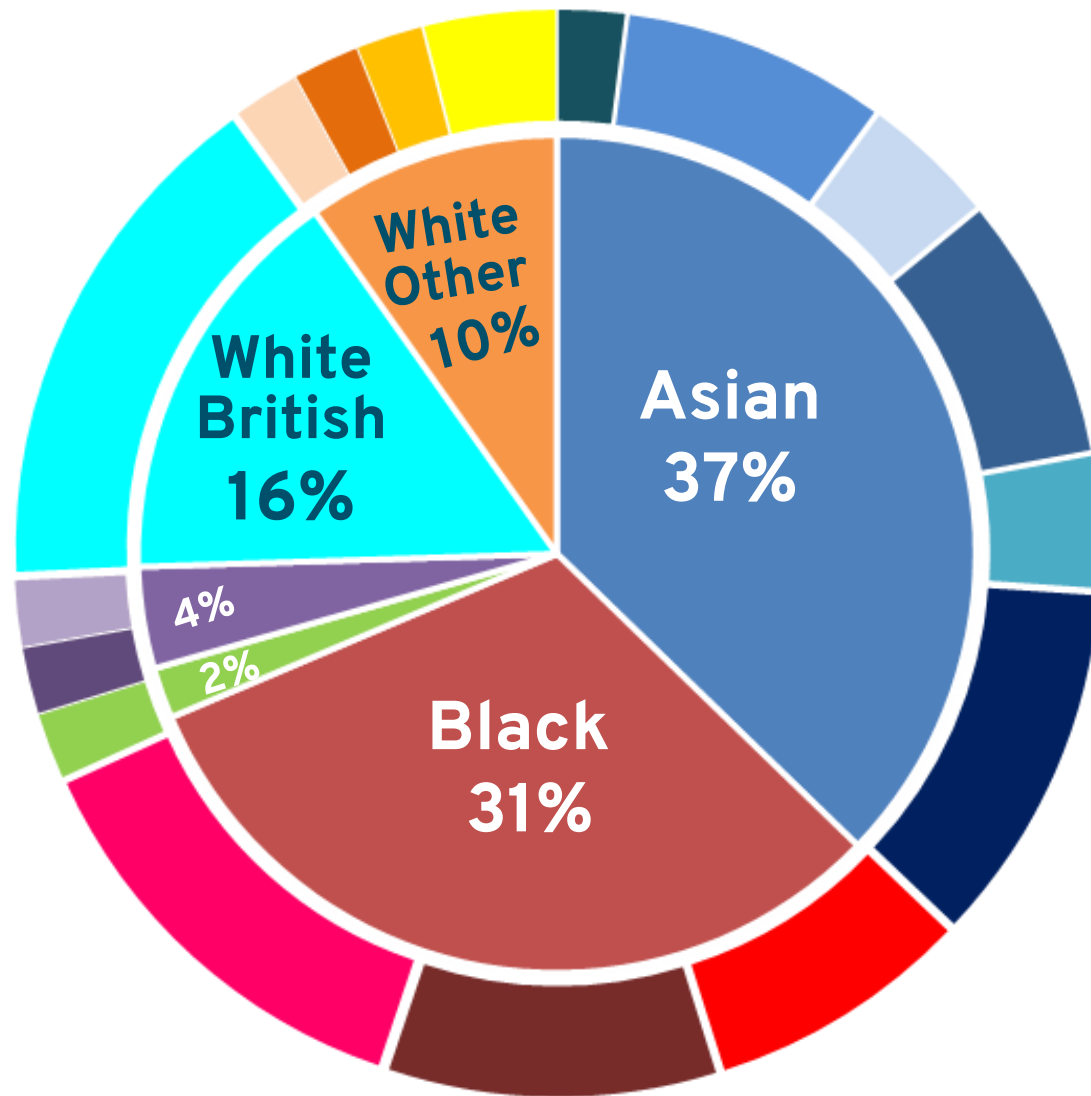
Thursday 30 January 2024



Demographics

57 respondents

Ethnicity



Asian Ethnicities

- Indian
- Bangladeshi
- Chinese
- Pakistani
- Sri Lankan
- Other Asian

Black Ethnicities

- Caribbean
- African
- Other Black

Other Ethnicities

- Mixed
- Arab
- Latin American

White Ethnicities

- White British
- Irish
- Italian
- Ukrainian
- Other White

15%

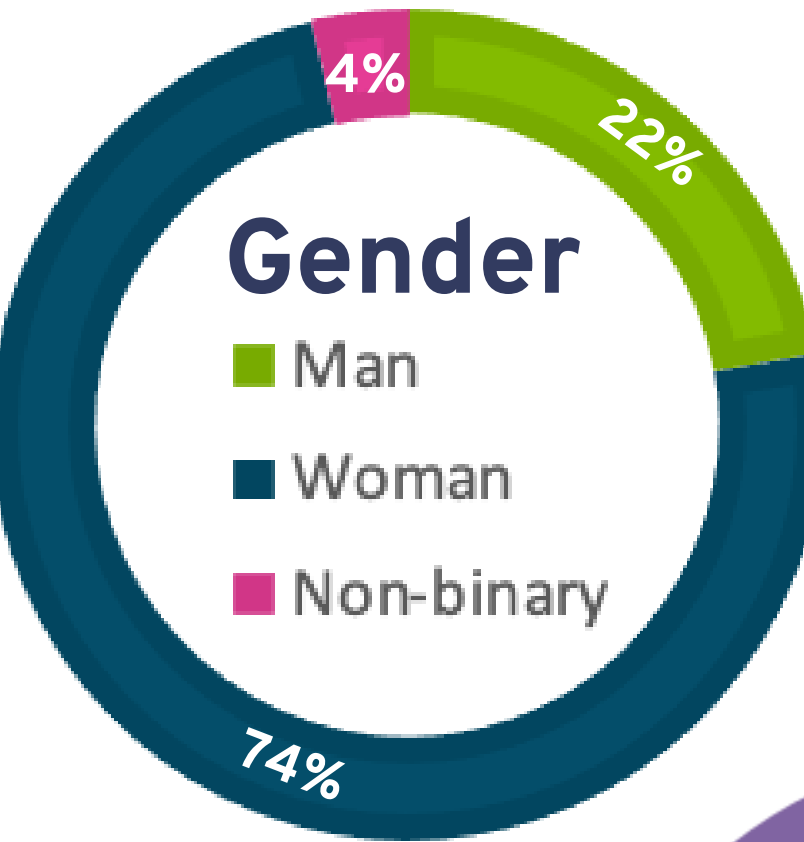
said they require an interpreter

6%

said they require an mobility support

Gender

- Man
- Woman
- Non-binary

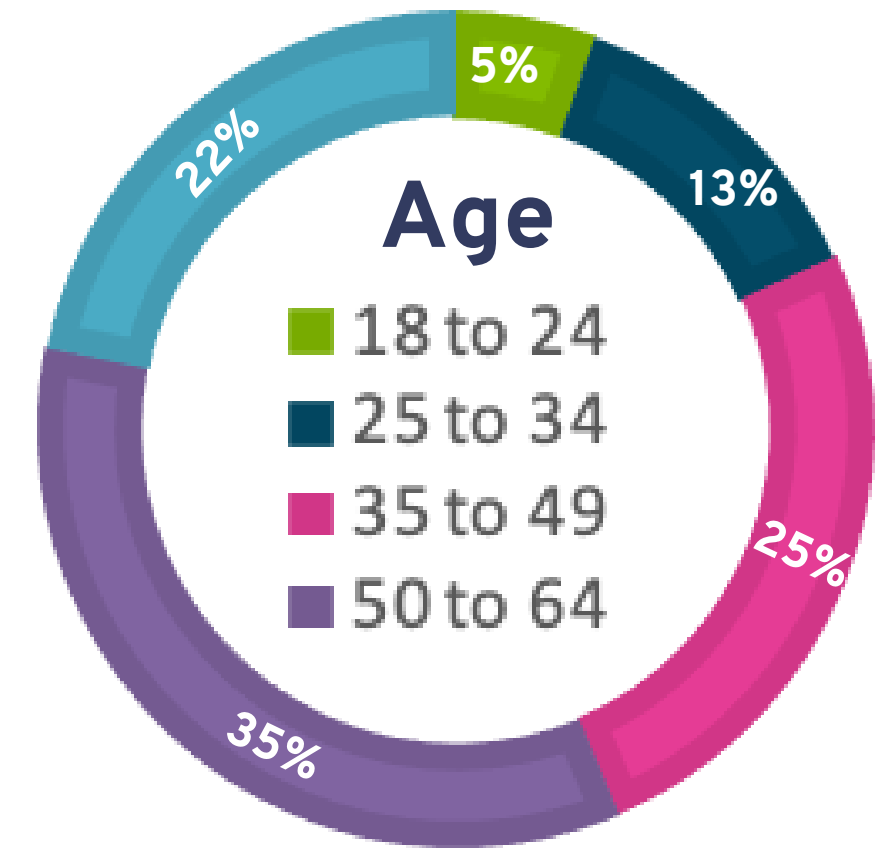


45%

said they have a long term health condition

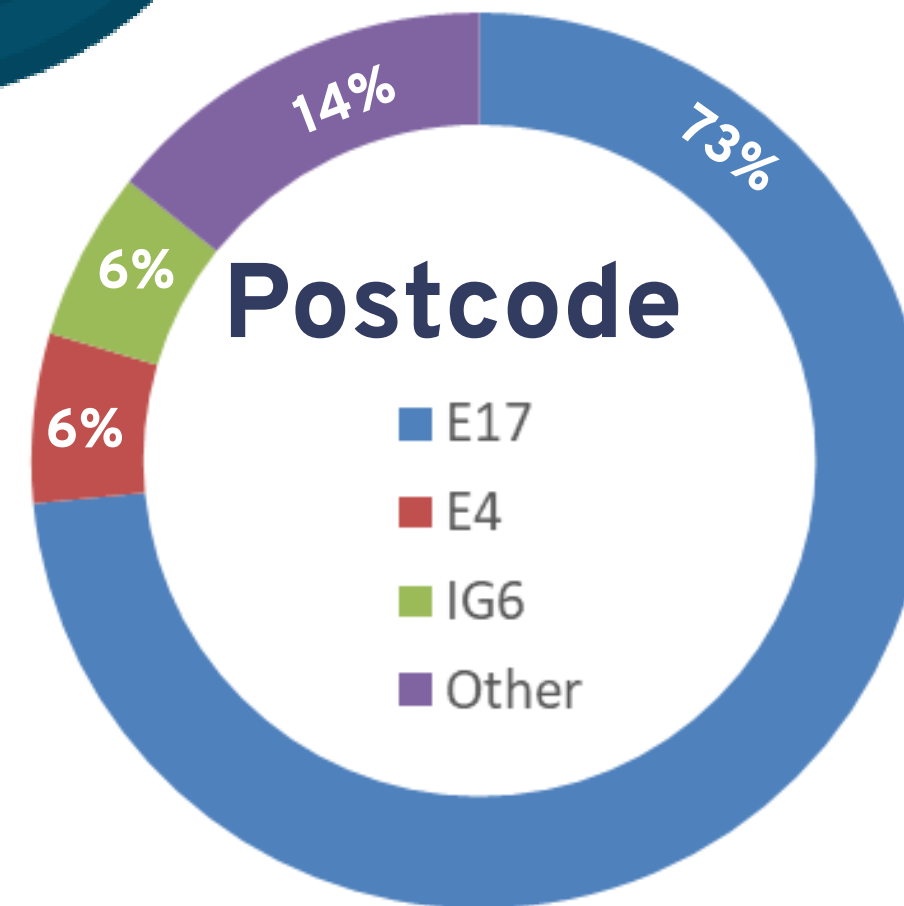
Age

- 18 to 24
- 25 to 34
- 35 to 49
- 50 to 64



Postcode

- E17
- E4
- IG6
- Other



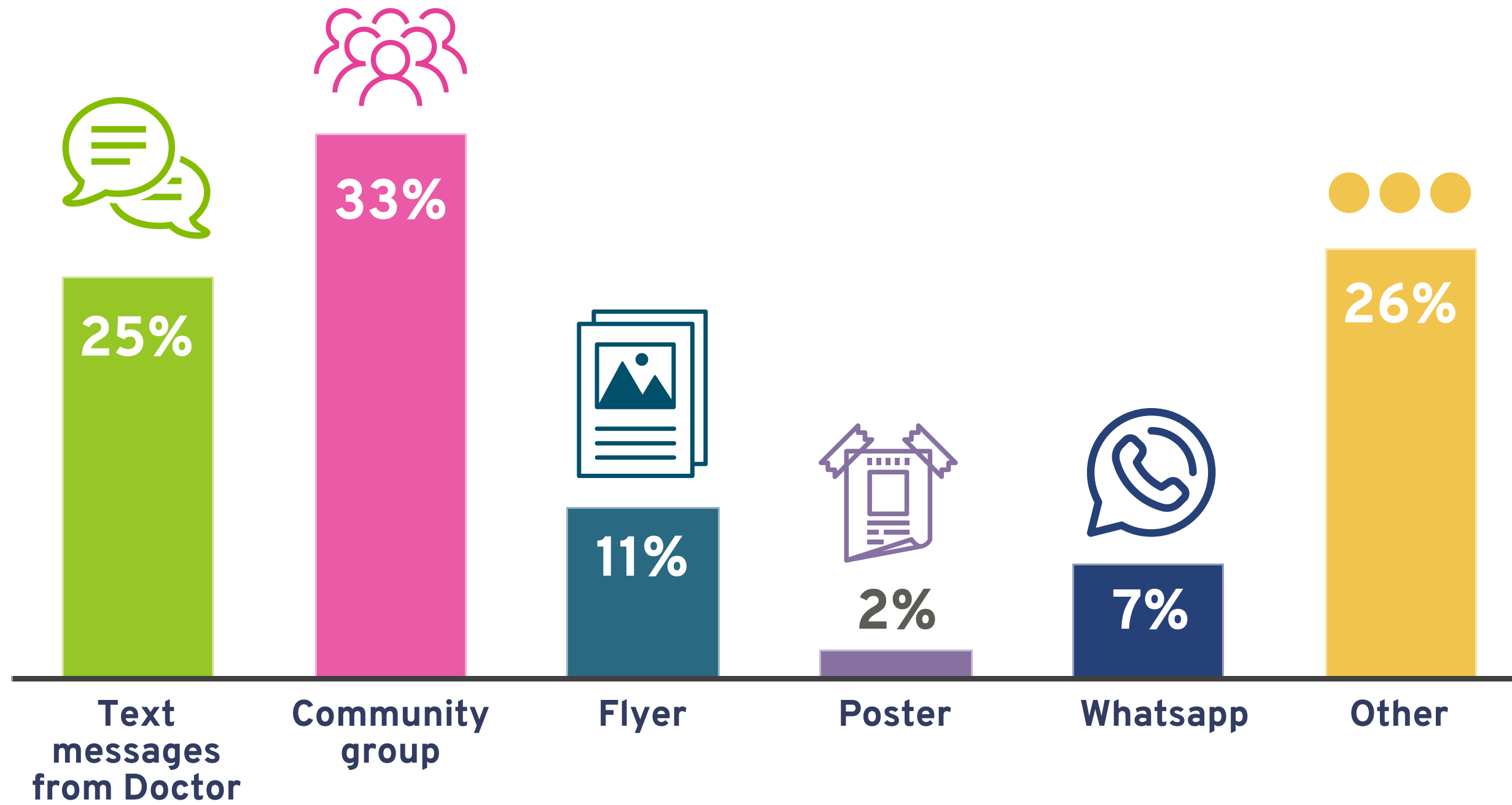
94%

said they are registered with a GP

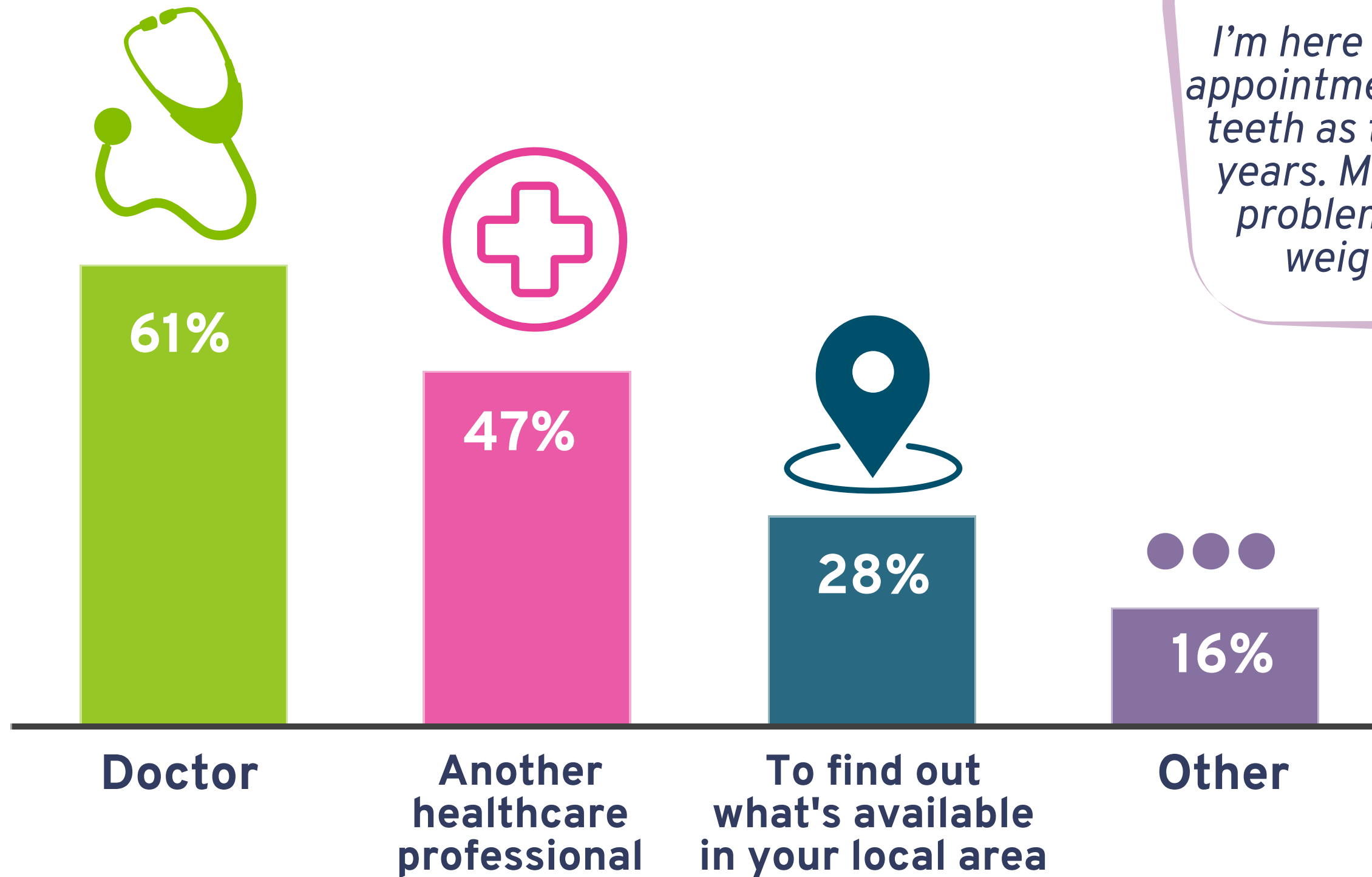
84%

of those registered said their GP was in Waltham Forest

How did you hear about this event?



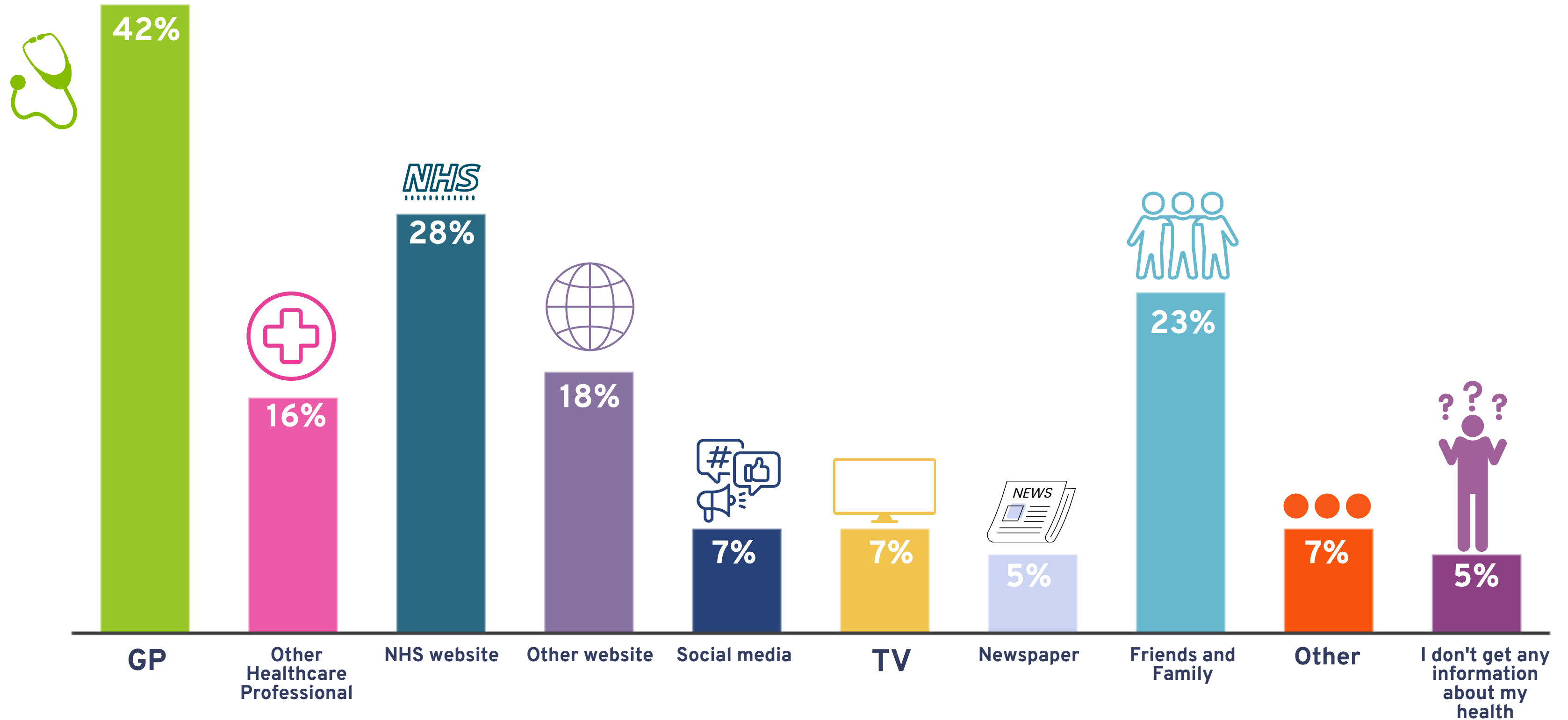
What services are you hoping to see today?



I'm here to see a dentist and book an appointment . I need to speak about my teeth as they have been broken, for 2 years. Menopause problems Thyroid problems and I've been putting on weight for the last two years.

It is easier to see services in person here, it can be hard to book a GP appointment.

Where do you get information about your health?



Experience of the event



On average, people spent **an hour and a half** at the event.

88%

of respondents said they fully got what they needed from the event.

Only **one person** said they didn't get what they needed.

80%

of respondents said the event made them more likely to use services in their local area.

I'm glad I came and would like to volunteer.

I was really impressed, very informative. Came for the vaccine, but got info on so much other stuff.

The GP I met was superb, I felt very well listened to and that often doesn't happen.

Do it again! I don't now why more GPs don't work like this, it was so easy and usually it is so hard to get any help.

It was good - came for psychologist, really helped.

Multiple physical issues, lots of things racking up but so hard to get an appointment, ringing in the morning, filling out all the forms always told to do it online but I find that really hard. That's why I haven't got it seen to for 2 years. Tried to do it online Really helpful to see someone and now will go to GP to get tests done.

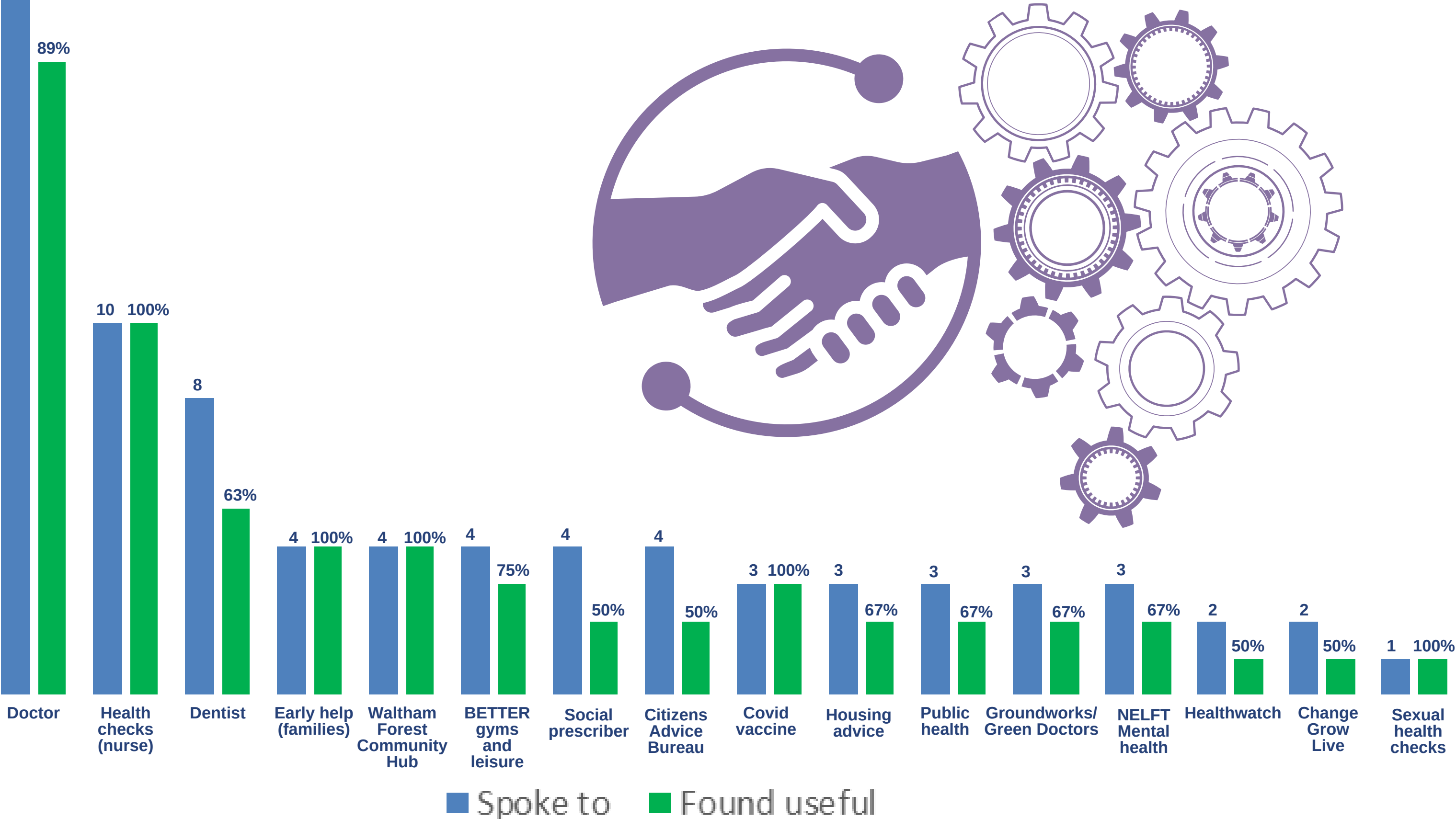
96% of respondents were “very satisfied” or “satisfied with the event.

Only **one person** was dissatisfied.



■ Very Satisfied ■ Satisfied ■ Very Dissatisfied

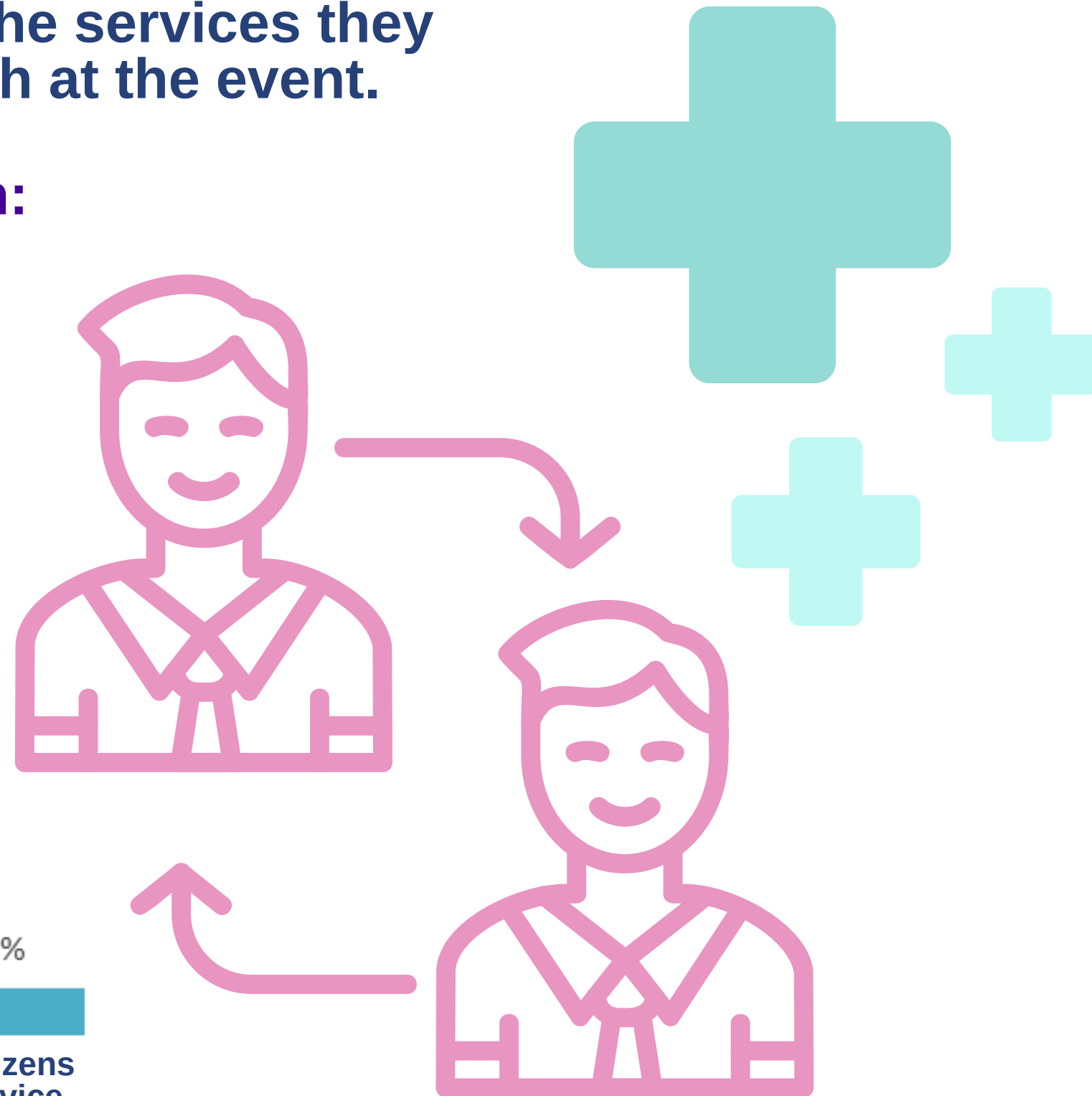
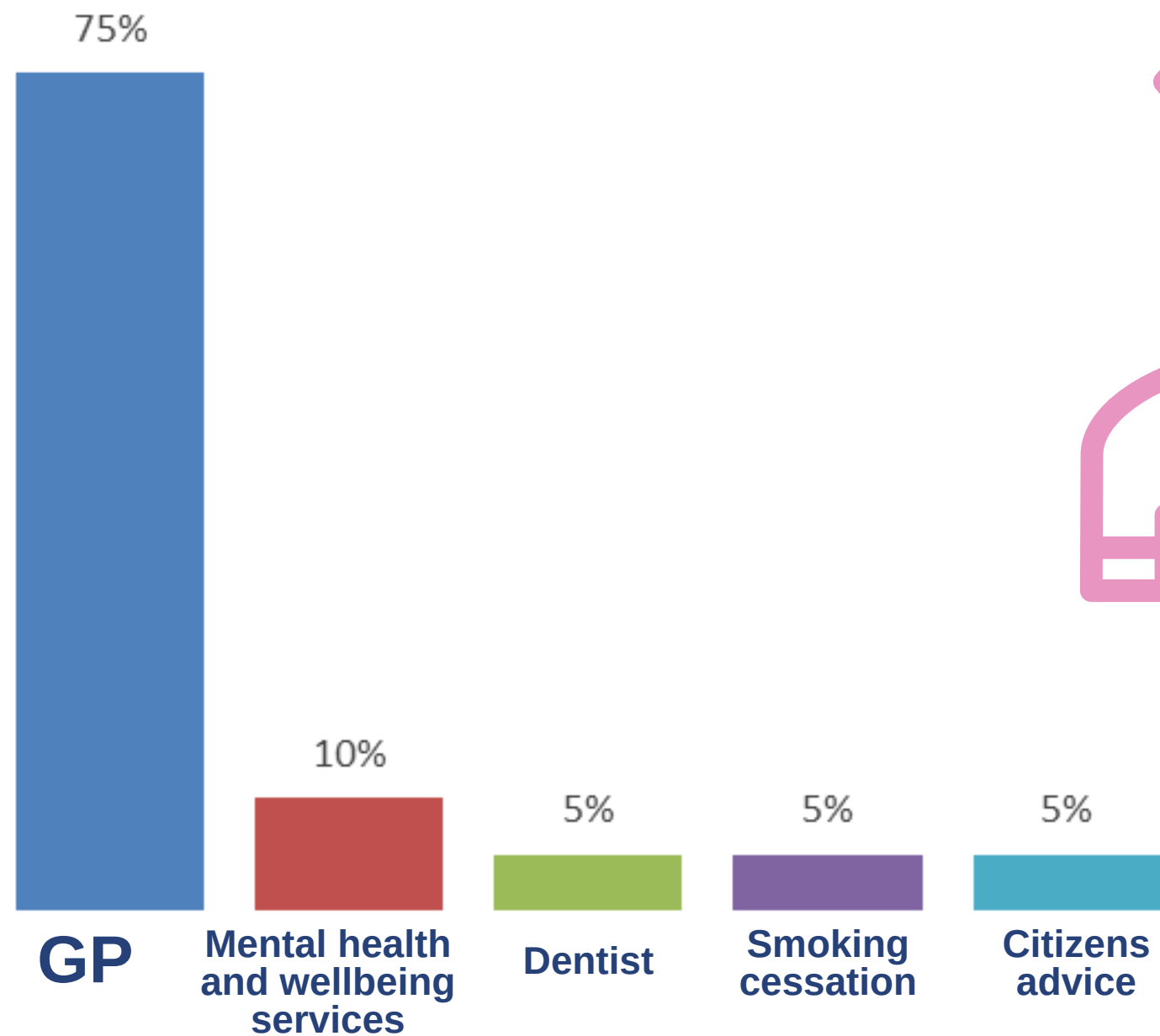
Experience of the event



Follow-on

80% of respondents said they are likely to have follow-up contact with the services they used or got in touch with at the event.

Services most likely to follow up with:



Suggestions for improvement



Dentists

Dentist should be able to see non-registered patients Open later, outside work hours.

More dentists and to recommend dentist.



Other services

Request Female Asian doctors Gynae problems ,women health issues



Organisation

Do it again! I don't now why more GPs don't work like this, it was so easy and usually it is so hard to get any help Shouting out of the numbers made a bit noisy in the room.

People weren't there for their numbers, so queues got a bit confused

Calling system made things feel a bit chaotic

More time! 1-5 is a bit short and doesn't work for lots of people



Privacy

Noise too loud in main hall and little rooms, repeating of words

Noisy in consultation, not private enough, self conscious



Communication

Advertise the full range of services available so I can plan to see them and leaflets with all services handed out at the event

Better advertised so people find it

