

Access Bedford - GP survey

Tuesday, March 23, 2021

Issues with the survey:

- **The survey was filled in by staff with varying roles – GP, receptionist, nurse, admin support**
- **There was no clarification of what D/deaf or Hard of Hearing meant**

Summary of Surgery responses

94% have D/deaf or Hard of Hearing patients

38% know they have BSL users, 58% did not know if they did

58% did not know how to book a BSL Interpreter

Of the 42% that did know how to book an interpreter 81% had no problems doing so

52% of surgeries contact their D/deaf patient through a family member

73% of surgeries use text, 76% use letter and 52% use email

65% of respondents do not know what the Accessible Information Standard is

34

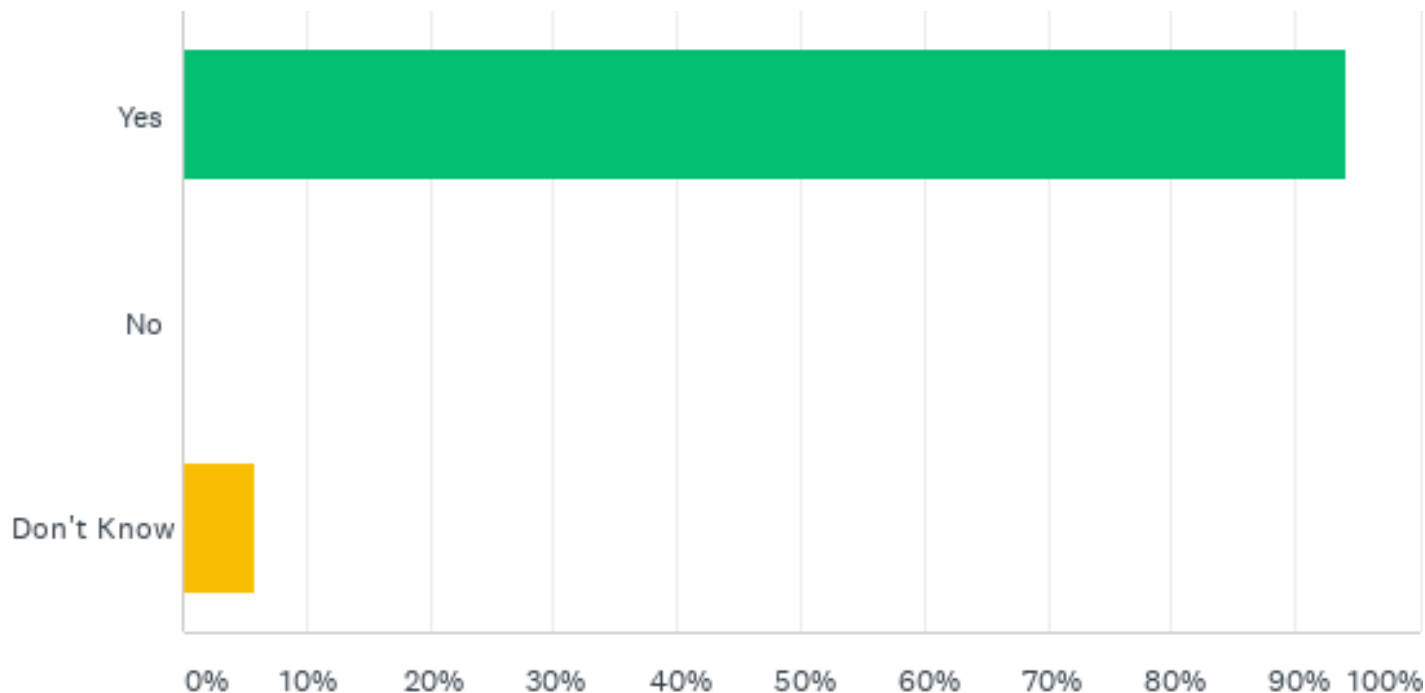
Total Responses

Date Created: Monday, January 18, 2021

Complete Responses: 34

Q3: Do you currently have any Deaf or Hard of Hearing patients registered at your practice?

Answered: 34 Skipped: 0



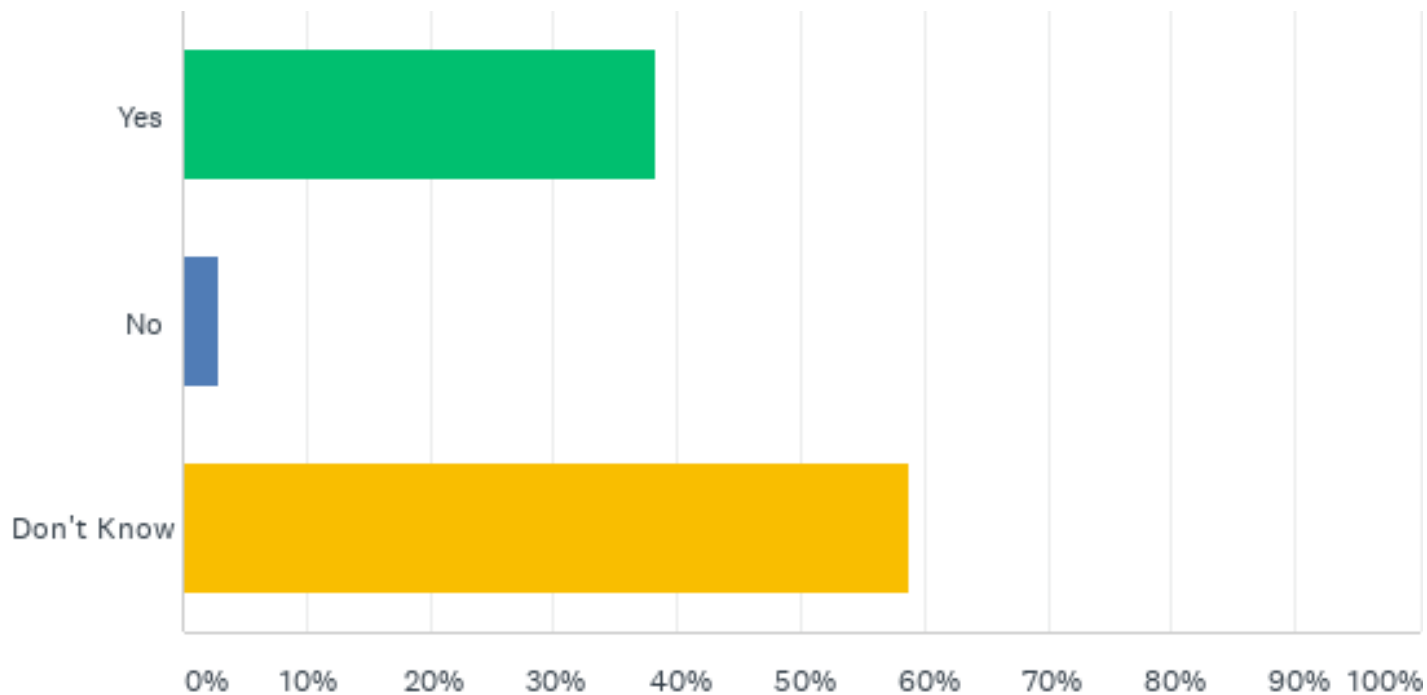
Q3: Do you currently have any Deaf or Hard of Hearing patients registered at your practice?

Answered: 34 Skipped: 0

ANSWER CHOICES	RESPONSES	
Yes	94.12%	32
No	0.00%	0
Don't Know	5.88%	2
Total Respondents: 34		

Q4: Do you currently have any patients that use BSL registered at your practice?

Answered: 34 Skipped: 0



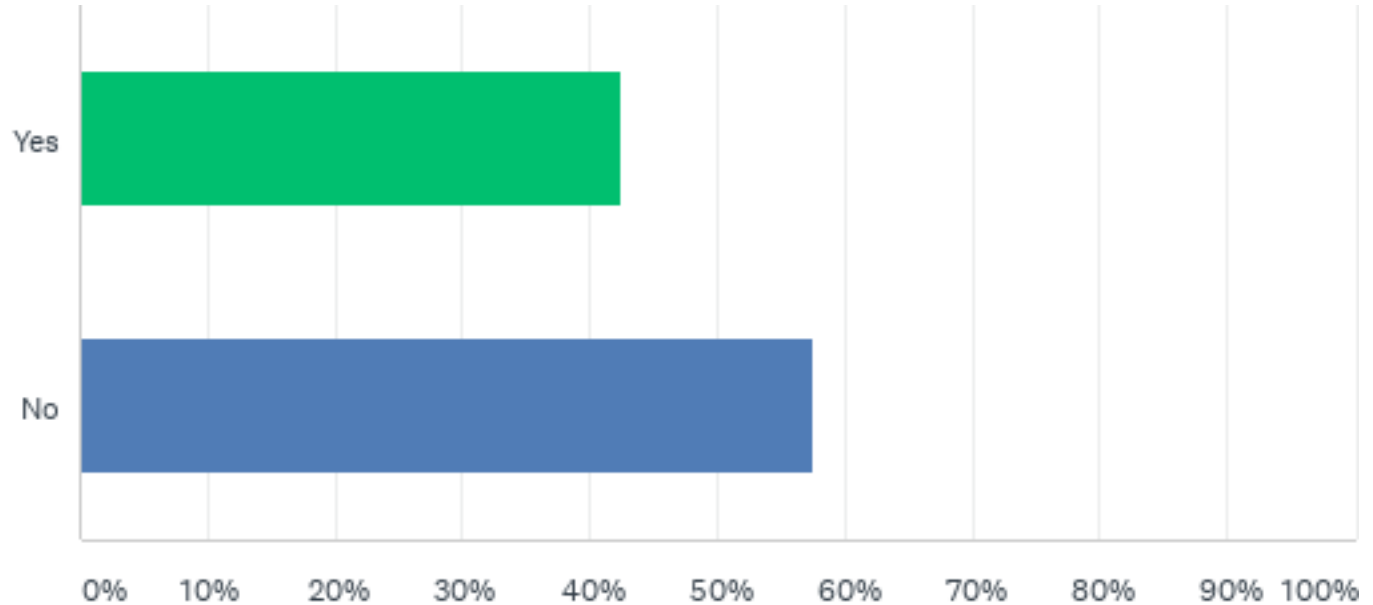
Q4: Do you currently have any patients that use BSL registered at your practice?

Answered: 34 Skipped: 0

ANSWER CHOICES	RESPONSES	
Yes	38.24%	13
No	2.94%	1
Don't Know	58.82%	20
Total Respondents: 34		

Q5: Do you know how to book a BSL interpreter if a patient requests one?

Answered: 33 Skipped: 1



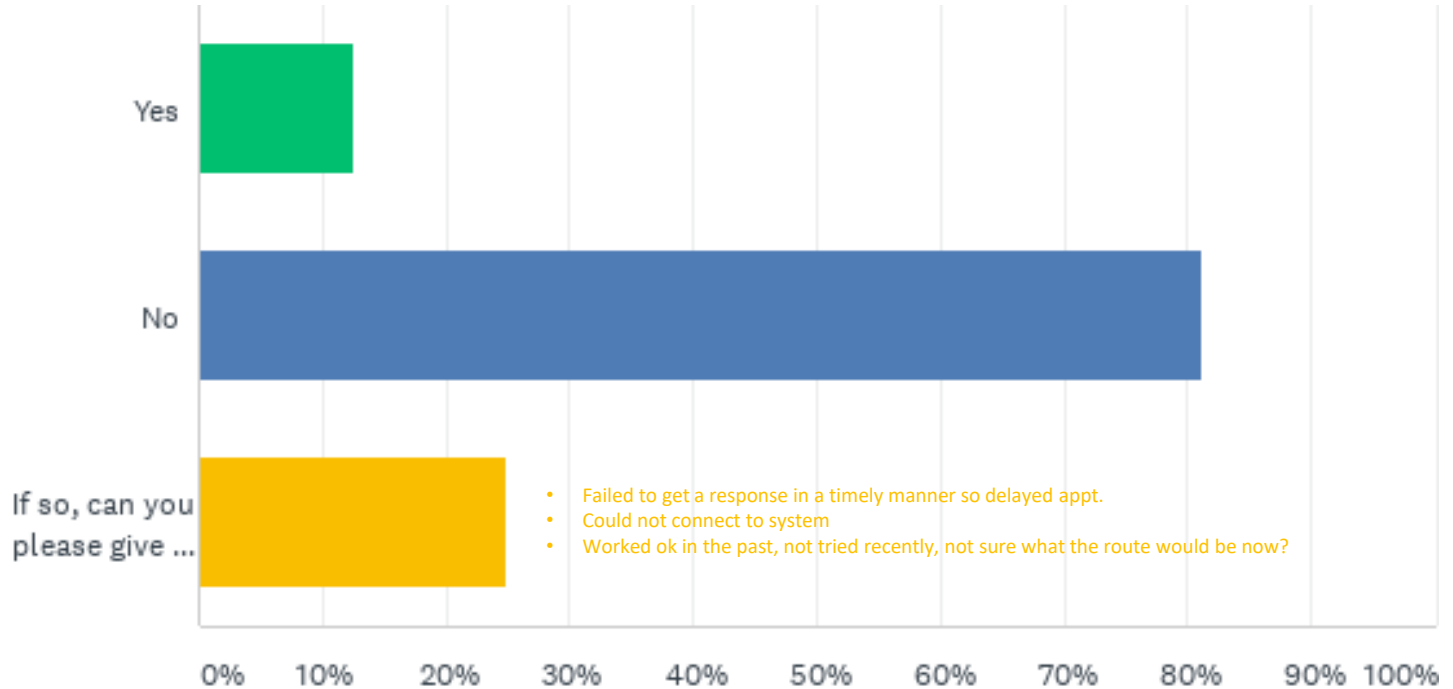
Q5: Do you know how to book a BSL interpreter if a patient requests one?

Answered: 33 Skipped: 1

ANSWER CHOICES	RESPONSES	
Yes	42.42%	14
No	57.58%	19
Total Respondents: 33		

Q6: Have you had any issues when requesting a BSL interpreter?

Answered: 32 Skipped: 2



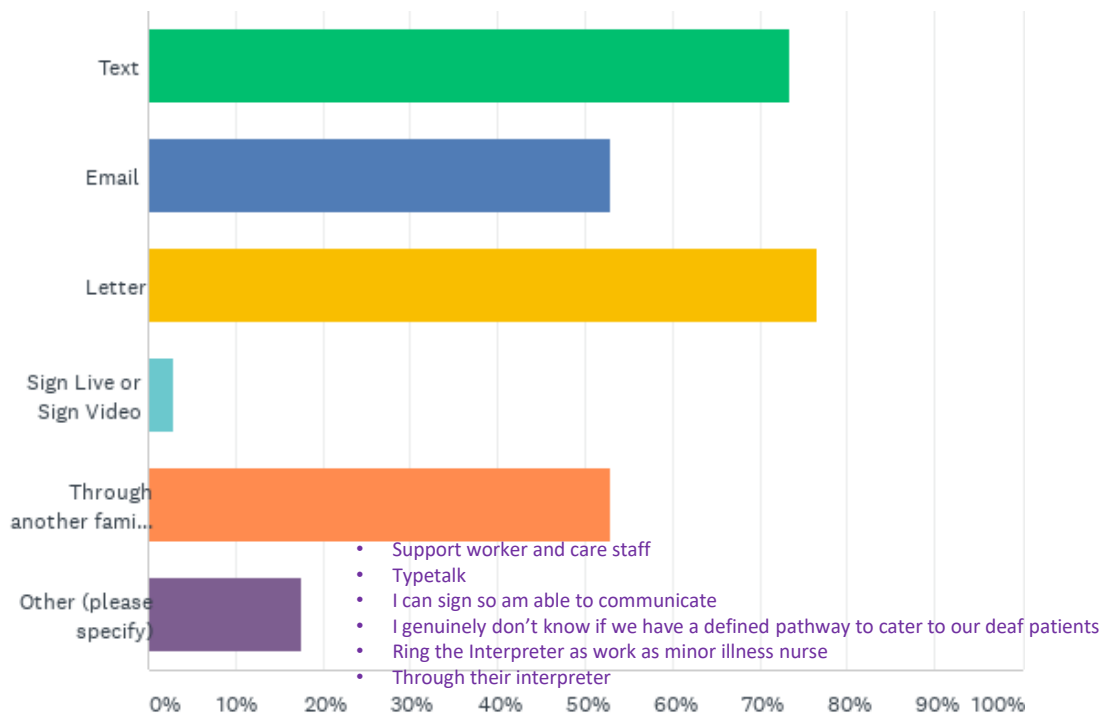
Q6: Have you had any issues when requesting a BSL interpreter?

Answered: 32 Skipped: 2

ANSWER CHOICES	RESPONSES	
Yes	12.50%	4
No	81.25%	26
If so, can you please give a brief description of the issue experienced.	25.00%	8
Total Respondents: 32		

Q7: How do you contact your Deaf or Hard of Hearing patients? Please tick all that apply

Answered: 34 Skipped: 0



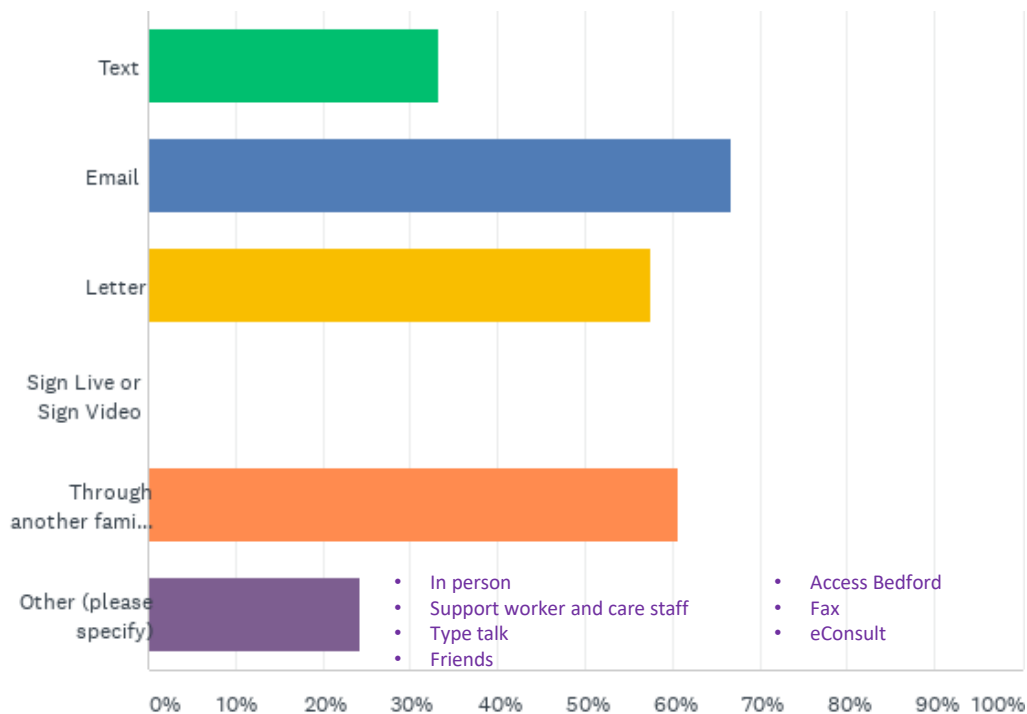
Q7: How do you contact your Deaf or Hard of Hearing patients? Please tick all that apply

Answered: 34 Skipped: 0

ANSWER CHOICES	RESPONSES	
Text	73.53%	25
Email	52.94%	18
Letter	76.47%	26
Sign Live or Sign Video	2.94%	1
Through another family member	52.94%	18
Other (please specify)	17.65%	6
Total Respondents: 34		

Q8: How do your Deaf or Hard of Hearing patients contact you? Please tick all that apply

Answered: 33 Skipped: 1



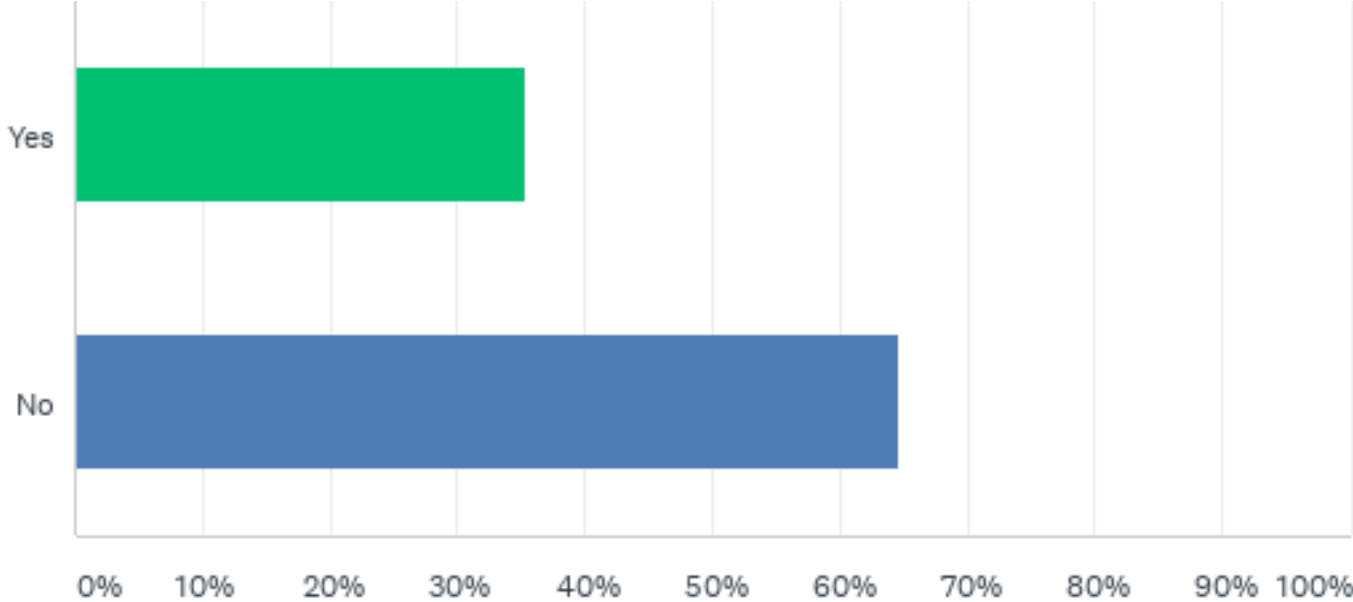
Q8: How do your Deaf or Hard of Hearing patients contact you? Please tick all that apply

Answered: 33 Skipped: 1

ANSWER CHOICES	RESPONSES	
Text	33.33%	11
Email	66.67%	22
Letter	57.58%	19
Sign Live or Sign Video	0.00%	0
Through another family member	60.61%	20
Other (please specify)	24.24%	8
Total Respondents: 33		

Q9: Do you know what the Accessible Information Standard is?

Answered: 34 Skipped: 0



Q9: Do you know what the Accessible Information Standard is?

Answered: 34 Skipped: 0

ANSWER CHOICES	RESPONSES	
Yes	35.29%	12
No	64.71%	22
TOTAL		34