

Access Bedford - Deaf Patient survey

Tuesday, March 23, 2021

Issues with the survey:

- ***The GPs that deaf respondents listed in the patient survey do not match the GPs that responded to the GP survey so the results cannot be compared***
- ***Despite the survey being interpreted into BSL there is still some misunderstanding of what the questions were asking***
- ***We did not ask what the preferred way of contacting and communicating with their GP was***

Summary of Deaf respondents

74% need a BSL Interpreter

48% have had problems booking one

26% have had a video consultation

46% use email to book appointments, 51% say their GP uses email to contact them

15% use a family member to book an appointment, 11% say GP uses family member to book an appointment

18% say their GP uses the phone to call them to make an appointment despite them being deaf

Over 70% 'make do' without an interpreter (gesture, writing things down, family member)

27

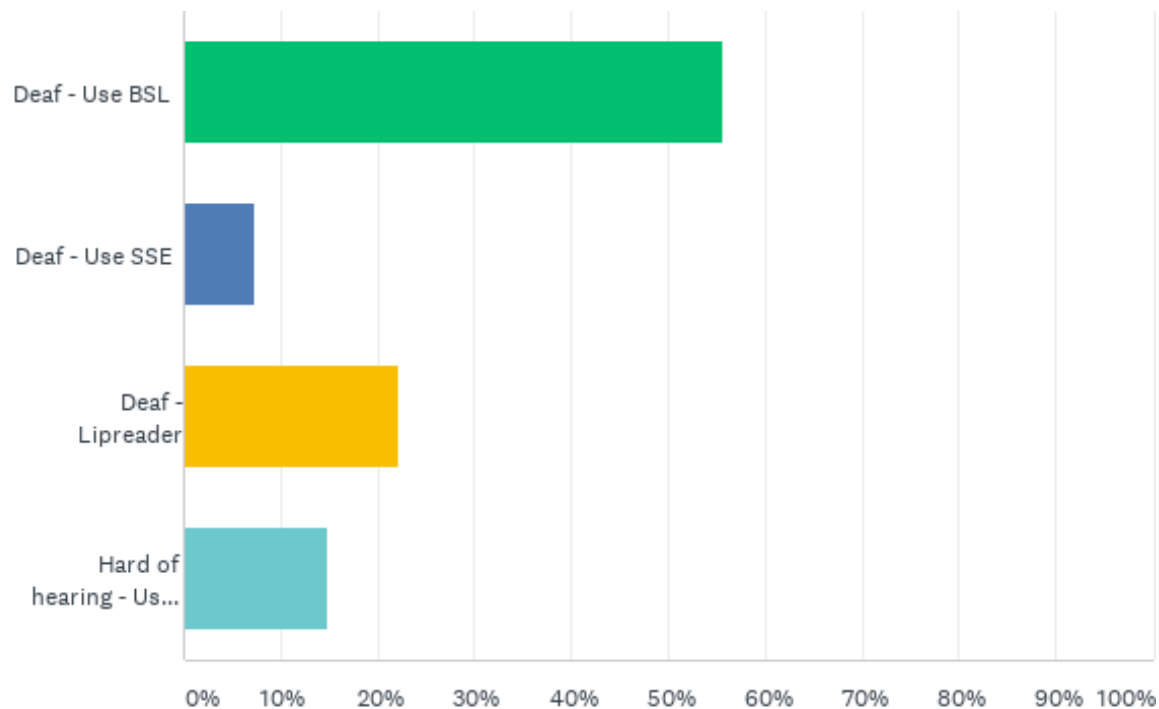
Total Responses

Date Created: Saturday, January 30, 2021

Complete Responses: 27

Q2: Are you

Answered: 27 Skipped: 0



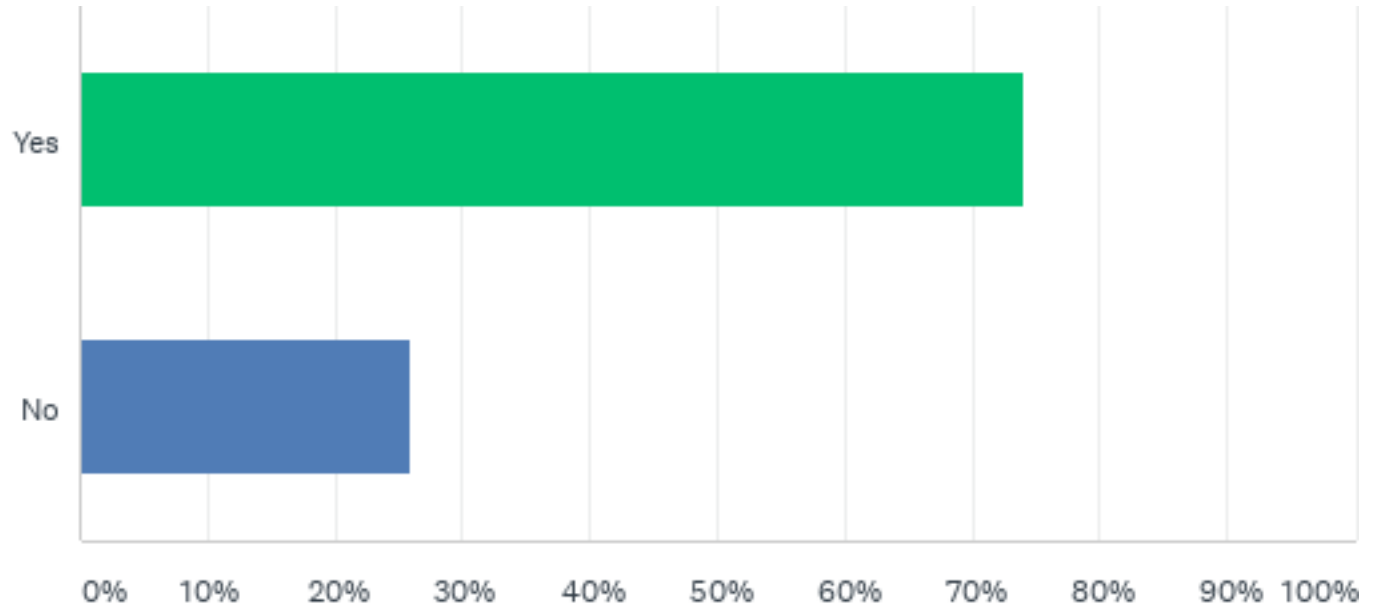
Q2: Are you

Answered: 27 Skipped: 0

ANSWER CHOICES	RESPONSES	
Deaf - Use BSL	55.56%	15
Deaf - Use SSE	7.41%	2
Deaf - Lipreader	22.22%	6
Hard of hearing - Uses speech	14.81%	4
TOTAL		27

Q3: Do you need a BSL interpreter at your appointments?

Answered: 27 Skipped: 0



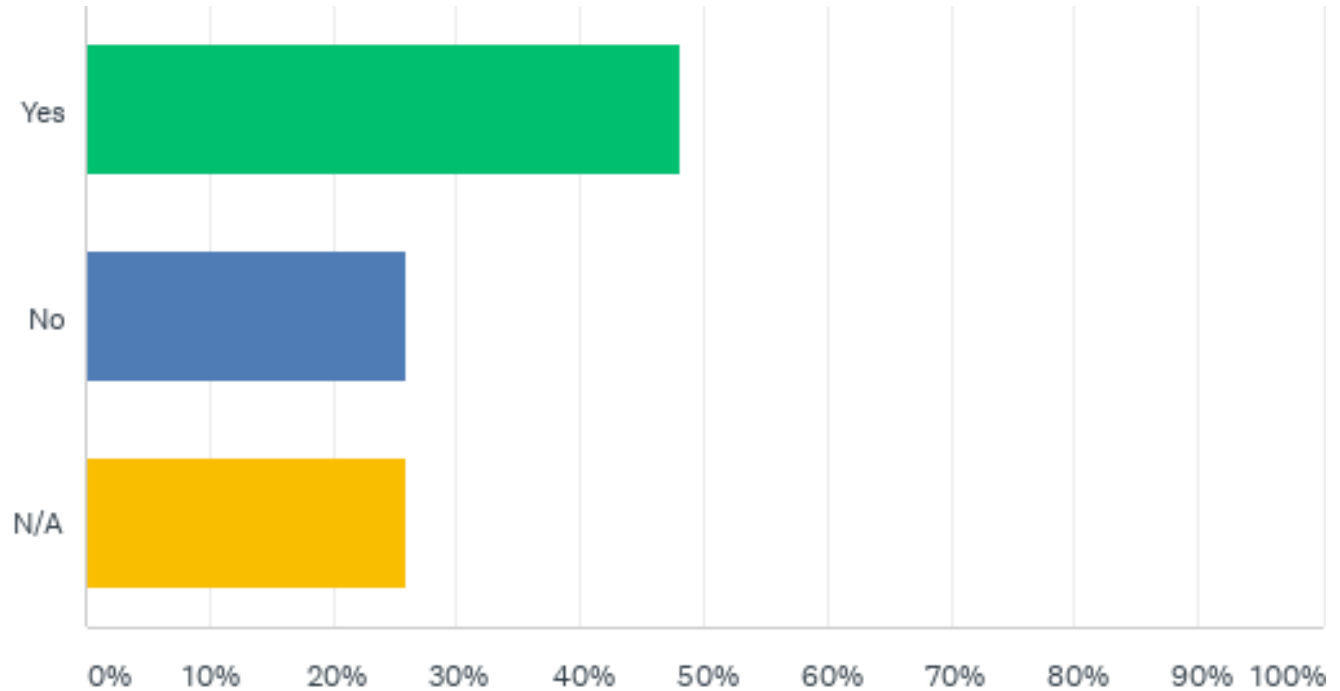
Q3: Do you need a BSL interpreter at your appointments?

Answered: 27 Skipped: 0

ANSWER CHOICES	RESPONSES	
Yes	74.07%	20
No	25.93%	7
TOTAL		27

Q4: Have you had any problems when asking for a BSL interpreter?

Answered: 27 Skipped: 0



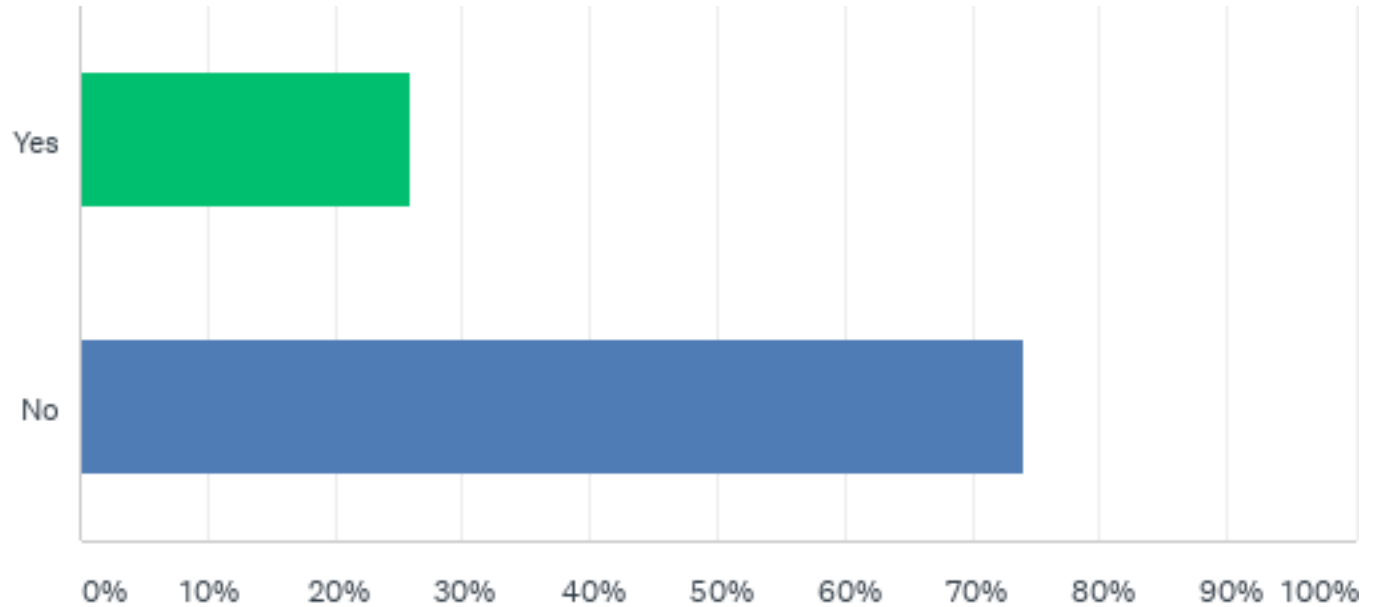
Q4: Have you had any problems when asking for a BSL interpreter?

Answered: 27 Skipped: 0

ANSWER CHOICES	RESPONSES	
Yes	48.15%	13
No	25.93%	7
N/A	25.93%	7
TOTAL		27

Q5: Have you had a video call consultation with your GP?

Answered: 27 Skipped: 0



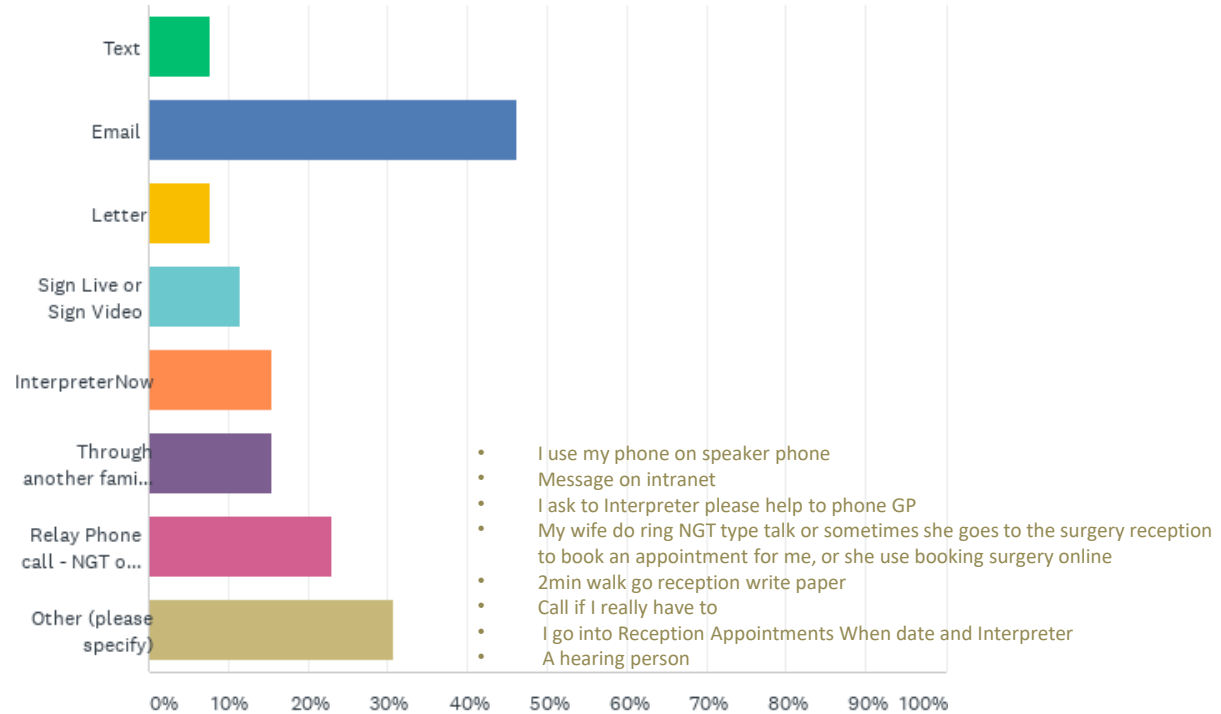
Q5: Have you had a video call consultation with your GP?

Answered: 27 Skipped: 0

ANSWER CHOICES	RESPONSES	
Yes	25.93%	7
No	74.07%	20
TOTAL		27

Q6: How do you contact your GP surgery if you need to book an appointment? Tick all that apply

Answered: 26 Skipped: 1



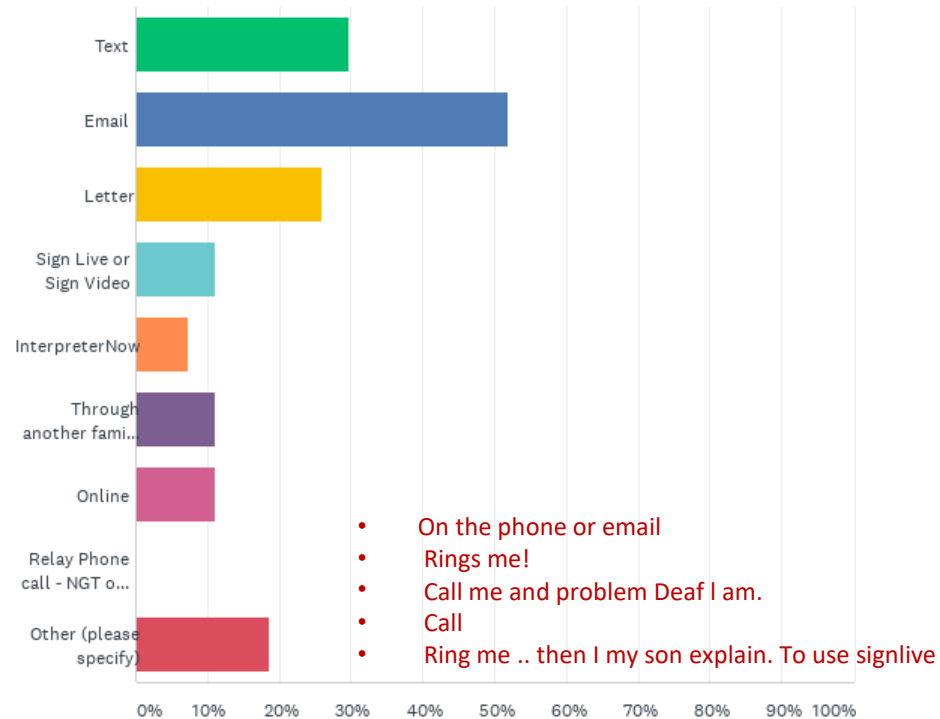
Q6: How do you contact your GP surgery if you need to book an appointment? Tick all that apply

Answered: 26 Skipped: 1

ANSWER CHOICES	RESPONSES	
Text	7.69%	2
Email	46.15%	12
Letter	7.69%	2
Sign Live or Sign Video	11.54%	3
InterpreterNow	15.38%	4
Through another family member	15.38%	4
Relay Phone call - NGT or other service	23.08%	6
Other (please specify)	30.77%	8
Total Respondents: 26		

Q7: How does your GP surgery/ Doctor contact you if they need to talk to you? Tick all that apply

Answered: 27 Skipped: 0



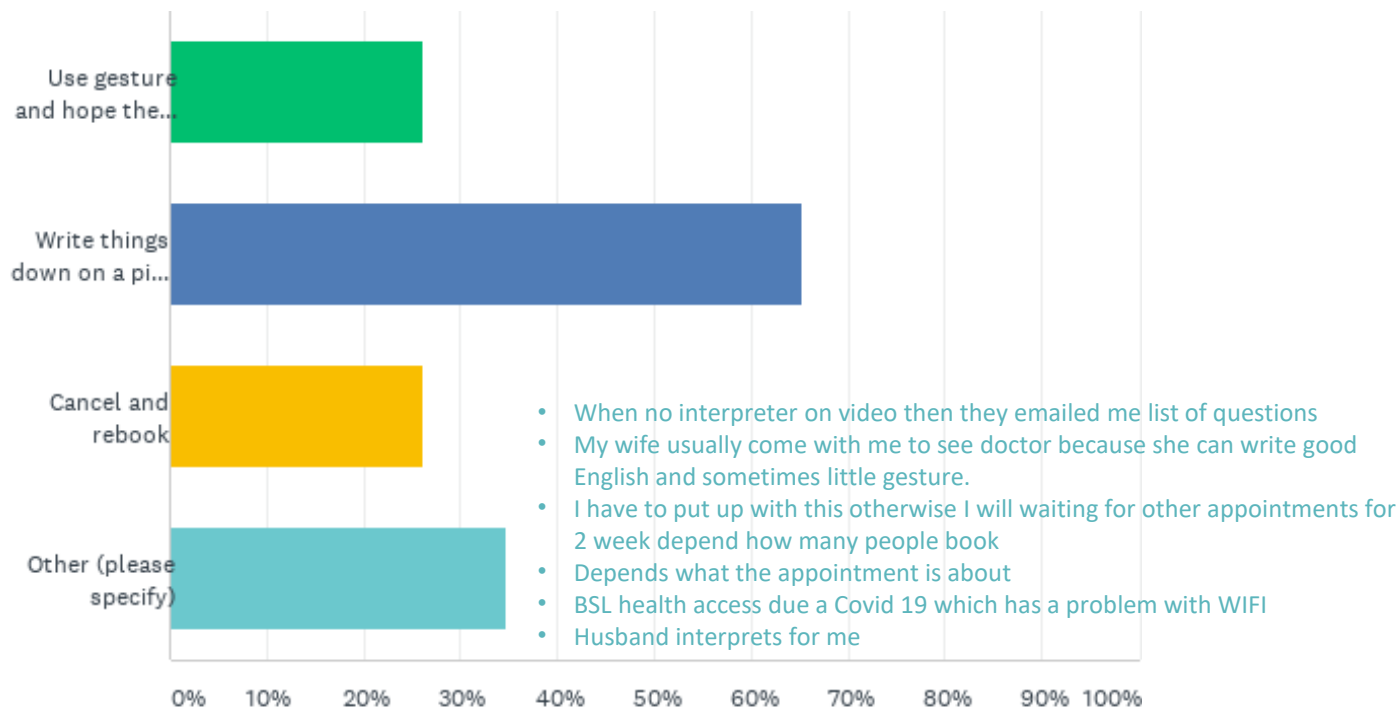
Q7: How does your GP surgery/ Doctor contact you if they need to talk to you? Tick all that apply

Answered: 27 Skipped: 0

ANSWER CHOICES	RESPONSES	
Text	29.63%	8
Email	51.85%	14
Letter	25.93%	7
Sign Live or Sign Video	11.11%	3
InterpreterNow	7.41%	2
Through another family member	11.11%	3
Online	11.11%	3
Relay Phone call - NGT or other service	0.00%	0
Other (please specify)	18.52%	5
Total Respondents: 27		

Q8: If you are a BSL user and an Interpreter does not attend your appointment, how do you communicate? Tick all that apply

Answered: 23 Skipped: 4



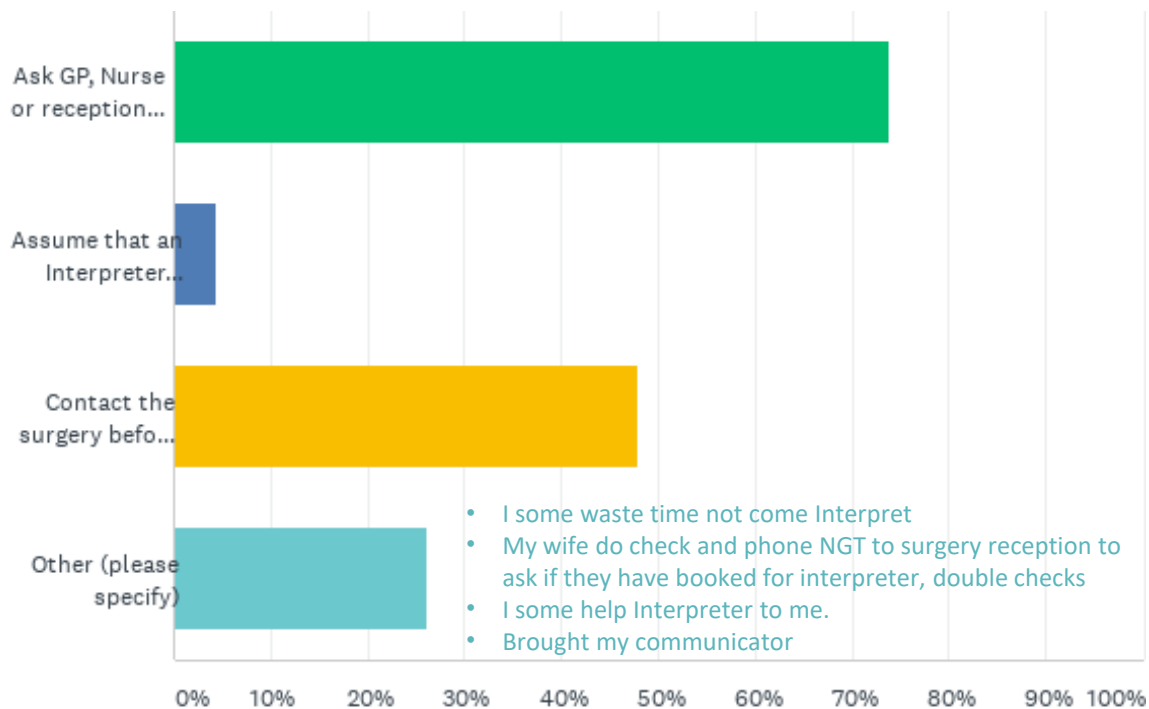
Q8: If you are a BSL user and an Interpreter does not attend your appointment, how do you communicate? Tick all that apply

Answered: 23 Skipped: 4

ANSWER CHOICES	RESPONSES	
Use gesture and hope the GP understands you	26.09%	6
Write things down on a piece of paper	65.22%	15
Cancel and rebook	26.09%	6
Other (please specify)	34.78%	8
Total Respondents: 23		

Q9: When you book an appointment at the surgery do you. Tick all that apply

Answered: 23 Skipped: 4



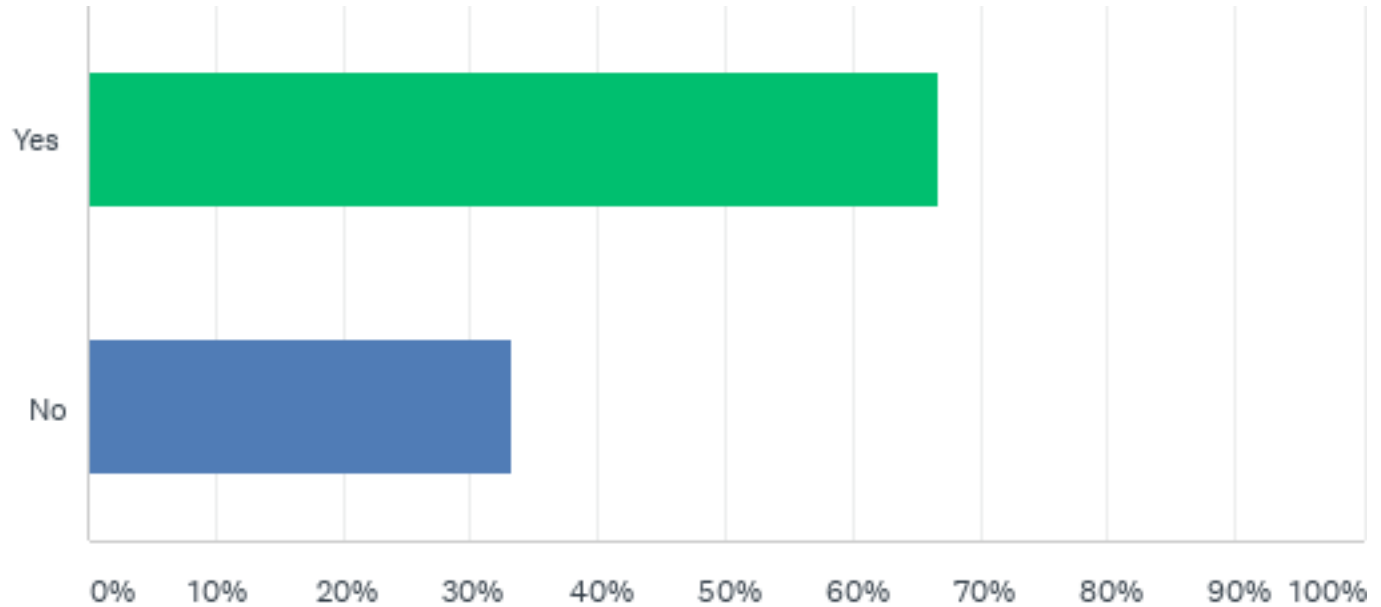
Q9: When you book an appointment at the surgery do you. Tick all that apply

Answered: 23 Skipped: 4

ANSWER CHOICES	RESPONSES	
Ask GP, Nurse or reception staff to book an Interpreter for you	73.91%	17
Assume that an Interpreter will be booked automatically because they know you are Deaf	4.35%	1
Contact the surgery before your appointment to confirm an interpreter has been booked	47.83%	11
Other (please specify)	26.09%	6
Total Respondents: 23		

Q10: Would you like Access Bedford to contact you about the survey

Answered: 27 Skipped: 0



Q10: Would you like Access Bedford to contact you about the survey

Answered: 27 Skipped: 0

ANSWER CHOICES	RESPONSES	
Yes	66.67%	18
No	33.33%	9
TOTAL		27