

Patient Survey Results

1) How do patients usually make their appointments?

In person – 24%

Telephone – 76%

2) In the past 6 months how have the patients found the following?

Getting through on the telephone – 64% very easy

Speaking to Dr on the telephone – 52% have not tried

Speaking to the Nurse on the telephone – 64% have not tried

Obtaining test results – 45% very easy

Being able to see the Dr on the same day - 48% fairly easy

Easiness of booking a pre-bookable app – 76% very easy

3) How often has the patients experienced this problem?

68% very rarely

4) What time of day do the patients try to contact the surgery?

Early morning – 80%

Late morning – 16%

Early afternoon – 4%

Late afternoon – 0%

5) How quickly do patients feel they are seen by the GP?

Same day – 66%

Next day – 32%

2-4 days – 4%

5 days or more – 0%

6) How long do patients feel they wait to be seen?

Over 30 mins – 6%

15-30 mins – 22%

5-15 mins – 52%

Less than 5 mins – 14%

Clinical staff on time – 6%

7) How do patients feel about the time they wait to be seen?

Don't normally have to wait too long – 26%

About right – 18%

Have to wait a little long – 44%

Have to wait far to long – 12%

8) How do patients feel about the waiting time?

Very satisfied – 82%

Fairly satisfied – 14%

Not satisfied at all – 2%

Don't know – 2%

9) How satisfied were the patients with their last appointment?

Allowed enough time – 80% very satisfied

Asked about your symptoms – 83% very satisfied

You were listened to – 84% very satisfied

Explained about tests and treatments – 64% very satisfied
Involved in the decisions about your care – 72% very satisfied
Took your problems seriously - very satisfied– 94% very satisfied
Have trust in the Dr – 56% fairly satisfied
Happy with the privacy of the conversation – 84% very satisfied

10) Which Dr did you last see?

Dr Khan – 94%

Don't know – 6%

11) Telephone consultations

Can you book a telephone consultation – 66% don't know

Have you ever had a telephone consultation – 84% no

Following the telephone consultation did you require a follow up – 70% no

Would you use the telephone consultation again – 94% yes

12) How easy is it for patients to make an appointment with the practice nurse?

Very easy – 80%

Fairly easy – 10%

Not very easy 0%

Don't know – 10%

13) Did the patients have any problems in the months of August & September whilst the surgery had locum nurses?

No – 100%

14) How satisfied were the patients regarding their last appointment with the practice Nurse?

Allowed enough time –94 % Very

Asked about symptoms –94% Very

Listened to you –90% Very

Explained about test and treatments – 97% Very

Involved you in decisions about your care – 96% Very

Treated you with respect – 97% Very

Took your problems seriously – 99% Very

Did you have trust and confidence in the nurse you saw – 98% Very

Where you happy with the privacy of your consultation – 97% Very

15) Which nurse did the patients last see?

Lisa Debono – 93%

Jennifer Clews – 7%

Jo Tinkler – 0%

Locum Nurse – 0%

16) Overall how do that patient's feel that the practice helps them?

Access to information about staying healthy and preventing illness –74% Very well

Understand the practice complains and compliments procedure –66% Very well

Find information about the services the surgery provides –85% Very well

Keeping yourself healthy – 81% Very well

Coping with your health problems – 83% Very well

Understanding your health problems - 84% Very well

17) How do the patients find the receptions at the surgery?

Very helpful – 88%

Fairly helpful – 12%

Not very helpful – 10%

18) Can other patients overhear private conversations with the receptionists?

Yes, but I don't mind – 20%

Yes, I am not happy about it – 72%

No, other patients can not hear – 4%

An area is provided for confidentiality – 0%

Don't know – 4%

20) How do the patients rate the practice building?

How clear are the signs inside and outside of the building – 85% very

How comfortable is the waiting area – 88% very

How easy is it to get into the building – 95% very

How clean is the building – 92% very