**RESULTS FOR PATIENT SURVEY 2015**

The results from last years survey showed that 28% of patients had difficulties getting through on the telephone. This year has increased to 48%. Although a lot more surveys were completed this year, there is still obviously an issue with the phones. Having resourced prices from external telephony services, it was apparent that this was deemed to be more expensive than our current internal systems within the hospital. **This item is to be** **included on the Action Plan.**

89% of patients understood why they were taking their medications. For those that don’t, the practice will continue to monitor this through clinicians carrying out medication reviews. Staff will also be involved in signposting patients to relevant organisations that will be able to assist the patient further with this (e.g. Pharmacies).

82% of patients stated that they were happy with the Practice appointment system and the new booking in machine – No action required.

It was identified that 33% of patients didn’t understand the new way of ordering their prescriptions electronically. This is a fairly new system that has recently been introduced so further advertising and awareness is still required. **This item is to be** **included on the Action Plan.**

86% of patients had no objections to their details being shared with other HealthCare Professionals/organisations. Patients can access more information regarding this on our display boards within the waiting areas. **This item is to be** **included on the Action Plan.**

41% of patients stated that they were not aware of how to make a complaint should the need arise. Further leaflets shall be produced for patients to have access to. The procedure shall also be advertised further within the waiting area. Details shall also be added to the Practice leaflet. **This item is to be** **included on the Action Plan.**

82% of patients surveyed were happy/very happy with the reception staff – No action required.

70% of patients surveyed were happy/very happy with their GP – No action required.

36% of patients stated that they were not aware of all the services the surgery was offering. This will be advertised further using various different methods. **This item is to be** **included on the Action Plan.**

79% of patients felt that they had enough time with their GP/Nurse during a consultation – No action required.

43% of patients were not aware of the surgery having a Patient Reference Group. Therefore leaflets/booklets will be compiled to explain about the Patient Reference Group. The Practice noticeboards shall also be used to display further details about the group to help raise awareness. **This item is to be** **included on the Action Plan.**

79% of patients wouldn’t consider joining the Patient Reference Group. This will continue to be encouraged with the hope that more patients will eventually participate once they have increased awareness of what the group is about.

Again 81% of patients didn’t want to become virtual members of the Patient Reference Group. Like mentioned above this could be due to the fact that not many patients are aware of what the group is about. However, 36 patients (11%) were happy to become virtual members.

**GENERAL COMMENTS RECEIVED:**

**GOOD POINTS:**

* **Fantastic GP surgery/Would never go anywhere else**
* **Nurse is very good**
* **Dr. always takes his time, never rushes you out the appointment**
* **Appointments are usually quick**
* **Happy with machine**
* **Enough time is given for your needs. You don’t feel rushed**
* **Always feel that the GP is not rushing me. That he has a genuine interest in my personal health situation.**
* **GP is always willing to explain reasons for my condition**
* **Very happy with receptionists**

**BAD POINTS:**

* **Parking at this surgery/hospital is very difficult**
* **Getting through on the phone can be difficult during early morning**
* **Annoyed as can not pre-book appointments**
* **Don’t like the new way of ordering prescriptions electronically at all**
* **Problems with getting through on the phone in the mornings and when you get through appointments have gone**
* **Not enough time with GP but understand that this is not the Doctor’s fault or the ‘product’ is just the NHS in general.**