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| **RESULTS FOR PATIENT SURVEY 2018** |

94% stated that they considered that the practice was providing good services/treatment – No action required

88% of patients stated that they understood the process with ordering repeat medication – No further action required

The results highlighted that 91% of patients felt that the surgery was reliable when it came to providing them with a service for their health needs- No action required

17% of patients stated that getting through on the phone was poor. This is an improvement on last year’s results when 30% of patients stated that getting through on the phone was poor. However the practice is aware that getting through on the phones has been an on-going problem and is still working with the hospital to try and introduce a new phone system - ***This item is to be******included on the Action Plan.***

15% of patients stated that trying to get appointments easily was poor. ***This item is to be******included on the Action Plan.***

99% of patients surveyed were happy with the service provided by the receptionists, this shows to be the same as last year and the team will be asked to continue to provide a high level of customer service at all times – No action required.

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| ***GENERAL COMMENTS RECEIVED:*** |

93% of patients surveyed were happy with the service provided by the Clinical Staff. Although these results are positive, the practice will ensure that the team continue to provide a high level of customer service at all times – No action required.

**POSITIVE COMMENTS:**

* ***The best GP I have come across when I listen to other people talk about their GP***
* ***Treatment has ben excellent, cannot fault***
* ***Very happy with all aspects***
* ***Service has improved***
* ***It’s getting better + easier to book appointments. Reception staff are very helpful, professional + calm under pressure. Well done.***
* ***Great friendly staff, always try to fit us in based on severity. Never had any issues or complaints***

**NEGATIVE COMMENTS:**

* ***Feel needs to be better communication between other surgeries as my doctor booked me an appointment here and when I got here I didn’t have one.***
* ***Appointments difficult for full time workers***
* ***Needs communication***
* ***Unable to get appointment for baby 3 times. Had to see other services***
* ***Doctors need to listen***

**SUGGESTION COMMENTS:**

* ***In exceptional cases to be able to order prescriptions by phone***
* ***Water machine in waiting area***
* ***As working full time, would be helpful if we could book in advance rather ring on the day to get appointment***
* ***INR testing needed***
* ***To book appointments in advance to give employers notice of time off work***
* ***It would be helpful to have a little play area for children while waiting, other than cannot fault this GP***
* ***Move the checking in self-service machine to be right by reception. Improve flow of customers.***

**BREAKDOWN OF COMMENTS RECEIVED:**

**6 *Positive comments received***

**5 *Negative comments as below:***

**7 *Suggestions made through comments received***