



PATIENT SURVEY AUGUST 2015

TOTAL NUMBER OF RESPONSES RECEIVED 102

PRACTICE COMMENTS

Q1. How would you rate our service?

Very Good	31%	93% OF OUR PATIENTS RATED OUR SERVICE AT AVERAGE OR ABOVE
Good	52%	
Average	10%	
Poor	5%	
Very Poor	2%	

Q2: Which types of appointments are most useful to you?

On the day phone call with a doctor	60%	MORE THAN HALF OF OUR PATIENTS WOULD PREFER ACCESS BY TELEPHONE. ACTION: TO REVIEW NUMBER OF PHONE APPTS AND PHONE TRIAGE
On the day face to face appointment with a doctor or Nurse	45%	
Pre-booked face to face appointment	30%	
Pre-booked Chronic Disease review (Diabetes, Heart problems, Asthma etc)	60%	

Q3. How easy is it to make an appointment?

Very easy	19%
easy	38%

neither easy or difficult
Difficult
Very difficult

25% ONLY 57% OF PATIENTS FOUND IT EASY TO MAKE AN
10% APPOINTMENT. ACTION : TO PROMOTE ONLINE BOOKING.
8% REVIEW TELEPHONE SYSTEM

Q4. After making an appointment, were you seen or had phone appointment

on the same day
within 2 working days
between 3-5 days
Didn't matter when seen

48%
32% 80% of PATIENTS WERE ABLE TO ACCESS A CLINICIAN
12% WITHIN 2 DAYS
8%

Q5. If you didn't manage to get an appointment, why was this?

Q6. If you have a Long Term Condition (diabetes, asthma etc) how would you rate the service we offer

Very Good
Good
Average
Poor
Very Poor

54%
38% 99% OF PATIENTS WERE HAPPY WITH THE SERVICE WE
7% OFFER
1%
0%

Q7. Are you provided with information (verbally or in writing) which you understood, to help you make choices about your treatment?

Yes
No

98% 98% OF PATIENTS WERE HAPPY WITH THE INFORMATION
2% PROVIDED

Q8. Do you feel you are given enough privacy during your consultation or treatment?

Yes	98%	98% OF PATIENTS WERE HAPPY WITH THE PRIVACY PROVIDED
No	2%	

Q9. To improve patient access to our services, we offer extended opening hours

What would be your preferred extended hours?

Before 8.00am	37%	CURRENTLY OFFER 1 CLINIC AT 7.00AM AND 2 EVENING CLINICS AFTER 6.30PM
After 6pm	73%	

Q10. GP practices now provide online access for booking appointments and ordering repeat prescriptions. Which do you find most helpful?

Appointments	23%	
Prescriptions	32%	
Don't use	45%	ACTION : TO PROMOTE ONLINE SERVICES TO ALL PATIENTS