**Adderley Green Surgery**

**Summary of Patient Survey December 2016**

**A total of 50 patients were surveyed during the week commencing 4th December 2016**

**GP**

**How would you rate the last GP you saw on each of the following areas?**

**a) Giving you enough time**

 Good = 85%  Fair = 15% Poor= 0

**b) Listening to you**

 Good = 81%  Fair = 18% Poor = 1%

**c) Explaining tests, medications and treatments**

 Good = 82% Fair = 18%  Poor = 1%

**d) Advising you about your care**

 Good = 90% Fair =10%  Poor= 0

**e) Treating you with care and concern**

 Good 92%  Fair= 8%  Poor= 0

**f) Overall, were you happy with the GP that you saw or spoke to?**

 Yes 99%  No 1%

**Practice Nurse**

**How would you rate the Practice Nurse you saw in each of the following areas?**

**a) Giving you enough time**

 Good= 95% Fair = 5%  Poor= 0

**b) Listening to you**

 Good = 86%  Fair = 10%  Poor = 4%

**c) Explaining tests, medications and treatments**

 Good = 86% Fair = 10%  Poor = 4%

**d) Advising you about your care**

 Good = 92%  Fair = 9%  Poor = 1%

**e) Treating you with care and concern**

 Good = 89%  Fair =10%  Poor =1%

**f) Overall, were you happy with the Nurse that you saw or spoke to?**

 Yes = 95% No =5%

**Access**

**a) How do you rate the way you are treated by Receptionists at the practice?**

 Very helpful=91%  Fairly helpful = 7%  Not very helpful =2%

**b) How quickly do you usually get to see the Doctor?**

 Same day= 88%  Next day = 2%  Within 2 working days =6%  More =4%

**c) Are you aware that if you need to see a GP urgently, you can normally get seen on the same day?**

 Yes =92%  No=8%

**d) How long do you usually have to wait for you consultation to begin?**

 Less than 10 mins= 5%11 – 20 mins= 52% 21 – 30 mins =36% 

 More than 30 mins =7%

**e) How would you rate the practice current opening hours?**

 Very good = 83%  Good= 6% Poor = 0 No response = 1%

**f) Which of the following additional opening hours would make it easier for you to access the surgery?**

 Weekdays before 8:30am = 12%  Weekdays after 6:00pm = 80% 

 Saturday mornings = 8%

**g) How do you rate the ability to get through to the practice on the phone?**

 Poor = 1% Fair = 17% Good = 82% Never tried= 0

**h) Would you recommend your GP surgery to someone who has just moved to your local area?**

 Yes = 98% No= 1% No response=1%

**Online Services**

**a) Do you have access to the internet?**

 Yes= 92% No=8%

**b) Have you visited the practices website?**

 Yes = 54%  No =42% No response= 4%

**b) Have you made or cancelled an appointment online?**

 Yes = 24% No =66%

**c) How easy is it to book a routine non-urgent appointment on line?**

 Very easy = 24%  Easy = 16% Not very easy= 0

**d) Have you ordered your repeat prescription on line?**

 Yes = 20% No = 80%

**e) How easy is it to order your prescription on line?**

 Very easy=18%  Easy =2%  Not very easy = 0 No response = 80%

**Summary of additional comments received:**

* Reception staff friendly & helpful & will always fit you in if they can
* More late evening appointments for working people
* Found all services to be good
* The GPs are very good and professional

**Action Plan for Practice**

* Discuss with the GP team increasing access for working people
* Discuss results with PPG for feedback
* Increase awareness on on-line services