**Adderley Green Surgery**

**Summary of Patient Survey November 2018**

The practice conducted an in house patient satisfaction survey for one week commencing 12th November – 15th November 2018

A total of 50 patients were surveyed during this period to obtain their feedback about our practice.

The results are as follows:

**GP**

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

**a) Giving you enough time**

 Good = 80%  Fair = 20% Poor= 0

**b) Listening to you**

 Good = 79%  Fair = 20% 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 98%  No 2%

**Practice Nurse**

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

**a) Giving you enough time**

 Good= 90% Fair = 9%  Poor= 1%

**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 = 90%  Fair = 9%  Poor = 1%

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

 Good = 86%  Fair =10%  Poor =4%

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

 Yes = 92% No =8%

**Access**

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

 Very helpful=89%  Fairly helpful = 7%  Not very helpful =4%

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

 Same day= 90%  Next day = 2%  Within 2 working days =4%  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 =89%  No=11%

**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 =39% 

 More than 30 mins =4%

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

 Very good = 90%  Good= 9% 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 = 8%  Weekdays after 6:00pm = 84% 

 Saturday mornings = 8%

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

 Poor = 3% Fair = 20% Good = 77% Never tried= 0

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

 Yes = 98% No= 2% No response=0%

**Online Services**

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

 Yes= 89% No=11%

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

 Yes = 51%  No =40% No response= 0%

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

 Yes = 20% No =80%

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

 Very easy = 18%  Easy = 12% No response= 70%

**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 =12%  Not very easy = 0 No response = 80%

**Summary of additional comments received:**

* Reception staff helpful
* Would like appointment on Saturday morning
* Lovely, friendly practice
* Some of the reception staff are unfriendly on the phone
* The GPs go out of their way to care for you – very happy
* The GP saved my life
* Receptionist nosy, asking what is wrong with you

**Action Plan for Practice**

* Discuss results with PPG for feedback
* Randomly select sample of oncoming calls for quality and feedback to reception team
* Inform patients of extended access clinics now available at evening and weekends for those requesting for Saturday appointments
* Ensure reception staff are explaining the care navigation process to patients when asking the patient what the problem is