

* Patients Questionnaire
2013



* “Improving The Practice” Questionnaire

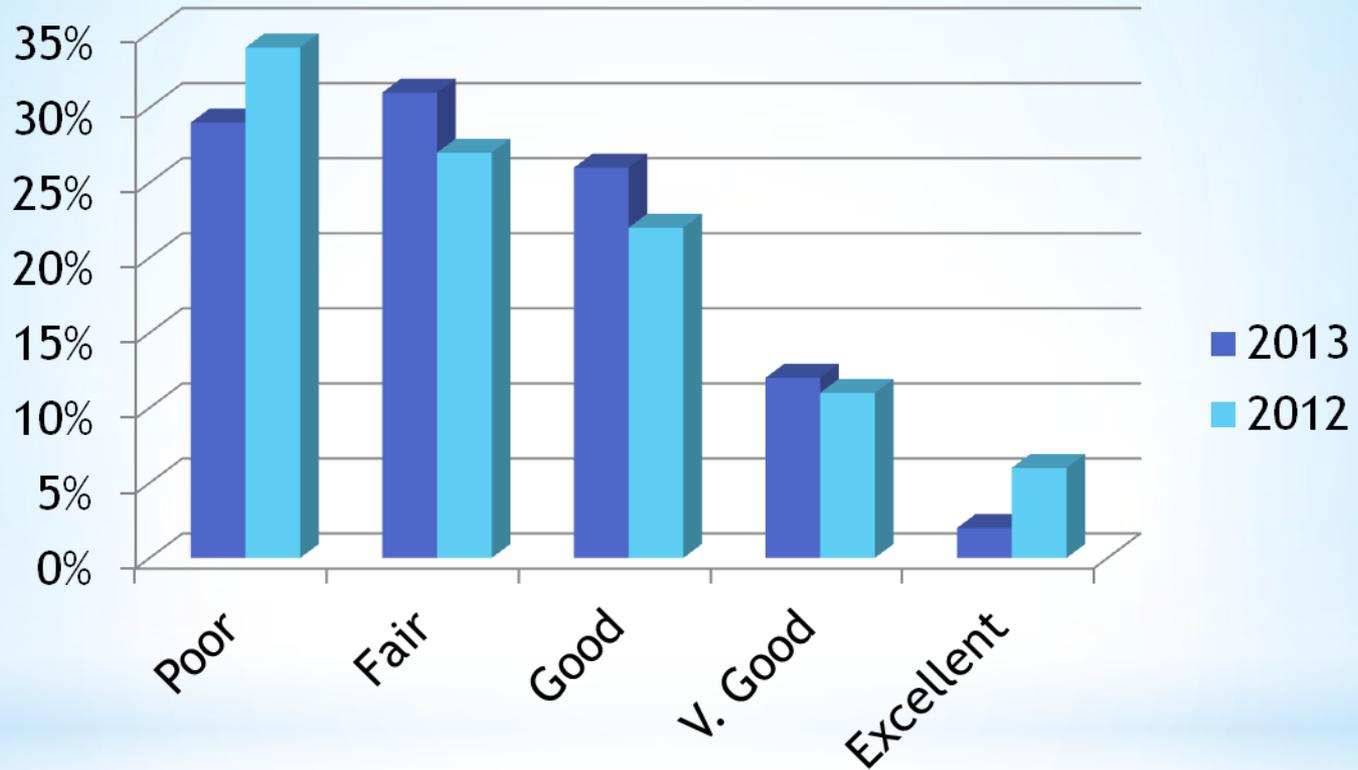
- In previous patient survey’s undertaken in practice a sample size was suggested to be 50 completed questionnaire per GP in practice.
- During November 2013 our PPG members asked random patients visiting the practice to complete a questionnaire.
- 365 questionnaires were completed and the results are as follows:-

Patient's Survey 2013



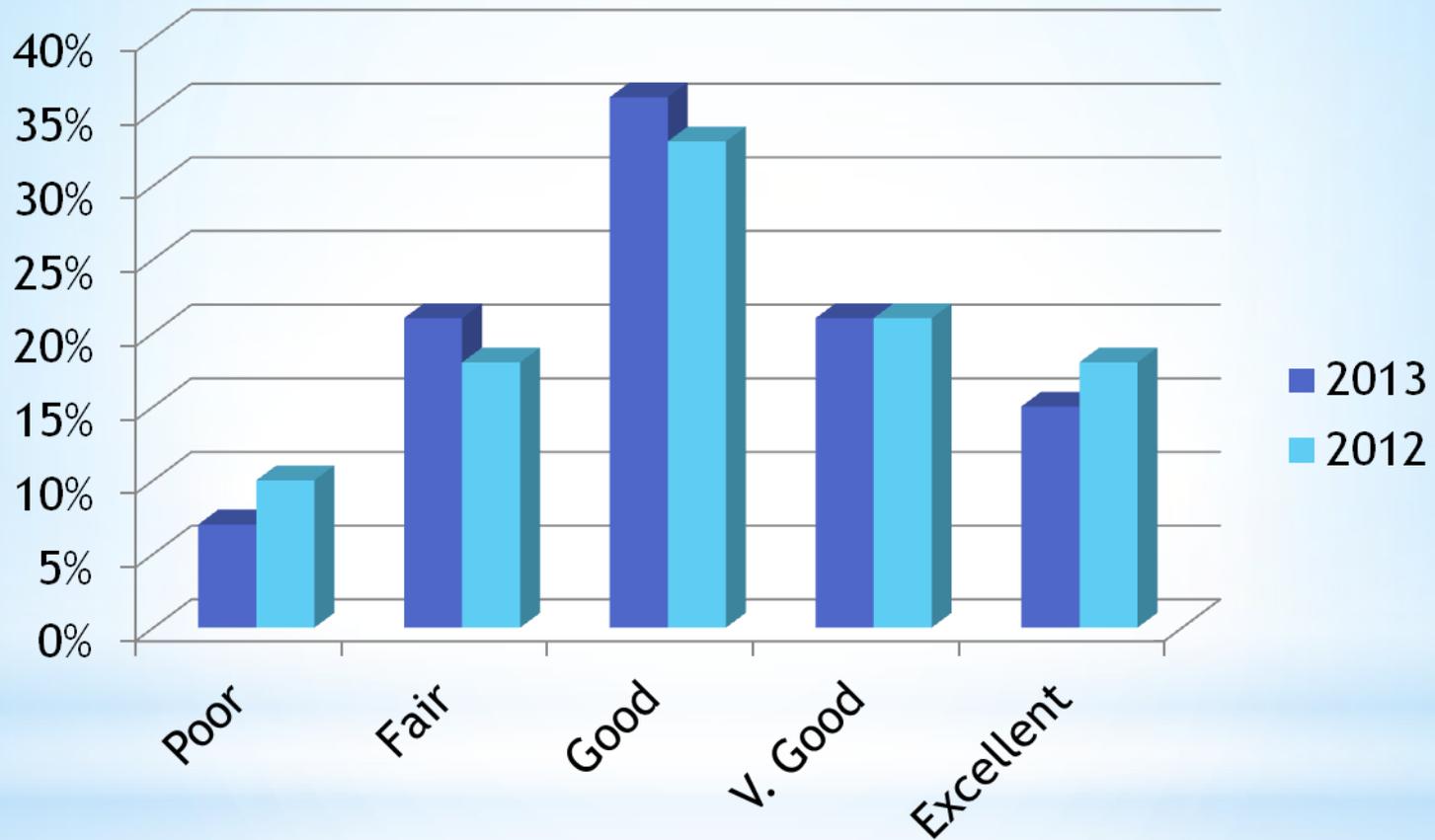
* **Access to Your Doctor or Nurse**

Speed Which Telephone Was Answered



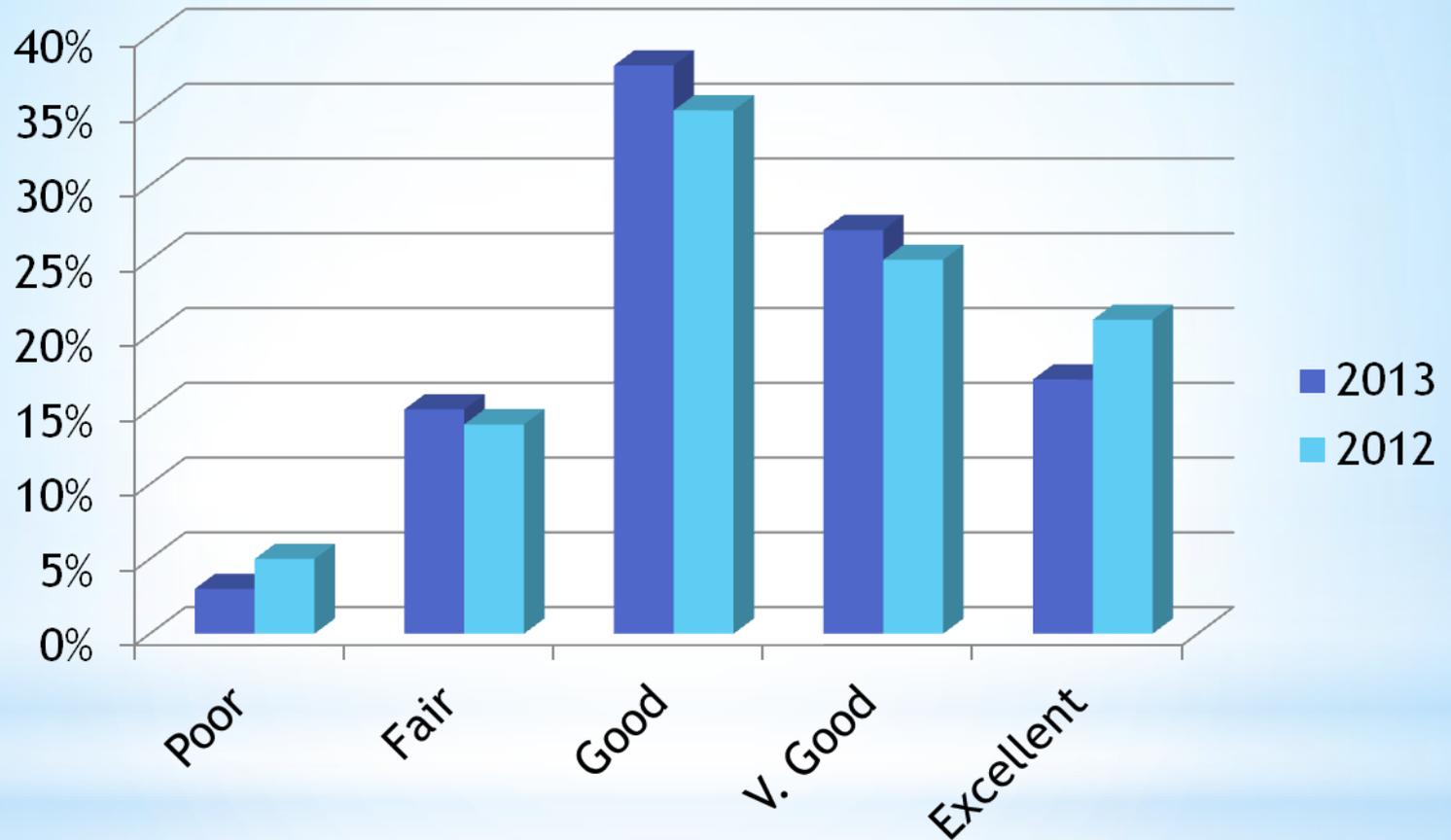
365 people surveyed & 347 people answered

Length of Time You Had To Wait for an Appointment



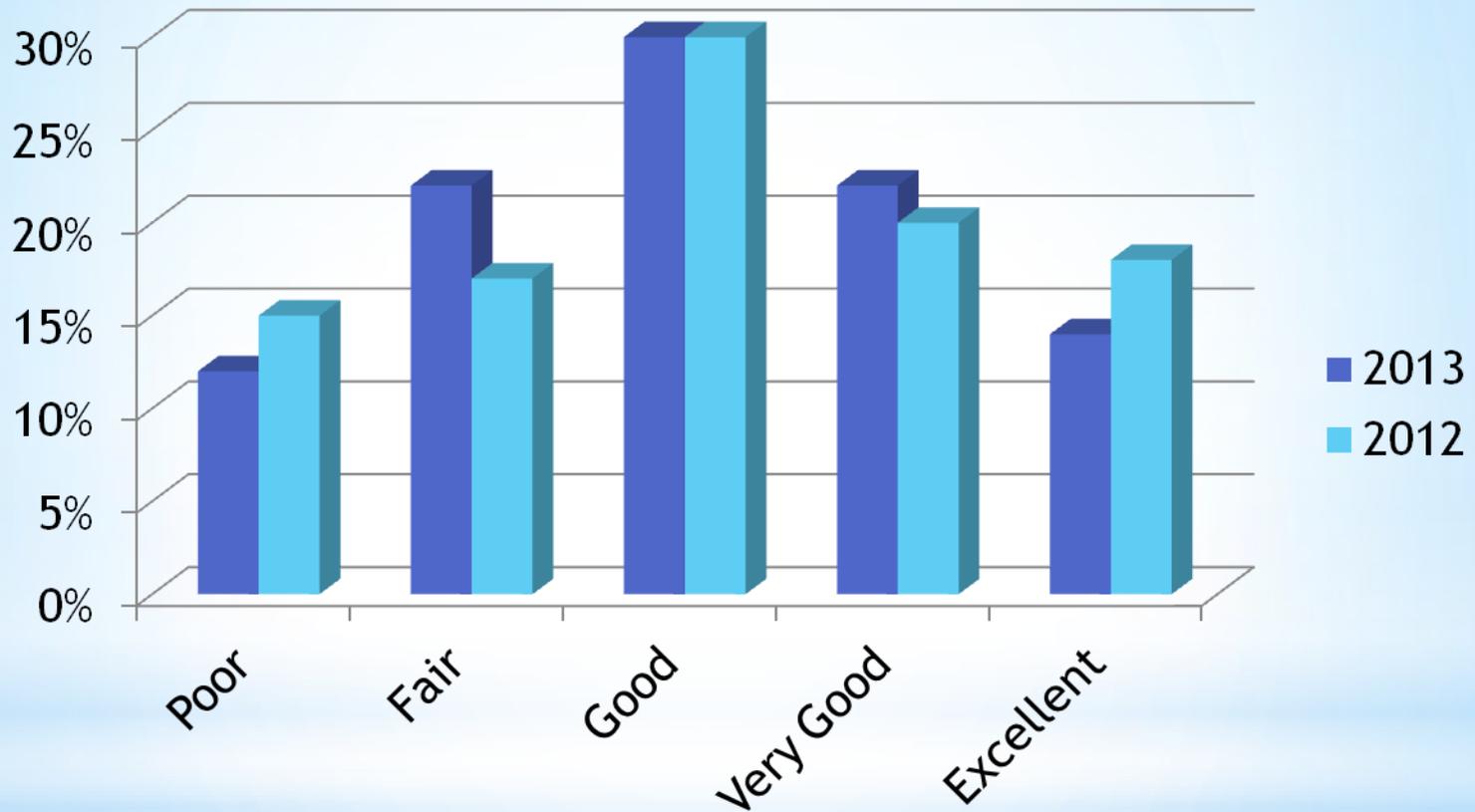
365 people surveyed & 365 people answered

Convenience of Time and Day of Your Appointment



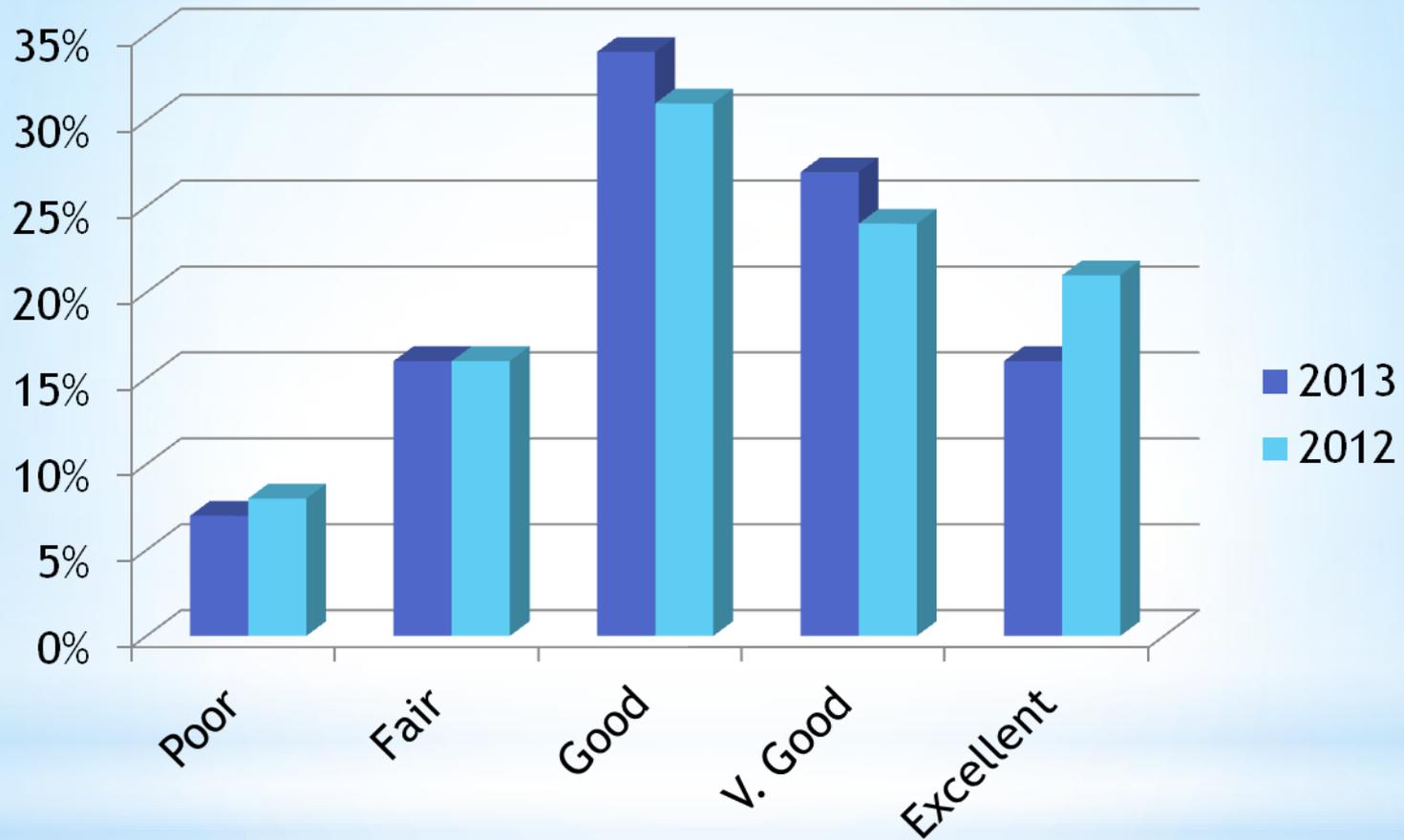
365 people surveyed & 362 people answered

Seeing the Doctor of Your Choice



365 people surveyed & 345 people answered

Length of Time Waiting to Check in at Reception



365 people surveyed & 353 people answered

Length of Time Waiting to See Doctor or Nurse



365 people surveyed & 343 people answered

Opportunity of Speaking to a Doctor or Nurse on the Telephone When Necessary



365 people surveyed & 222 people answered

Opportunity of Obtaining a Home Visit When Necessary



365 people surveyed & 163 people answered

Level of Satisfaction with Access to Your GP



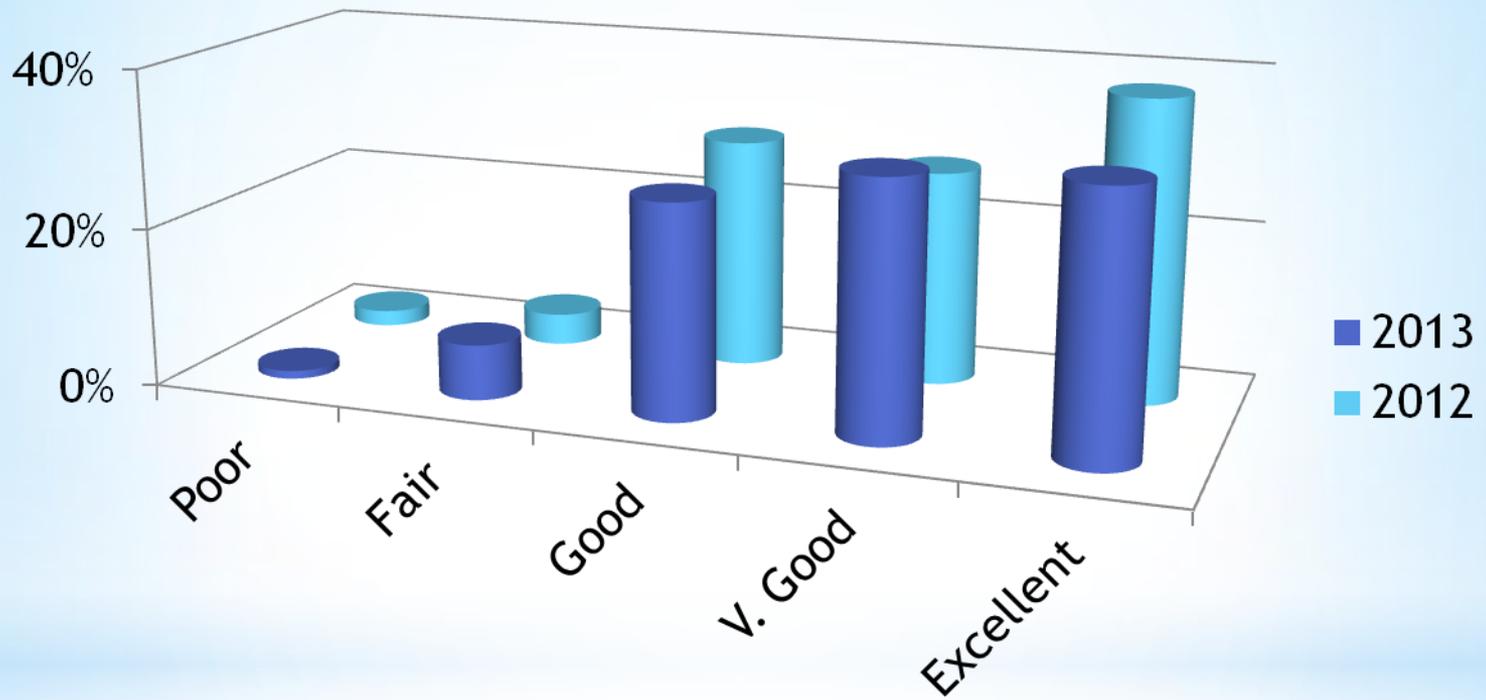
365 people surveyed & 333 people answered

Patient's Survey 2013



* **Obtaining a Repeat Prescription**

Prescription Ready On Time



342 people answered the question above

Prescription Correctly Issued



324 People answered the question above

Handling Any Queries



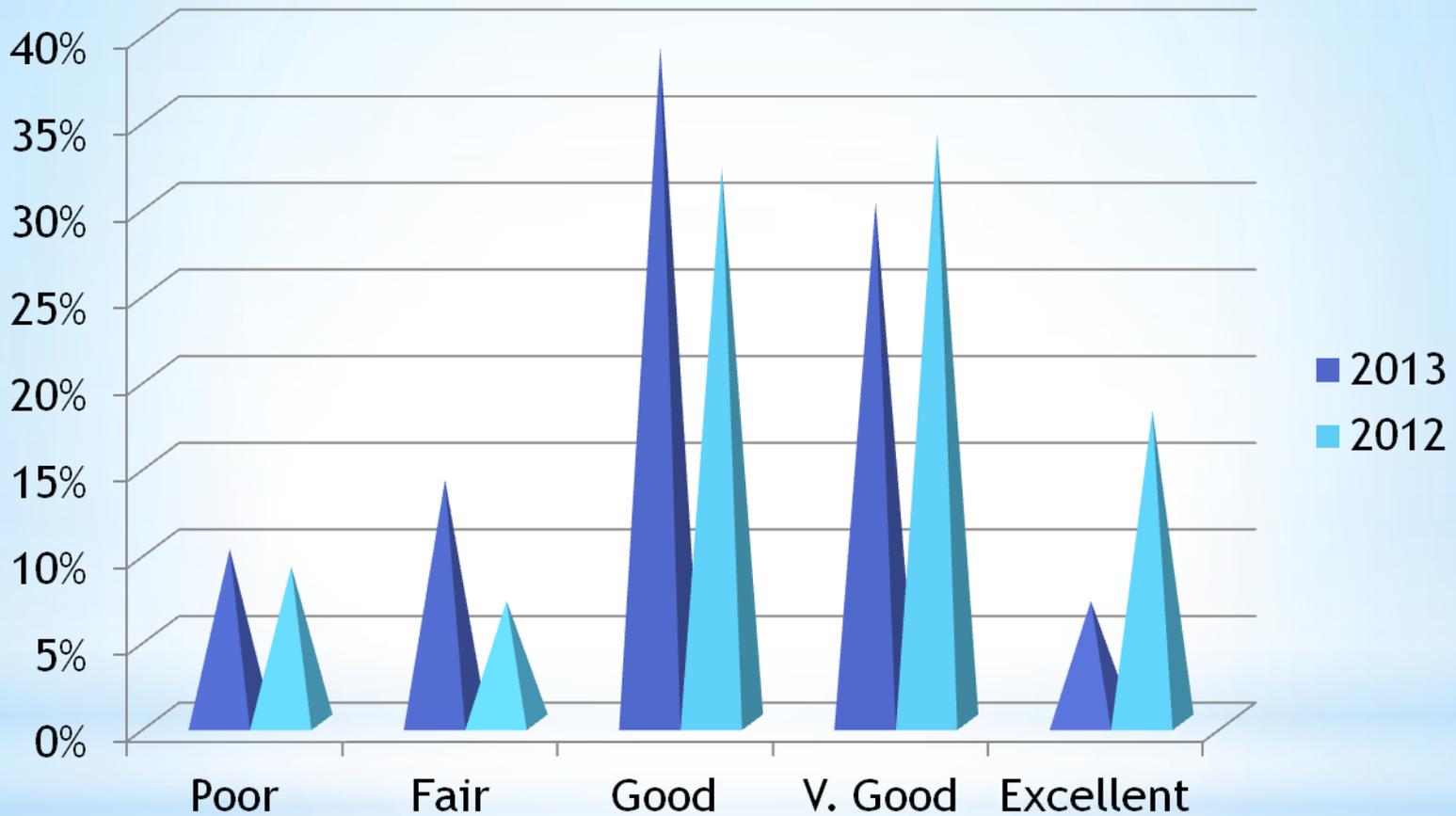
324 people answered the question above

Patient's Survey 2012



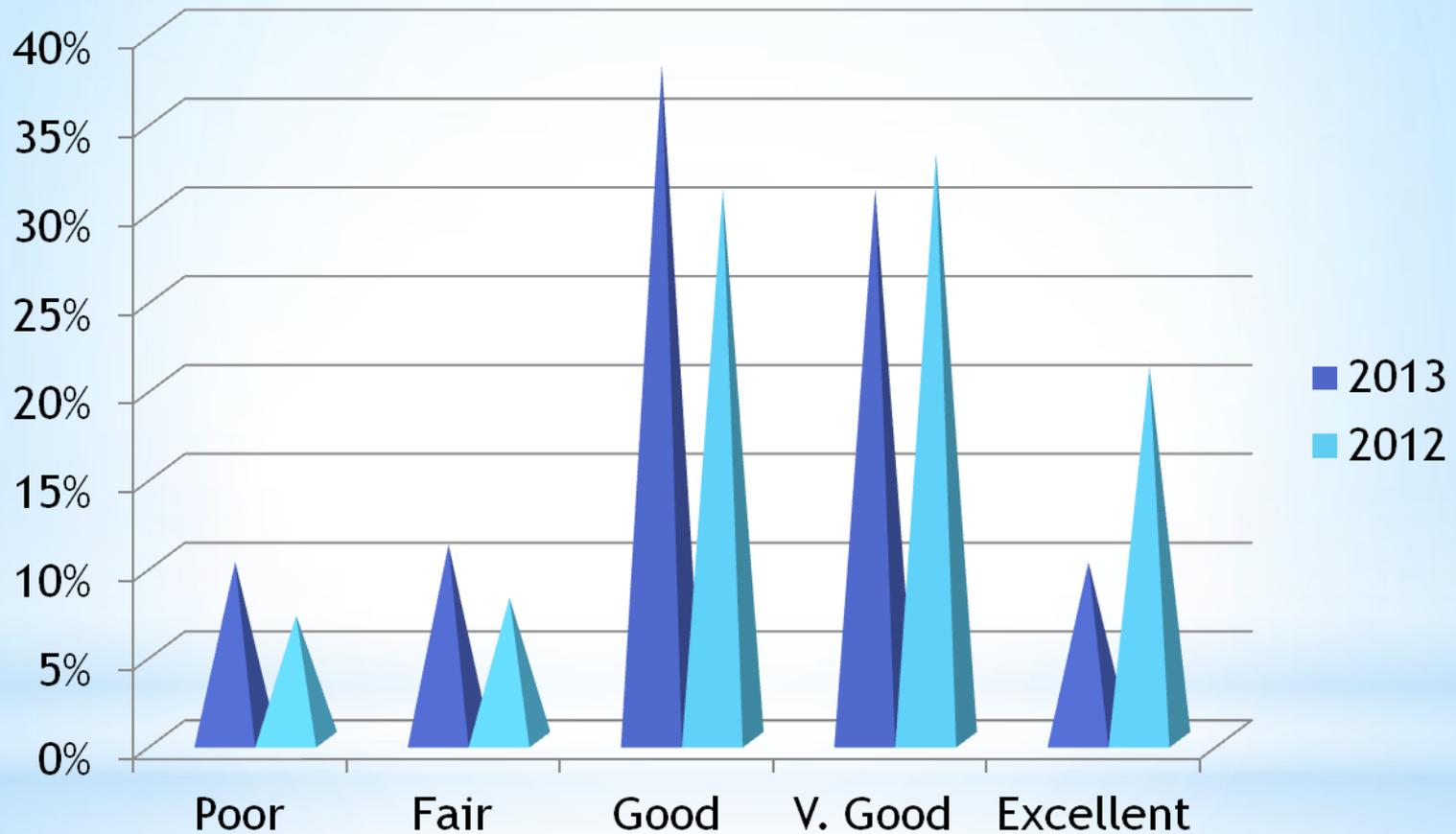
* **Obtaining Test Results**

Were You Told When To Contact Us For Results



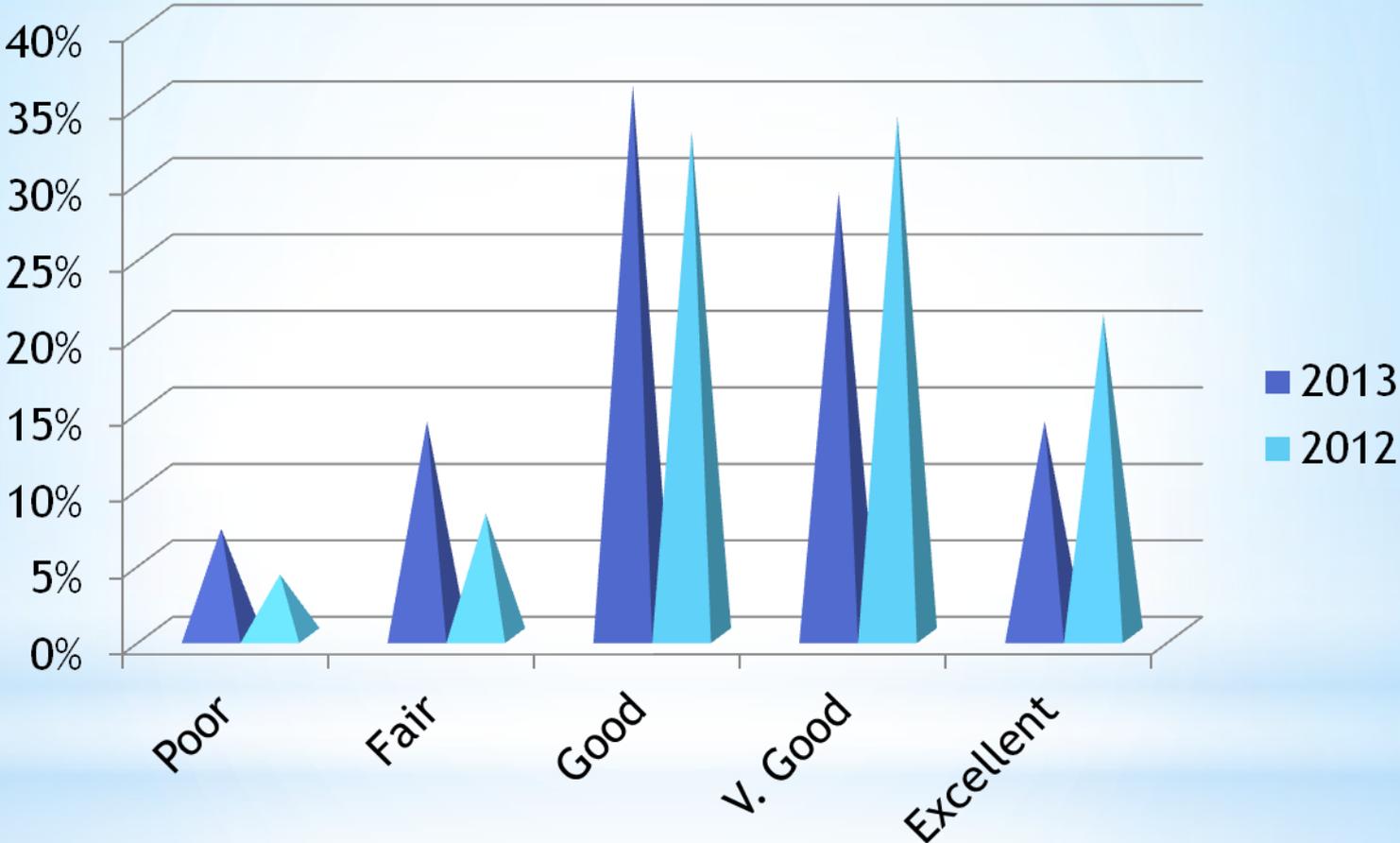
311 people answered the question above

Results Available When You Contact Us



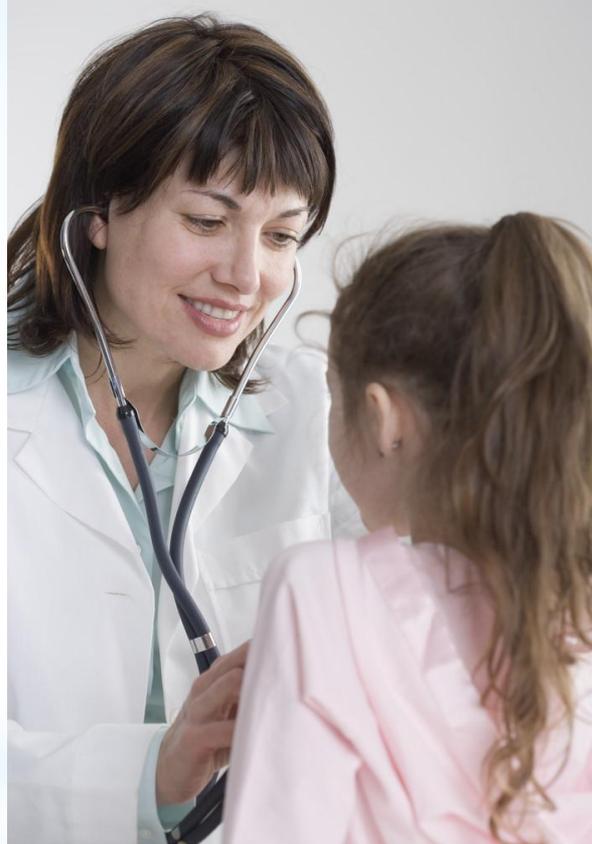
307 people answered the question above

Level of Satisfaction with Manner in which Result was Given



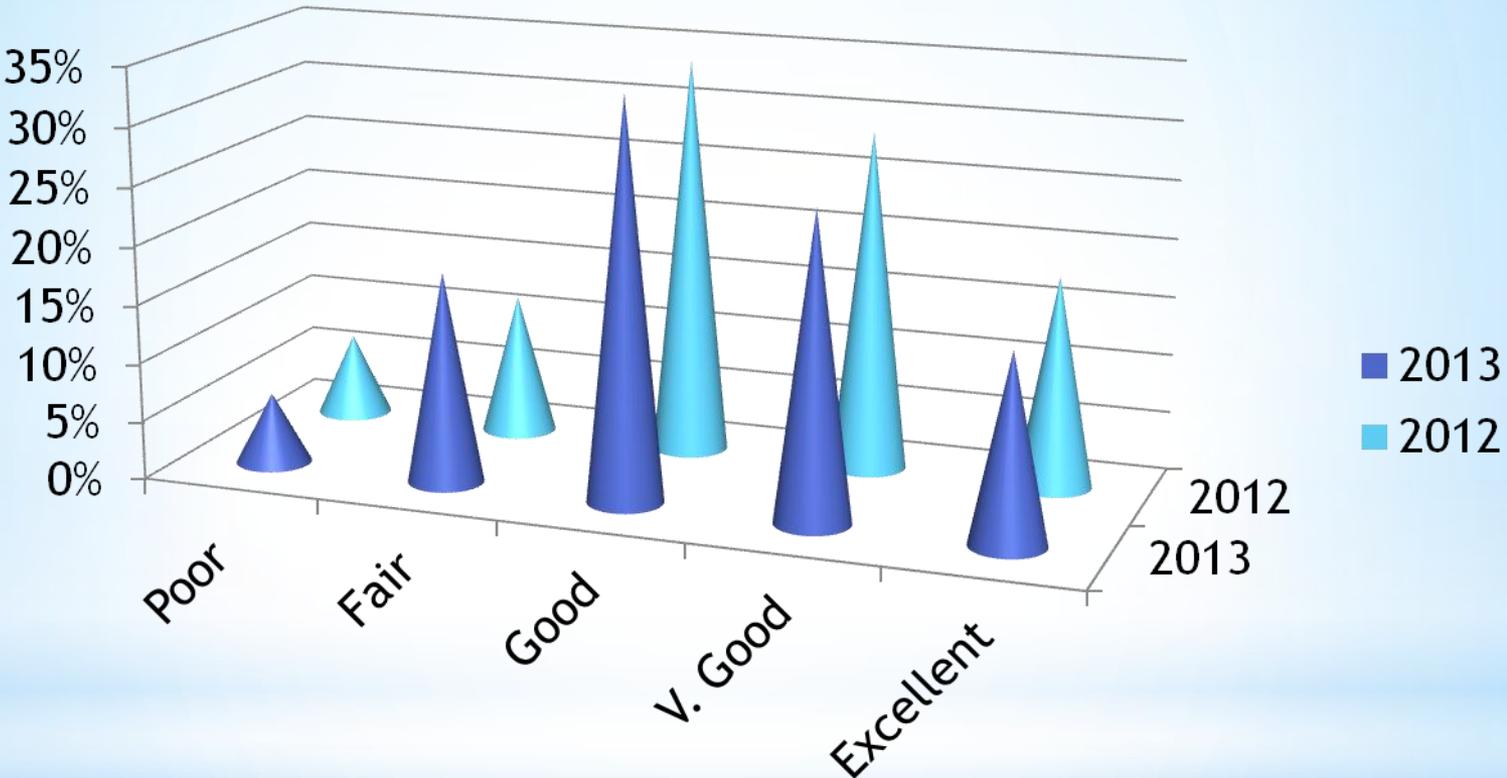
311 people answered the question above

Patients Survey 2013



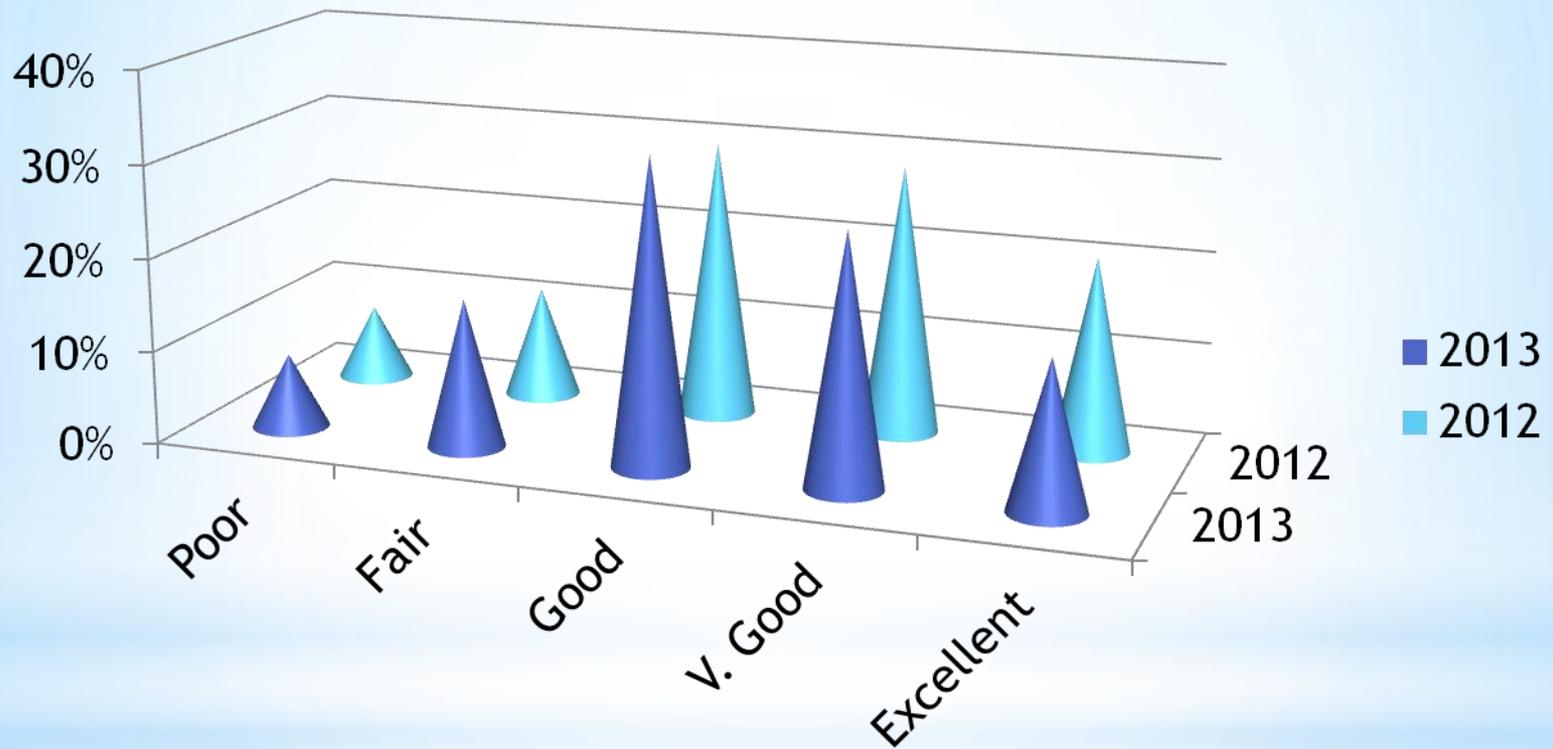
* About the Staff & Patients Level of Satisfaction

Information Provided by the Reception Staff



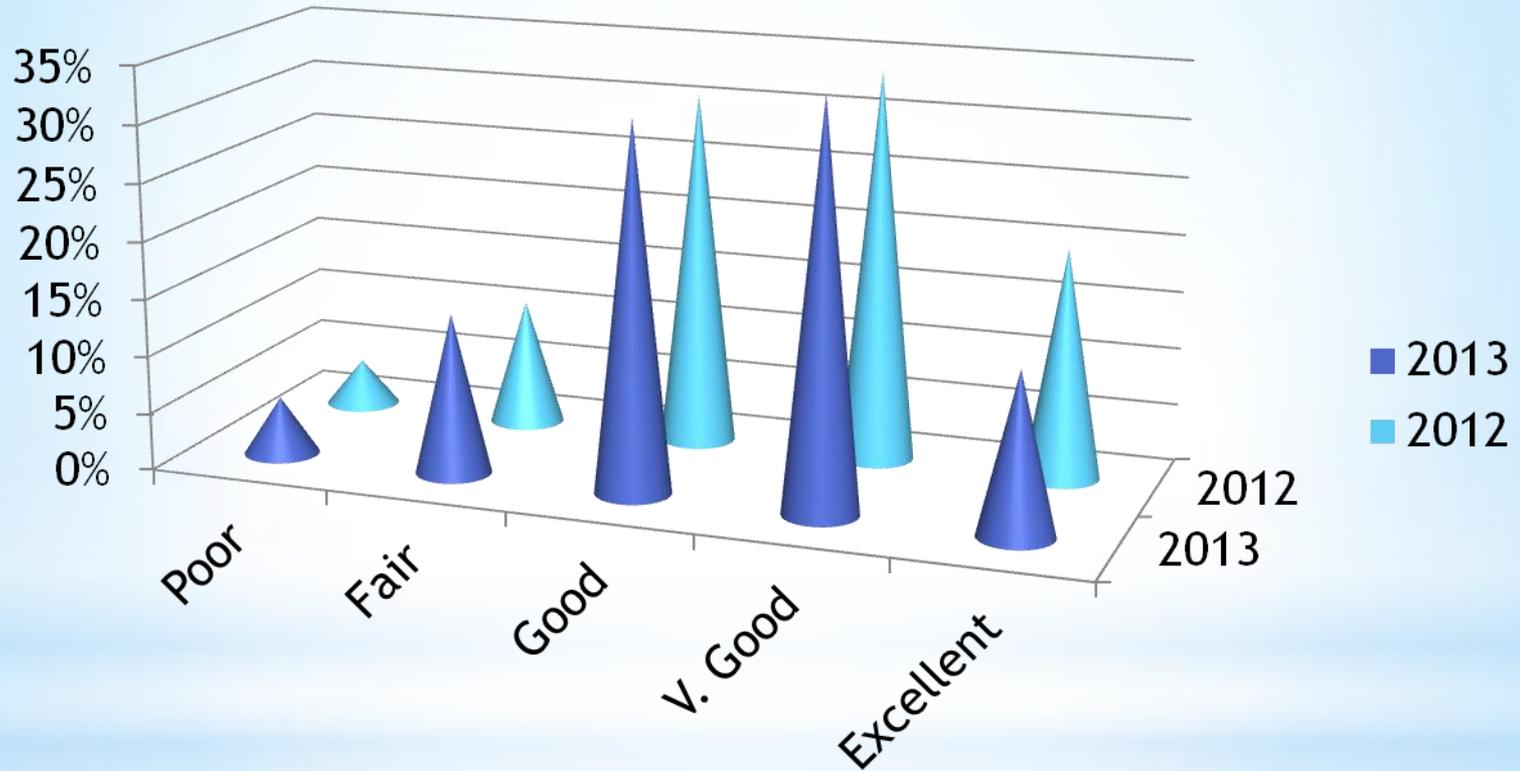
362 people answered the question above

Helpfulness of Reception Staff



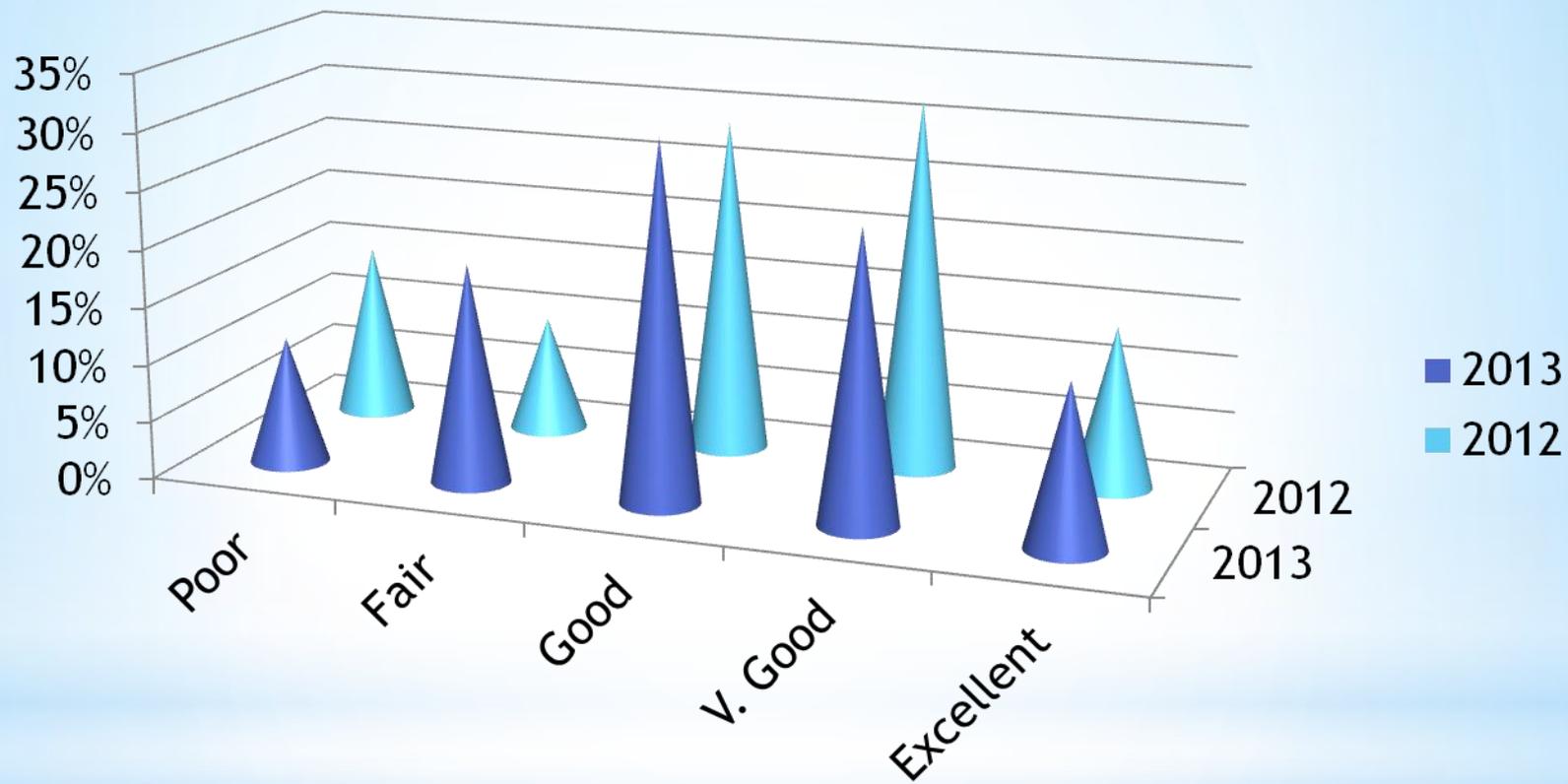
363 people answered the question above

My Overall Satisfaction with the Practice



363 people answered the question above

Level of Satisfaction with Access to Booking Appointments Online



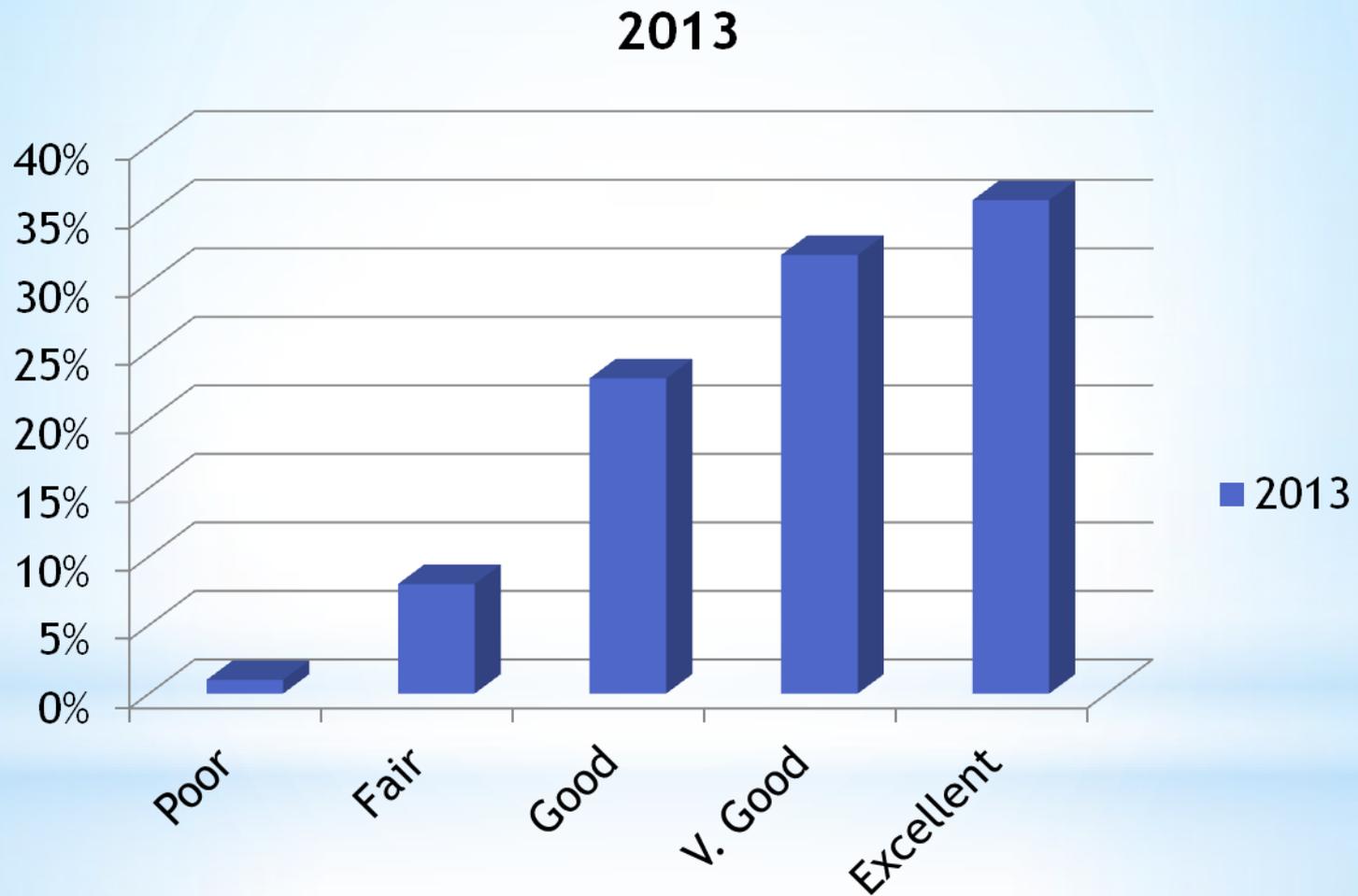
185 people answered the question above

How Likely Are You to Recommend Friends and Family if They Needed Similar Care or Treatment



356 people answered the question above

Did You Have Trust and Confidence in the GP You Saw or Spoke to Today



336 people answered the question above

* Summary

- * 365 random questionnaires were collected.
- * Patients were also asked for any additional comments.
- * Comments have been collated and will be discussed at the PPG meeting.
- * An improvement in most areas against the previous year.
- * The PPG look forward to working closely with the Practice to make continuous improvements.
- * And finally, we would like to thank everyone who contributed with the 2013 survey.