

Dr Singh & Partners

Patients Survey 2012 Results



“Improving the Practice” Questionnaire

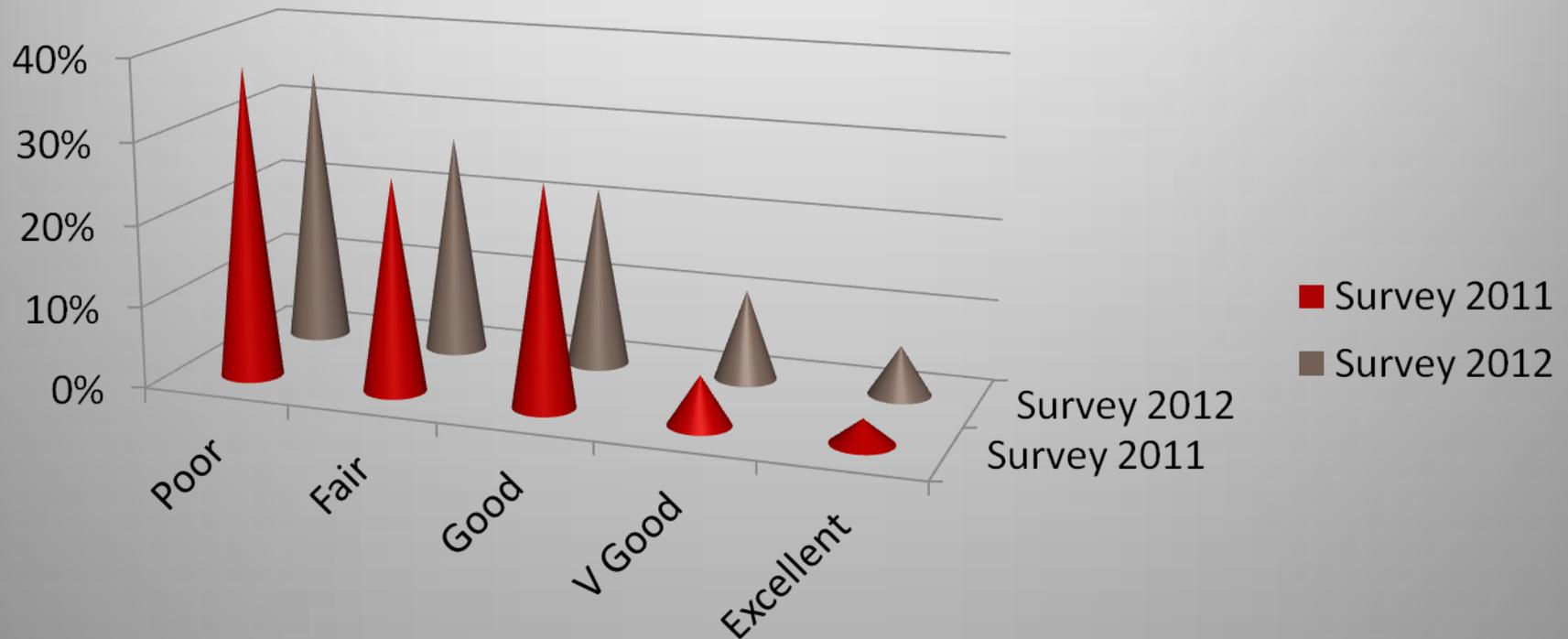
- In previous patient survey's undertaken in practice a sample size was suggested to be 50 completed questionnaire per GP in practice.
- During November 2012 our PPG members asked random patients visiting the practice to complete a questionnaire.
- 365 questionnaires were completed and the results are as follows:-

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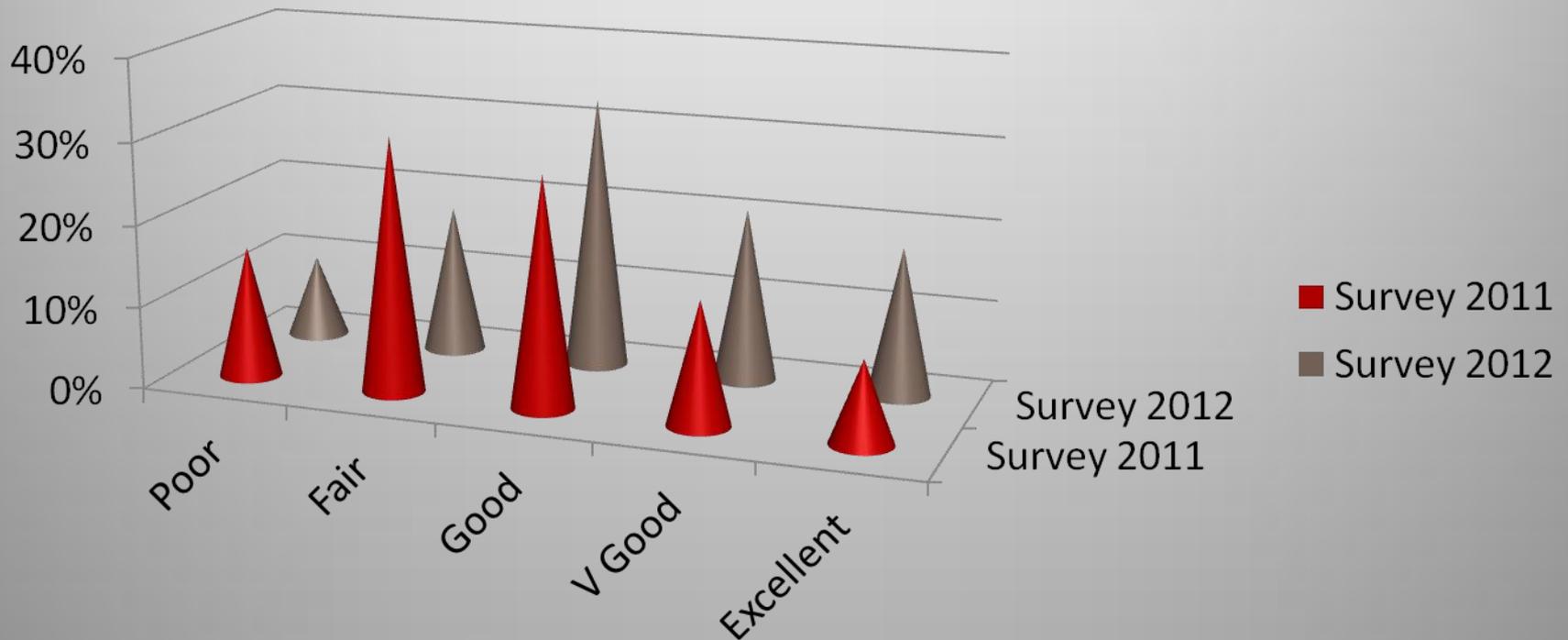
Access to your Doctor or Nurse

Speed at which telephone answered:



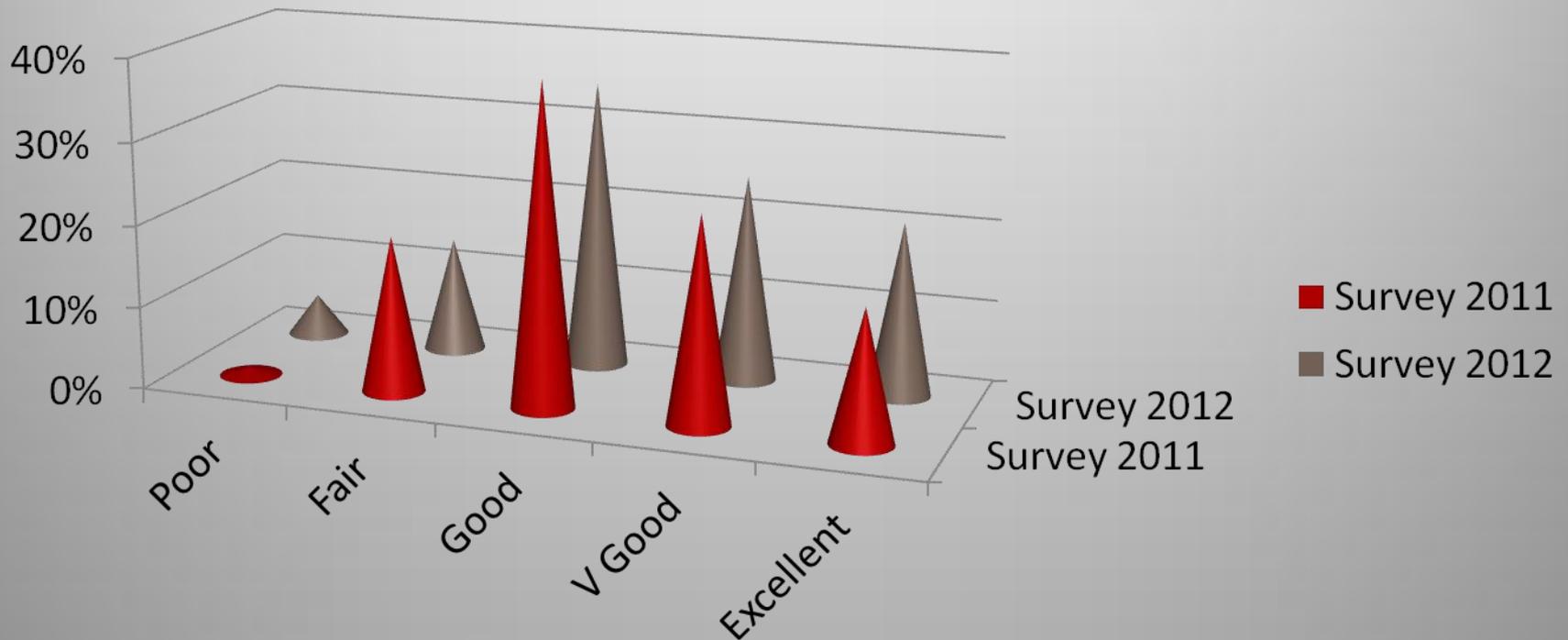
365 people surveyed & 358 answered the above question.

Length of time had to wait for an appointment:



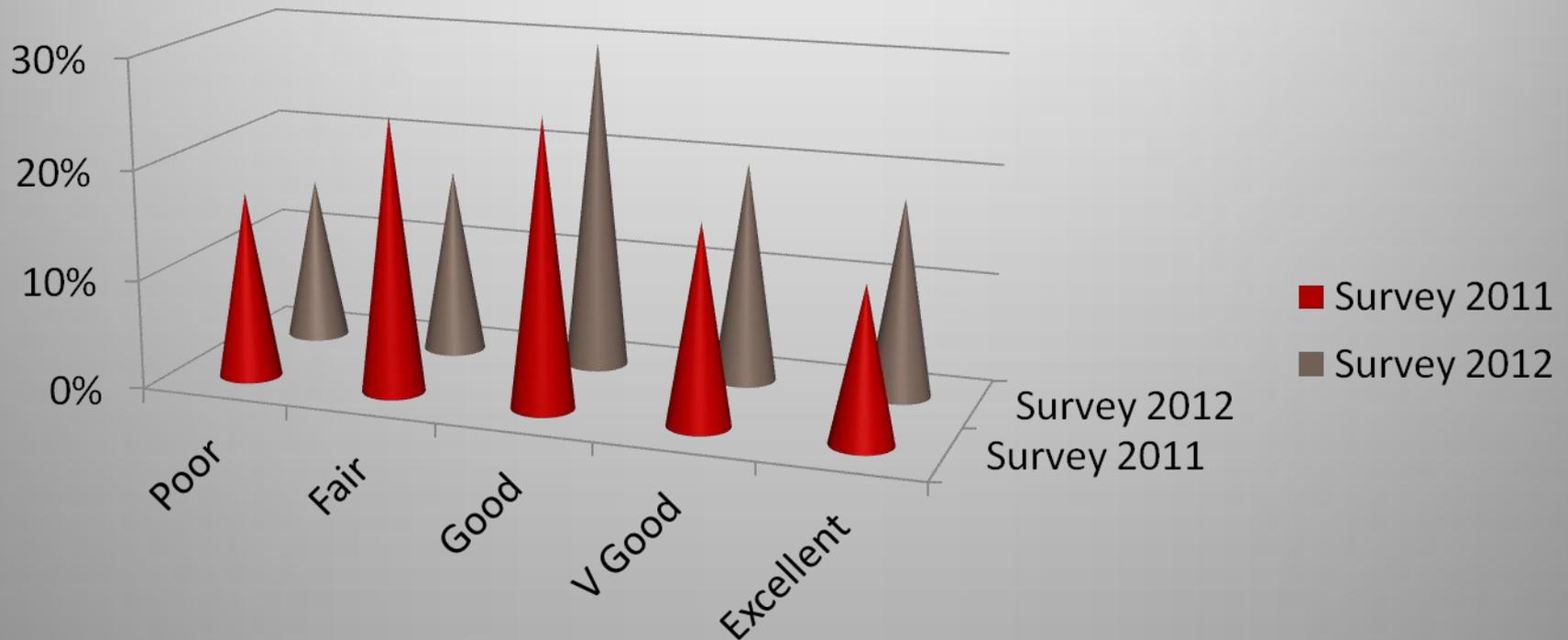
351 people answered the above question.

Convenience of day & time of your appointment:



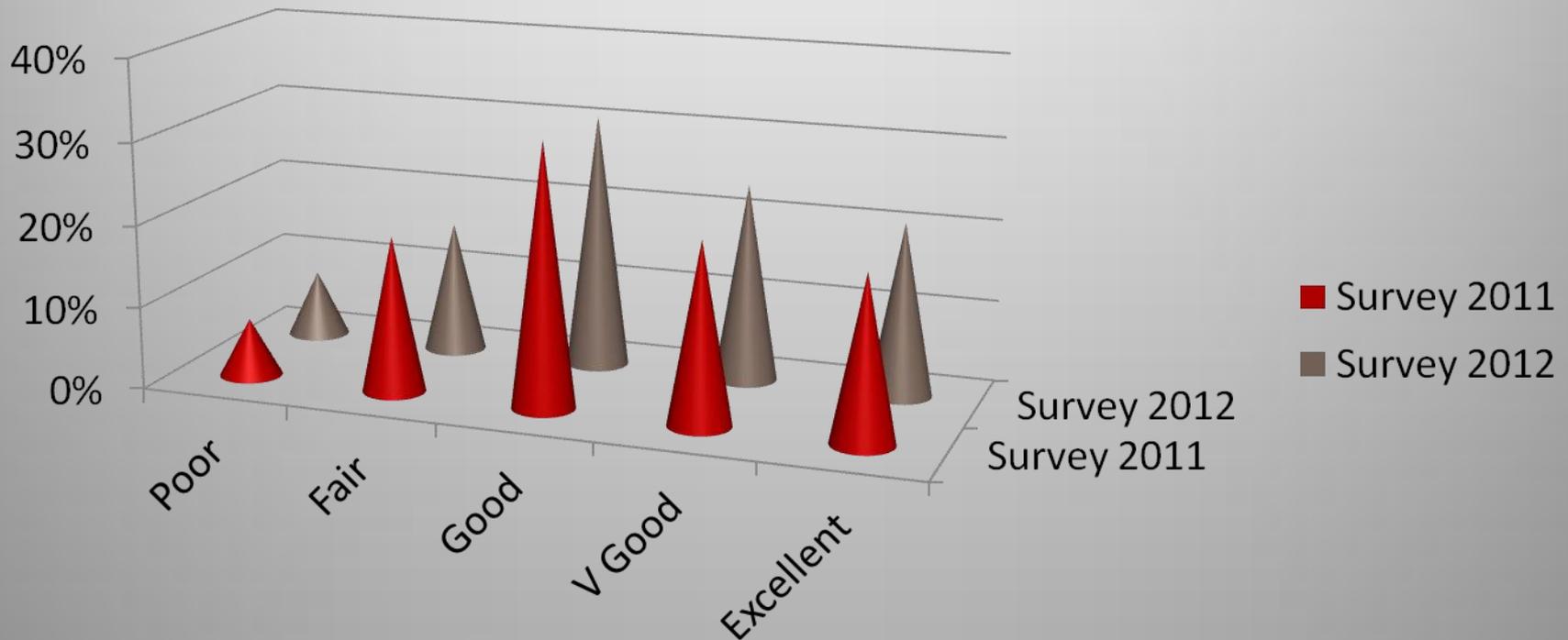
359 people answered the above question

Seeing a Doctor of your choice:



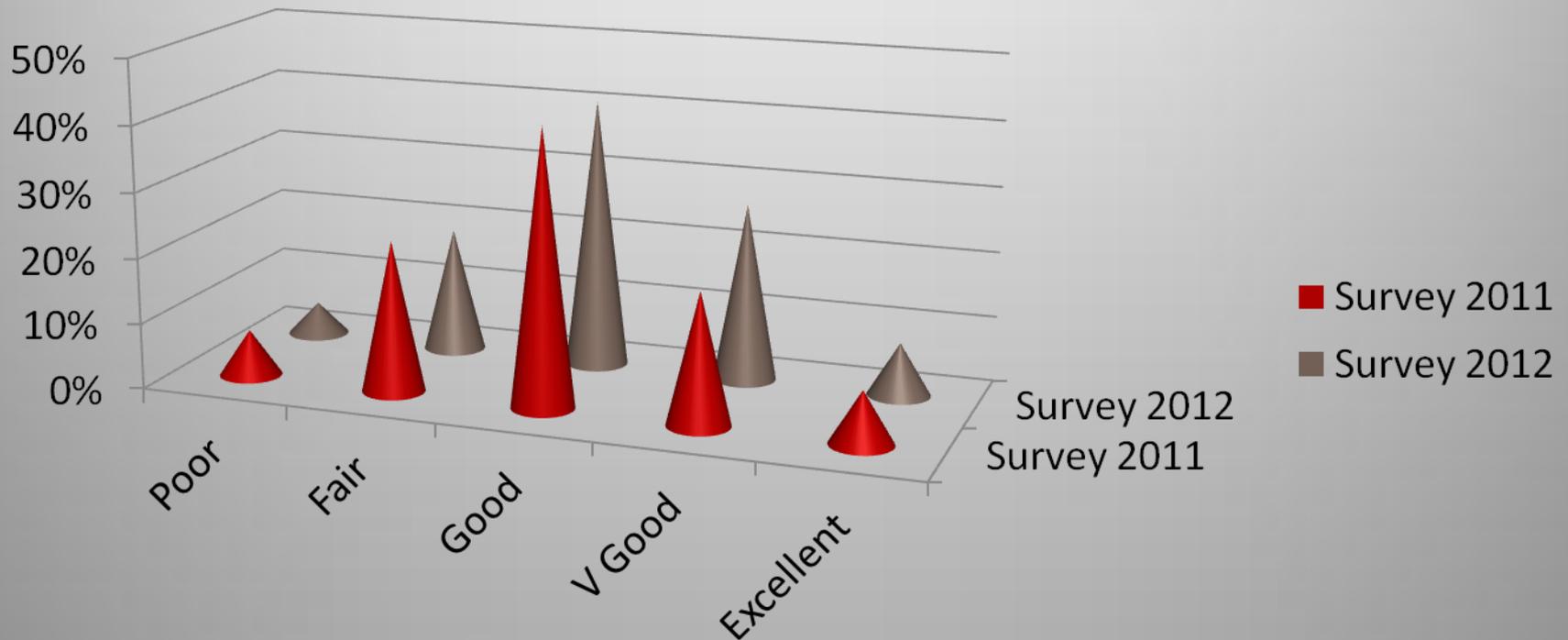
331 people answered the above question.

Length of time waiting to check in at reception:



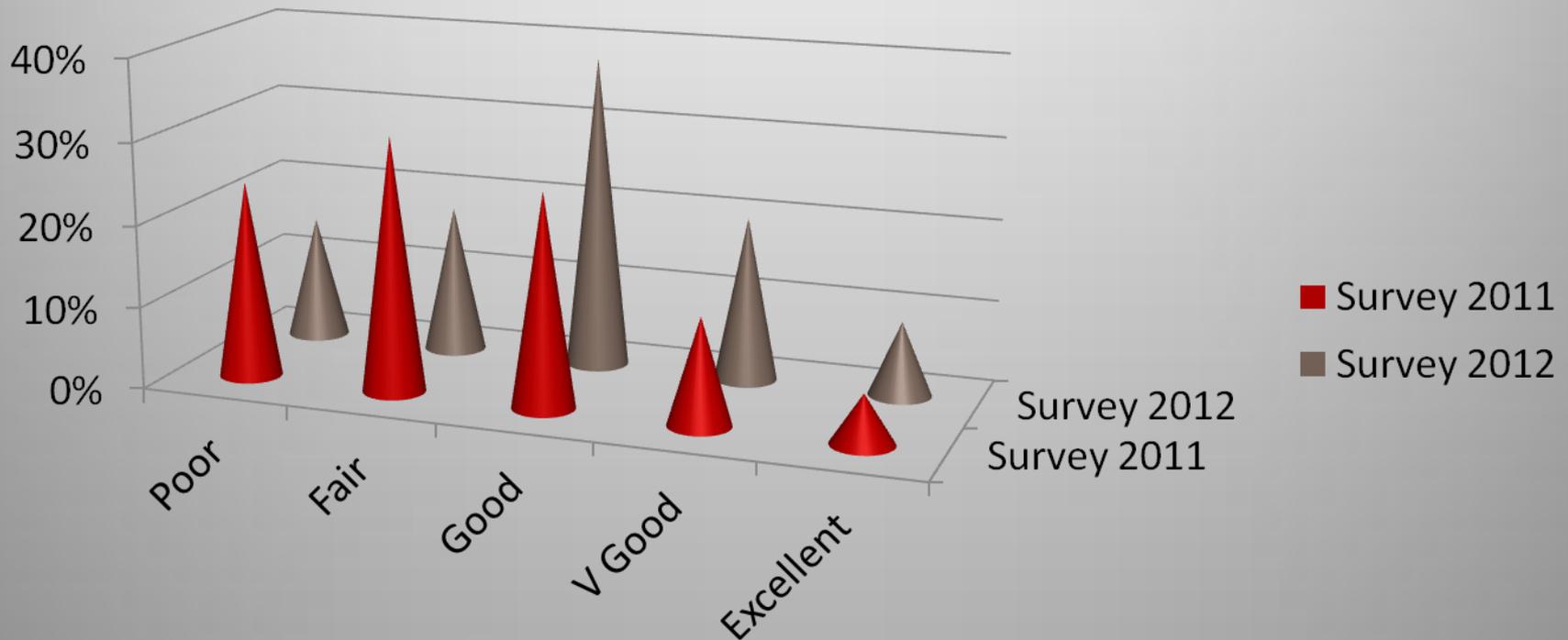
334 people answered the above question.

Length of time waiting to see Doctor or Nurse:



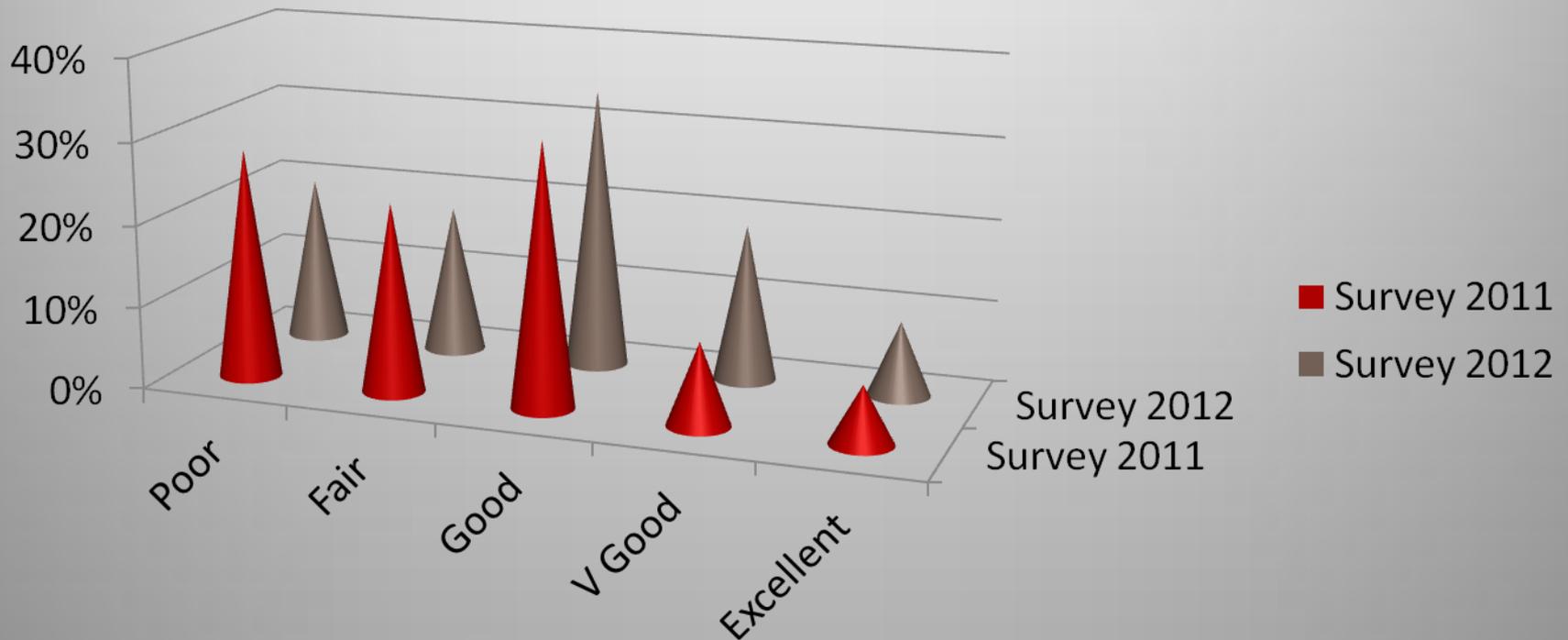
330 people answered the above question.

Opportunity of speaking to a Doctor or Nurse on the telephone:



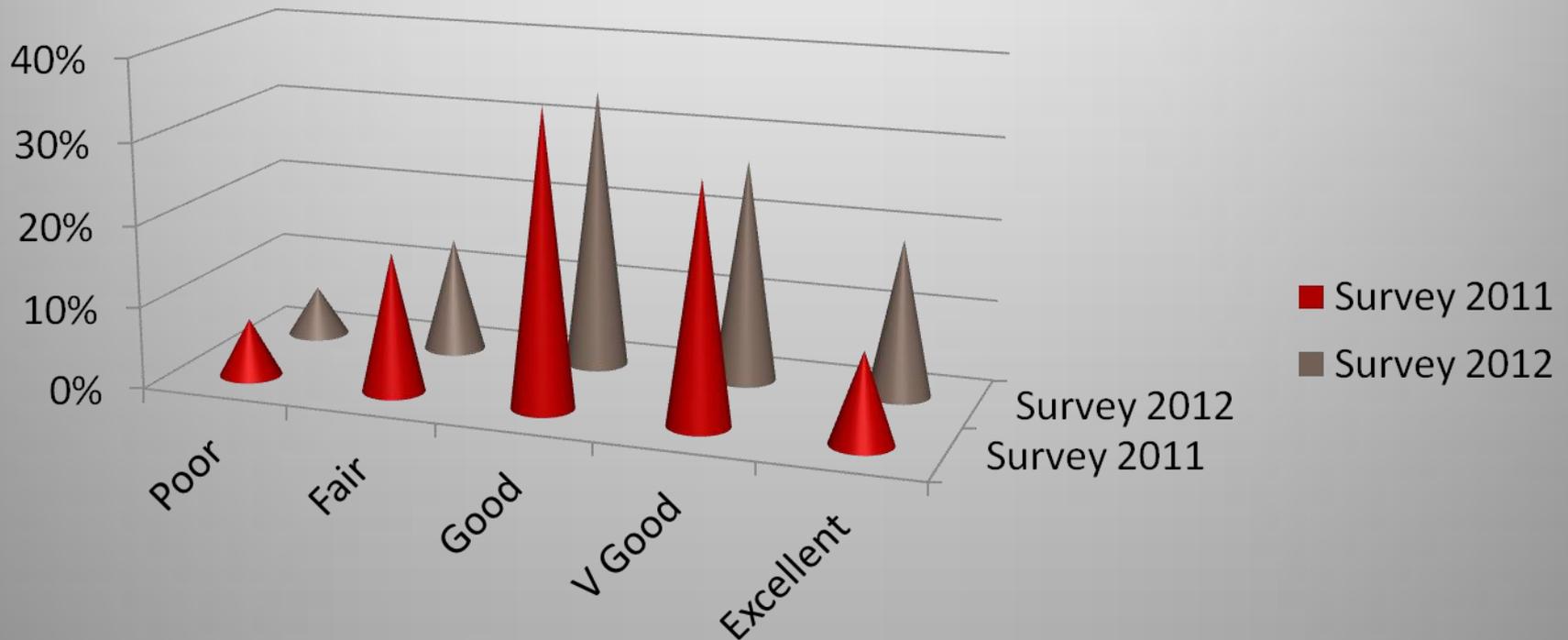
258 people answered the above question.

Opportunity of obtaining a home visit when necessary:



222 people answered the above question.

Level of satisfaction with access to your GP:



325 people answered the above question.

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Obtaining a repeat prescription

Prescription ready on time:



308 people answered the above question.

Prescription correctly issued:



308 people answered the above question.

Handling any queries:



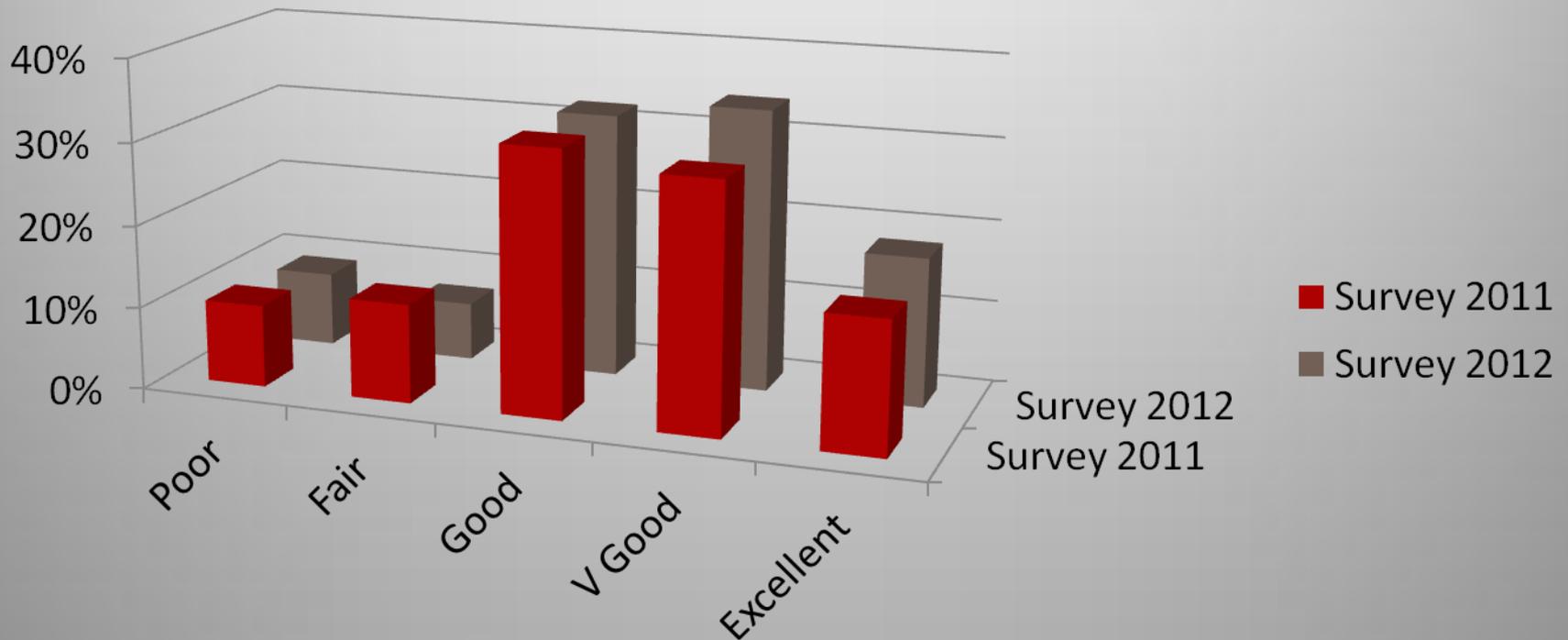
300 people answered the above question.

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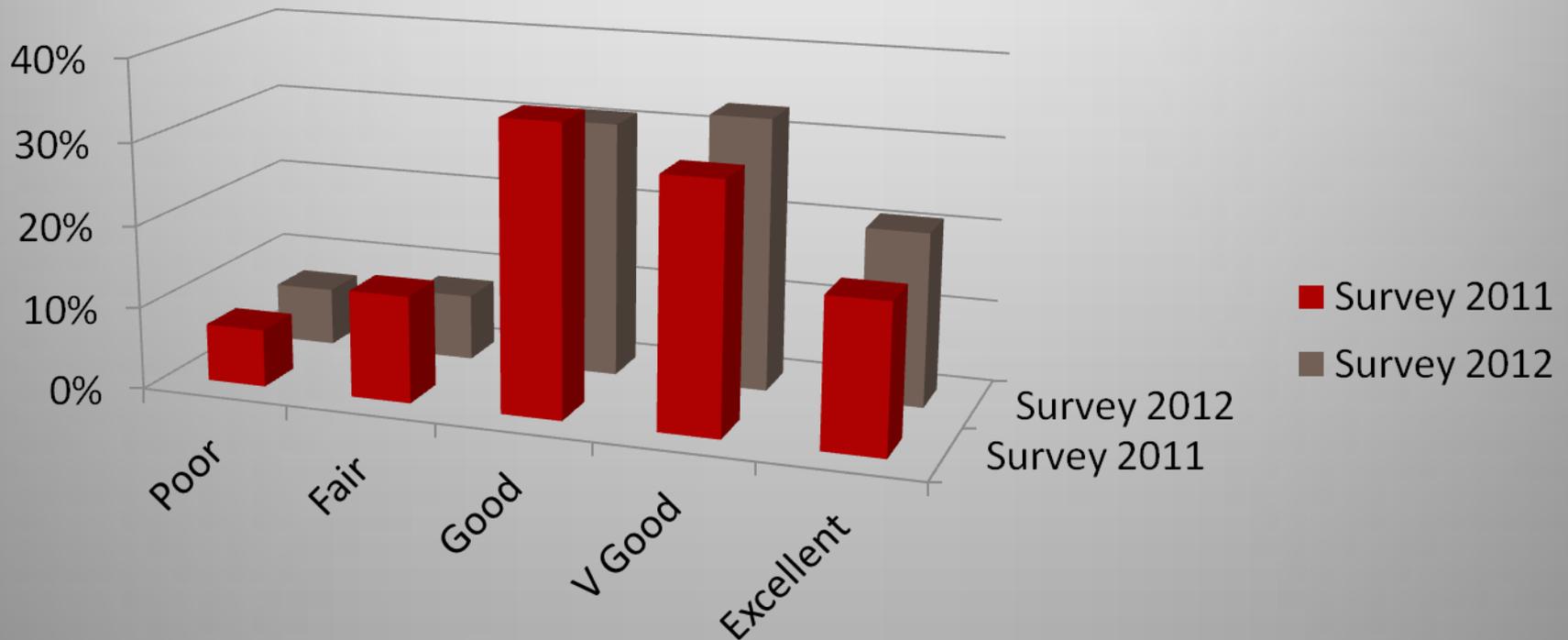
Obtaining Test Results

Were you told when to contact us for your results:



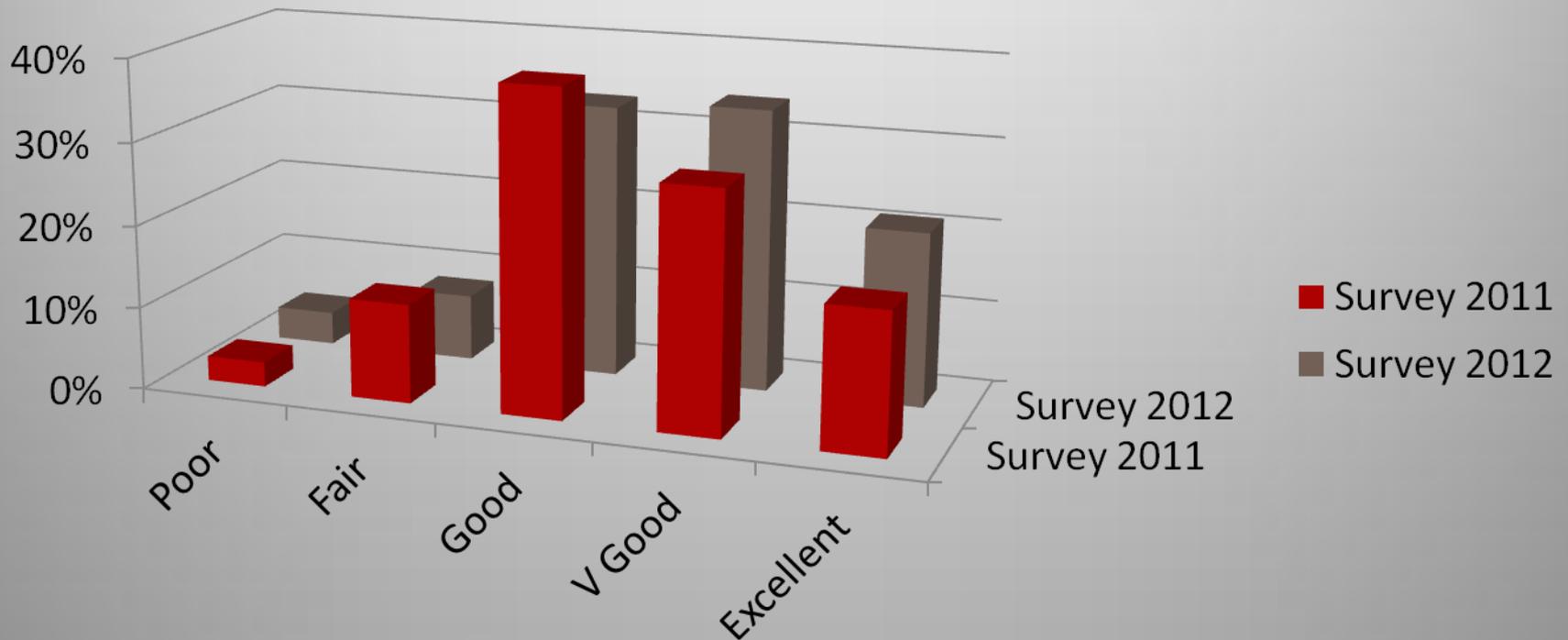
300 people answered the above question.

Results available when you contact us:



282 people answered the above question.

Level of satisfaction with manner in which results were given:



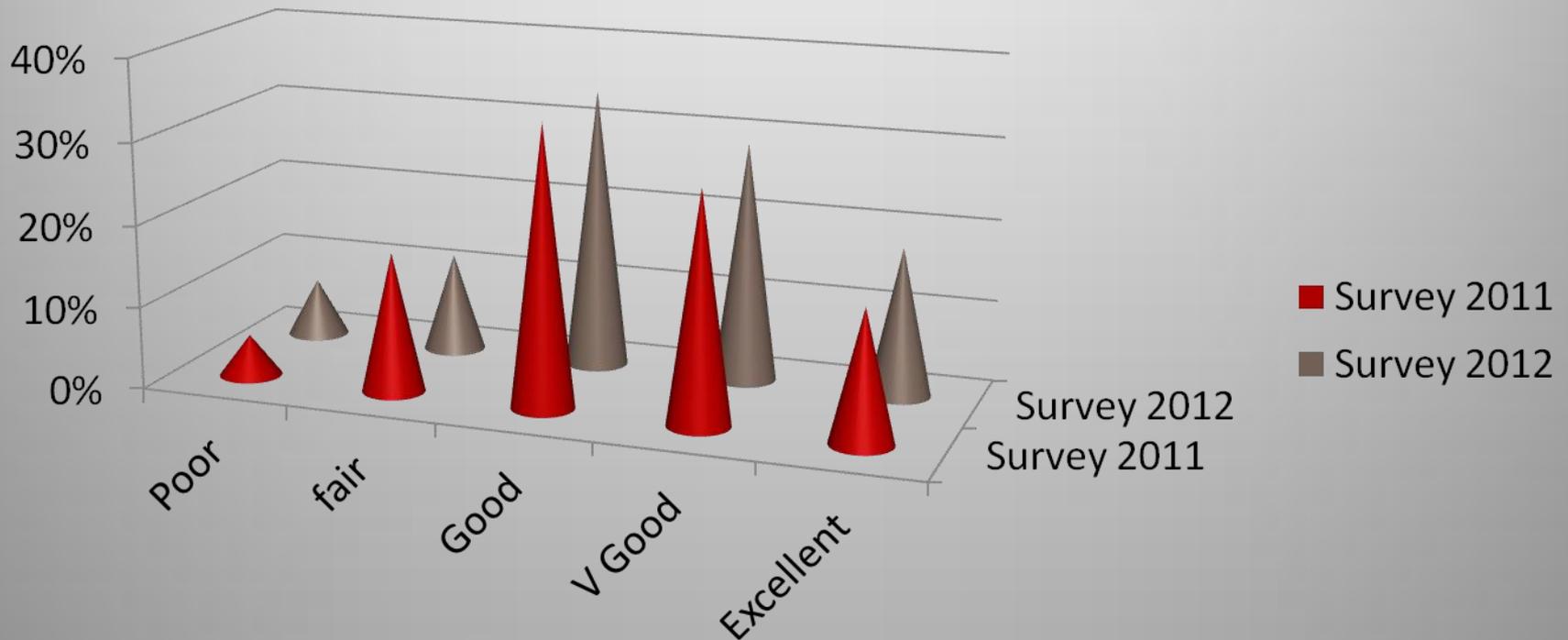
291 people answered the above question.

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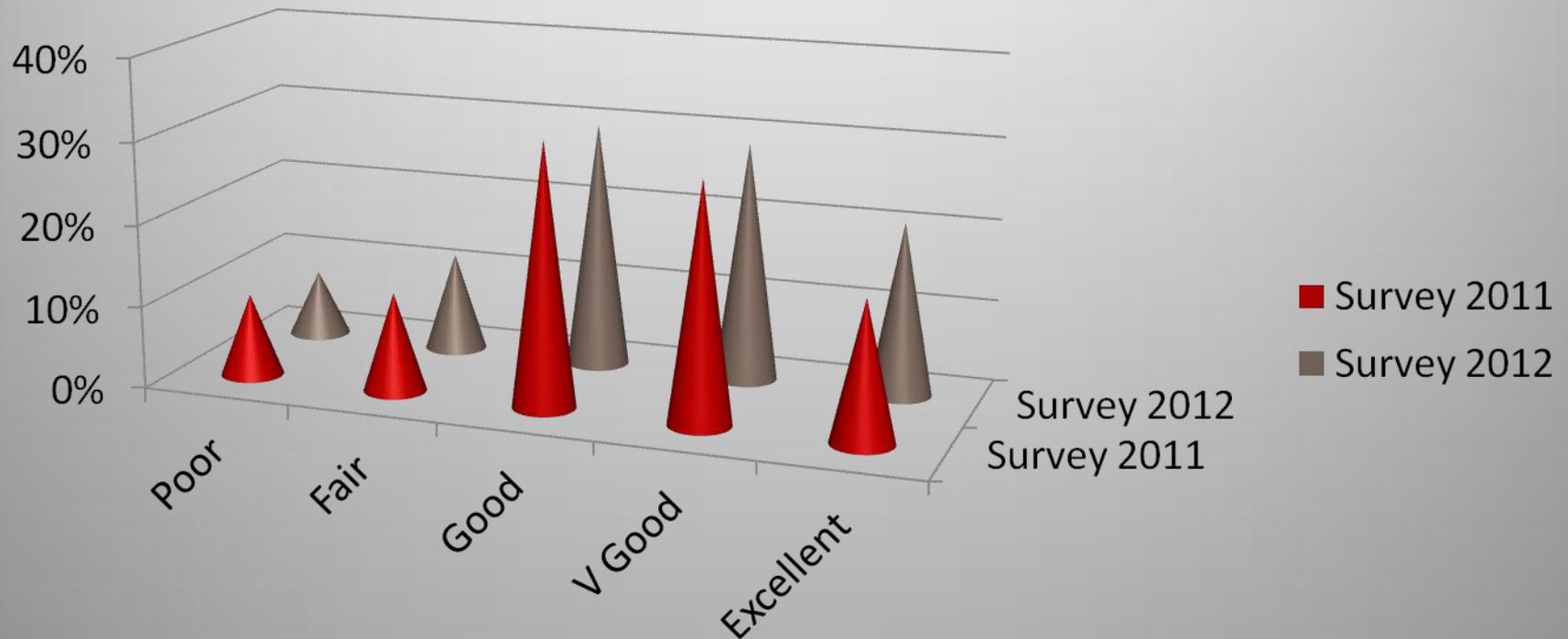
About the Staff & Patients level of
satisfaction

Information provided by the reception staff:



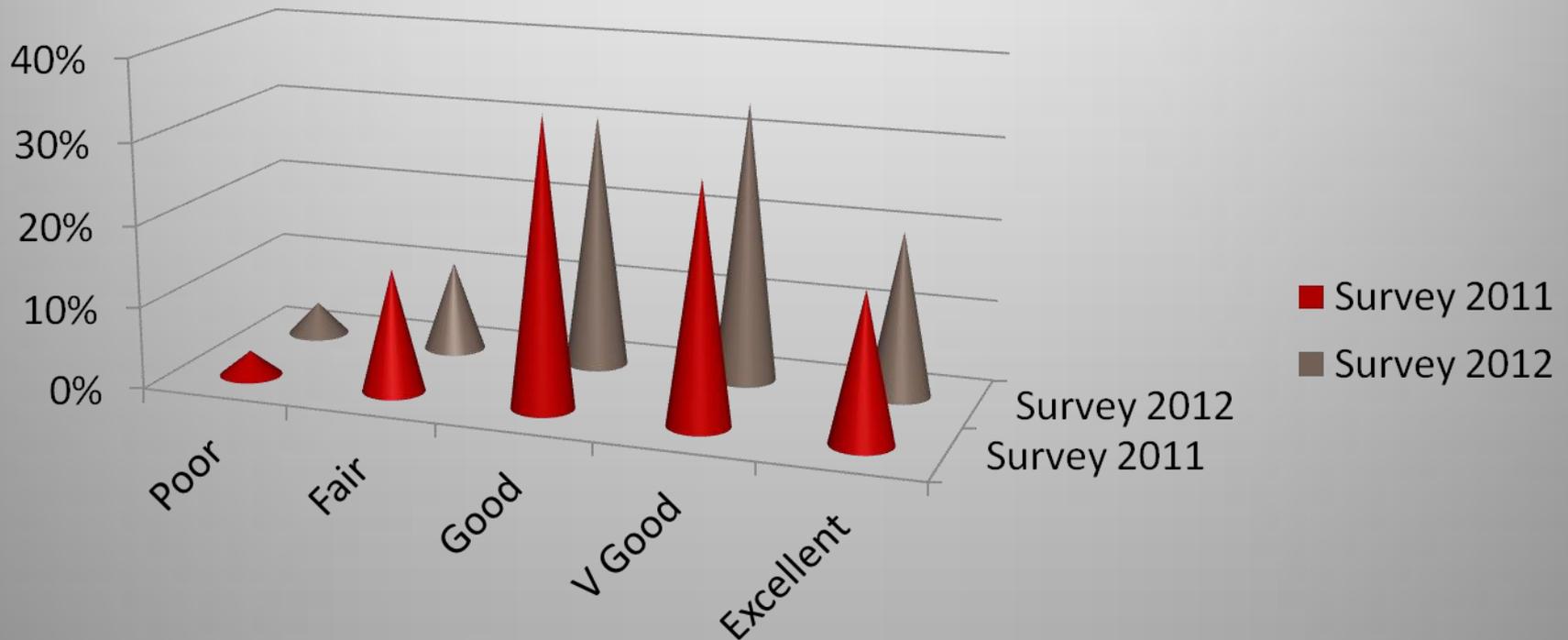
341 people answered the above question.

The helpfulness of the reception staff:



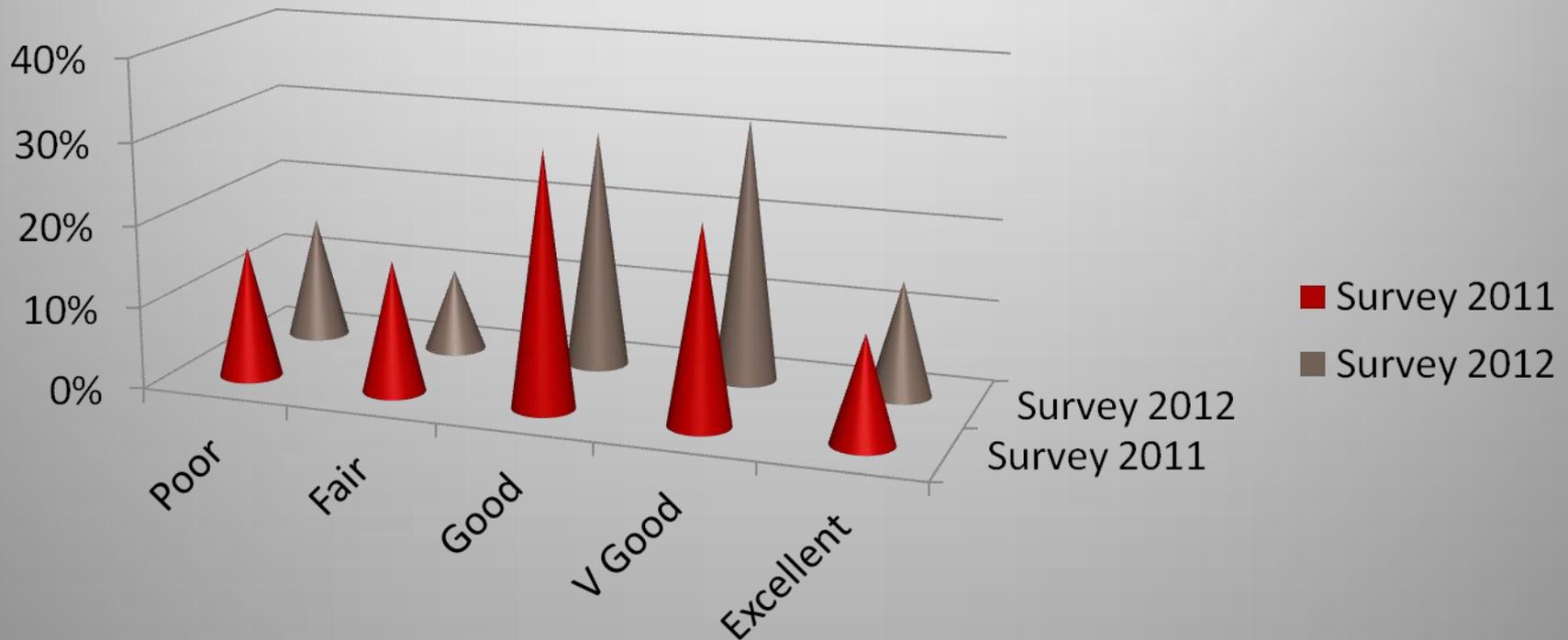
341 people answered the above question.

My overall satisfaction with this practice:



343 people answered the above question.

Level of satisfaction with booking on-line appointments:



196 people answered the above question.

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 2012 survey.