



Results of our Patient Survey

We would like to thank all our patients who kindly completed one of our questionnaires for 2017/18

The outcome of our survey proved to be constructive and overall satisfaction is 98%.

From analysis of the survey it is clear that most of our patients are satisfied with the health care we provide. However, there are a small number of minor issues that were highlighted. Please see attached for our response to comments and also our Action Plan:



Opening Times: 99%

Satisfaction with morning Open Access and Appointment system: 99%

Satisfaction with Waiting Times/appointments: 96%

As you can see from the results of the survey 99% of our patients are happy with our opening times and value our morning surgery drop-in sessions. However, one or two comments were made saying about the long wait to see a doctor when they are here. This was discussed with our team and Patient Participation Group and it was agreed that this is the nature of the “drop-in” – all patients that turn up before 10.00am are seen by a doctor. If you are not prepared/or cannot wait you can book an appointment.

Ease of contacting the practice by telephone: 98%

Opportunity of speaking to a Doctor or nurse on the telephone when necessary 89%

As you can imagine our telephones are very busy first thing in the morning therefore, if you wish to speak to a doctor or nurse please contact the practice after morning surgery between 11.00am and 12noon; however, if Doctors/Nurses are dealing with other patients, you will be asked to call back again.



Information provided by the surgery: 96%

- We provide our patients with as much information as we can by means of our website, practice booklets, leaflets, and posters. We appreciate that there can be too much or too little information provided so it is trying to find the right balance. To avoid having too much information in the waiting areas, we provide booklets; this has proved to be a success with our patients.

- Just to remind you all, patients can access appointments, prescriptions and their medical records online – there are leaflets in the waiting rooms, information on our website (also a video clip) explaining what this is about. You can also find information via Patient Information Website – www.patient.info and can also access NHS Choices (you can access this via our website)
- We are continuing to provide Information days at the practice open to patients – we will advertise up and coming events

Opportunity to make suggestions/Complaints: 97%

How to make a Complaint: Should you wish to make a formal complaint, there are leaflets informing you of the procedure available in the waiting rooms -receptionists can also provide you with leaflet/forms or you can ask at reception to speak to the Practice Manager regarding your complaint. You will find further information in the Practice Booklets located in the reception areas and our website.



The following questions we received 100%:

Respect shown for your Privacy, Satisfaction with Consultation, Extent to which patients felt reassured and respect shown to patients



Privacy: Just a reminder to patients to say that if you would like to speak to a member of staff in private you can ask at the reception desk - the receptionist will then take you in to a private room

Please can you provide feedback and complete a Friends & Family form and post in the box provided in our waiting rooms – this helps us to assess our services that we provide to our patients



Any suggestions or comments you wish to make can be placed in the suggestion box, which is placed on the wall to the right of the main reception hatch.

You can always access our website for further information.

Our website address is:

www.greenbankdrivesurgery.nhs.uk

Thank you once again for your contribution to the survey