



Park Surgery Patient Satisfaction Survey Results & Action Plan

- 72% of you rated the receptionists as very helpful
- 47% of you found it very or fairly easy to get through on the phone but 53% found it not very or not at all easy.
- 47% found it very or fairly easy to speak to a doctor or nurse on the phone. 19% said it wasn't very easy or not at all easy, whilst 34% didn't know or hadn't tried.
- 59% of you said you could normally be seen same day if needed, 21% of you had never tried.
- 87% felt it was important to be able to book ahead, and 49% found it very or fairly easy to do so, but 43% found it not so easy.
- 30% of you would like to be able to book appointments online
- On time taken to get an appointment with a particular doctor 37% were usually seen same day or next, 23% in 2-4 days and 26% in 5 days or more. 64% rated this as excellent, very good or good, 27% fair or poor.
- When willing to see any doctor 65% were seen same day or next, 25% 2-4 days and 8% 5 days or more, which 80% rated excellent, very good or good.
- 84% felt that the length of wait for a consultation to start was excellent, very good or good.
- 92% of you said the practice opening times were convenient,
- 68% of you had a particular GP you preferred to see, 51% of these felt they saw this GP always or a lot of the time and 46% some of the time.
- 97% had no problems getting around the practice.
- 96% had no problems getting to or from the practice
- 100% found the practice a welcoming environment.

- 90% thought the GP was good or very good at giving you enough time; 64% felt the same about the nursing staff
- 89% thought the GP was very good or good at listening to you; 63% the nurse
- 87% thought the GP were very good or good at explaining tests, 65% the nurse
- 85% felt the GP was excellent, very good or good at involving you in decisions about your health, 64% with the nurse.
- 84% felt the GP was very good or good at treating you with care and concern, 65% with the nurse
- 75% definitely had trust and confidence in the GP they saw, 19% had to some extent.
- 89% felt Doctors and nurses helped them to understand with their health problems
- 84% felt they helped them cope with health problems
- 78% felt they helped to keep them healthy
- Overall, 42% of you would describe your experience of the surgery as excellent, and 40% as very good.
- 76% would definitely recommend the surgery to someone who had just moved to the area.

There were also some very helpful comments made, which are all taken into account in our action plan.

ACTION PLAN

The results of the survey have been shared with the Patient Representation Group, and we have formed this action plan based on their comments and the comments of the staff and Partners

What you want	What we'll try to do	Who's responsible	When will we do this?
Surgery phone line to open earlier. Currently emergencies only from 08:00 to 08:30	We will start taking all phone calls from 08:00. This will involve changing staff contracts	Practice Manager	We will aim to implement this by September 2012.
Easier to get through on the phone	We are reviewing our phone contract so will aim to get more lines so you should be able to get through more easily. Opening the phone line earlier should also help with this	Assistant Manager	July 2012
You'd like to get an appointment more quickly	We are increasing the number of GP appointments	Senior Partner	May 2012
Online booking of appointments	We are changing our clinical system in July which will enable the online booking of appointments, along with other features like ordering your prescription	Practice Manager	July 2012
Improve the lighting and handrail on the stairs at Park Surgery	We agree this is poor, and have asked our contractors to come in and look at this	Practice Manager	May 2012
LED display board breaking patient confidentiality	We're not sure how else we can call you in to the doctor, but will do some research to see how other practices handle this	Practice Manager	August 2012