**PATIENT SATISFACTION SURVEY**

We have carried out a patient satisfaction survey recently to ascertain the views of our patients in order to help us to improve our service.

This survey was audited by our valued Patient Participation Group members.

Their findings are as listed below:-

**Q1** **– How happy were you with the cleanliness and appearance of:**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | Very happy | Happy | Not happy | Unhappy | No comment |
| Waiting Area | 66% | 34% |  |  |  |
| Consulting Room | 66% | 34% |  |  |  |
| Toilets | 42% | 30% | 2% | 4% | 22% |

**Q2 - How Happy were you with the attitude of:**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | Very happy | Happy | Not happy | Unhappy | No Comment |
| Receptionist | 82% | 18% |  |  |  |
| Doctor | 76% | 18% |  |  | 6% |
| Nurse | 46% | 14% |  |  | 40% |

**Q3 – Did you feel that we did well at:**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | Very well | Well | Not very well | Poor | No Comment |
| Seeing you on time | 60% | 32% | 2% |  | 6% |
| Explaining your health issue | 68% | 24% |  |  | 8% |
| Carrying out any procedure | 64% | 22% |  |  | 14% |
| Making you feel comfortable and relaxed | 74% | 16% |  |  | 10% |

**Q4 – How Happy were you overall with:**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | Very happy | Happy | Not very happy | Unhappy | No comment |
| The Service from The Practice | 48% | 32% | 4% |  | 16% |
| The appearance and layout of The Practice | 52% | 28% | 2% |  | 18% |
| Information about The Practice | 46% | 36% |  |  | 18% |

**Q5 - How happy were you with:**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | Very happy | Happy | Not very happy | Unhappy | No Comment |
| Booking your appointment | 32% | 28% | 22% |  | 18% |
| Access and car parking | 18% | 32% | 16% |  | 34% |
| Comfort and space for waiting | 42% | 38% |  | 2% | 18& |

**Q6 – Able to book appointments within 2 days or more than 2 days ahead:**

|  |  |  |  |
| --- | --- | --- | --- |
|  | Yes | No | No comment |
| Within 2 days | 34% | 20% | 46% |
| More than 2 days ahead | 40% | 16% | 44% |

**Additional comments on visits to The Practice:**

1. 7 people had to visit Walk-in Centre as no appointment was available.
2. 8am phone in was a problem.
3. More publicity required to advertise use of the on-line appointment/repeat prescription service which is acknowledged by patients as a good system.
4. Toilet has no hot water.
5. Availability of car parking for the less active.

**We would like to thank all patients who participated in this survey.**

Your opinion is really valuable to us and we strive to continue to improve the services that we provide.

A further survey will be carried out in September 2013 by our Patient Participation Group.