**PATIENT SURVEY FEEDBACK FOR CASTLEHEAD MEDICAL CENTRE**

During November and December 2014 we conducted a patient survey for feedback on the services we provide to patients and their experience when accessing our services. We would like to thank all those patients who participated in the survey by completing the patient questionnaires. We are delighted to inform you that we received 357 completed questionnaires and we are now in a position to be able to publish the results to all patients.

You will find the results of the patient survey listed separately in great detail. We received 88% overall satisfaction ratings of good, very good or excellent.

Here we will summarise the Priority for Action, Proposed Changes, and the timescale in which we hope to achieve the changes.

We discussed the results of the survey with both our Practice staff on the 15th January 2015 and with our Patient Participation Group on the 12th March 2015

**Priority for Action (as discussed at Patient Participation Group on reviewing the results)**

The driveway is a priority to renew the tarmac. This has been highlighted by the Patient Participation Group and we have made plans for this to be completed within the next six months depending on availability of the contractor.

Some seats in the waiting to be replaced in the future with a mixture high backed chairs and single armed chairs to be achieved within the next 12 months.

**Proposed changes (as discussed with Patient Participation Group on reviewing the results)**

Redecoration of the waiting room, we have plans in the pipeline to refurbish specified rooms in the building and we are hoping to redecorate thereafter. We are aim to achieve this within 12-24 months.

Privacy at the reception desk will be addressed if possible when we start our refurbishment. We will however, always provide a room for patients to be able to discuss anything in private. In the meantime if a patient wishes to speak in private they are to inform the receptionist who will then arrange this.

**Items we are unable to address at present**

With regard to the radio being on in the waiting room, the purpose of this is to mask conversations at reception thus aiding confidentiality.

Unfortunately we will not be providing weekend appointments but for those patients who may not be aware we do provide a late evening surgery every Tuesday.

We realise that patients may not always be able to see their doctor of choice at a time that is convenient to them and whilst we endeavour to provide continuity of care with the same doctor this is not always possible due to many reasons examples being annual leave, study leave and attending compulsory training.

**For future development**

We will be looking at our appointment capacity against demand and our telephone system. We have already increased the amount of appointments available to those patients who use patient on line access