**Belgrave Medical Centre**

**Patient Participation Group Report 2015/16**

The Surgery is committed to listening to patients to continually improve services.

Belgrave Medical Centre has a small group of Patient representatives who currently meet once every other month to discuss the current service provision and propose changes, provide feedback and patient viewpoints and identify areas requiring discussion and review. This group of representatives is known as the Patient Participation Group. In addition to this the surgery also has an online patient participation group via facebook where people who cannot attend meetings at the surgery can provide similar viewpoints and feedback.

The face to face meetings for the PPG are currently facilitated by the Practice Manager (Jenny Woodfint) with support from Lesley Hinton, Lesley ensures that all items discussed in the face to face meetings are also communicated to the facebook PPG to allow them the same opportunities to comment. The face to face meetings are very informal and include the Practice Manager, patient representative and guest speakers (invited by the Practice Manager at the request of the patient representatives or as recommended by the manager following issues raised). The practice is continuing to actively recruit members.

**Developing the Patient Participation Groups**

In order to make the groups (face to face and online) as representative as possible, steps were taken to ensure information about the groups and sign-up opportunities were provided to as wide a selection of patients as possible. These included:

Adding posters to the notice board in reception and in the patient corridors, adding leaflets to prescriptions, putting leaflets on the reception desk for patients to take away and promoting the closed Facebook PPG site on our practice website and public Facebook sites.

**The Group – Profile of current members**

We compared the ethnicity, sex and age demographics of the patients signed up as members of our face to face and online Patient Participation Groups to our practice population and also against registering GP to try and ensure the group was representative.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **Practice**  | **PPG overall** | **PPG Face to face group** | **PPG Facebook Group** |
| Age under 50 | 7426 / 11470 (65%) | 22/40 (55%) | 0/12 (0%) | 22/28 (78%) |
| Age over 50 | 4044 / 11470 (35%) | 18/40 (45%) | 12/12 (100%) | 6/28 (22%) |
| Male | 5697 / 11470 (49.7%) | 7/40 (18%) | 5/12 (42%) | 2/28 (7%) |
| Female | 5773 / 11470 (50.3%) | 33/40 (82%) | 7/12 (58%) | 26/28 (93%) |
| Ethnic minority groups | 1013 / 11470 (8%) | 1/40 (3%) | 0/12 (0%)  | 1/28 (4%) |

By using both a face to face and a PPG group it is felt that we achieve a fair age representation. It is recognised that the PPG is underrepresented by males and also by ethnic minority groups

A variety of medical conditions requiring different levels of intervention are represented in the Patient Participation Group.

It was important to the practice that representation was not purely reflected in age, sex, ethnicity, it was identified that the practice only had patients registered as members of the group that visited the surgery, therefore appropriate housebound patients were contacted and but the practice still has no representation from this group at this stage. The practice has a very small number of patients in nursing/residential homes and on review of these patients it was felt that it would not be appropriate to invite any of these patients to be members of the patient participation groups.

Individual names of group members have not been published due to confidentiality reasons but an anonymous list can be found in Appendix A

**Continuing group development**

Meetings have been publicised in the waiting room using posters and the general information poster about the face to face and online patient participation groups also remain in reception on a permanent basis as we welcome any new interested patients to become part of the group.

The Reception team will continue to actively target patients who are male and patients who from ethnic minority groups

The Surgery has a website (**http://www.belgravemedicalcentredresden.co.uk/**) with details about the Patient Participation Group, its background and how to join the group. The website is promoted through a poster in the reception area.

At each new patient Check with the Nurse, they are informed of the Group and asked if they would like to join.

**Meetings**

During 2015/16 meetings are planned every other month

Minutes of all meetings are routinely sent to PPG members and placed on the PPG Facebook site and are also available to any person requesting a copy

**The PPG Report 2014/15 – Actions to date**

Priority Issues in 2014 / 15 were identified by the PPG members from a review of the results of the patient satisfaction questionnaire. The below table shows the progress against each of the identified actions

|  |  |  |
| --- | --- | --- |
| **Action** | **Person(s)****Responsible** | **Actions to date** |
| Review current levels of staffing. Amend staffing where required making adjustments to lunch times, start and end times and also taking into consideration holiday periods | Jenny Woodfint / Claire Tunnicliff | New staff have been recruited and lunch time cover has been reviewed with the timings for staff lunches changing. Rules have been implemented to ensure no more than 1 member of staff from the reception team can be off at any one time |
| Random sample call recording system to check waiting times | Claire Tunnicliff | This is ongoing, and carried out on an ad hoc basis. No significant issues have been noted to date |

**Patient Survey 2015 / 16**

**Introduction**

Patient participation is a unique partnership between patients, GPs and their practice which is essential to and results in high quality and responsive care.

Patient Participation Groups (PPGs) work in partnership with their practices to:

|  |  |
| --- | --- |
| ● | help patients to take more responsibility for their health.  |
| ● | contribute to the continuous improvement of services and quality of care  |
| ● | foster improved communication between the practice and its patient  |
| ● | provide practical support for the practice and help to implement change |

The first PPGs were established around 1972 by GPs in England and Wales. Since then the PPG movement has grown rapidly. Experience shows that successful practices and effective PPGs go hand in hand (<http://www.napp.org.uk/overview.html>)

In order to engage with and obtain opinions of a wider group of patients the 2014/15 Patient survey was devised in discussion with the patient participation group. The group wished to use the same survey used for the 2013/14 and 2014/15 reports so that comparisons could be made

**Aims**

The aim of the patient survey is to gain an insight into the views of patients in relation to key areas identified by the Patient Participation Group and develop an action plan for improvement

**Methods**

During a meeting of the Patient Participation Group previous questionnaires used by the surgery and questionnaires used by other local surgeries were discussed and the questions were agreed. A copy of the survey questionnaire can be seen in Appendix B. It was agreed by the group that 25 questionnaires per clinician was a good sample. This was less than that agreed for the previous survey due to the length of time taken to achieve the required sample numbers

The survey was commenced on Monday 29th June 2015 and completed on Friday 10th July 2015. Questionnaires were given out randomly at different times of the day during our surgery opening hours (7:30-18:30 Monday Wednesday Friday,7.30 to 19.30, Tuesday and 07:30-17:00 Thursday) as patients left their appointment. Further details of our full opening hours, including our extended hours, can be found on our website

A total of 250 questionnaires were returned for the 5 regular GPs, Pharmacist, Nurse practitioner, 2 Practice nurses and Healthcare assistant

The responses from the questionnaire were input into Excel and detailed analysis of results was undertaken by the practice manager

**Survey Results 2015/16**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **QUESTION** | **Very good** | **Good** | **Average** | **Poor** | **Very Poor** | **TOTAL** |
| Ability to get through on the telephone | 109(47.8%) | 85(37.3%) | 25(11.0%) | 6(2.6%) | 3(1.3%) | 228 |
| The helpfulness of reception staff on the telephone | 142(60.4%) | 77(32.8%) | 15(6.4%) | 1(0.4%) | 0(0%) | 235 |
| The helpfulness of reception staff on the front desk | 156(66.7%) | 62(26.5%) | 16(6.8%) | 0(0%) | 0(0%) | 234 |
| The time you had to wait from booking the appointment until the appointment taking place | 144(59.8%) | 68(28.2%) | 29(12.0%) | 0(0%) | 0(0%) | 241 |
| Convenience of the day and time of the appointment | 172(69.6%) | 63(25.5%) | 9(3.6%) | 3(1.2%) | 0(0%) | 247 |
| How long you waited to go into the appointment once you arrived at the surgery | 119(49.4%) | 82(34.0%) | 31(12.9%) | 9(3.7%) | 0(0%) | 241 |
| How thoroughly the healthcare professional asked about the symptoms and how you were feeling | 182(75.5%) | 53(22.0%) | 6(2.5%) | 0(0%) | 0(0%) | 241 |
| How well the healthcare professional listened to what you had to say | 185(77.1%) | 49(20.4%) | 6(2.5%) | 0(0%) | 0(0%) | 240 |
| How well the healthcare professional put you at ease during your physical examination | 186(78.5%) | 45(19.0%) | 6(2.5%) | 0(0%) | 0(0%) | 237 |
| How much the healthcare professional involved you in the decisions about your care | 174(74.0%) | 49(20.9%) | 12(5.1%) | 0(0%) | 0(0%) | 235 |
| How well the healthcare professional explained your problems and any treatment you may need  | 186(77.5%) | 45(18.8%) | 9(3.8%) | 0(0%) | 0(0%) | 240 |
| The amount of time the health care professional spent with you today | 166(68.0%) | 62(25.4%) | 15(6.1%) | 0(0%) | 1(0.4%) | 244 |
| The health care professional patience with your questions or worries | 176(73.9%) | 54(22.7%) | 7(2.9%) | 1(0.4%) | 0(0%) | 238 |
| The healthcare professionals caring and concern for you  | 191(77.3%) | 49(19.8%) | 6(2.4%) | 0(0%) | 1(0.4%) | 247 |
| The facilities at the surgery  | 184(75.4%) | 53(21.7%) | 7(2.9%) |  0(0%) | 0(0%) | 244 |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| QUESTION | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied | TOTAL |
| Overall how satisfied are you with your appointment today | 182(78.8%) | 42(18.2%) | 7(3.0%) | 0(0%) | 0(0%) | 231 |

*NB: A total of 250 questionnaires were returned however not all questions were answered resulting in the different total answers for each question shown above. The % are based on the % of total answers for that question not % of questionnaires returned*

*Please see Appendix C for graph representation of the data and Appendix D for breakdown of results by GP*

**Comparison 2015/16 survey with the 2013/14 and 2014/15 patient surveys**

The following graph shows the % of patients answering very good or good for each question

The following graph shows the % of patients answering very satisfied or satisfied for their overall satisfaction with their appointment

**Summary of results**

* 85.1% rated the ability to get through on the telephone as good or very good
* 93.2% rated the helpfulness of the reception staff on the telephone as good or very good
* 93.2% rated the helpfulness of the receptionist on the front desk as good or very good
* 88% rated the time they had to wait from booking the appointment to the appointment taking place as good or very good
* 95.1% rated the convenience of the day and time of the appointment as good or very good
* 83.4% rated how long they waited to go into the appointment once they arrived at the surgery as good or very good
* 97.5% rated how thoroughly the healthcare professional asked about their symptoms and how they were feeling as good or very good
* 97.5% rated how well the healthcare professional listened to what they had to say as good or very good
* 97.5% rated how well the healthcare professional put them at ease during their physical examination as good or very good
* 94.9% rated how much the healthcare professional involved them in the decisions about their care as god or very good
* 96.3% rated how well the healthcare professional explained their problems and any treatment they may need as good or very good
* 93.4% rated the amount of time the health care professional spent with them as good or very good
* 96.6% rated the health care professionals patience with questions or worries as good or very good
* 97.2% rated the healthcare professionals caring and concern for them as good or very good
* 97.1% rated the facilities at the surgery as good or very good
* Overall 97.0% of respondents were satisfied or very satisfied with their experience at the surgery. It should be noted that no respondents were dissatisfied or very dissatisfied

***Comparison with 2013/14 and 2014/15 Patient Survey Results***

The practice has shown an increase in the % of patients answering very good or good in all areas except for the helpfulness of receptionists on the front desk. This showed a decrease from 96.8% in 2014/15 to 93.2% in 2015/16.

The lowest levels of satisfaction were

1. How long patients waited to go into their appointment once they arrived at the surgery, it should be noted however that satisfaction levels for this have remained similar to previous years with 83% of patients rating this as good or very good
2. The ability to get through on the phone, it should be noted that satisfaction levels for this have significantly increased from 2014/15 where only 70.3% reported this as good or very good to 85.1% in 2015/16, this is similar to the satisfaction levels in 2013/14 of 83.7%

Overall satisfaction levels have increased slightly with 97.0% rating the overall service as good or very good compared to 93.9% in 2014/15 and 96.8% in 2013/14

**Comments and Suggestions**

A section was included in the questionnaire to allow respondents to make comments or suggestions. The comments and suggestions received have been broken down into 2 sections, those where the surgery is performing well and those where improvements could be made. The comments were as follows:

***What we do well***

Best doctors surgery I have ever been

I have no problem with this surgery and my doctor, excellent care

Dr Sahada is fabulous, very thorough

***Suggested Areas for Improvement***

None suggested

**Conclusion**

Overall the level of satisfaction with the surgery was high and had improved from the previous year this was recognised by the Patient Participation Groups. However it was also identified that there was potential for improvement in some areas and so an action plan was developed. The areas of focus in the action plan were identified as:

* The helpfulness of the receptionist on the front desk – this was the only area to show lower levels of satisfaction than the previous year
* Waiting times to go into appointments once arriving at the surgery as this was an area identified with the lowest levels of satisfaction
* The ability to get through on the phone as this was an area identified with the lowest levels of satisfaction

The group felt that these should be the areas of focus for the practice over the next 12 months

**Action Plan**

|  |  |  |
| --- | --- | --- |
| **Action** | **Person(s)****Responsible** | **Date to be completed** |
| Telephone answering:Stabilise staffing levels in receptionMonitor busy times and adjust rotas accordinglyReview options around telephone answering systems (e.g. call direct, call position in queue) | Claire Tunnicliff / Jenny Woodfint / Lesley Hinton | Ongoing |
| Waiting timesDiscuss results of the survey with GPs | Jenny Woodfint | End September 2015 |
| Front of house staffAll reception staff to receive Customer Service trainingRestrict staff working on the front desk so that those with greater knowledge of this area provide the cover | Claire Tunnicliff / Jenny Woodfint / | End March 2016 |

**Appendix A**

**Belgrave Medical Centre PPG Members**

**Face to face meeting**

 (1) Male 73

 (2) Male 80

 (3) Male 73

 (4) Female 41

 (4) Female 76

 (5) Female 68

 (6) Female 64

 (7) Female 57

 (8) Male 72

 (9) Male 73

 (10) Female 72

 (11) Female 76

**Facebook members**

 2 Male patients ages 44 and 50

26 Female patients ages 27, 31, 32, 33, 34, 34, 35, 39, 39, 39, 39, 39, 39, 40, 42, 43, 44, 45, 45, 46, 49, 49, 50, 51, 55, 62,

**Appendix B**

**Belgrave Medical Centre – Patient Satisfaction Survey**

Who have you seen today?

[ ]  Dr Rao [ ] Dr Mohini [ ] Dr Nandakumar [ ] Dr Sahada [ ] Dr Sirigiri

[ ] Jayne Capper [ ] Zena Bailey [ ] Jill Brammer [ ] Jackie Gallimore

Thinking about your appointment today how you rate each of the following (please tick):

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Very Poor** | **Poor** | **Average** | **Good** | **Very Good** | **Does not apply** |
| Ability to get through on the telephone |  |  |  |  |  |  |
| The helpfulness of reception staff on the telephone |  |  |  |  |  |  |
| The helpfulness of reception staff on the front desk |  |  |  |  |  |  |
| The time you have had to wait from booking the appointment until the appointment taking place |  |  |  |  |  |  |
| Convenience of the day and time of the appointment |  |  |  |  |  |  |
| How long you waited to go into the appointment once you arrived at the surgery |  |  |  |  |  |  |
| How thoroughly the healthcare professional asked about your symptoms and how you were feeling |  |  |  |  |  |  |
| How well the healthcare professional listened to what you had to say |  |  |  |  |  |  |
| How well the healthcare professional put you at ease during your physical examination |  |  |  |  |  |  |
| How much the healthcare professional involved you in decisions about your care |  |  |  |  |  |  |
| How well the healthcare professional explained your problems and any treatment you may need |  |  |  |  |  |  |
| The amount of time the healthcare professional spent with you today |  |  |  |  |  |  |
| The healthcare professionals patience with your questions or worries |  |  |  |  |  |  |
| The healthcare professionals caring and concern for you |  |  |  |  |  |  |
| The facilities at the surgery |  |  |  |  |  |  |

\*Healthcare professional refers to the doctor, pharmacist, nurse practitioner, practice nurse or healthcare assistant that you saw today

Overall how satisfied are you with your appointment today (Please tick)

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Very dissatisfied | Dissatisfied | Neutral | Satisfied | Very Satisfied |
|  |  |  |  |  |

Please add any other comments or suggestions you would like to make in the space below (please continue on the back if necessary):

**Appendix C**

**Appendix D**

|  |
| --- |
| **The time you had to wait from booking the appointment until the appointment taking place** |
|   | **Good or very good** | **Average** | **Poor or very poor** |
| Dr Rao | 95.8 | 4.2 | 0.0 |
| Dr Mohini | 88.0 | 12.0 | 0.0 |
| Dr Nandakumar | 84.0 | 16.0 | 0.0 |
| Dr Sahada | 72.0 | 28.0 | 0.0 |
| Dr Sirigiri | 92.0 | 8.0 | 0.0 |
| Jayne Capper | 92.0 | 8.0 | 0.0 |
| Zena Bailey | 88.0 | 12.0 | 0.0 |
| Jill Brammer  | 91.3 | 8.7 | 0.0 |
| Lyndsay Bridgwood | 90.5 | 9.5 | 0.0 |
| Jackie Gallimore | 87.0 | 13.0 | 0.0 |
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|  |  |  |  |
| **Convenience of the day and time of the appointment** |  |
|   | **Good or very good** | **Average** | **Poor or very poor** |
| Dr Rao | 95.7 | 4.3 | 0.0 |
| Dr Mohini | 92.0 | 4.0 | 4.0 |
| Dr Nandakumar | 92.0 | 4.0 | 4.0 |
| Dr Sahada | 100.0 | 0.0 | 0.0 |
| Dr Sirigiri | 100.0 | 0.0 | 0.0 |
| Jayne Capper | 96.0 | 4.0 | 0.0 |
| Zena Bailey | 96.0 | 0.0 | 4.0 |
| Jill Brammer  | 96.0 | 4.0 | 0.0 |
| Lyndsay Bridgwood | 88.0 | 12.0 | 0.0 |
| Jackie Gallimore | 95.8 | 4.2 | 0.0 |
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|  |  |  |  |
| **How long you waited to go into the appointment once you arrived at the surgery** |
|   | **Good or very good** | **Average** | **Poor or very poor** |
| Dr Rao | 91.3 | 8.7 | 0.0 |
| Dr Mohini | 88.0 | 8.0 | 4.0 |
| Dr Nandakumar | 66.7 | 25.0 | 8.3 |
| Dr Sahada | 80.0 | 16.0 | 4.0 |
| Dr Sirigiri | 92.0 | 8.0 | 0.0 |
| Jayne Capper | 91.3 | 8.7 | 0.0 |
| Zena Bailey | 87.5 | 12.5 | 0.0 |
| Jill Brammer  | 75.0 | 12.5 | 12.5 |
| Lyndsay Bridgwood | 79.2 | 12.5 | 8.3 |
| Jackie Gallimore | 83.3 | 16.7 | 0.0 |
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| **How thoroughly the healthcare professional asked about the symptoms and how you were feeling** |
|   | **Good or very good** | **Average** | **Poor or very poor** |
| Dr Rao | 100.0 | 0.0 | 0.0 |
| Dr Mohini | 100.0 | 0.0 | 0.0 |
| Dr Nandakumar | 96.0 | 4.0 | 0.0 |
| Dr Sahada | 100.0 | 0.0 | 0.0 |
| Dr Sirigiri | 96.0 | 4.0 | 0.0 |
| Jayne Capper | 100.0 | 0.0 | 0.0 |
| Zena Bailey | 96.0 | 4.0 | 0.0 |
| Jill Brammer  | 85.7 | 14.3 | 0.0 |
| Lyndsay Bridgwood | 100.0 | 0.0 | 0.0 |
| Jackie Gallimore | 100.0 | 0.0 | 0.0 |
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|  |  |  |  |
| **How well the healthcare professional listened to what you had to say** |
|   | **Good or very good** | **Average** | **Poor or very poor** |
| Dr Rao | 100.0 | 0.0 | 0.0 |
| Dr Mohini | 100.0 | 0.0 | 0.0 |
| Dr Nandakumar | 100.0 | 0.0 | 0.0 |
| Dr Sahada | 96.0 | 4.0 | 0.0 |
| Dr Sirigiri | 96.0 | 4.0 | 0.0 |
| Jayne Capper | 95.8 | 4.2 | 0.0 |
| Zena Bailey | 100.0 | 0.0 | 0.0 |
| Jill Brammer  | 86.4 | 13.6 | 0.0 |
| Lyndsay Bridgwood | 100.0 | 0.0 | 0.0 |
| Jackie Gallimore | 100.0 | 0.0 | 0.0 |
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|  |  |  |  |
| **How well the healthcare professional put you at ease during your physical examination** |
|   | **Good or very good** | **Average** | **Poor or very poor** |
| Dr Rao | 100.0 | 0.0 | 0.0 |
| Dr Mohini | 100.0 | 0.0 | 0.0 |
| Dr Nandakumar | 95.8 | 4.2 | 0.0 |
| Dr Sahada | 95.8 | 4.2 | 0.0 |
| Dr Sirigiri | 95.7 | 4.3 | 0.0 |
| Jayne Capper | 100.0 | 0.0 | 0.0 |
| Zena Bailey | 95.7 | 4.3 | 0.0 |
| Jill Brammer  | 91.3 | 8.7 | 0.0 |
| Lyndsay Bridgwood | 100.0 | 0.0 | 0.0 |
| Jackie Gallimore | 100.0 | 0.0 | 0.0 |
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| **How much the healthcare professional involved you in the decisions about your care** |
|   | **Good or very good** | **Average** | **Poor or very poor** |
| Dr Rao | 95.5 | 4.5 | 0.0 |
| Dr Mohini | 91.3 | 8.7 | 0.0 |
| Dr Nandakumar | 100.0 | 0.0 | 0.0 |
| Dr Sahada | 96.0 | 4.0 | 0.0 |
| Dr Sirigiri | 92.0 | 8.0 | 0.0 |
| Jayne Capper | 96.0 | 4.0 | 0.0 |
| Zena Bailey | 95.5 | 4.5 | 0.0 |
| Jill Brammer  | 91.3 | 8.7 | 0.0 |
| Lyndsay Bridgwood | 100.0 | 0.0 | 0.0 |
| Jackie Gallimore | 91.7 | 8.3 | 0.0 |
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|  |  |  |  |
| **How well the healthcare professional explained your problems and any treatment you may need**  |
|   | **Good or very good** | **Average** | **Poor or very poor** |
| Dr Rao | 95.8 | 4.2 | 0.0 |
| Dr Mohini | 95.8 | 4.2 | 0.0 |
| Dr Nandakumar | 100.0 | 0.0 | 0.0 |
| Dr Sahada | 92.0 | 8.0 | 0.0 |
| Dr Sirigiri | 87.5 | 12.5 | 0.0 |
| Jayne Capper | 100.0 | 0.0 | 0.0 |
| Zena Bailey | 96.0 | 4.0 | 0.0 |
| Jill Brammer  | 95.5 | 4.5 | 0.0 |
| Lyndsay Bridgwood | 100.0 | 0.0 | 0.0 |
| Jackie Gallimore | 100.0 | 0.0 | 0.0 |
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|  |  |  |  |
| **The amount of time the health care professional spent with you in a day** |
|   | **Good or very good** | **Average** | **Poor or very poor** |
| Dr Rao | 95.8 | 4.2 | 0.0 |
| Dr Mohini | 96.0 | 4.0 | 0.0 |
| Dr Nandakumar | 92.0 | 8.0 | 0.0 |
| Dr Sahada | 88.0 | 8.0 | 4.0 |
| Dr Sirigiri | 88.0 | 12.0 | 0.0 |
| Jayne Capper | 91.7 | 8.3 | 0.0 |
| Zena Bailey | 88.0 | 12.0 | 0.0 |
| Jill Brammer  | 95.5 | 4.5 | 0.0 |
| Lyndsay Bridgwood | 100.0 | 0.0 | 0.0 |
| Jackie Gallimore | 100.0 | 0.0 | 0.0 |
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|  |  |  |  |
| **The health care professional patience with your questions or worries** |
|   | **Good or very good** | **Average** | **Poor or very poor** |
| Dr Rao | 91.7 | 8.3 | 0.0 |
| Dr Mohini | 95.8 | 4.2 | 0.0 |
| Dr Nandakumar | 96.0 | 4.0 | 0.0 |
| Dr Sahada | 95.8 | 0.0 | 4.2 |
| Dr Sirigiri | 96.0 | 4.0 | 0.0 |
| Jayne Capper | 100.0 | 0.0 | 0.0 |
| Zena Bailey | 95.8 | 4.2 | 0.0 |
| Jill Brammer  | 95.7 | 4.3 | 0.0 |
| Lyndsay Bridgwood | 100.0 | 0.0 | 0.0 |
| Jackie Gallimore | 100.0 | 0.0 | 0.0 |
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|  |  |  |  |
|  |  |  |  |
| **The healthcare professionals caring and concern for you** |  |
|   | **Good or very good** | **Average** | **Poor or very poor** |
| Dr Rao | 95.8 | 4.2 | 0.0 |
| Dr Mohini | 100.0 | 0.0 | 0.0 |
| Dr Nandakumar | 95.8 | 4.2 | 0.0 |
| Dr Sahada | 96.0 | 0.0 | 4.0 |
| Dr Sirigiri | 96.0 | 4.0 | 0.0 |
| Jayne Capper | 100.0 | 0.0 | 0.0 |
| Zena Bailey | 96.0 | 4.0 | 0.0 |
| Jill Brammer  | 95.8 | 4.2 | 0.0 |
| Lyndsay Bridgwood | 100.0 | 0.0 | 0.0 |
| Jackie Gallimore | 96.0 | 4.0 | 0.0 |
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|  |  |  |  |
|  |  |  |  |
| **The facilities at the surgery**  |  |  |
|   | **Good or very good** | **Average** | **Poor or very poor** |
| Dr Rao | 100.0 | 0.0 | 0.0 |
| Dr Mohini | 100.0 | 0.0 | 0.0 |
| Dr Nandakumar | 100.0 | 0.0 | 0.0 |
| Dr Sahada | 92.0 | 8.0 | 0.0 |
| Dr Sirigiri | 92.0 | 8.0 | 0.0 |
| Jayne Capper | 95.8 | 4.2 | 0.0 |
| Zena Bailey | 96.0 | 4.0 | 0.0 |
| Jill Brammer  | 100.0 | 0.0 | 0.0 |
| Lyndsay Bridgwood | 100.0 | 0.0 | 0.0 |
| Jackie Gallimore | 96.0 | 4.0 | 0.0 |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
| **Overall how satisfied are you with your appointment today** |  |
|   | **Very satisfied / Satisfied** | **Neutral** | **Dissatisfied or Very Dissatisfied** |
| Dr Rao | 100.0 | 0.0 | 0.0 |
| Dr Mohini | 100.0 | 0.0 | 0.0 |
| Dr Nandakumar | 100.0 | 0.0 | 0.0 |
| Dr Sahada | 95.8 | 4.2 | 0.0 |
| Dr Sirigiri | 92.0 | 8.0 | 0.0 |
| Jayne Capper | 100.0 | 0.0 | 0.0 |
| Zena Bailey | 90.9 | 9.1 | 0.0 |
| Jill Brammer  | 95.8 | 4.2 | 0.0 |
| Lyndsay Bridgwood | 100.0 | 0.0 | 0.0 |
| Jackie Gallimore | 95.2 | 4.8 | 0.0 |