**Belgrave Medical Centre**

**Patient Participation Group Report 2018/19**

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 and also an email PPG group 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 Reception Manager (Matthew Bryan) with support from Lesley Hinton, Lesley ensures that all items discussed in the face to face meetings are also communicated to the facebook/email PPG to allow them the same opportunities to comment. The face to face meetings are very informal and include the Reception Manager, patient representative and guest speakers (invited by the Reception 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 information to the electronic display 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/email Group** |
| Age 50 or under | 7256/12058  60% | 19/38  50% | 0/13  0% | 19/25  76% |
| Age over 50 | 4802/12058  40% | 19/38  50% | 13/13  100% | 6/25  24% |
| Male | 5995/12058  50% | 6/38  16% | 4/13  31% | 2/25  8% |
| Female | 6063/12058  50% | 32/38  84% | 9/13  69% | 23/25  92% |
| Ethnic minority | 1384/12058  11% | 1/38  3% | 0/13  0% | 1/25  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, whilst ethnic minority groups % in the PPG is similar to the practice it is only 1 person and we feel 1 person is not sufficient to represent the views of all the different groups reflected in the practice

In order to further help with representation during 2018/19 an email PPG group was also developed

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 using leaflets produced by the practice

The Surgery has a website (**http://www.bmcgp.co.uk/**) with details about the Patient Participation Group, its background and how to join the group. The website is promoted through a digital display 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 2018/19 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 2017/18 – Actions to date**

Priority Issues in 2017 / 18 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** | **Action to date** |
| Educate / make a slide for the screen explaining why receptionists ask for details of the problem | Matthew Bryan | Slide done and added to the screen 05.09.18 |
| Dr Nandakumar to re-record the message on the phones advising patients the receptionists will ask for details regarding the problem and any other information that is suitable | Dr Nandakumar | Message has been scripted and approved as of 05.09.18 – waiting to be recorded. |
| Make a slide for the screen explaining the reasons why clinicians run late (can also be posted on facebook) | Matthew Bryan / Lesley Hinton | Uncomplete as of 05.09.18 |
| Review how extra patients are added on to see if improvements can be made to the waiting times of those who pre-booked | GPs / Matt Bryan | GPs now share the additional work when needed. |
| Make the clinicians aware of the results of the satisfaction survey and the issues raised by the PPG. | Jenny Woodfint | The results of the PPG survey for 2017/18 were shared with all clinicians in the clinical meeting dated 18/10/17 |

**Patient Survey 2018 / 19**

**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 2016/17 Patient survey was devised in discussion with the patient participation group. The group wished to use a similar survey for the 2017/18 and 2018/19 report so that comparisons could be made. The questionnaire used for 13 – 15 and that one used for 16 - 19 are shown in appendix B

**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 the same numbers as completed for each clinician in the 2016/17 and 2017/18 patient survey.

The survey was carried out during July and August 2018. Questionnaires were given out randomly at different times of the day during our surgery opening hours (8:00-18:30 Monday Tuesday, Wednesday Friday, and 8:00-13:00 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 300 questionnaires were returned for the 3 regular GPs, 2 Pharmacists (usually 3 however 1 pharmacist was on maternity leave at the time of the survey), 3 Advanced Nurse practitioners, 3 Practice nurses and 1 Healthcare assistant

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

**Survey Results 2018/19**

The following table shows a breakdown of results for each question

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Questions:** | **Very Satisfied** | **Satisfied** | **Neutral** | **Dissatisfied** | **Very Dissatisfied** | **TOTAL** |
| Ability to get through on the phone | 163  (55.8%) | 99  (33.9%) | 20  (6.8%) | 6  (2.1%) | 4  (1.4%) | 292 |
| The helpfulness of the staff on the phone | 188  (64.2%) | 92  (31.4%) | 7  (2.4%) | 2  (0.7%) | 4  (1.4%) | 293 |
| The helpfulness of staff on the front desk | 200  (67.6%) | 84  (28.4%) | 8  (2.7%) | 1  (0.3%) | 3  (1.0%) | 296 |
| Ability to get an appointment | 194  (64.9%) | 74  (24.7%) | 21  (7.0%) | 7  (2.3%) | 3  (1.0%) | 299 |
| Were you seen "on time" | 174  (58.4%) | 85  (28.5%) | 20  (6.7%) | 13  (4.4%) | 6  (2.0%) | 298 |
| The clinician listening and understanding your needs | 219  (73.2%) | 70  (23.4%) | 6  (2.0%) | 1  (0.3%) | 3  (1.0%) | 299 |
| The Clinician meeting your expectations | 218  (72.9%) | 69  (23.1%) | 5  (1.7%) | 4  (1.3%) | 3  (1.0%) | 299 |
|  |  |  |  |  |  |  |
| Overall, how satisfied are you with the surgery and our services | 232  (77.3%) | 53  (17.7%) | 9  (3.0%) | 3  (1.0%) | 3  (1.0%) | 300 |

*NB: A total of 300 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 above data*

*Please see Appendix D for breakdown of results by clinician*

**Satisfied Patients – 2018 / 19**

The following table shows the % of patients answering very satisfied or satisfied for each question

|  |  |
| --- | --- |
| **Questions:** | **% of patients very satisfied or satisfied 2018/19** |
| Ability to get through on the phone | 89.7 |
| The helpfulness of the staff on the phone | 95.6 |
| The helpfulness of staff on the front desk | 95.9 |
| Ability to get an appointment | 89.6 |
| Were you seen "on time" | 86.9 |
| The clinician listening and understanding your needs | 96.7 |
| The Clinician meeting your expectations | 96.0 |
|  |  |
| Overall, how satisfied are you with the surgery and our services | 95.0 |

*Please see Appendix C for graph representation of the above data*

**Satisfied patients – Year on Year comparison**

The following table shows the % of patients answering very satisfied or satisfied for each question in the current and each of the previous surveys

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Questions:** | **2018/19** | **2017/2018** | **2016/2017** | **2015/2016** | **2014/2015** | **2013/2014** |
| Ability to get through on the phone | 89.7 | 93.0 | 92.3 | 85.1 | 70.3 | 83.7 |
| The helpfulness of the staff on the phone | 95.6 | 96.7 | 95.2 | 93.2 | 91.9 | 96.5 |
| The helpfulness of staff on the front desk | 95.9 | 97.1 | 96.8 | 93.2 | 96.8 | 96.7 |
| Ability to get an appointment | 89.6 | 94.1 | 93.9 | 95.2 | 86.0 | 86.7 |
| Were you seen "on time" | 86.9 | 88.4 | 86.5 | 83.4 | 79.3 | 83.4 |
| The clinician listening and understanding your needs | 96.7 | 97.8 | 97.8 | 97.5 | 95.0 | 96.0 |
| The Clinician meeting your expectations | 96.0 | 97.0 | 98.2 | NO DIRECT COMPARISON | NO DIRECT COMPARISON | NO DIRECT COMPARISON |
|  |  |  |  |  |  |  |
| Overall, how satisfied are you with the surgery and our services | 95.0 | 98.2 | 97.5 | 97.0 | 93.9 | 96.8 |

*Please see Appendix C for graph representation of the above data*

**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***

|  |
| --- |
| This is a first class medical centre. |
| My husband and I are just so pleased with our doctors the service could not be better |
| Dr kumar is very considerate and has so empathetic with my mum thank you |
| listened to problem and helped a lot |
| Dr kumar, as all the doctors here are amazing. Always listen, take into account patients feelings. So much so I recommended this surgery to my family and friends close by, with 4 of them transferring to belgrave medical centre. Keep up the fantastic work everyone. |
| Very happy with all staff and dr's at Belgrave medical centre. |
| Seen early and helped with other issue |
| Great follow up re. notes on system for recent hospital visit - blood pressure checked - Lyndsay very thorough - thank you |
| great surgery many could follow you and improve. |
| Its brilliant that app are made on the same day |
| Julia was great |

***Suggested Areas for Improvement***

|  |
| --- |
| The toilet needs a new 'monkey tree', fills too slow and no hot water tap. To call chris hawkins plumber. Recommend him - very professional! |

|  |
| --- |
| Its difficult if you need an appointment and you have to phone at 8 in the morning when you are at work and not allowed to use the phone. Dr kumar is a very patient and caring doctor |
| The ability to get a repeat prescription is appalling |

|  |
| --- |
| Asked to see dr - but passed to nurse practitioner. As a result I had to make another appointment to see dr! |

|  |
| --- |
| Need do me higher chairs to help disabled to rise up easier |

**Conclusion**

The results show high levels of satisfaction in all areas of the survey. The highest levels of satisfaction were with the clinician listening and understanding patient needs (96.7%) and the lowest levels of satisfaction were with the patient being seen on time (86.9%).

Overall satisfaction was high with 95% of patients being very satisfied or satisfied with the surgery and the services offered.

***Comparison with previous patient survey results***

The practice has shown a small reduction in the % of patients answering very satisfied or satisfied in all areas

The largest reductions were in the following 2 areas

* Ability to get an appointment reduced by 4.5% from the previous year, this maybe due to changes in the clinical team – fewer Doctors and introduction of ANPs, also difficulties in recruitment has led to periods of appointment shortage. We also had a period with no Registrar.
* Ability to get through on the phone also reduced by 3.3%, this maybe due to increasing patient list size, increased signposting and a higher volume of ‘unnecessary’ calls such as requesting repeat prescriptions. Additional tasks have been allocated to reception and/or increases in other workflows.

The lowest level of satisfaction was in relation to “were you seen on time” this is in line with previous surveys

The highest level of satisfaction was in relation to “were you happy that clinician listened and understood your needs”

The results were considered by the PPG and an action plan developed

**PPG Comments - Meeting 08/10/18**

The results were discussed with the PPG who felt whilst there had been a drop in overall satisfaction it showed patients are still satisfied with the service provided by the clinicians once they got to see one. The PPG felt some of the reductions were very marginal and not of concern given the volume of change that has taken place this year. The PPG feel now we are fully Staffed things will return to previous highs.

The PPG felt the ability to get through on the phone is variable depending on the day and time of the call. They felt educating patients and encouraging online access would help ease the problem.

The PPG felt that some of the suggested areas of improvement were not important (such as the speed at which the toilet refills) but felt it maybe worth reviewing the prescribing process.

The PPG queried if it would be possible to increase the GP Appointment time to allow for more discussion and allow Doctors to run to time. MB advised appointment times could be increased but at the cost of a reduction in the total number of appointments available which the PPG said would not be favourable. The possibility of a walk in clinic was discussed which used to happen on Saturday mornings however this also has its pros and cons, mainly you can never know how many patients will come and it may mean patients waiting longer to be seen in the clinic before being seen.

The PPG felt the national survey seemed unfair on the mental health result being significantly lower than the feedback on other areas involving patient care.

Other areas raised:

* Better access for the disabled. It was advised we already have a disabled parking bay nearest to the automatic doors with no steps throughout the ground floor. It was queried if a Lift could be installed to access the two upstairs rooms, MB advised this has already been looked into at the time of the building work and would require extensive changes to the building and would be too expensive to install. Assistance is always available from members of Staff if needed.
* Improve Parking – this has been raised before and we have limited options to improve the parking. We will seek to improve parking should the merger (and building work) go ahead but talks still ongoing with the planners.
* Higher/wider chairs in reception
* Paths outside are uneven in places.
* PPG advised to carry forward any uncomplete action points.

**Action Plan**

|  |  |  |
| --- | --- | --- |
| **Action** | **Person(s)**  **Responsible** | **Date to be completed** |
| Carried Forward: Dr Nandakumar to re-record the message on the phones advising patients the receptionists will ask for details regarding the problem and any other information that is suitable | Dr Nandakumar | Jan 2019 |
| Carried Forward: Make a slide for the screen explaining the reasons why clinicians run late (can also be posted on facebook) | Matthew Bryan / Lesley Hinton | Jan 2019 |
| Continue to promote online access to reduce the need to call the surgery. | Matthew Bryan / Lesley Hinton | March 2020 |
| Review prescribing process | Jenny Woodfint / Jayne Capper | April 2019 |
| Introduce higher / wider chairs to reception waiting room. | Jenny Woodfint / Lindsay Capper | Dec 2019 |
| Inspect the external paths for trip hazards | Jenny Woodfint / Lindsay Capper | Dec 2018 |

**Appendix A**

**Belgrave Medical Centre PPG Members**

**Face to face meeting**

(1) Male 70

(2) Male 75

(3) Male 75

(4) Male 77

(5) Female 60

(6) Female 63

(7) Female 68

(8) Female 72

(9) Female 72

(10) Female 75

(11) Female 76

(12) Female 79

(13) Female 79

**Facebook members**

2 Male patients ages 47 and 53

23 Female patients ages 30, 35, 36(x2),37, 42(x5), 43(x2), 45, 46, 48(x2), 50, 52, 53, 54, 56, 58

**Appendix B**

**Belgrave Medical Centre – Patient Satisfaction Survey (2016 - 19)**

**Which Clinician have you seen today?**

Dr Nandakumar Dr Sirigiri Dr Kumar Jayne Capper

Heena Patel Alison Hawley Zena Whalley Julia Rigby

Jill Brammer Lyndsay Clarke Laura Cross Tia Findler

**Thinking about your experience of our service, please provide us with your feedback by ticking the relevant boxes below:**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | **Very**  **Dissatisfied** | **Dissatisfied** | **Neutral** | **Satisfied** | **Very Satisfied** |
| Ability to get through on the phone |  |  |  |  |  |
| The helpfulness of the Staff on the phone |  |  |  |  |  |
| The helpfulness of Staff on the front desk |  |  |  |  |  |
| Ability to get an appointment |  |  |  |  |  |
| Were you seen “on-time” |  |  |  |  |  |
| The Clinician listening and understanding your needs |  |  |  |  |  |
| The Clinician meeting your expectations |  |  |  |  |  |
| Overall, how satisfied are you with the Surgery and our services |  |  |  |  |  |

**Any further comments or suggestions you would like to make? (Please continue on the back if necessary):**

***This questionnaire was also used for the 2016/17 survey however the clinicians were not all the same as those identified above***

**Belgrave Medical Centre – Patient Satisfaction Survey (2013 – 2015)**

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**

*There is no direct comparison for the ratings to the question “The clinician meeting your expectations” for the years 2013/14, 2014/15 and 2015/16 as this incorporates several questions from the previous surveys*

**Appendix D – Results by clinician**

|  |  |  |  |
| --- | --- | --- | --- |
| **Ability to get an appointment - Summary % of pts** | | | |
| **Clinician** | **V Satisfied / Satisfied** | **Neutral** | **Dissatisfied / V dissatisfied** |
| **Dr Nandakumar** | 92.0 | 4.0 | 4.0 |
| **Dr Sirigiri** | 84.0 | 8.0 | 8.0 |
| **Dr Kumar** | 84.0 | 16.0 | 0.0 |
| **Jayne Capper** | 92.0 | 0.0 | 8.0 |
| **Heena Patel** | 88.0 | 12.0 | 0.0 |
| **Alison Hawley** | 84.0 | 12.0 | 4.0 |
| **Zena Whalley** | 96.0 | 4.0 | 0.0 |
| **Julia Rigby** | 92.0 | 4.0 | 4.0 |
| **Jill Brammer** | 80.0 | 12.0 | 8.0 |
| **Lyndsay Clarke** | 83.3 | 12.5 | 4.2 |
| **Laura Cross** | 100.0 | 0.0 | 0.0 |
| **Tia Findler** | 100.0 | 0.0 | 0.0 |
|  |  |  |  |
| **Were you seen "on time" - Summary % of pts** | | | |
| **Clinician** | **V Satisfied / Satisfied** | **Neutral** | **Dissatisfied / V dissatisfied** |
| **Dr Nandakumar** | 80.0 | 4.0 | 16.0 |
| **Dr Sirigiri** | 72.0 | 8.0 | 20.0 |
| **Dr Kumar** | 84.0 | 8.0 | 8.0 |
| **Jayne Capper** | 92.0 | 8.0 | 0.0 |
| **Heena Patel** | 92.0 | 8.0 | 0.0 |
| **Alison Hawley** | 84.0 | 12.0 | 4.0 |
| **Zena Whalley** | 91.7 | 8.3 | 0.0 |
| **Julia Rigby** | 92.0 | 4.0 | 4.0 |
| **Jill Brammer** | 70.8 | 12.5 | 16.7 |
| **Lyndsay Clarke** | 84.0 | 8.0 | 8.0 |
| **Laura Cross** | 100.0 | 0.0 | 0.0 |
| **Tia Findler** | 100.0 | 0.0 | 0.0 |
|  |  |  |  |
| **The clinician listening and understanding your needs - Summary % of pts** | | | |
| **Clinician** | **V Satisfied / Satisfied** | **Neutral** | **Dissatisfied / V dissatisfied** |
| **Dr Nandakumar** | 91.7 | 8.3 | 0.0 |
| **Dr Sirigiri** | 84.0 | 4.0 | 12.0 |
| **Dr Kumar** | 96.0 | 4.0 | 0.0 |
| **Jayne Capper** | 92.0 | 8.0 | 0.0 |
| **Heena Patel** | 100.0 | 0.0 | 0.0 |
| **Alison Hawley** | 100.0 | 0.0 | 0.0 |
| **Zena Whalley** | 100.0 | 0.0 | 0.0 |
| **Julia Rigby** | 100.0 | 0.0 | 0.0 |
| **Jill Brammer** | 96.0 | 0.0 | 4.0 |
| **Lyndsay Clarke** | 100.0 | 0.0 | 0.0 |
| **Laura Cross** | 100.0 | 0.0 | 0.0 |
| **Tia Findler** | 100.0 | 0.0 | 0.0 |

|  |  |  |  |
| --- | --- | --- | --- |
|  |  |  |  |
| **The clinician meeting your expectations - Summary % of pts** | | | |
| **Clinician** | **V Satisfied / Satisfied** | **Neutral** | **Dissatisfied / V dissatisfied** |
| **Dr Nandakumar** | 87.5 | 8.3 | 4.2 |
| **Dr Sirigiri** | 80.0 | 4.0 | 16.0 |
| **Dr Kumar** | 96.0 | 4.0 | 0.0 |
| **Jayne Capper** | 100.0 | 0.0 | 0.0 |
| **Heena Patel** | 100.0 | 0.0 | 0.0 |
| **Alison Hawley** | 100.0 | 0.0 | 0.0 |
| **Julia Rigby** | 100.0 | 0.0 | 0.0 |
| **Zena Whalley** | 96.0 | 0.0 | 4.0 |
| **Jill Brammer** | 92.0 | 4.0 | 4.0 |
| **Lyndsay Clarke** | 100.0 | 0.0 | 0.0 |
| **Laura Cross** | 100.0 | 0.0 | 0.0 |
| **Tia Findler** | 100.0 | 0.0 | 0.0 |
|  |  |  |  |
| **Overall, how satisfied are you with the surgery and our services - Summary % of pts** | | | |
| **Clinician** | **V Satisfied / Satisfied** | **Neutral** | **Dissatisfied / V dissatisfied** |
| **Dr Nandakumar** | 92.0 | 8.0 | 0.0 |
| **Dr Sirigiri** | 84.0 | 4.0 | 12.0 |
| **Dr Kumar** | 100.0 | 0.0 | 0.0 |
| **Jayne Capper** | 96.0 | 4.0 | 0.0 |
| **Heena Patel** | 100.0 | 0.0 | 0.0 |
| **Alison Hawley** | 92.0 | 4.0 | 4.0 |
| **Zena Whalley** | 100.0 | 0.0 | 0.0 |
| **Julia Rigby** | 96.0 | 4.0 | 0.0 |
| **Jill Brammer** | 84.0 | 8.0 | 8.0 |
| **Lyndsay Clarke** | 96.0 | 4.0 | 0.0 |
| **Laura Cross** | 100.0 | 0.0 | 0.0 |
| **Tia Findler** | 100.0 | 0.0 | 0.0 |