

# Rosewood Practice

Patient Survey Results Published–January 2016

Survey carried out from July to September 2015

## Improvements since the last patient survey

**79% usually get to see or speak to their preferred GP**

**82% Say the last GP they saw or spoke to was good at listening to them**

**89% Say the last nurse they saw or spoke to was good at listening to them**

**80% Say the last nurse they saw or spoke to was good at explaining**

**86% Say the last nurse they saw or spoke to was good at treating them with care and concern**

**80% Say the last nurse they saw or spoke to was good at involving them in decisions about their care**

## We are still working on

**67% Find it easy to get through to this surgery by phone, we hope to improve this service by putting in place a divert call system to a second phone when the main reception phone is busy there by making it easier for patients to get through.**

**70% Were able to get an appointment to see or speak to someone the last time they tried. We have created more appointment slots for face to face and telephone consultations and we hope this will reflect in the next patient survey.**

**76% Find the receptionist at this surgery helpful, we are re training reception staff so that they deliver better quality service.**

**74% Say the last appointment they got was convenient. We are educating the patient to use the online access to book an appointment to suit their convenience.**

**49% Describe their experience of making an appointment as good. Staff are undergoing training to provide quality service. We are also providing extended hours every Mondays from 6.30 to 7.30 thereby we are giving patients more choice to book appointments.**

**87% Usually wait 15 minutes or less after their appointment time to be seen. Patients are being educated to attend their appointments on time to avoid delaying the next appointment so the clinics can run on time and patients can be seen on their appointed times.**

**72% Feel they don't normally have to wait too long to be seen.  
Action as above**

**74% say the last GP they saw or spoke to was good at giving them enough time. The Practice offers 10 minutes appointment slots for face to face consultations with the GP and patients are being advised to book double appointment if they wish to have more time for the consultation.**

**67% Say the last GP they saw or spoke was good at explaining tests and treatments. GP to deal with one problem within the 10 minute consultation so there is enough time for explaining and advice.**

**68% Say the last GP they saw or spoke to was good at involving them in decisions about their care. Same as above**

**68% Say the last GP they saw or spoke to was good at treating them with care and concern.**

**Patients will be offered an appointment with a doctor of their preference**

**89% Had confidence and trust in the last GP they saw or spoke to.  
Same as above**

**84% Say the last nurse they saw or spoke to was good at giving them enough time. Every Mondays we have extended hours from 6.30 to 7.30pm for patients so that they have more time.**

**96% Had confidence and trust in the last nurse they saw or spoke to.**

**67% Are satisfied with the surgery's opening hours. We are already doing extended hours, offering more choice for patients and doing online access.**

**71% describe their overall experience of this surgery as good. The practice will take this feedback from patients to improve its services and hopes this will be reflected in the next patient survey**

**60% Would recommend this surgery to someone new to the area. The practice is introducing new services such as childhood immunisations and pathology hub to improve the recommendations from the patients.**

**The Practice will work on the areas that need to be improved and hopes this will be reflected in the next patient survey**