

# Essex Lodge Surgery

94 Greengate Street, Plaistow, London, E13 0AS

Tel: 0208 472 4888 Fax: 0208 472 5777

[info.essexlodge@nhs.net](mailto:info.essexlodge@nhs.net)

## Summary of Patient Satisfaction Survey 2018-2019:

<b>Title of the Audit</b>	Patient Satisfaction Survey
<b>Date Completed</b>	20.07.18
<b>Year</b>	2018/2019
<b>Results Displayed on Website / Information Board</b>	Yes
<b>Audit is completed by</b>	Abul Zafrian - Operations Manager Abul Hasnath - Business Manager
<b>Findings</b>	<p>We have now counted the results of our Patient Satisfaction Survey of 142 patients that were survey over a period one month. The following results are calculated using the 'always' and 'usually' category scores:</p> <p><b><u>Reception staff category</u></b></p> <ul style="list-style-type: none"><li>• Over <b>96%</b> of patients found our reception staff friendly and helpful/ treated with dignity and respect and they valued patient's privacy and confidentiality.</li></ul> <p><b><u>GP category</u></b></p> <ul style="list-style-type: none"><li>• More than <b>96%</b> of patients understand their treatment &amp; care after a consultation with a GP and they felt that they were treated with care and concern.</li><li>• More than <b>92%</b> of patients feel supported &amp; that the <b>GPs</b> are good at involving them in decisions about your care. Only <b>8%</b> commented not having this on this on the above categories.</li><li>• On average a <b>96%</b> of patients felt they were able to see or speak to a GP of their choice.</li></ul>

# Essex Lodge Surgery

94 Greengate Street, Plaistow, London, E13 0AS

Tel: 0208 472 4888 Fax: 0208 472 5777

[info.essexlodge@nhs.net](mailto:info.essexlodge@nhs.net)

	<p><b><u>Practice Nursing staff category</u></b></p> <ul style="list-style-type: none"><li>• On average <b>96%</b> of patients feel supported that <b>Practice Nurses</b> are concerned about their treatment and involve them in decisions about their care. However, only <b>4%</b> commented not having experienced this.</li></ul> <p><b><u>Opening Hours/Appointment &amp; Telephone access category</u></b></p> <ul style="list-style-type: none"><li>• <b>94%</b> of patients were satisfied with the practice's opening hours.</li><li>• Approximately <b>94%</b> of patients said that they were able to speak to a GP or Nurse when needed, and were able to get an appointment.</li><li>• Telephone access – <b>96%</b> of patients were able to get through to someone at the practice when ring the surgery.</li></ul> <p><b><u>Overall Practice Experience category</u></b></p> <ul style="list-style-type: none"><li>• Overall positive experience of the practice category was more than <b>95%</b>. However, only <b>5%</b> commented not having this.</li></ul>
<b>Outcomes</b>	The practice was very happy with the overall results of the survey.

## Essex Lodge Surgery

94 Greengate Street, Plaistow, London, E13 0AS

Tel: 0208 472 4888 Fax: 0208 472 5777

[info.essexlodge@nhs.net](mailto:info.essexlodge@nhs.net)

<b>Action Plan following results</b>	The results of this survey will be shared in PPG and practice staff meetings and also on practice website.  We will conduct a patient feedback survey every year.
<b>Comments</b>	The practice will redo the patient survey in twelve months' time to establish any changes.