

PPG patient survey

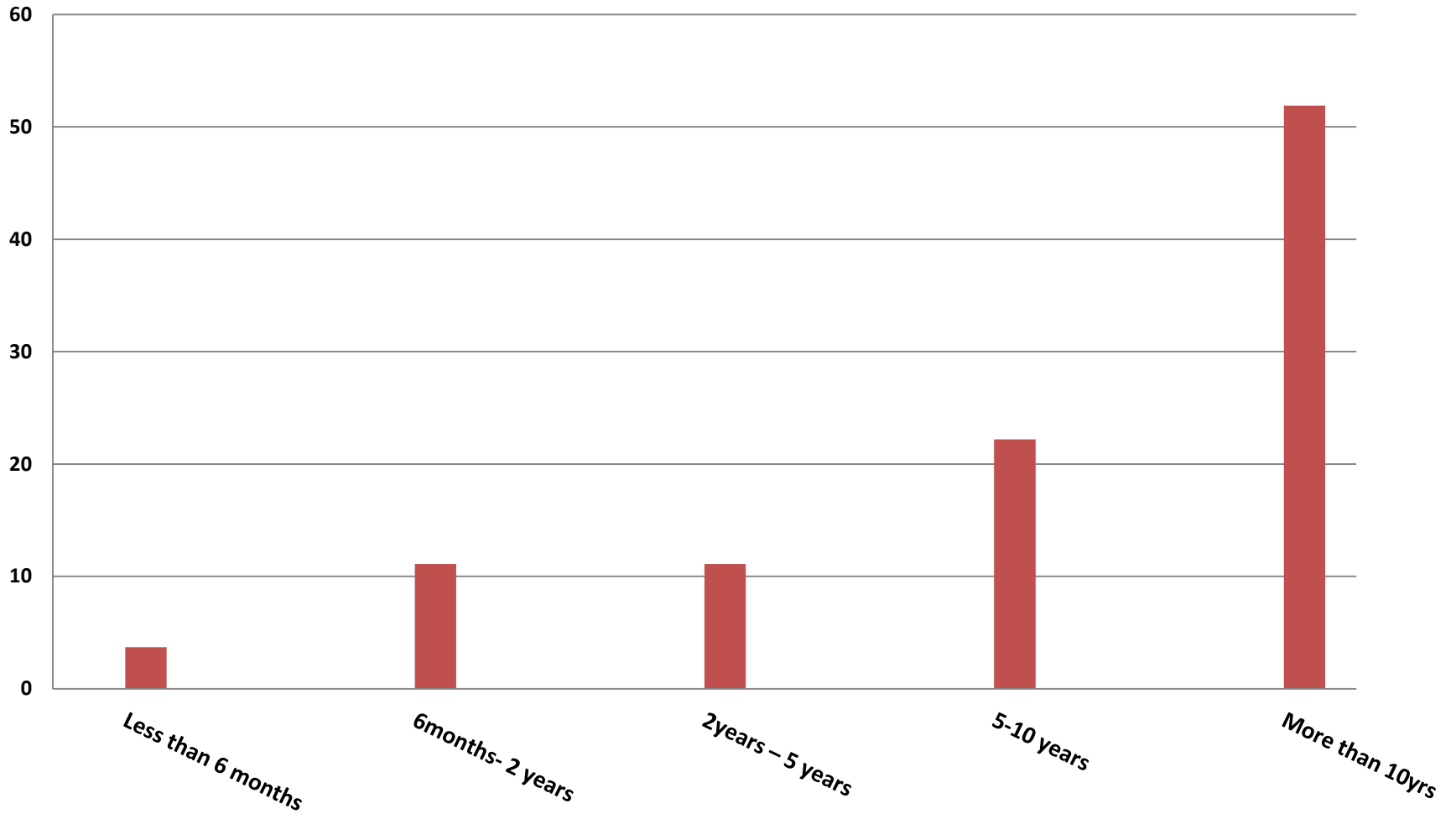
carried out November/December 2018 by PPG representatives in the
practice.

27 patients participated.

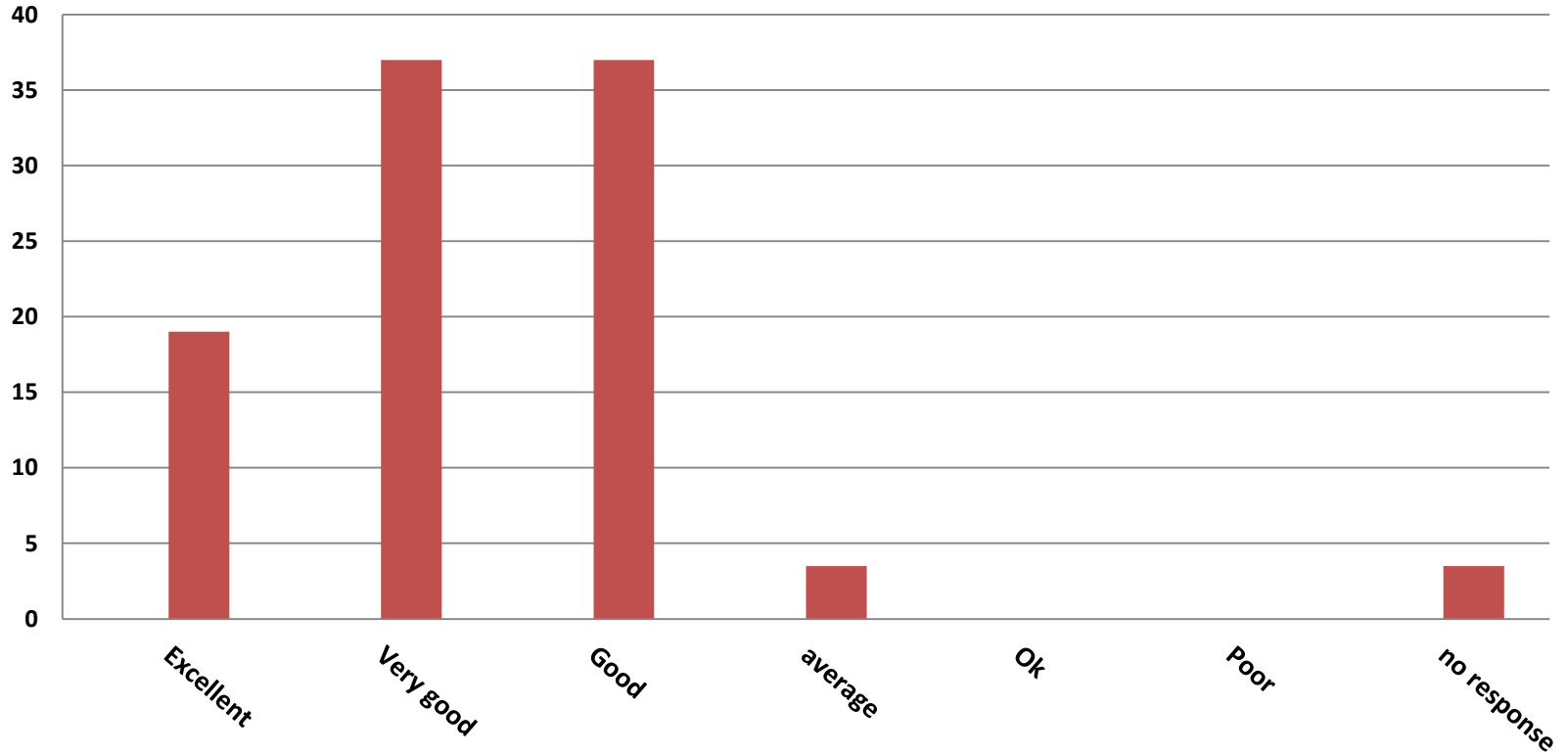
QUESTIONS

- How long have you been registered with the surgery?
- one good thing about the practice
- One not so good thing
- Is there anything we could do to make the practice better (any services we don't offer, suggestions for different ways to do things)
- Please give your overall impression of the practice and the service you receive
- Would you recommend us to other people looking for a GP surgery

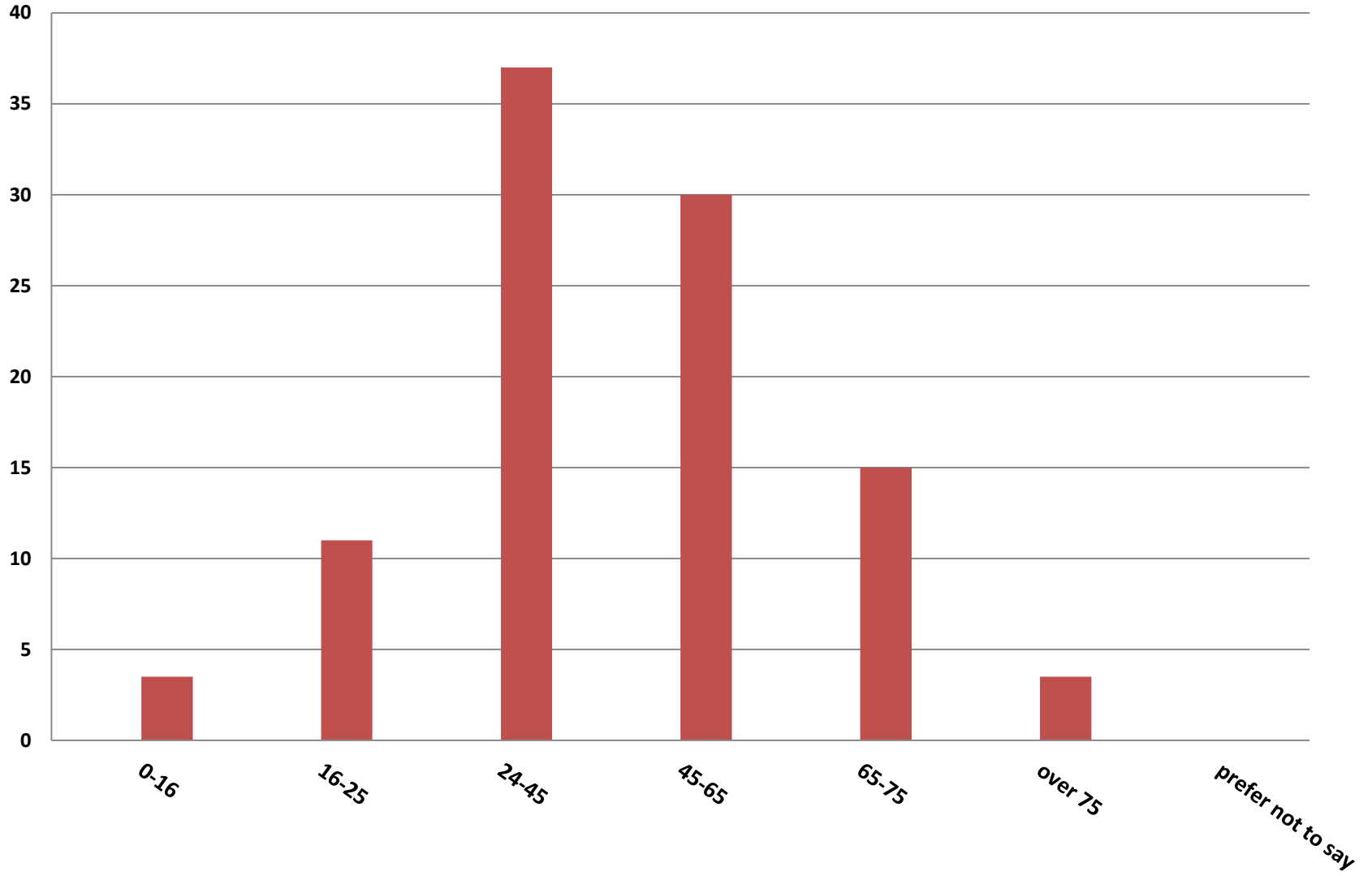
Time registered with practice (% of responses)



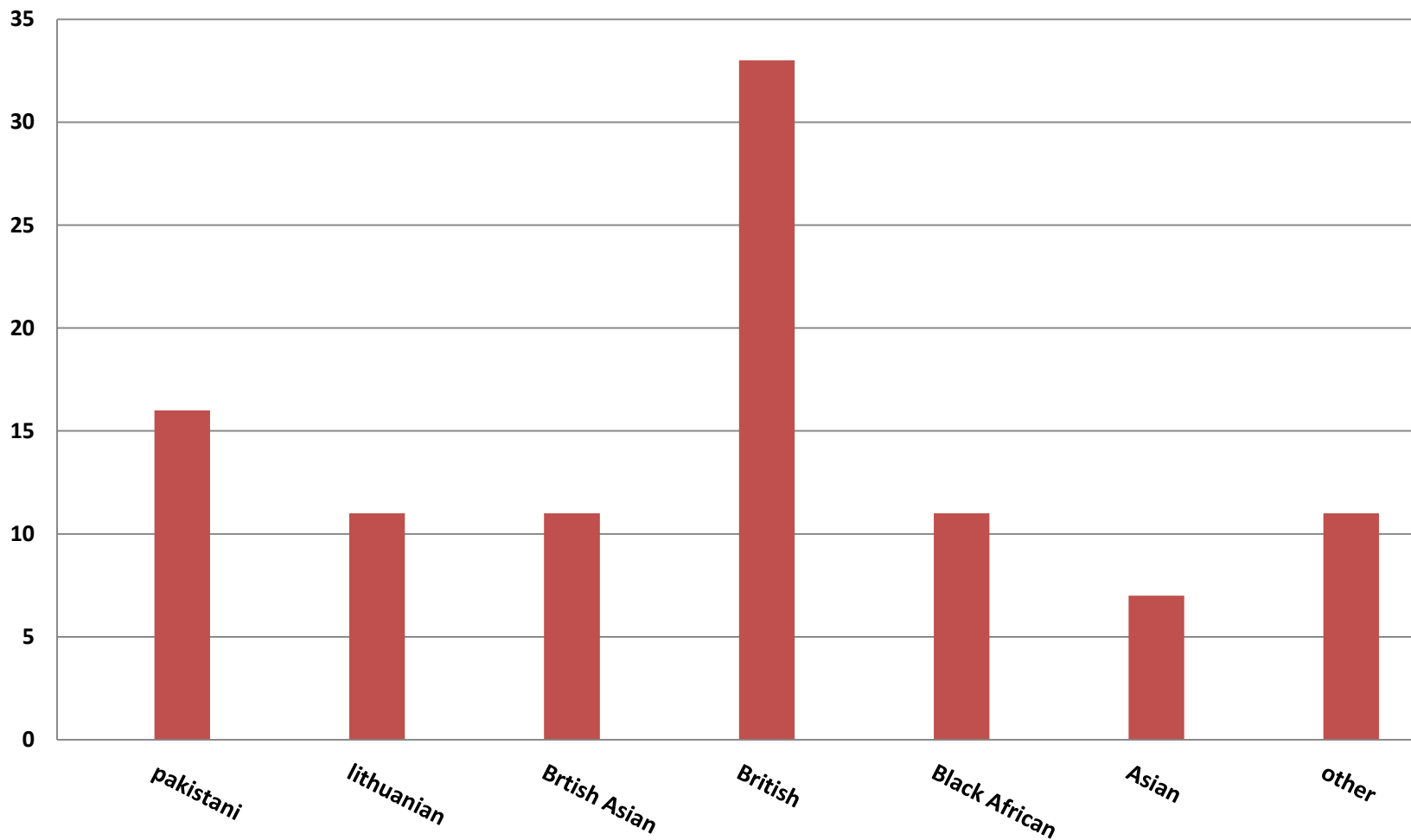
overall impression of practice and service received (% of responses)



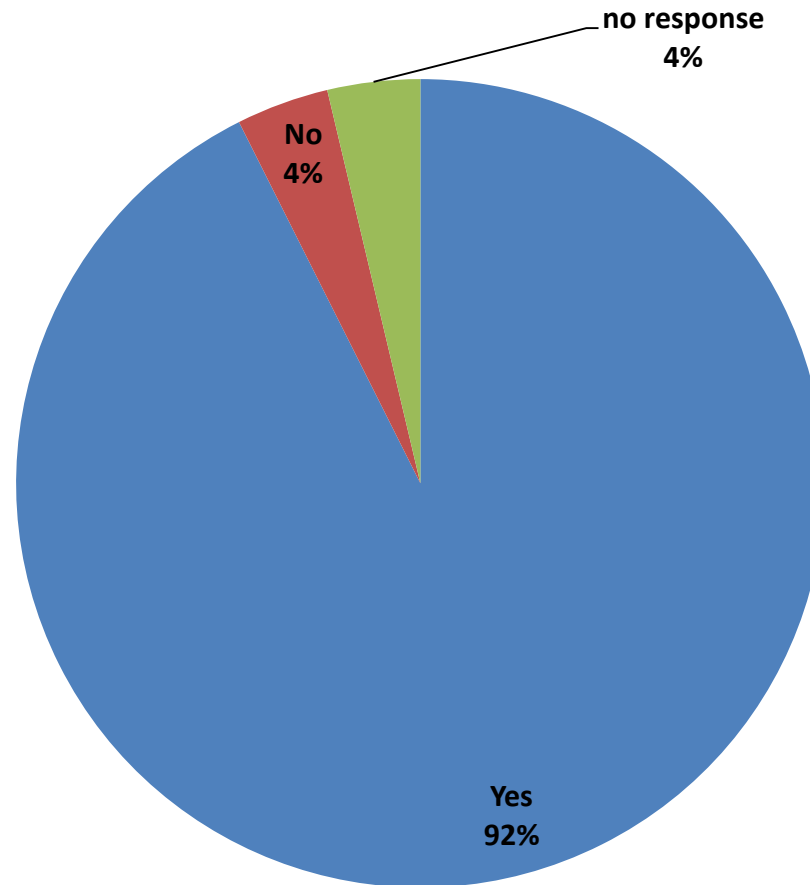
age of respondent (%of respondents)



ethnicity of respondent (%of respondents)



Would you recommend practice to others



Comments

Positives

- same day appointments
- clean environment
- helpful staff
- GPs good
- short wait for appointments
- mostly seen close to appointment time
- doctors all listen to you
- easy access to appointments
- all services with a smile
- perfect
- good communication- get called/updated
- very helpful
- very good service
- very friendly
- always get appointments, don't need A&E etc
- good treatment
- local, easy to get to

Not so positive

- time on hold on phone
- reception sometimes rude/unhelpful
- insufficient evening appts
- not seen on time
- receptionists sometimes too loud, repeating
- personal info so everyone can hear
- reception echoes/noisy
- queueing too long
- telephone line too busy
- no tea or coffee
- more thorough examinations and blood tests whilst here,
 - like in A&E
- some doctors changing very quickly
- weekend opening?
- do not give appointment quickly
- waiting time in afternoon
- lack of parking spaces

You suggested

1. customer care/communication skills training
2. more evening appointments ? Sat am appointment
3. clinicians more punctual with appointment
4. text/telephone to advise of results
5. reduce waiting time to go in for appointment
6. quieter reception area and staff
7. someone just to answer phone & not deal with patients face to face
8. quick referral
9. timetable of services
10. full day of blood tests
11. more nurse hours
12. what staff are on duty

• WE DID

1. Arrange staff discussion
2. Promote use of GP Hub / access
3. Review of session structure
4. Patient are advised to call for their results, and if abnormal needing further action are called
5. As per (3) where possible
6. get background music
7. Already implemented (desk 3)
8. We have a quick referral process already- can not control appointment waiting in other services
9. ?
10. Limitations of courier service to lab, but poster about other later timing options locally
11. Ongoing expansion
12. Name badges in use, but maybe have name card at reception desk