

BREAKDOWN OF PATIENTS WHO COMPLETED SURVEY

It should be noted that 89.2% of patients completed this part of the survey.

MALE – 64

FEMALE – 118

AGES:

UNDER 20	5
21 – 30	14
31 – 40	23
41 – 50	25
51 – 60	37
61 – 64	22
65 – 74	35
75 +	18

28 patients indicated they had a disability, including 6 who indicated they had diabetes.

LENGTH OF TIME A PATIENT OF THE SURGERY - in years

Under 1	8
1 – 5	31
6 – 10	28
11 – 20	32
21 – 30	26
31 – 40	15
41 – 50	11
51 – 60	8
60 +	7

ETHNICITY

Only 1 patient indicated they were not British/English. Some people were confused on what Ethnicity meant.

It can be seen from the results that 56.9% of patients feel that the practice is very good; 37.7% stated they thought it was good – the overall good/very good performance is 94.6%

It should be highlighted that 78.4% were offered a same day Doctor's appointment, if requested; and 79.9% claimed they were able to see the Doctor of their choice.

There was a very high (90.2%) percentage of patients who stated that their repeat prescriptions were ready on time.

Overall the results of the survey are very good, but the results also show that there is some little room for improvements (not a lot!)

Below are some of the comments given by patients:

"Friends of relatives at other practices are very jealous"

"Improved recently to satisfactory level and standard"

"I would rate the practice as FIRST CLASS with nothing but praise for ALL staff."

"In comparison to my wife's practice this one is EXCELLENT"

"I have been more than happy with the staff and Doctors at this practice from when I first came here"

"Overall one of the best surgeries"

"Having moved around the country and working in other counties, this surgery delivers excellent service and I trust the team 100%"

"Really good compared to other surgeries – able to make appointments same day/in advance and lots of ways to work around work hours"

"This practice is Great. Reception staff are very helpful"

"Particularly excellent service from nurse (Ann)"

“Only registered yesterday after trip to A & E with heart problems. Doctors and nurse I have seen have been fantastic in sorting everything out”

“Fantastic Surgery. How lucky are we as patients”

Not every comment was complimentary – it is important that we take notice of those few negative ones:

“Why such a small window to obtain blood results ? Why not e-mail results to patients ? What if cannot get to a phone in that 30 minute slot? Please look into blood results being communicated better.”

“The window for phoning for blood test results is quite limiting. On two occasions I have seen a consultant who advised a change in treatment. On both occasions I needed to ring the surgery as no-one contacted me”

“Radio annoying – too loud, some soothing quiet music please”

“Do not think consulting patients at back of the curtain in reception is very confidential and off putting”

There was one criticizing the communication skills of one of the Drs. There was also one which complained about Drs, Paramedics, Out of hours Dr, paramedic nurse, which was obviously an unusual type of case.