

## **THE GP PATIENT SURVEY conducted November 2011**

**On the subject of trying to see a Doctor fairly quickly? By fairly quickly we mean on the same day or in the next two weekdays that the Health Centre was open.**

22 out of 27 [81.48%] had tried to see a GP fairly quickly.

23 out of 24 [95.85%] were able to see a GP within the next two working days.

Only one patient was unable to see a GP within two working days as there was not an appointment at a convenient time.

**How satisfied are you with the opening hours at the surgery?**

The patients who responded to this question were all satisfied –

81.48% were VERY satisfied

11.11% were FAIRLY satisfied

92.59% of the patients responded to this question.

**Surgery open times**

From the number of responses which indicate that the patients do not know the opening times, it would benefit the patients if we could publicise the opening times more widely.

The distinction needs to be made between reception/admin hours and clinical surgery times.

This information is available on the surgery website, the Life channel in reception and the practice leaflet which is available in reception.

**Telephone contact**

Getting through on the phone is the area causing most dissatisfaction for the patients.

Although most patients found it easy to contact the surgery by phone [62.96%].

However this is the question with the most negative responses.

18.52% found it 'Not very easy' to contact the surgery

while 7.41% found it 'Not at all easy' to contact the surgery.

Speaking to a Doctor on the phone

Speaking to a Nurse on the phone

Obtaining test results by phone

The responses to these questions were all answered by less than half of the patients; most responses were 'Haven't tried' or 'Don't know'.

Of the other responses all the patients found it very or fairly easy to contact the GP, Nurse or obtain results.

Following a suggestion from a website user, the website has been updated to clarify the position regarding the times when telephone contact with the surgery is possible.

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## Satisfaction with the care you get at this GP Surgery

Of the 92.59% of the patients who responded to this question, the majority 74.07% were very satisfied.

14.81% were satisfied.

3.7% were fairly satisfied.

## Respondents

### Gender

Male – 11

Female – 13

Not disclosed - 3

### Age

25-34	3
35-44	2
45-54	7
55-64	6
65-74	4
75+	1

### Ethnicity

#### White:

British 23

#### Mixed:

White & Asian 1

Not disclosed 3