

Patient Survey results

From the previous year survey –YOU SAID – we did

Telephones

You wanted to phone us – but could not get through

We introduced more lines and staff in our peak call times

Your satisfaction with our telephone system increased by 4%

We maintain call monitoring data, to continually review our services

We have introduced a new system for our sub-receptionists to take messages for your doctor, to speed up administrative processes.

Attitude

You said we were not always professional or courteous

We continue to improve our staff/patient communication, results now show

90% responded that we have professional and courteous staff

93% responded that they are happy with the Minor Treatment Unit staff

An overall 97% of our patients answered that they had a very high satisfaction with services and personnel at the Practice. 98% of our patients had high confidence in the Doctor.

We also have introduced a new queue system at the front desk, to help you talk with our staff confidentially

Opening hours

You said you were not happy with our opening hours, or did not know we operated a range of extended hours appointments

By advertising our hours more, satisfaction has grown by 10%, and more patients are aware of our extended hours appointments than before.

Thank you for participating in our survey

THIS YEARS PRIORITIES based on our survey results 2015-16

Priority 1

To link with the NHEngland priority area to enable more patients to have online access to services, and online access to their medical records, as our survey showed that patients want to have access, but we still have a slow uptake of this service.

Please talk to a receptionist today to find out about our on-line access to appointments/ prescriptions and medical records

Priority 2

Improve information held on patients' records, for correct contact numbers, and to embed it in our everyday discussions with patients that we check that these details are correct; this will enable the practice to contact you more easily for results, or to alter your appointments

Please talk to our receptionists today to update your details so we have the correct telephone numbers for you and your family

Priority 3

Improve patient information displayed on the Practice and LHMP PRG websites, so we share important health campaigns and facts for patients, to ensure they are aware of maximising the practices services to maintain their health and wellbeing.

Please check our websites and the new TV screens for information