

## **WOODLEA HOUSE SURGERY**

### **PATIENT SURVEY RESULTS 2016/2017**

#### **1. INTRODUCTION**

**100 Patients completed the survey, please see attached document for results. The surgery is always looking for ways to improve aspects of care and treatment so please leave any suggestions in the box at reception with your details if you would like us to personally get back to you. The results are also available to view on our website at woodleahouse-surgery.co.uk.**

**The practice has struggled this year to engage/maintain a virtual Patient Participation Group (PRG). We are therefore hoping to recruit either in person or virtually a new group of members.**

#### **2. PRACTICE PROFILE**

**The practice profile remains the same with regards to gender and age mix. The ethnic background of the practice is ever changing, and we continue to see a larger demographic from Europe within our practice catchment area.**

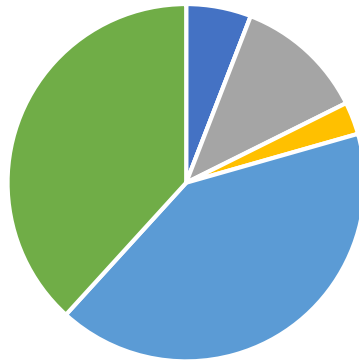
#### **3. DEVELOPMENT OF THE PATIENT REFERENCE GROUP**

**As previously indicated this has not been as successful as recent years. It will be our mission to continue to expand and indeed recruit new members both young and old to try and expand the group. We will be advertising in the waiting area and by the reception hatch, and we will also enlist the help of our Practice Nurse to recruit new members to the group.**

#### **4. We will continue to ask our patients for feedback by the use of the suggestion box in the waiting area and by conducting surveys to seek ideas of how we can improve our service.**

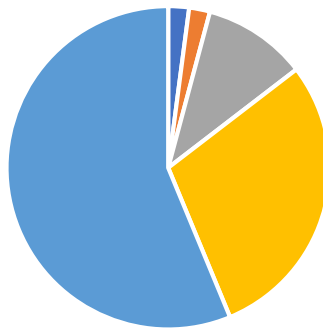
**The Friends and Family Test for our patients and/or their carers is still in implementation. This can still be accessed via our practice iPad and there is still the facility on the website where a link can be followed so that the patient can leave feedback. The practice will input the outcomes of this via the CQRS Website.**

1.)Speed at which the telephone was answered initially.



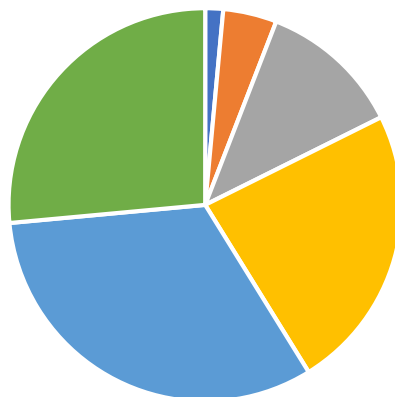
■ No experience ■ Poor ■ Fair ■ Good ■ Very good ■ Excellent

2.)Speed at which the telephone was answered if call transferred.



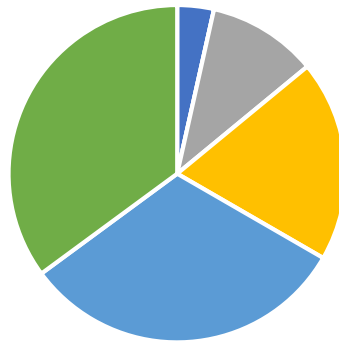
■ No experience ■ Poor ■ Fair ■ Good ■ Very good ■ Excellent

3.)Length of time you had to wait for an appointment.



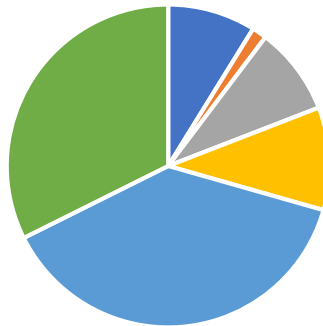
■ No experience ■ Poor ■ Fair ■ Good ■ Very good ■ Excellent

#### 4.) Convenience of day and time of your appointment.



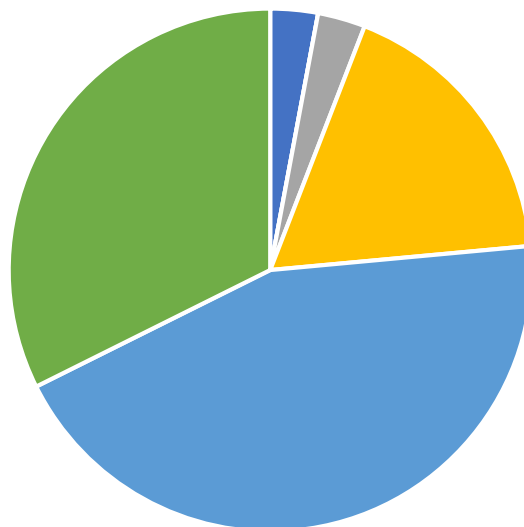
■ No experience ■ Poor ■ Fair ■ Good ■ Very good ■ Excellent

#### 5.) Seeing the Doctor of your choice.



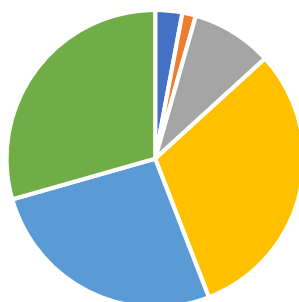
■ No experience ■ Poor ■ Fair ■ Good ■ Very good ■ Excellent

#### 6.) Length of time waiting to check in with Reception.



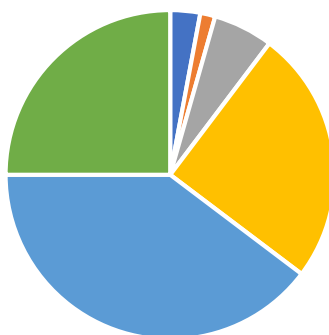
■ No experience ■ Poor ■ Fair ■ Good ■ Very good ■ Excellent

7.)Length of time waiting to see the Doctor or Nurse.



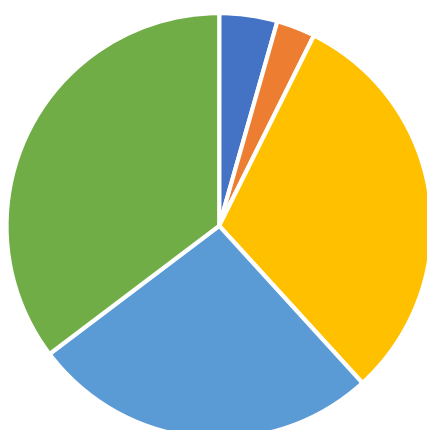
■ No experience ■ Poor ■ Fair ■ Good ■ Very good ■ Excellent

8.)Opportunity of speaking to a Doctor or Nurse on the telephone when necessary.



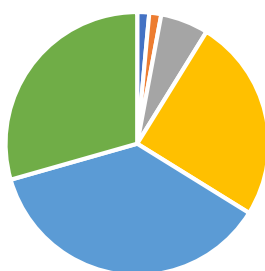
■ No experience ■ Poor ■ Fair ■ Good ■ Very good ■ Excellent

9.)Opportunity of obtaining a home visit when necessary.



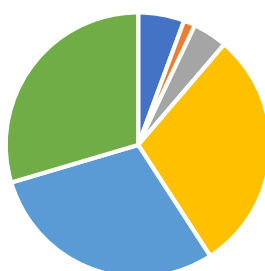
■ No experience ■ Poor ■ Fair ■ Good ■ Very good ■ Excellent

### 10.) Level of satisfaction with the after hours service.



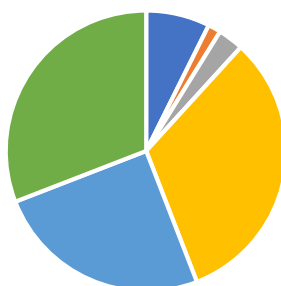
■ No experience ■ Poor Fair ■ Good ■ Very good ■ Excellent ■

### 11.) Prescription ready on time.



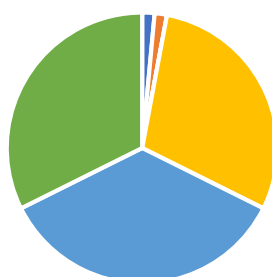
■ No experience ■ Poor ■ Fair ■ Good ■ Very good ■ Excellent

### 12.) Prescription correctly issued.



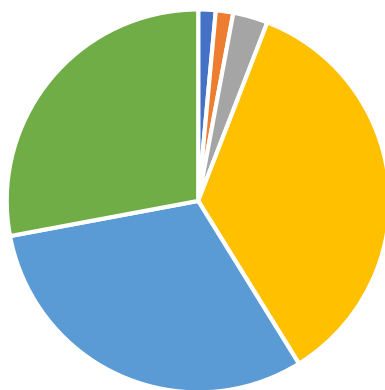
■ No experience ■ Poor ■ Fair ■ Good ■ Very good ■ Excellent

### 13.) Handling of any queries.



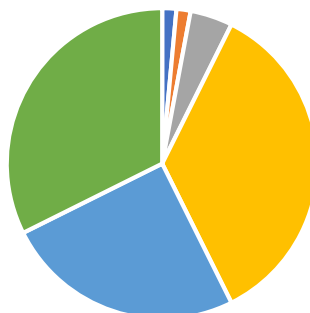
■ No experience ■ Poor ■ Fair ■ Good ■ Very Good ■ Excellent

14.) Were you told to contact us for your results?



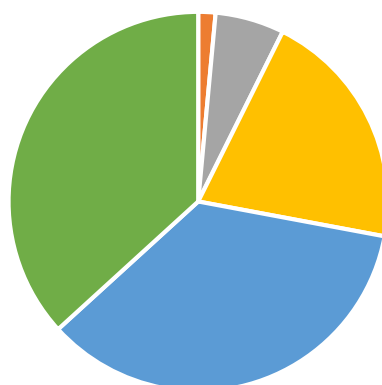
■ No experience ■ Poor ■ Fair ■ Good ■ Very good ■ Excellent

15.) Results available when you contacted us.



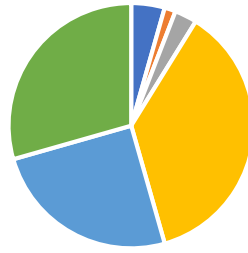
■ No experience ■ Poor ■ Fair ■ Good ■ Very good ■ Excellent

16.) Level of satisfaction with the amount of information provided.



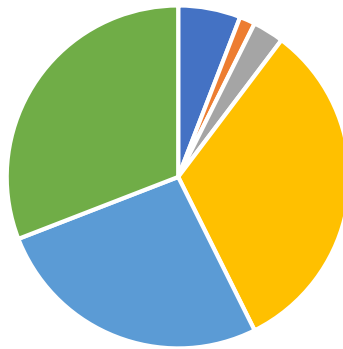
■ No experience ■ Poor ■ Fair ■ Good ■ Very good ■ Excellent

17.) Level of satisfaction with the manner in which the result was given.



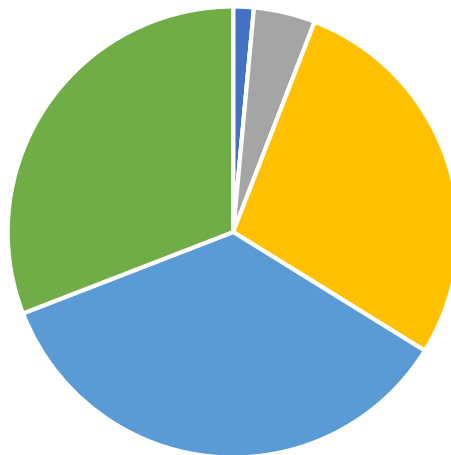
■ No experience ■ Poor ■ Fair ■ Good ■ Very good ■ Excellent

18.) The information provided by reception staff.



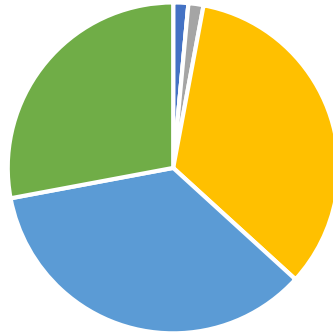
■ No experience ■ Poor ■ Fair ■ Good ■ Very good ■ Excellent

19.) The helpfulness of the Reception staff.



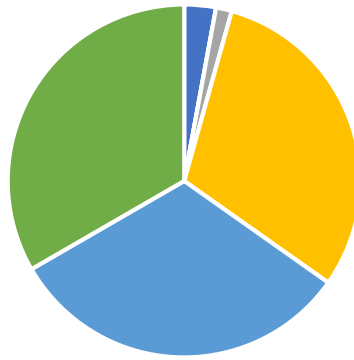
■ No experience ■ Poor ■ Fair ■ Good ■ Very good ■ Excellent

20.)The information provided by other staff



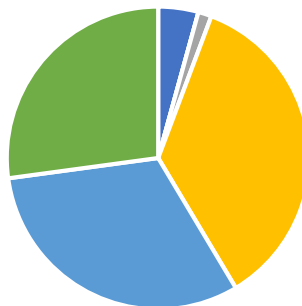
■ No experience ■ Poor ■ Fair ■ Good ■ Very good ■ Excellent

21.) The helpfulness of other staff.



■ No experience ■ Poor ■ Fair ■ Good ■ Very good ■ Excellent

22.) My overall satisfaction with this practice.

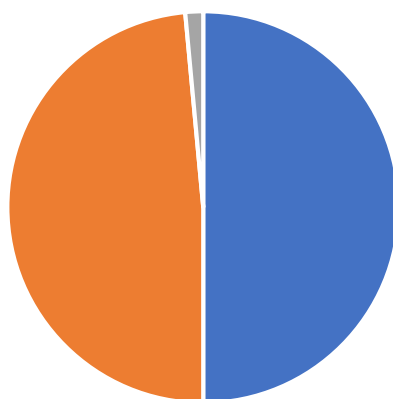


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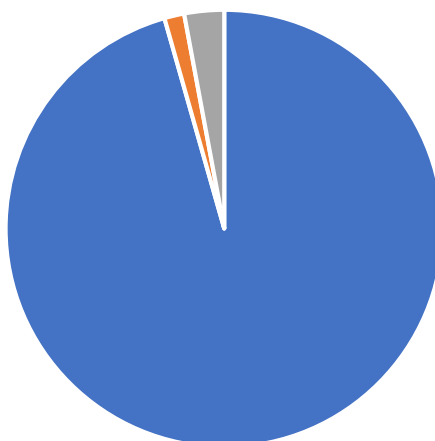
We try and avoid the use of locum doctors wherever possible as we appreciate that our patients enjoy the continuity of care which we will always endeavour to provide. We hope that our patients will always pass on constructive criticism after seeing any locum GP. If any of our patients feel conflicting advice has been given during a consultation it is up to the patient to mention this during the consultation as the GP will then know that a more detailed explanation is required.

Do you ever feel confused when one member of staff has told you one thing and another member of staff has told you something quite different?



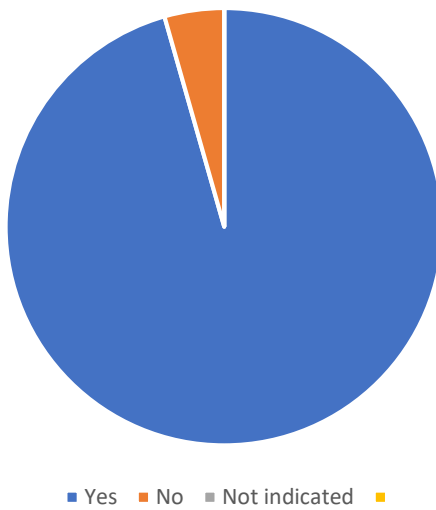
■ Yes ■ No ■ Not indicated ■

2.) Do you feel involved when decisions are made about your care and treatment?

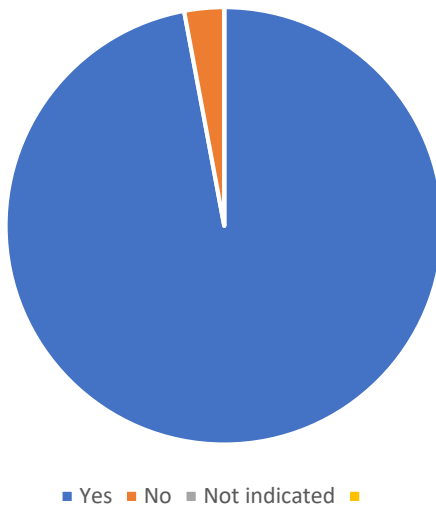


■ Yes ■ No ■ Not indicated ■

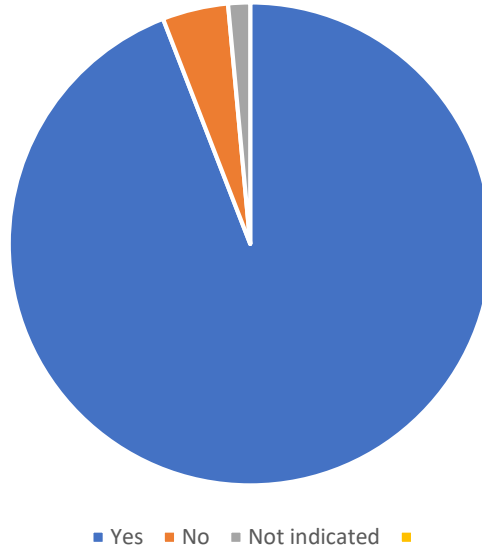
3.)Do you always feel confident in decisions made about your care?



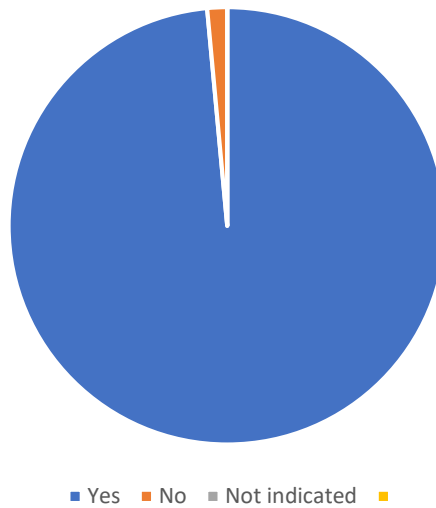
4.)Do you always feel you are given enough information on your condition and treatment?



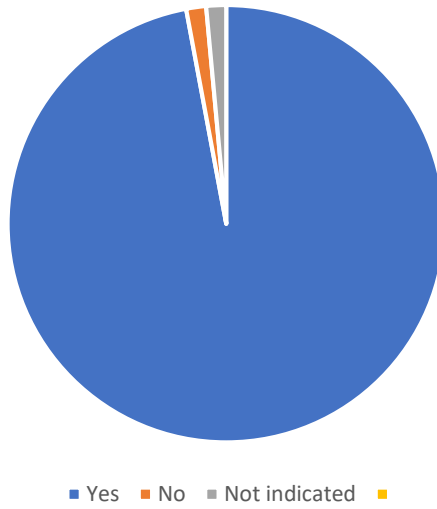
5.)Do you feel able to talk about any worries and fears?



6.)Do you feel you are treated with respect and dignity by the surgery staff?



7.) Do you feel your health needs are provided for at Woodlea House surgery?



8.) Do you know how to make a complaint?

