

Mendip Country Practice

Patient Survey Results

Mendip Country Practice together with the Patient Group formulated the 2013 patient survey including the main areas of focus and percentage of patients to be surveyed.

The main areas of focus for questions in this survey surrounded patient's general satisfaction and experience of communication with the surgery.

Having established key questions relevant to accomplishing the satisfaction levels of our community, from patients registered here at the surgery, it was agreed, in order to obtain a wide spectrum of views that we randomly select 5% of our registered patients, aged 16 years and over.

From a total of 257 patient surveys that were sent out, we received a return rate of 25%.

On return of the surveys Mendip Country Practice met with the Patient Participation Group to analyse the results. The findings are as follows:-

In general 94% of patients surveyed said the preferred way for them to communicate with the surgery was through contact and notices posted within Reception at the GP surgery.

94% of patients reported response times on the phone as being normal/quick.

91% of patients reported the last time they rang the surgery they were answered normally/quickly.

78% of patients got the appointment they wanted easily/fairly easy.

59% of our patients said they use the internet regularly.

45% of patients said they would prefer us to contact them about non confidential information by email.

Only 13% of patients gave suggestions of how communication could be improved. Although not many responses were received and patients prefer contact via reception, it is still considered that we will go ahead with improving the availability of information via electronic communication and sign post patients towards our website.