

MOORLAND MEDICAL CENTRE
REPORT ON PATIENT SATISFACTION SURVEY MARCH 2012

The practice asked 150 patients chosen at random the following questions:

- How well do you think our receptionists deal with your requests or queries
 - 1 felt this was poor
 - 4 thought this was fair
 - 29 felt it was good
 - 60 felt it was very good
 - 58 felt it was excellent

- How would you rate the hours the practice is open for appointments
 - 8 felt this was fair
 - 38 felt it was good
 - 70 felt it was very good
 - 34 felt it was excellent

- How easily are you able to get through on the telephone lines
 - 1 felt this was poor
 - 15 felt this was fair
 - 40 felt this was good
 - 65 felt this was very good
 - 28 felt this was excellent

- How easy is it to speak to a Health Professional
 - 2 felt this was very difficult
 - 12 felt this was difficult
 - 1 felt this was fair
 - 44 felt this was good
 - 65 felt it was very good
 - 26 felt it was excellent

- Seeing your usual doctor
 - 4 stated they were never able to see their usual doctor
 - 16 stated almost never
 - 59 stated sometimes
 - 26 stated a lot of the time
 - 35 stated almost always
 - 10 stated always able to see usual doctor

- How do you rate this
 - 6 felt this was very poor
 - 12 felt this was poor
 - 40 felt this was fair
 - 38 felt this was good
 - 37 felt this was very good
 - 18 felt this was excellent

- How quickly can you see a particular doctor
 - 22 same day
 - 13 next day
 - 27 within 2 days
 - 20 within 3 days

- 18 within 4 days
- 51 5 days or more
- How would you rate this
 - 5 felt this was very poor
 - 21 felt this was poor
 - 39 felt this was fair
 - 33 felt this was good
 - 34 felt this was very good
 - 12 felt this was excellent
- When willing to see any doctor how quickly are you seen
 - 74 same day
 - 22 next day
 - 29 within 2 days
 - 15 within 3 days
 - 5 within 4 days
 - 4 5 days or more
- How do you rate this
 - 4 poor
 - 23 fair
 - 37 good
 - 44 very good
 - 39 excellent
- If you need to be seen urgently can you get an appointment the same day with a Doctor or Nurse Practitioner?
 - 139 said yes you could get an appointment the same day
 - 11 said not they were not able to get an appointment the same day
- How would you rate your GP in the following areas:
 - How well does the doctor ask about symptoms and how you are feeling
 - 1 felt this was poor
 - 13 felt this was fair
 - 31 felt it was good
 - 62 felt it was very good
 - 44 felt it was excellent
 - How well does the doctor listen
 - 2 felt this was poor
 - 8 felt this was fair
 - 26 felt it was good
 - 59 felt it was very good
 - 50 felt it was excellent
 - How well does the doctor put you at ease
 - 2 felt this was poor
 - 9 felt this was fair
 - 36 felt this was good

- 55 felt this was very good
- 44 felt this was excellent
- How well does the doctor involve you in decisions about your care
 - 1 felt this was poor
 - 12 felt this was fair
 - 33 felt this was good
 - 57 felt this was very good
 - 46 felt this was excellent
- How well does the doctor explain things to you
 - 8 felt this was fair
 - 36 felt this was good
 - 61 felt this was very good
 - 45 felt this was excellent
- How would you rate the doctors patience with your questions and concerns
 - 11 felt this was fair
 - 32 felt this was good
 - 55 felt this was very good
 - 52 felt this was excellent
- How much care and concern does the doctor show you
 - 10 felt this was fair
 - 26 felt this was good
 - 63 felt this was very good
 - 52 felt this was excellent

Do you think you generally spend longer than the allotted 10 minutes with the clinician

- 69 said yes
- 87 said no

Gender:

Male 58 female 92

RECOMMENDATIONS

It was felt that generally patients are happy with the service we provide. There is evidence of continued satisfaction from patients phoning through to the surgery and this has been helped with the extension of telephone consultations.

There has been an improvement in patients being able to see a doctor of choice and an increase in the number of patients who were able to see a GP/Nurse Practitioner quickly. We continue to provide a mix of urgent and routine appointments on a daily basis which we believe is helping.

We continue to see the list size grow year on year and try to ensure we maintain an appropriate number of appointments offered. We will be reviewing this though due to changes in the working week for some of our GP's. We feel that this area might need some improvement to increase availability on some days.

Our practice nurses are now fully trained and routine availability has increased from last year. There is though an increase in work being passed from secondary care into primary care, for example diabetic foot checks for all except the high risk patients. We will continue to ensure that the nursing team keeps up to date with their skills and wherever possible embrace new work.

We will be discussing the results of the survey with the staff and Patient Participation Group. We will also display a summary of the results on the practice website and in the practice newsletter.