

**Summary of the findings of the Patient Survey for**

 **Moorland Medical Practice**

**By members of the Patient Participation Group**

**January 2023**

**Introduction** – the Survey Questionnaire was completed by 248 patients in the Practice Waiting Room during the period 9th to 20th January 2023. The ratings were 1- Dissatisfied to 5 – Very Satisfied.

**Overall View of the Practice**- 29% of patients gave a 4 and 61% gave a 5 resulting in **90%** of Patients being satisfied or very satisfied.

**Navigating the phone system** – **65%** of the patients were satisfied or very satisfied with system.

**Appointment times** – **81%** were satisfied or very satisfied with the available appointment times.

**Using Practice Website** –Positive view but fewer patients giving an opinion; only **27%** of those gave a 5.

**Appointment Booking** – **67%** of patients booked by Telephone and only 1.6% booked on line.

**Repeat Prescriptions - 63%** of patients are aware of and 35% use this online service.

**Routine Appointments – 40%** of patients are prepared to wait to see a Doctor of their choice rather than take an earlier appointment with another Doctor.

**Satisfaction with the knowledge and explanation of the Clinicians** – **GP’s 92%** of Patients gave a 4or 5, **Nurse Practitioners 95%** of patients gave a 4 or 5.

**Care Navigation by Reception** – only **20%** of males and **13%** of females did mind being asked the reason for an appointment.

**Methods of Consultation** –Though face to face was most favoured other consultation routes i.e. Telephone and Video were rated highly.

**Checking in for Appointments** **and the Waiting Room information** were regarded as excellent or good but the non-functioning TV during Survey was considered useful when operating.

**Patient Additional Comments** - The 131 have been reviewed and categorised and will be the subject of further discussion between the PPG and Practice Management.

**A full copy of the report is available to view, please ask at reception**