**Westdale Lane Surgery**

**Patient Participation Group - Patient Survey 2019**

**The Findings**

**Question 1**

Age Groups:

|  |  |  |  |
| --- | --- | --- | --- |
| **Age Group** | **Male** | **Female** | **Others** |
| 16-25 | 4 | 7 |  |
| 26-35 | 5 | 23 |  |
| 36-45 | 8 | 20 |  |
| 46-55 | 10 | 17 | 1 |
| 56-65 | 14 | 18 | 2 |
| 66-75 | 15 | 21 | 9 |
| 75+ | 14 | 10 | 2 |
| **Total** | **70** | **116** | **14** |

**Note: this is the widest age range in any survey we have done.**

**Question 2**

*How did you book today’s appointment?*

At last visit = 58

Internet = 0

Telephone Call = 90

Walk-In Surgery = 50

**Question 3**

*If you need to see a doctor URGENTLY are you happy with the walk in clinic?*

Yes = 190

No = 10

**Question 4**

*Thinking of times when you are willing to see ANY doctor, how quickly do you usually get seen?*

Same Day = 83

Next Working Day = 18

Within 2 working days = 35

Longer = 53

**Question 5**

*Was the receptionist friendly and helpful?*

Yes = 200

No = 0

Comments worth noting: 5\*, fab, great reception staff. One patient was impressed that they remembered her by name

**Question 6**

*Was there enough practice information available (i.e. information TV, leafdlets, practice brochure, website?)*

Yes = 190

No = 9

Comments worth noting are: “Didn’t know there was a website” “Information not organised”

**Question 7**

*Did you find the doctor/nurse friendly and helpful?*

Yes = 169

No = 0

**Question 8**

*Overall, how would you rate your experience with us today?*

Very Good = 127

Good = 36

Average = 5

Poor = 0

**Question 9**

General comments were:

x4 how good the walk-in clinic is

x12 comments saying what an exceptional doctor’s practice this is

x1 regarding car parking

x1 complimenting the Asthma nurse, how brilliant she was and explained everything thoroughly

x5 regarding having to wait 2-3 weeks for an appointment when not using walk-in

x1 more choice of appointments for NIGHT WORKERS

x1 Young mum complains regarding having to entertain a young child while waiting for walk-in clinic

x1 Patient said they came by taxi to the Surgery and the taxi driver said “this is the most praised Doctor’s Surgery I take people to”