**ABBEY MEDICAL CENTRE**

**NOTTINGHAM WEST CLINICAL COMMISSIONING GROUP (NWCCG) PATIENT SURVEY 2015**

The survey response was excellent with 372/389 surveys completed and the results were very good overall. The practice was very pleased with the comments, with excellent feedback and few comments on how we could improve our services. The results were in line with our NWCCG average.

The main issues raised were:

**Appointment availability.** The possibility or opening earlier/later, lunch time appointments and weekends. This is under review by the practice. Weekend opening is being discussed nationally and we have no plans do this currently.

**Feedback when GPs are running late.** We try and inform patients of this when they arrive or whilst they are waiting. We will look into a way of informing patients who sue the self-check in.

**Monitoring of patients who miss appointments.** The practice runs a monthly search on all patients who have DNA’d two appointments in six months and these patients are contacted in writing. Patients who DNA an urgent sit and wait appointment are contacted immediately. We display monthly DNA rates on our waiting room screen to inform patients.

**Provision of information on when it is appropriate to see a nurse.** From time to time we display in the waiting room medical problems that patients can see one of the practice nurses with. We have a number of health campaigns which we display in the waiting room throughout the year so the nurse information isn’t always available but where possible we will inform patients of this.