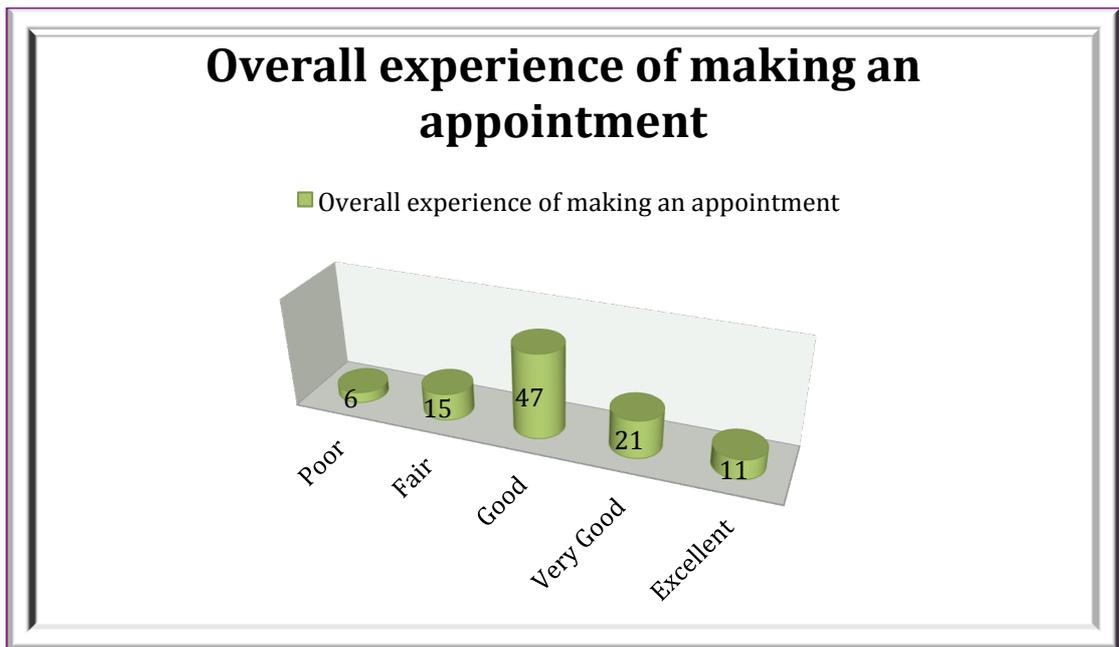


**RESULTS FOR PATIENT SATISFACTION SURVEY
 MARCH 2018**

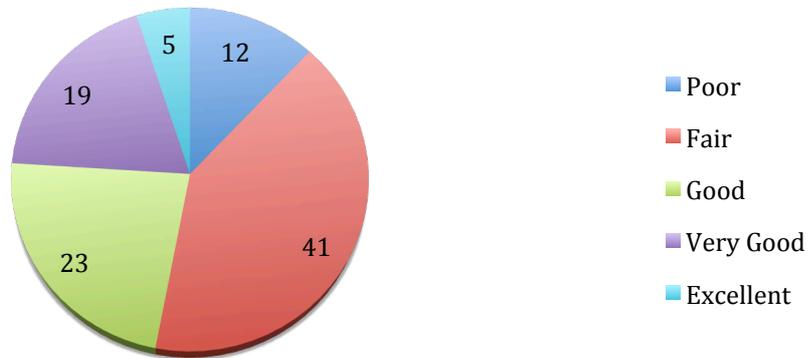


65% of patients stated that the ability to get an appointment to see or speak to someone was either poor or fair. Improvement needed. ***This item is to be included on the Action Plan.***



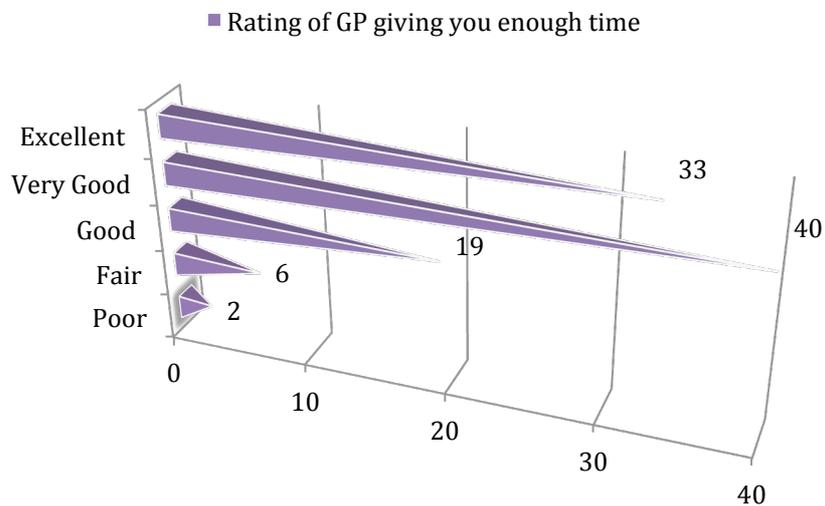
79% of patients stated that their overall experience of making an appointment was either excellent, very Good or good. Although only 21% said that it was fair or poor some improvements can still be made on this. ***This item is to be included on the Action Plan.***

Ease of getting through to someone at GP practice on the phone

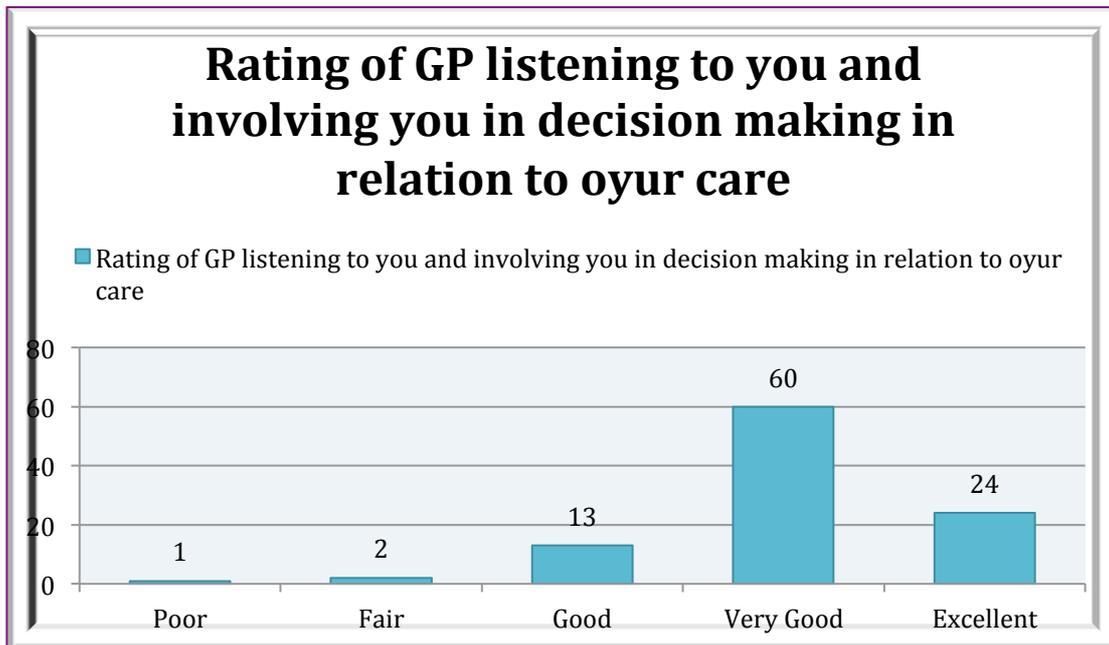


53% of patients stated that it wasn't easy getting through to someone on the phone at the practice. ***This item is to be included on the Action Plan.***

Rating of GP giving you enough time



92% of patients stated excellent, very good or good when asked to provide a rating of the GP giving them enough time. This is highlighted as being higher than the score of 82% from the GP Patient.co.uk survey – ***No action required***

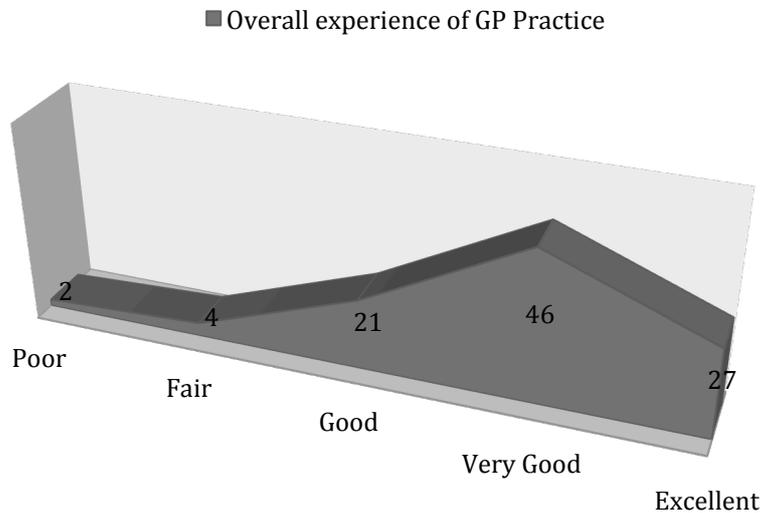


97% of patients stated excellent, very good or good when asked to provide a rating of the GP listening to them and involving them in decisions when it came to their care. This is highlighted as being higher then the score of 64% from the GP Patient.co.uk survey – **No action required**



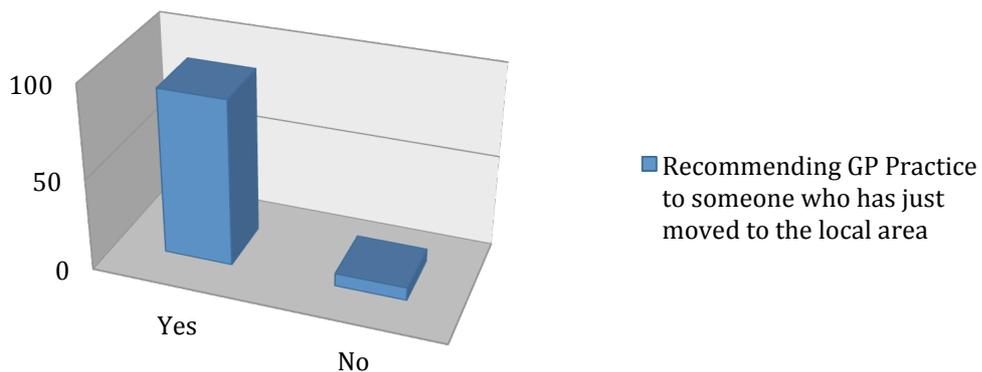
93% of patients stated excellent, very good or good when asked to provide a rating of the Overall quality of service/care received at the practice. This is highlighted as being higher then the score of 80% from the GP Patient.co.uk survey – **No action required**

Overall experience of GP Practice



94% of patients stated excellent, very good or good when asked to provide a rating of the Overall experience of the GP Practice practice. This is highlighted as being higher than the score of 80% from the GP Patient.co.uk survey – ***No action required***

Recommending GP Practice to someone who has just moved to the local area



90% of patients stated that they would recommend the Practice to someone who has just moved to the local area. This is highlighted as being much higher than the score of 59% from the GP Patient.co.uk survey – ***No action required***