

## **Patient Experience Survey 2011/2012**

Here are the results of our Patient Experience Survey 2011/2012 which was completed on 15 November 2011 compiled by cfep UK surveys.

**Practice List size when survey carried out: 3651**

**Surveys Completed: 100**

87% of all patient ratings about his practice were Good, Very Good or Excellent.

26% of all patient ratings about this practice were Excellent

32% of all patient ratings about this practice were Very Good

28% of all patient ratings about this practice were Good

7% of all patient ratings about this practice were Fair

1% of all patient ratings about this practice were poor

5% were left blank

### **Some of the comments received about how the practice could improve include:**

- I think the early morning surgeries this practice hold are a marvellous idea for people who work full time.
- Different time for seeing doctor or nurse outside normal hours. Later evening appointment would be an advantage as people don't always work local and work shift patterns. Sometimes I have to book time off work to see the doctor only to find out I am seeing the nurse clinician and not the doctor.
- I realize the service offered must be amongst the best in Oldham. I particularly appreciate the online booking service.
- Would like to have more early morning appointments. The early ones soon get booked up.
- Very satisfied with the practice.
- I find the practice fills all the commitments that I have ever needed.
- I don't visit the surgery a lot but when I do I always find that I never get in on time. Sometimes it can be between 15-30 minutes. Apart from this it's fine.
- Generally happy with all the service from surgery. Receive letters about appointments for my diabetes. Would like more early morning appointments before going to work.
- Maybe longer opening hours and more choice of doctors when you book an appointment. More time with the doctor of choice. More appointment choice with nurse.
- Happy.
- Increase appointment times to decrease waiting times.
- My wife and I have been members of this practice for many years and are highly appreciated and satisfied.
- Meets my needs.
- None - very good service already.
- A long time in the waiting room.
- When ringing for an appointment the phone is always engaged. I think there should be two lines.

### **Comments about how the doctor/nurse could improve:**

- Maybe once a month, late night appointments with the doctor not the nurse and a little later than you have already.
- No - very happy.
- No - always gives explanations and advice that is appropriate.
- Maybe have a toy section for children or book selection for adults and children.

As a result of the practice survey and after discussion with our patient reference group the practice has increased the number of early morning appointments available. This will be reviewed again after 4 months to see if it has had a positive impact.