QUEENHILL MEDICAL PRACTICE

RESULT SUMMARY OF 2017 PPG PATIENT SATISFACTION SURVEY

127 surveys received and analysed

51% were from patients in the age range of 55-74 and a further 27% from patients over 75

75% of patients have been with the practice for over 20 years

42% found it very easy to make a doctor’s appointment and a further 50% found this fairly easy. Making an appointment that dovetailed with work and lifestyle commitments saw similar percentages.

However only 13% of patients found it easy to make an appointment with a doctor of their choice with 36% reporting this was not very easy at all.

75% said they could get an emergency appointment the same day.

90% of patients were happy for sanctions to be applied to those patients who miss appointments for no good reason.

28% of patients regularly read the notice boards and 64% do so occasionally. These percentages reduce significantly to 11% and 29% in respect of the practice newsletter with 35% stating that they have never read it.

72% thought an electronic message board to be a good idea

50% of patients have never visited the practice website with only 7% visiting it regularly. However 78% are aware of the functionality of the website but prefer not to use it citing several reasons including lack of computer and computer literacy, connectivity issues, lack of full range of appointments and a preference for a more personal approach. 68% do not use the online services at all.

113 of the 127 respondents use the telephone to make their appointments.

92% of patients found it very easy or fairly easy to get through to the receptionists by phone, but this percentage reduces to 35% trying to ring a doctor or nurse. However 40% have never needed to do this.

92% would describe the manner and attitude of doctors and nurses as excellent or good and 81% thought the receptionists were very helpful.

Only 56% of patients knew the surgery was open two evenings a week and 27% resorted to A&E instead of other external services when they needed to see a GP when the surgery was closed.

79% thought the practice covers the whole range of health services required, 82% described their experience of the practice as excellent or very good, and 71% would definitely recommend the practice.

***What patients liked most about the practice***

Helpful, kind, friendly staff

Longstanding, professional and efficient practice

Competent, attentive, caring and reassuring doctors

Location

Helpful, pleasant receptionists

Dr. Hughes

Excellent nurses

Personal attention and wonderful care

Range of quality services and facilities

Same day appointments, especially for children

***Suggested ideas for improvement***

Ability to see doctor of choice on same day

Shorter waits for Dr Hughes

Weekend appointment availability for emergencies

Repeat prescription service

Technology improvement

Waiting room décor

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