

# Patient Survey results 2008

Thank you to all patients who completed a questionnaire after seeing a GP between September '08 and January 2009

The results of the 2008 patient survey have been collated and the practice has great news to share with patients;

## Key changes when compared to the 2007 survey are:

**+5% increase in satisfaction with Receptionists**

**+16% increase in satisfaction with opening times**

**+4% increase in satisfaction with waiting times**

**+ 14% increase in satisfaction with phoning through to the practice**

**+ 5% increase in patients' ability to keep healthy after visiting the doctor**

**+ 6% increase in satisfaction with phoning through to the doctors for advice**

## No change

Satisfaction with availability of a particular doctor  
Satisfaction with availability of any doctor  
Satisfaction with how well the doctor puts patients at ease  
Satisfaction with how much the doctor involves the patient  
Satisfaction with doctor's explanation  
Satisfaction with time doctor spends  
Satisfaction with doctor's patience  
Satisfaction with doctor's caring and concern  
Ability to understand problem after visiting the doctor

## Slight reduction

-1% Satisfaction with doctor's questioning

-2% Satisfaction with how well doctor listens

-1% Satisfaction with doctor's explanation

## Looking ahead

We feel that the survey reflects the changes and developments within the practice over the past 18 months, especially with the appointment system and phoning through to the practice.

As always there are areas which can be improved upon - Focus from this survey will continue to be on communication and access to the practice, reviewing the existing telephone system and researching into additional services that patients have expressed an interest in.

### Overall Patient Satisfaction 2007/2008

