

26/07/18

Patient satisfaction survey results

Every year we carry out a patient satisfaction survey, we have surveyed 61 patients. The results of which we discuss at staff meetings and we discuss how we can improve.

99% of patients agreed that the reception area and waiting room was always kept clean, comfortable and tidy. We have 8 chairs in the waiting area set out evenly and a small table in the corner with some magazines for patients to read whilst waiting. No one disagreed with this.

88% were happy with the leaflets and information available to them in practice. This has improved from last year by about 12%. We have a big display of leaflets in the waiting area that cover what the patients need to know about the practice services.

16% of patients weren't sure how they would make a complaint if they needed to. We have a patient complaints procedure displayed in the waiting room on the notice board and are always happy to help the patient.

67% of patients said they weren't kept waiting at all beyond the time of their appointment and only 4% were kept for more than 5 minutes. The practice tries to keep all patients happy and not keep them waiting.

84% of patients agreed that the practice provides fair value for money when they have to pay for services. The NHS charges are displayed in the waiting room, surgeries and on our website and we give patients treatment plans and estimates for treatment. No one disagreed with this.

Of the patients surveyed 97% were NHS and 3% said they were both.