

# Patient Survey 2008 - summary of results

## *Patients liked:*

- ❖ Urgent access – 93% said they had been able to see the doctor on the same day
- ❖ Systems introduced in the last 2 years – SMS text message reminders / Self-check in system / Call waiting & queuing system when phoning the surgery
- ❖ Continuity of seeing same clinician on a regular basis, helping to build a “health related” relationship
- ❖ Patients commented on consistently excellent service of Receptionist, Nurses and Doctors

## *Suggestions for improvements included:*

- ❖ Longer appointment slots – some patients said they felt rushed whilst seeing the GP
- ❖ Shorter waiting times in the surgery & an indication of waiting time would be helpful
- ❖ Ability to make appointments & order repeat prescriptions over the internet
- ❖ Improvement in results system and more input from GPs when giving blood results
- ❖ Opening hours to be more convenient for those in full time employment

## *Overview of responses over the past 3 years:*

TOPIC/QUESTION	2006 Scores	2007 Scores	2008 Scores	2007 BENCH-MARK *
Reception team	89	86	84	77
Opening hours	71	68	65	67
Availability of a particular doctor	59	56	51	60
Availability of clinician	71	69	68	69
Waiting in practice to see clinician	58	60	61	57
Phoning through to practice	74	73	70	59
Phoning through to clinician for advice	66	62	63	61
Continuity of care	71	69	71	69
Clinician's questioning	81	82	83	81
How well clinician listens	84	85	84	84
How well clinician puts patient at ease	84	84	84	84
How much clinician involves patient in decisions	83	82	83	81
Clinician's explanations	83	84	84	83
Time clinician spends	80	78	80	80
Clinician's patience	84	83	84	84
Clinician's caring & concern	83	83	83	84
Ability to understand problem after visiting clinician	69	69	66	69
Ability to cope with problem after visiting clinician	66	62	65	66
Ability to keep healthy after visiting clinician	63	60	62	62

- **Benchmark for comparison of 2008 survey scores is not yet available**

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## Graphical comparison of results for 2006 / 2007 / 2008

