

Patient satisfaction survey 2018

By

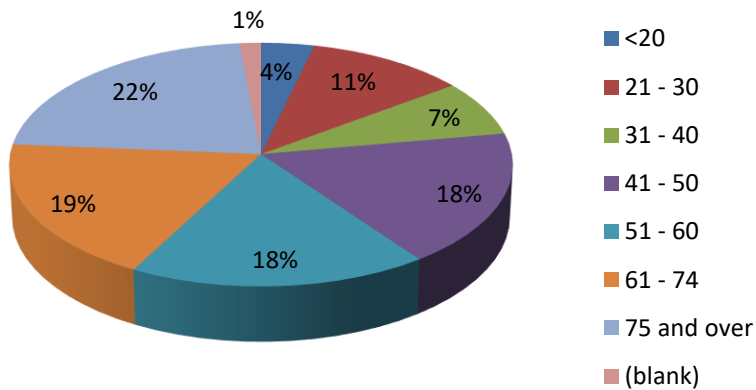
Dr Chibuzo Orjiekwe

Methodology

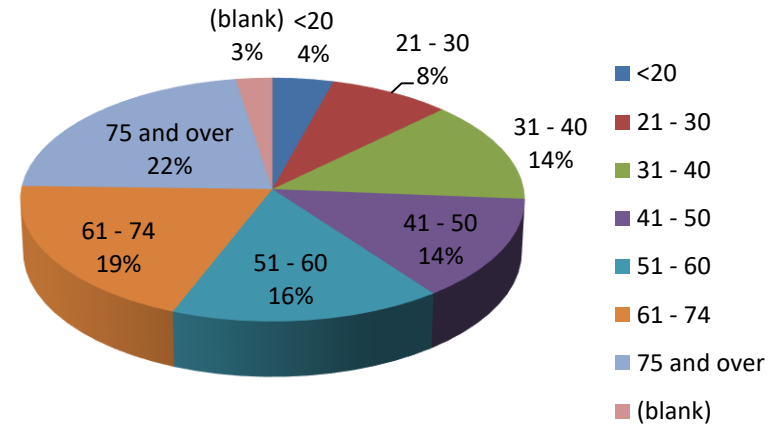
- 118 patients were surveyed this year compared to 135 last year.
- The proforma has been modified slightly for this survey
- The patient participation group were responsible for handing out the questionnaires and were available to help patients with difficulties
- The survey was run using epi-info version 3 and excel
- Power point was used to present the survey

Age of Respondents

2017

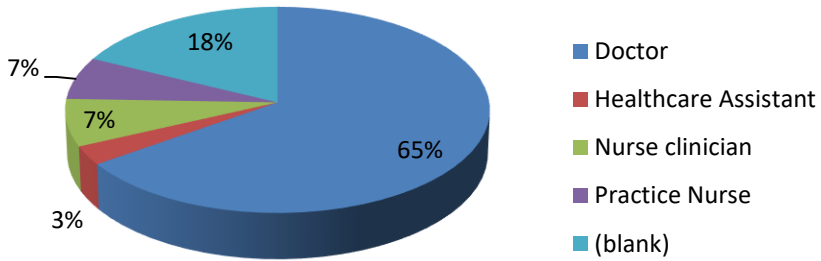


2018



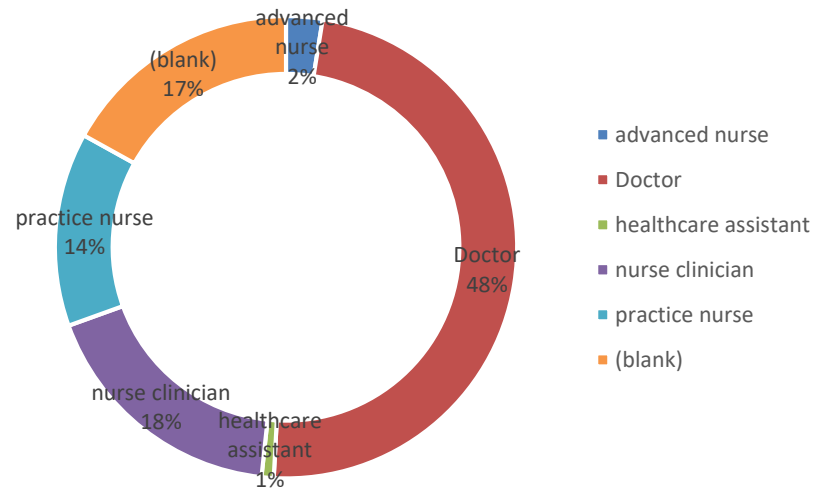
Clinician seen

2017



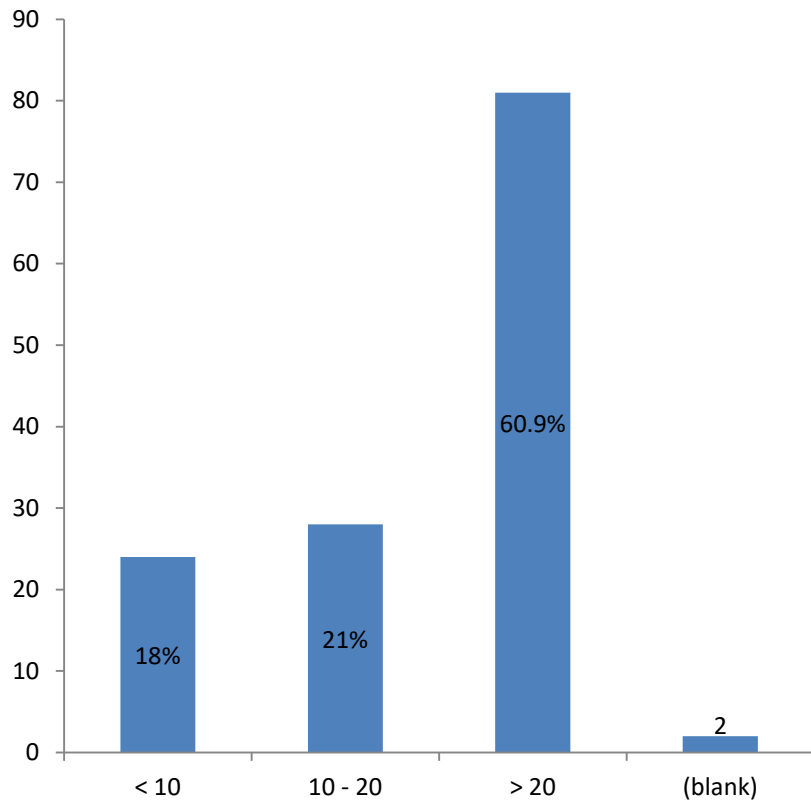
2018

Total

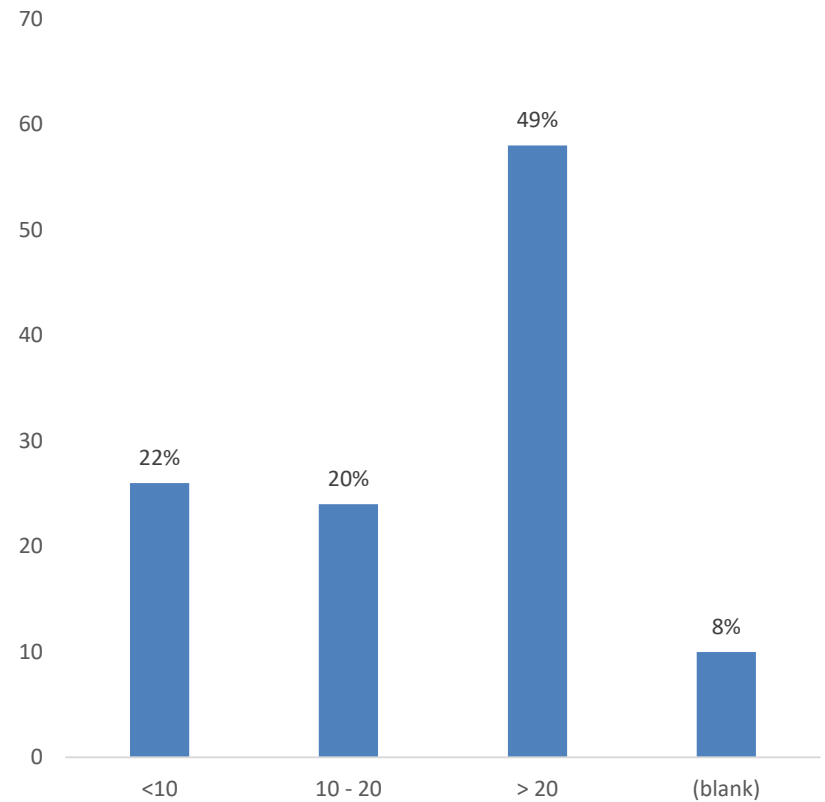


Years in practice

2017 n=135

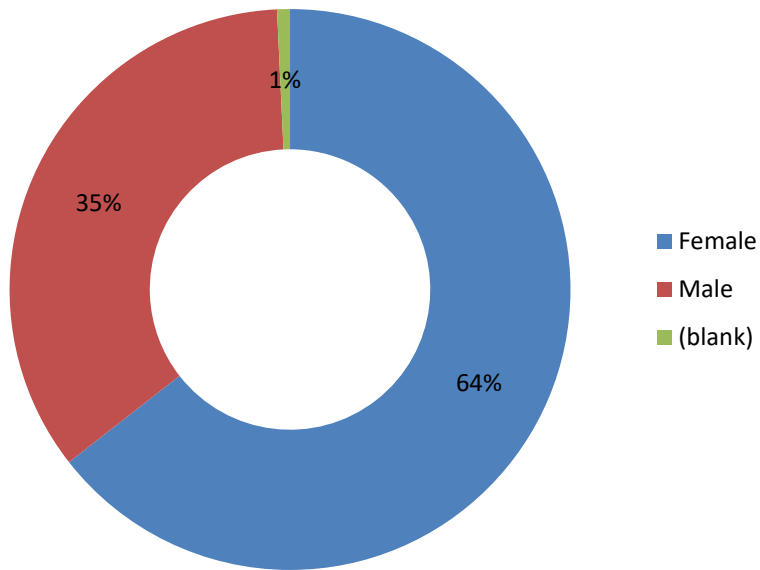


2018 n=118

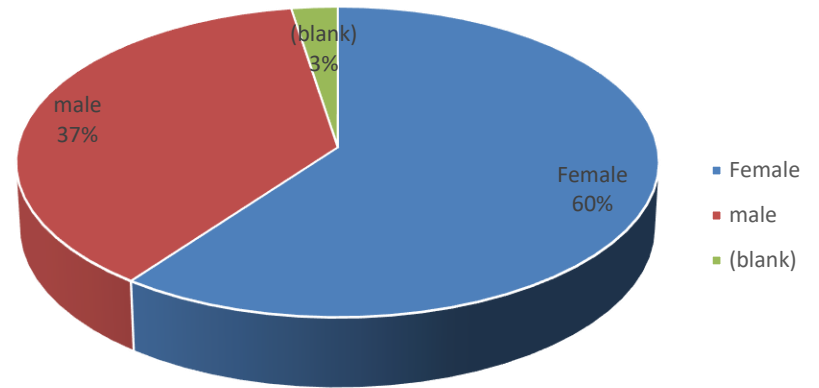


Sex of respondents

2017

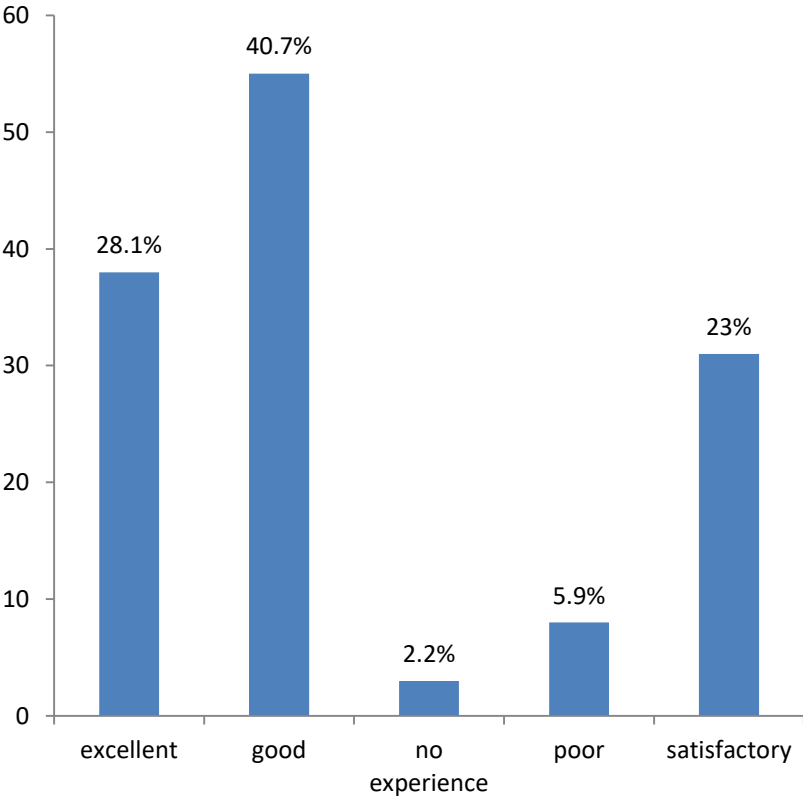


2018

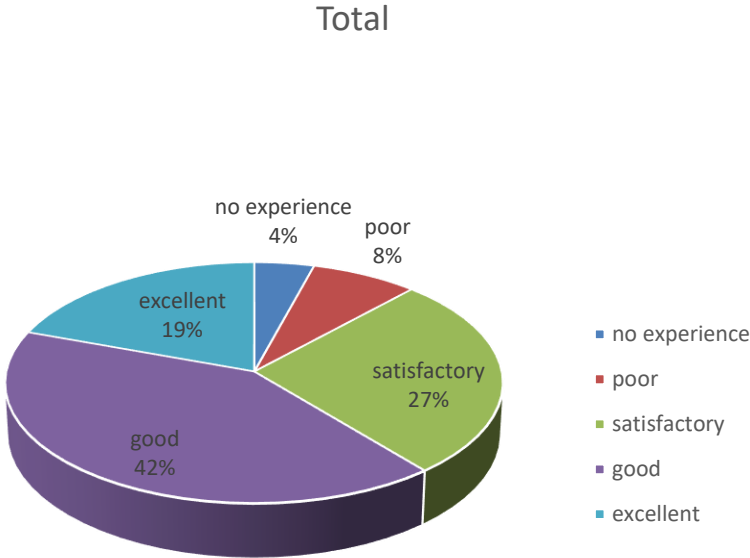


Speed call was initially answered

2017

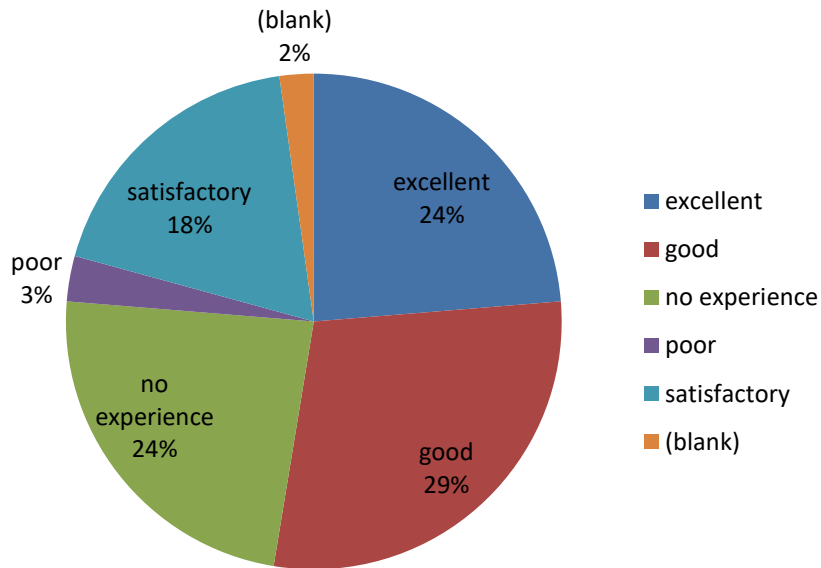


2018

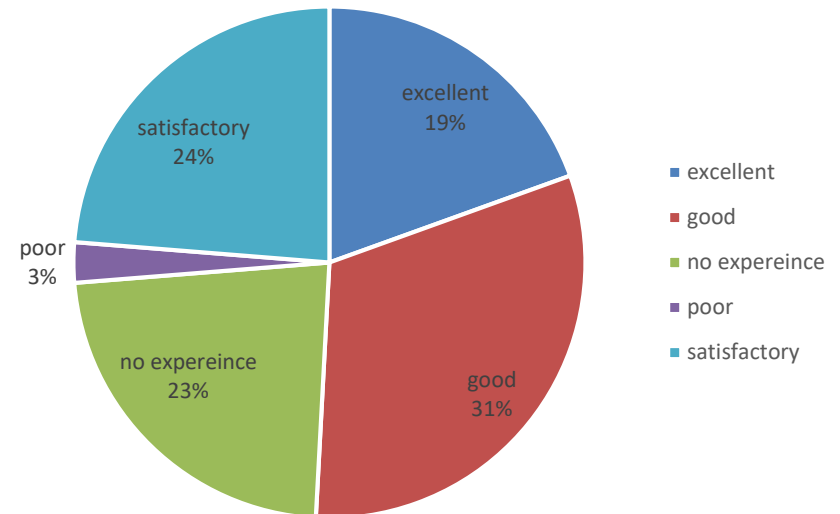


Speed all was transferred

2017

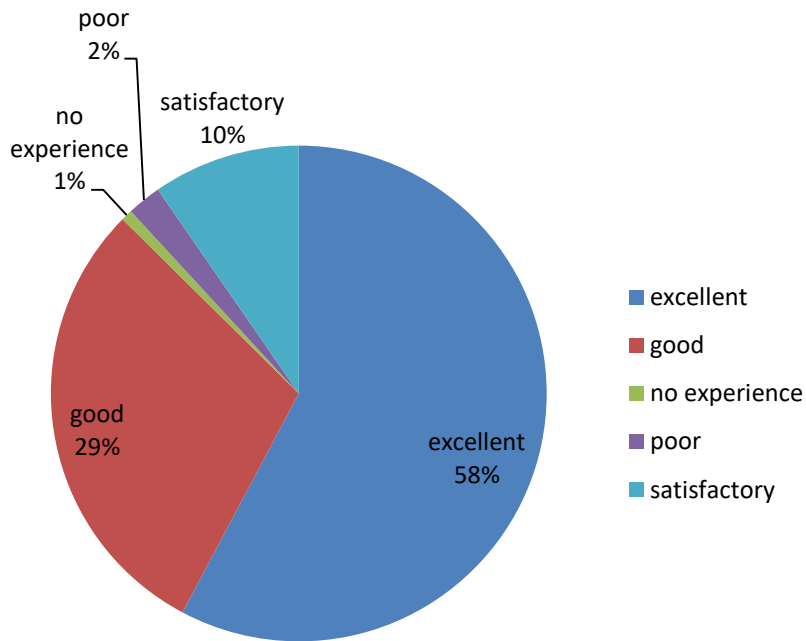


2018

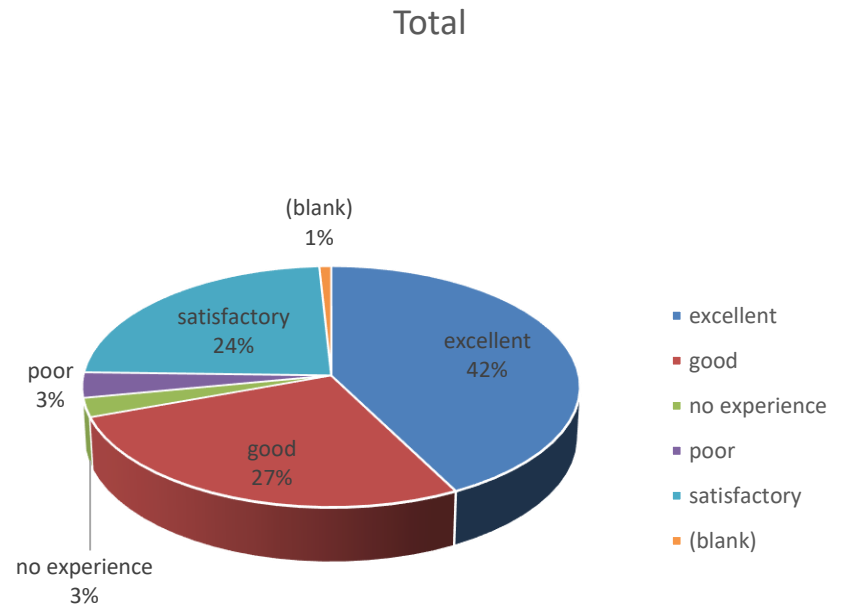


Length of time waiting for appointment

2017

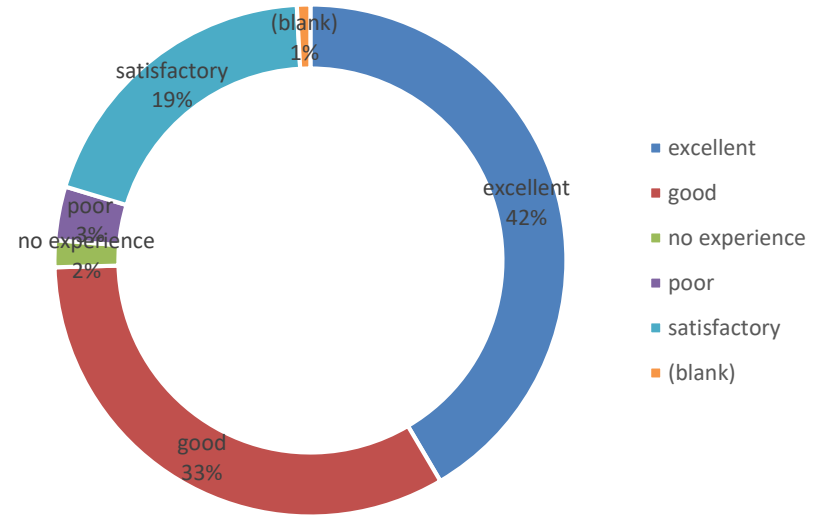
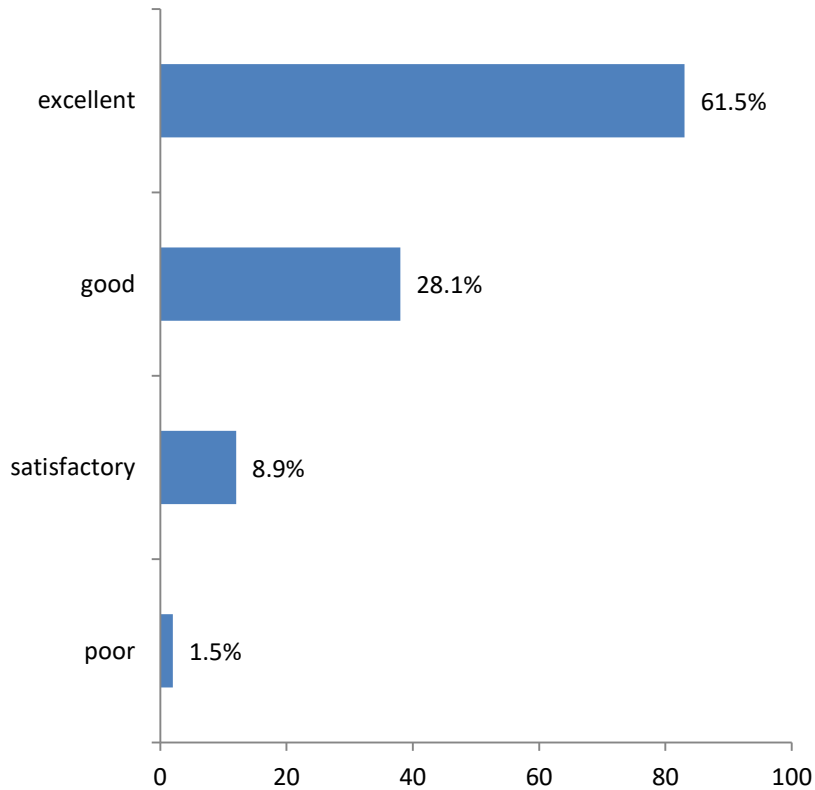


2018



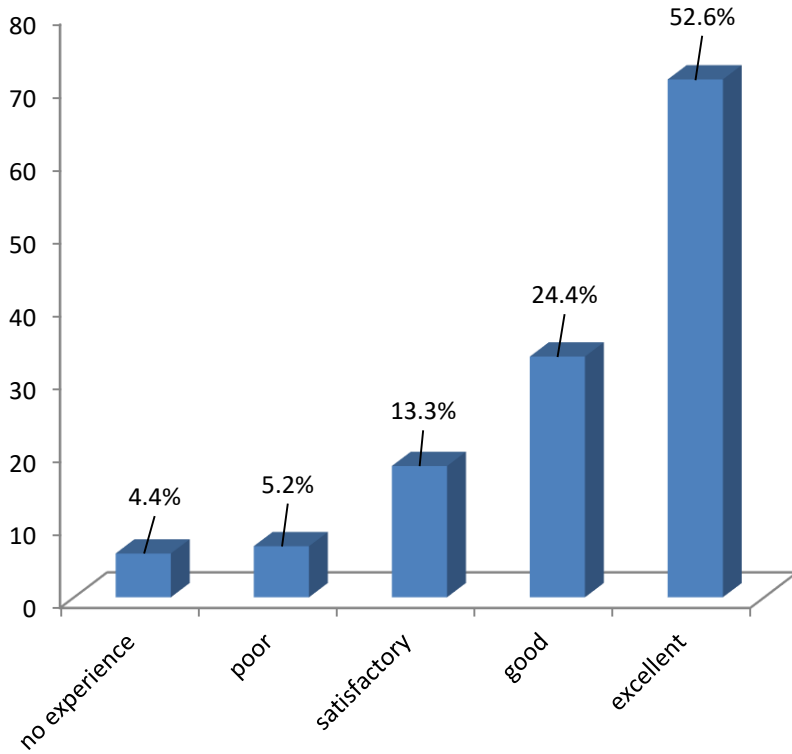
Convenience of appointment

2018

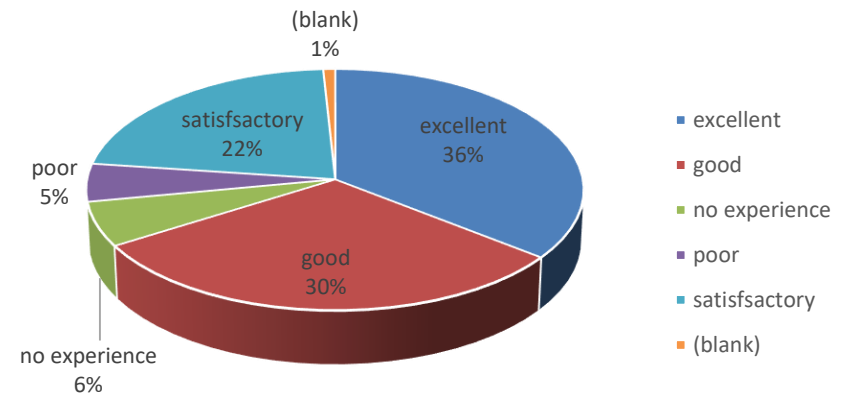


Seeing doctor of choice

2017

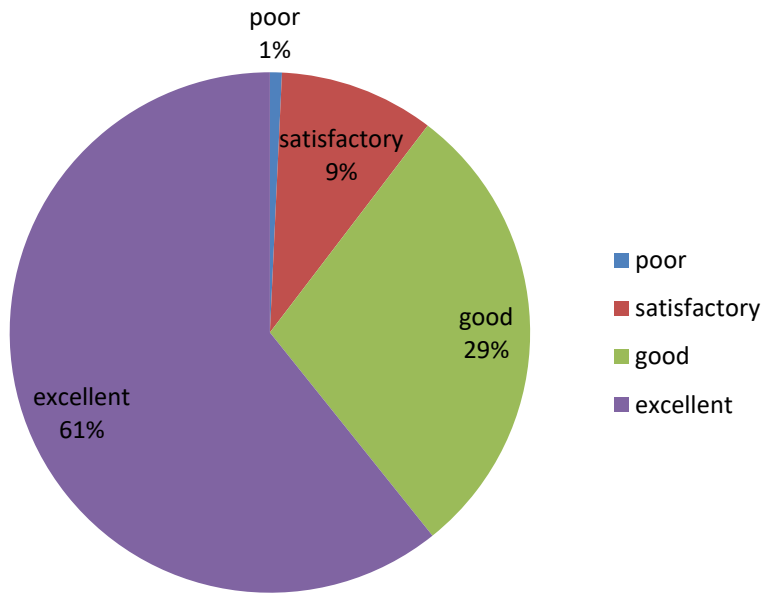


2018

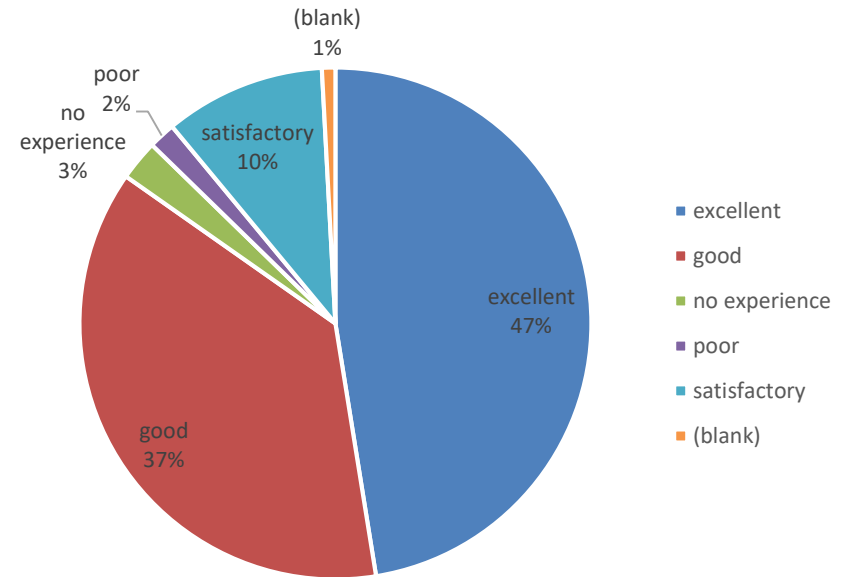


Touch screen check-in system

2017

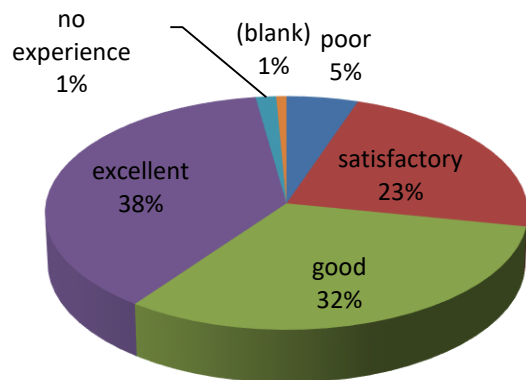


2018

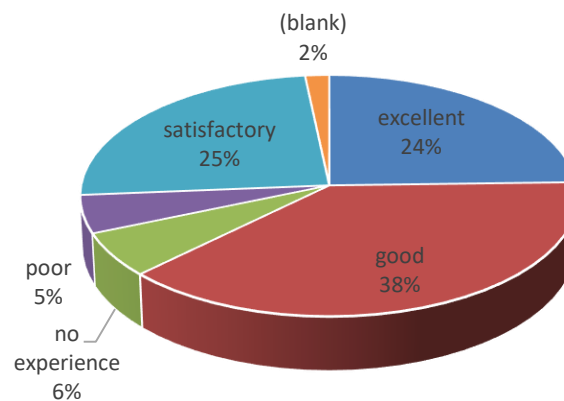


Length of time waiting to see doctor or nurse

2017

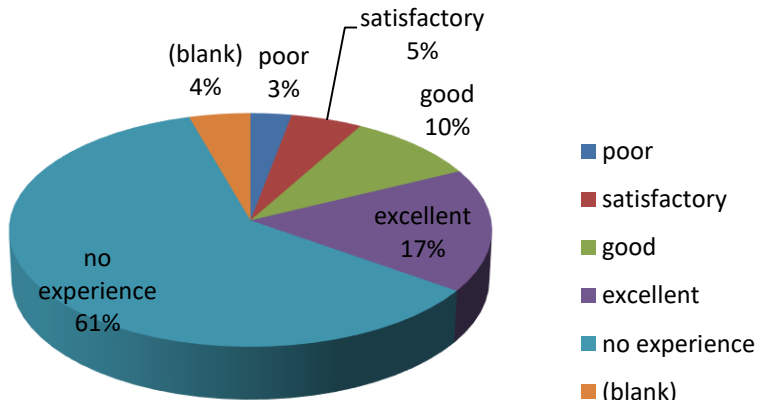


2018



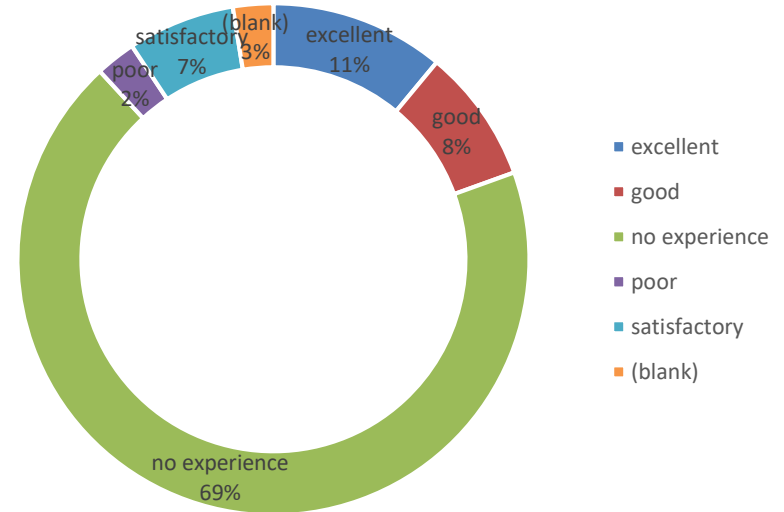
Opportunity of obtaining a home visit

2017

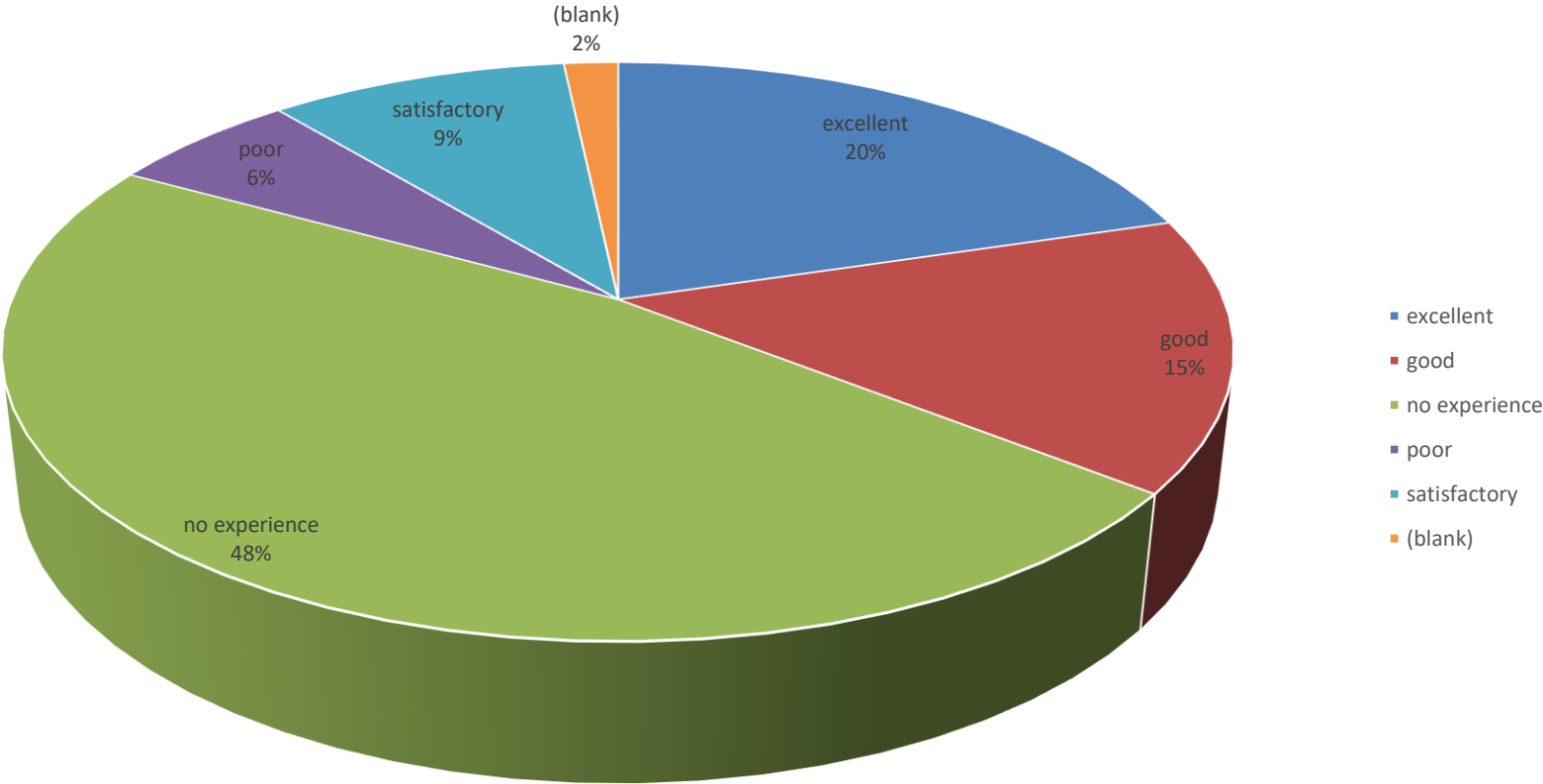


2018

Total

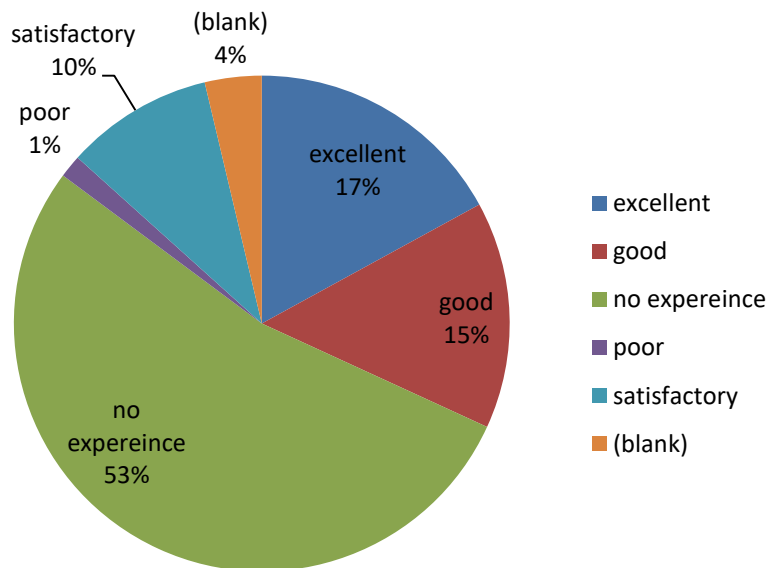


Awareness of the out of hours service

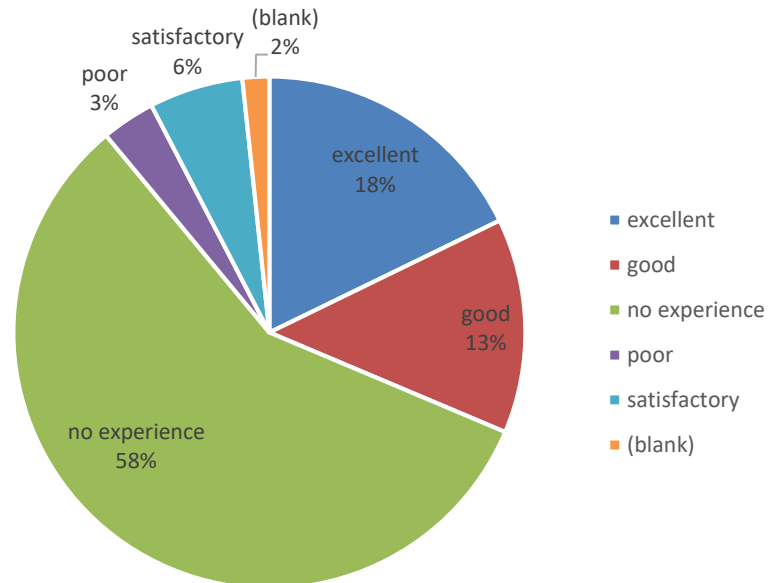


Satisfaction with out of hours/ extended hours

2017

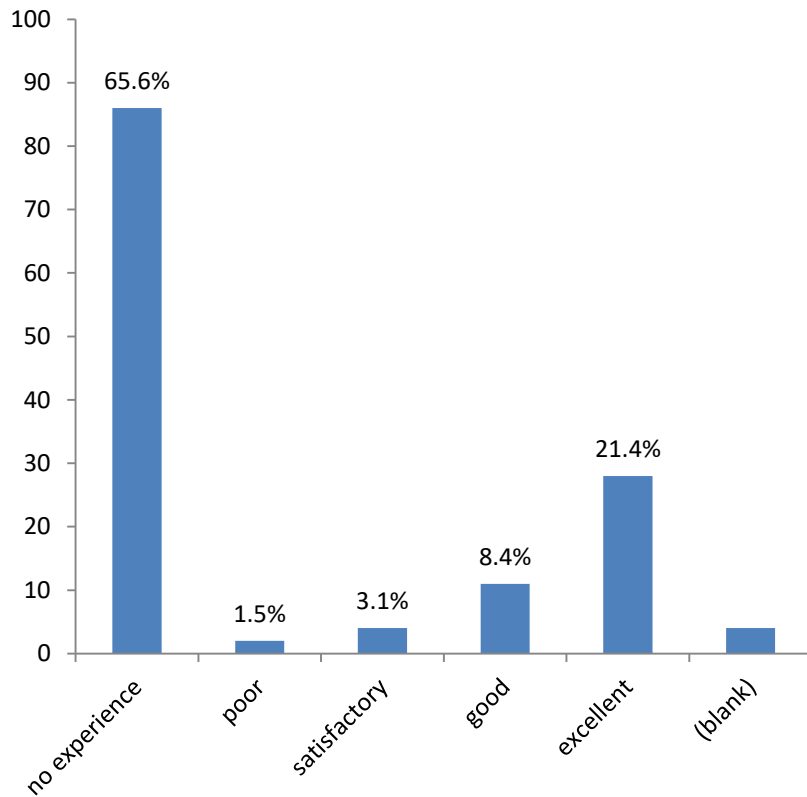


2018

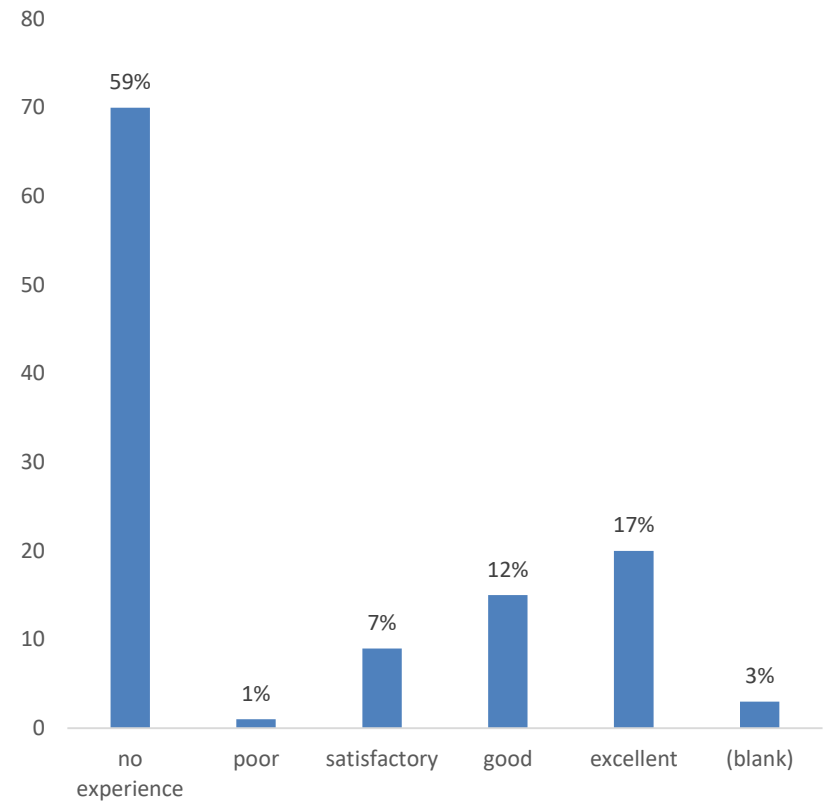


On-line booking via website

2017

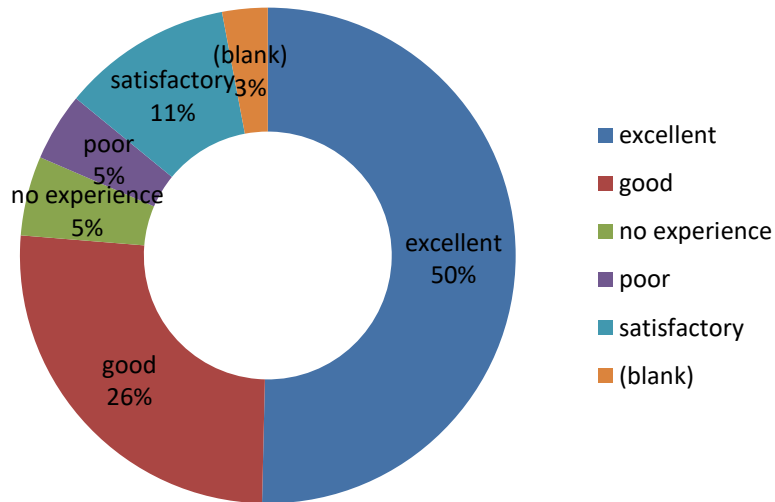


2018

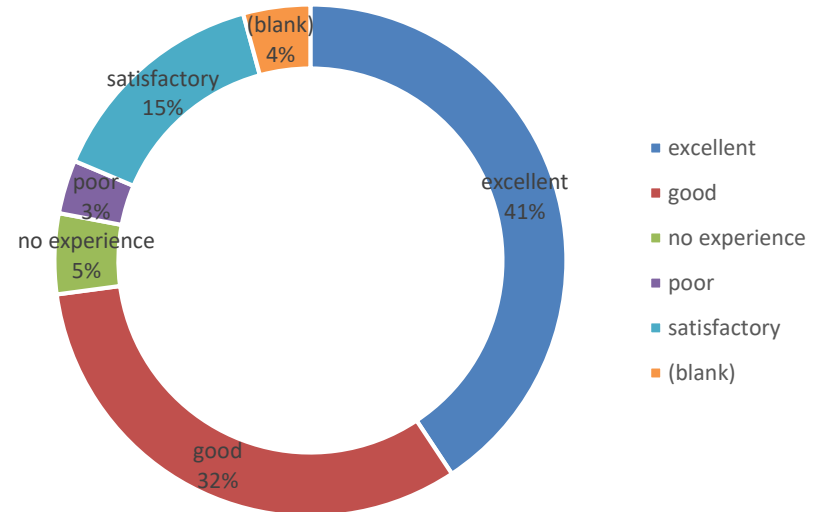


Prescription ready on time

2017

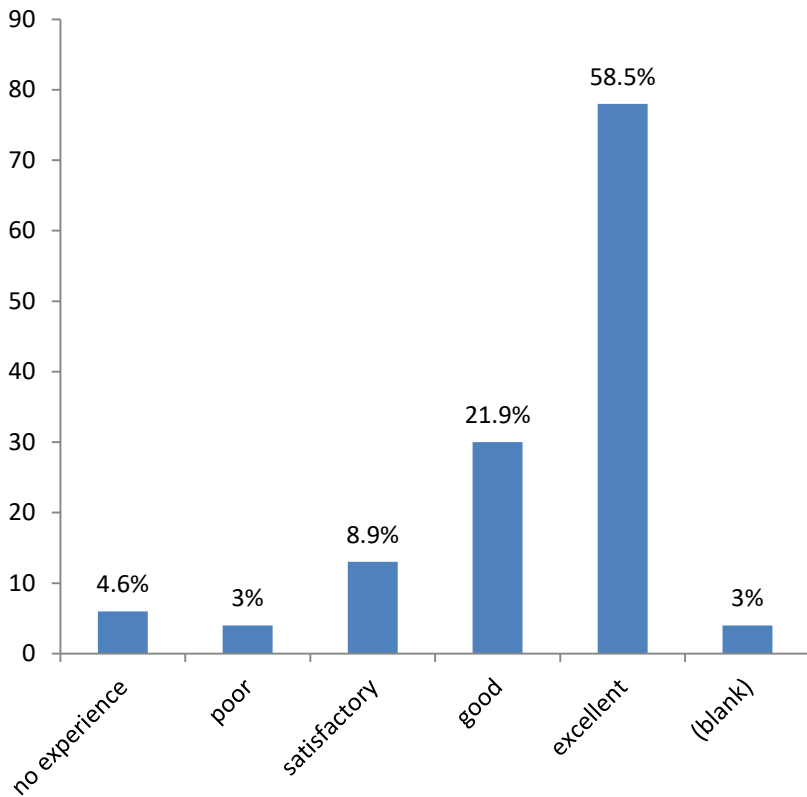


2018

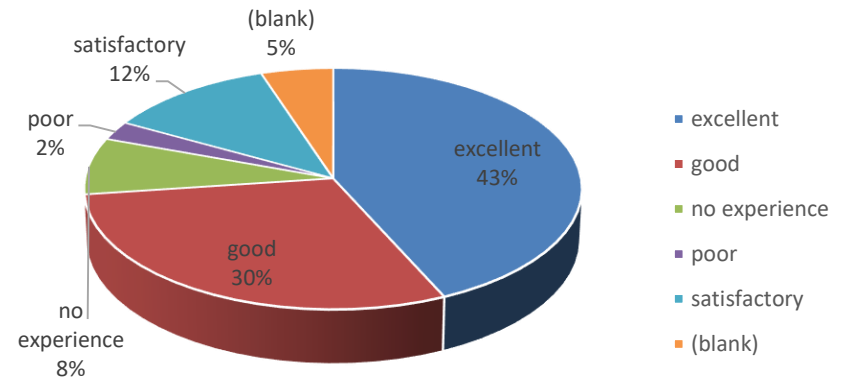


Prescription correctly issued

2017

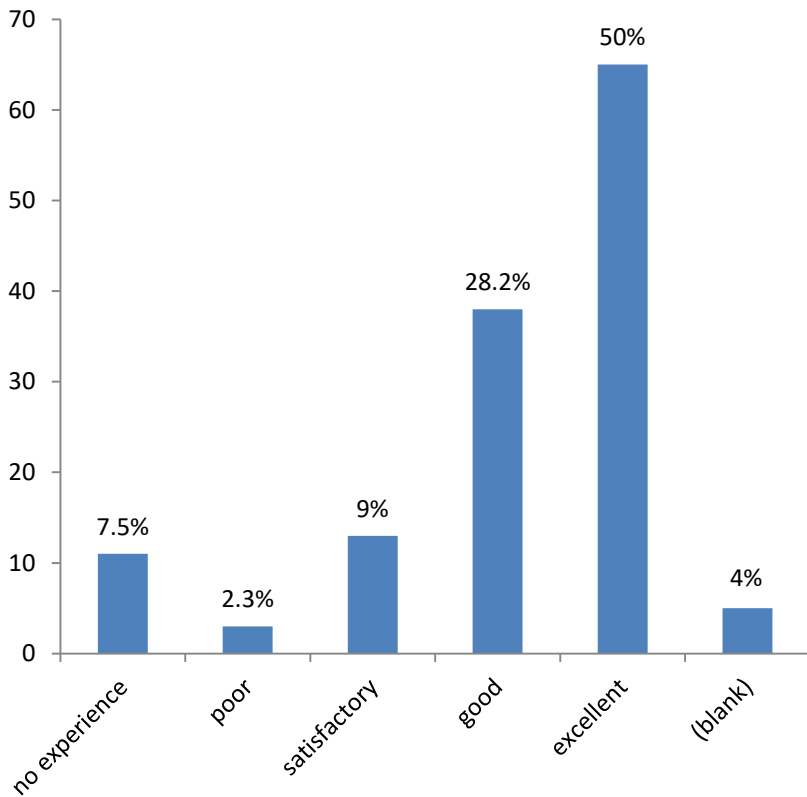


2018

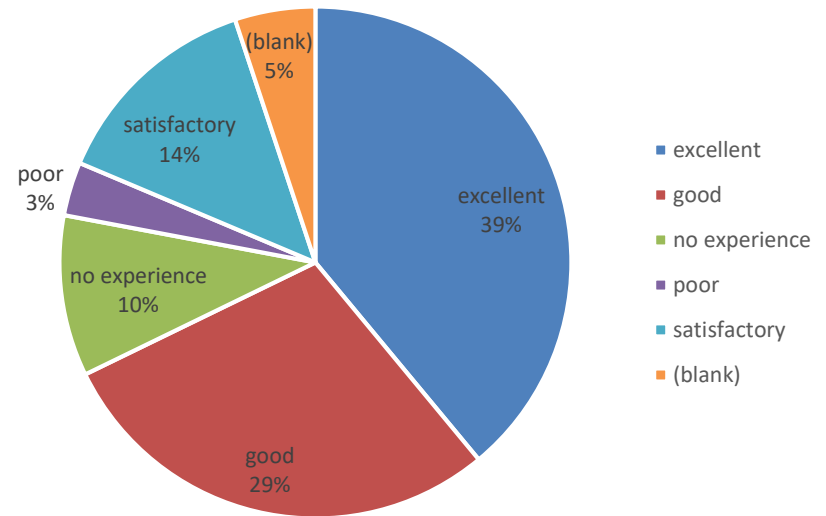


Handling of queries with scripts

2017

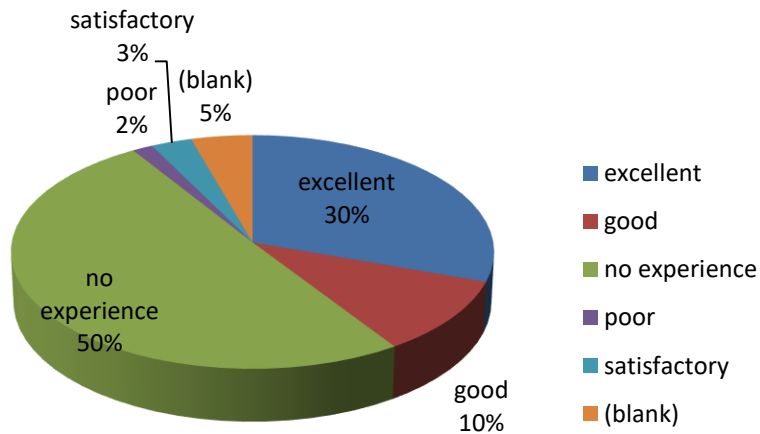


2018

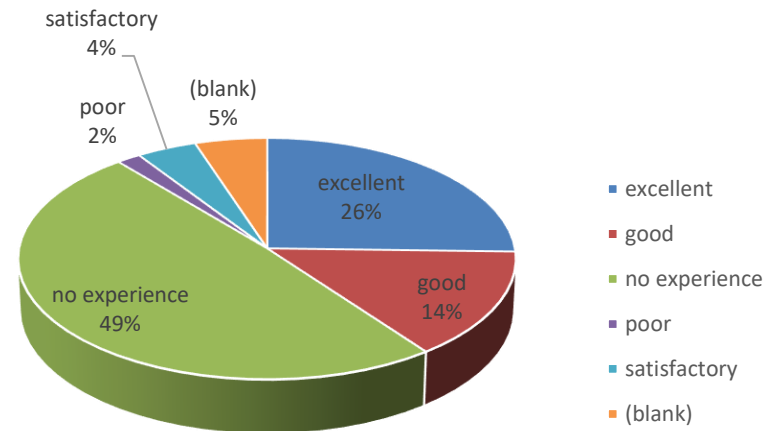


Ordering scripts though on-line via the website

2017

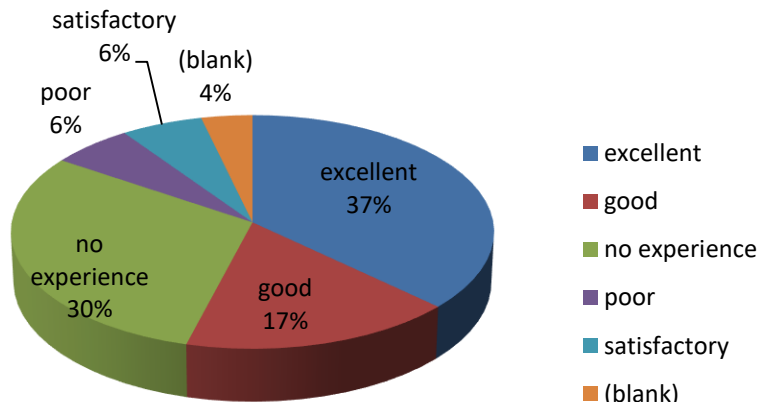


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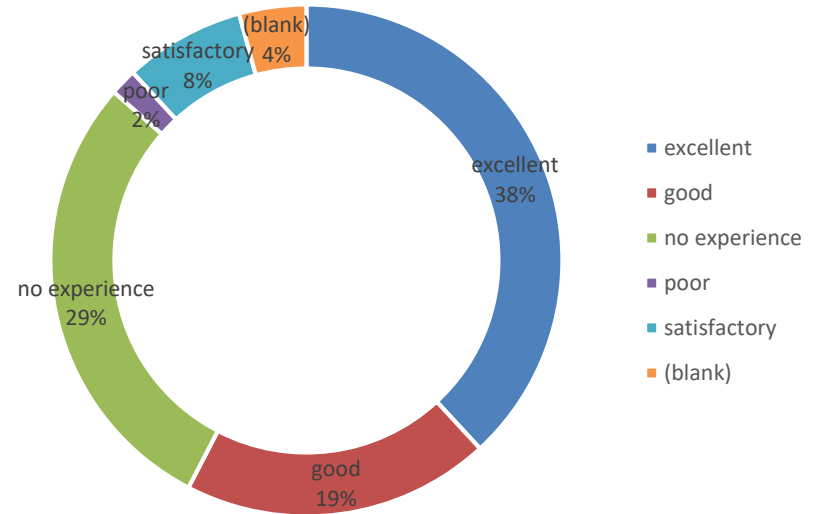


Electronic transfer of scripts to pharmacy

2017



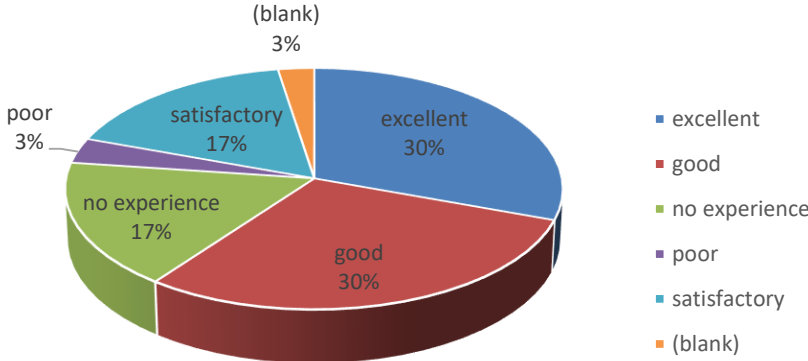
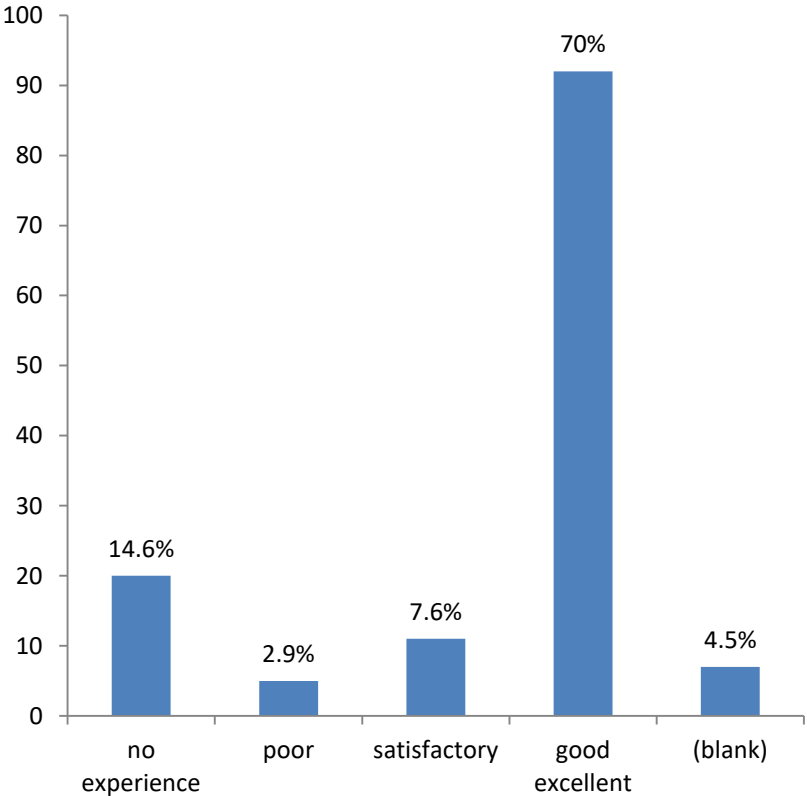
2018



Told when to contact surgery for results

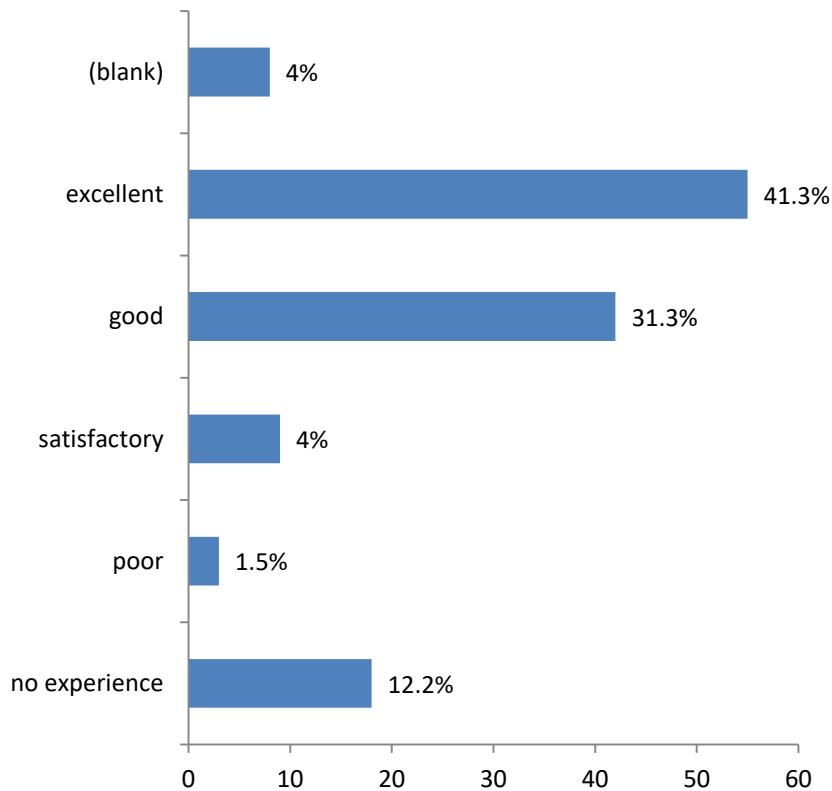
2017

2018

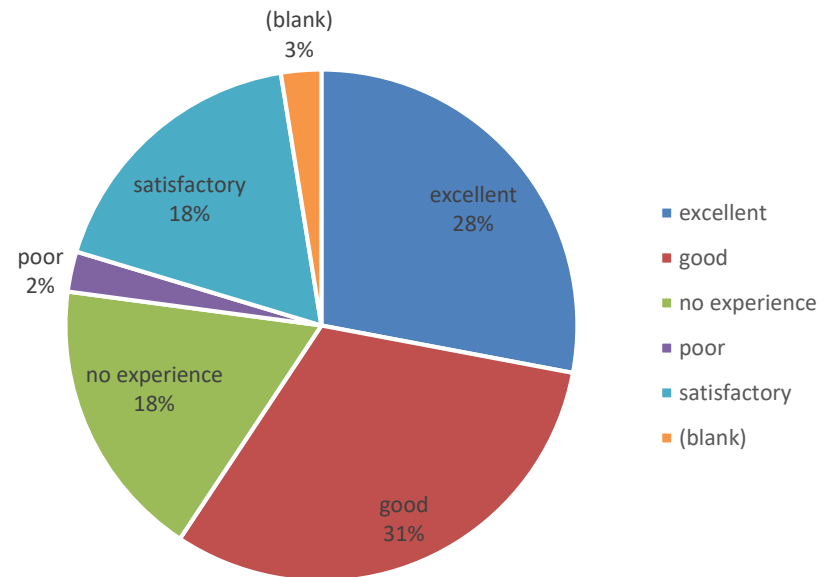


Results available when you contacted surgery?

2017

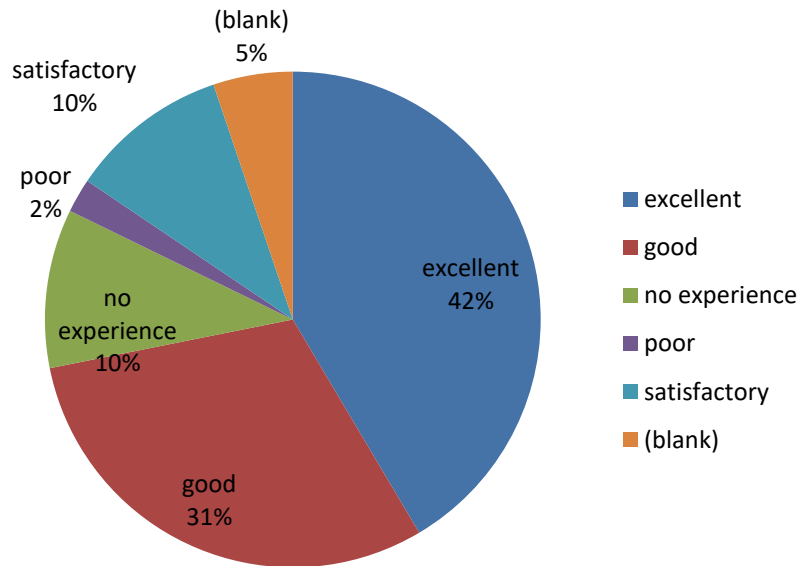


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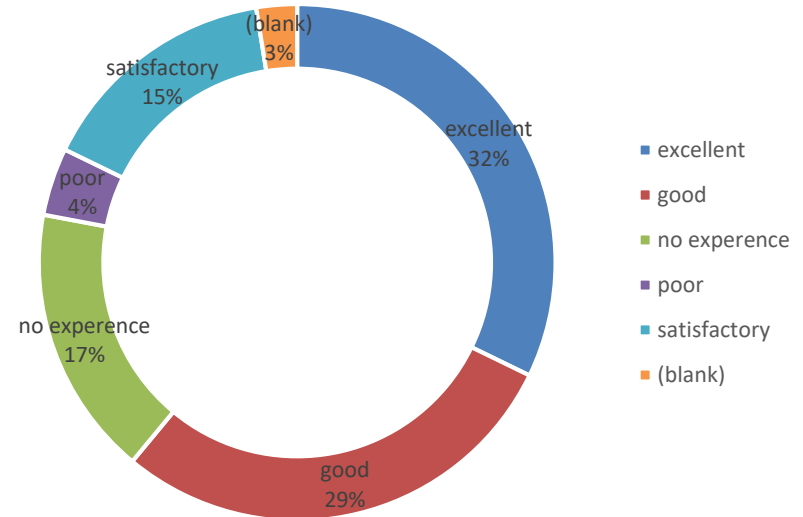


Satisfaction with the amount of information given about results

2017



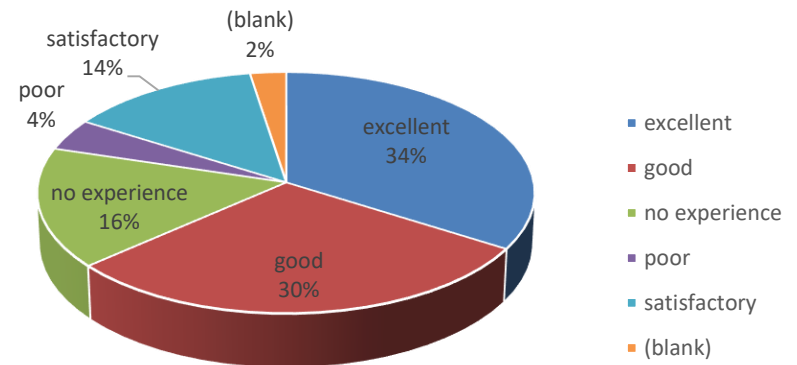
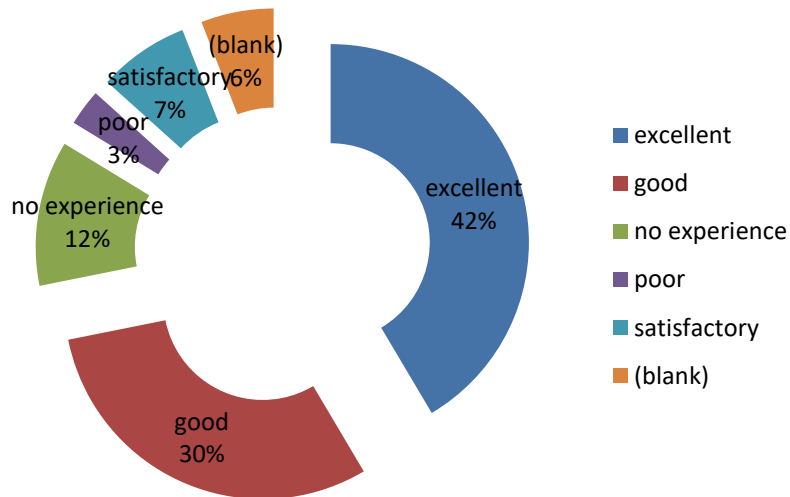
2018



Satisfaction with the manner information was given

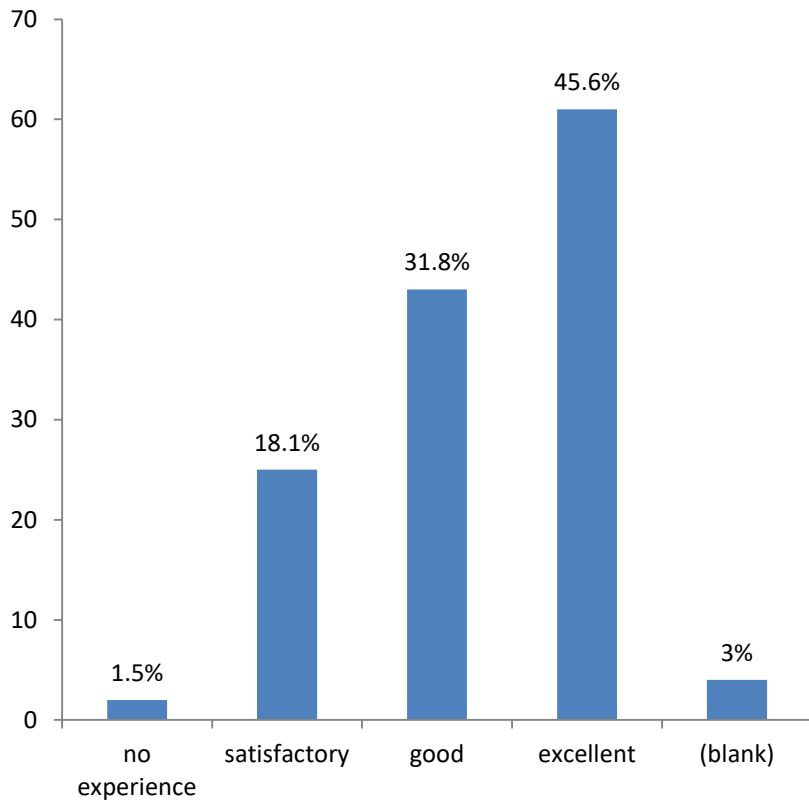
2017

2018

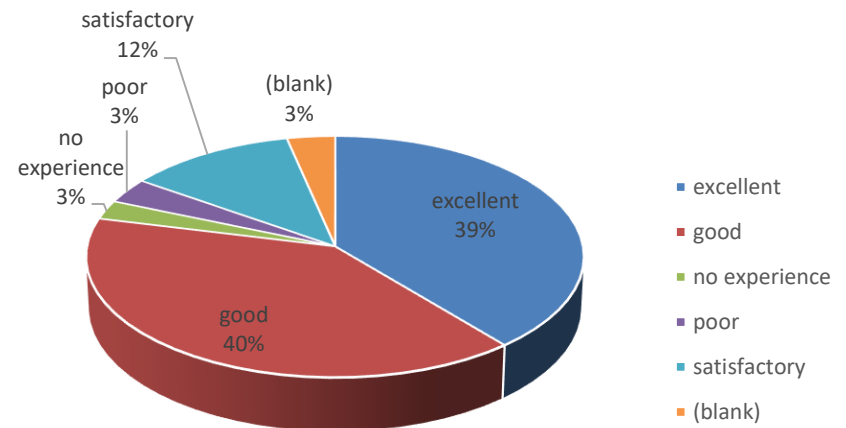


Information by reception staff

2017

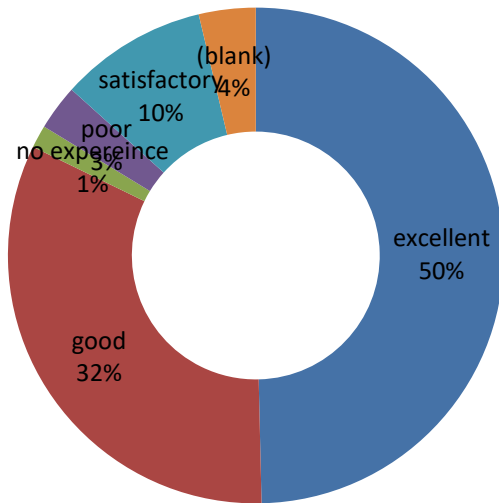


2018



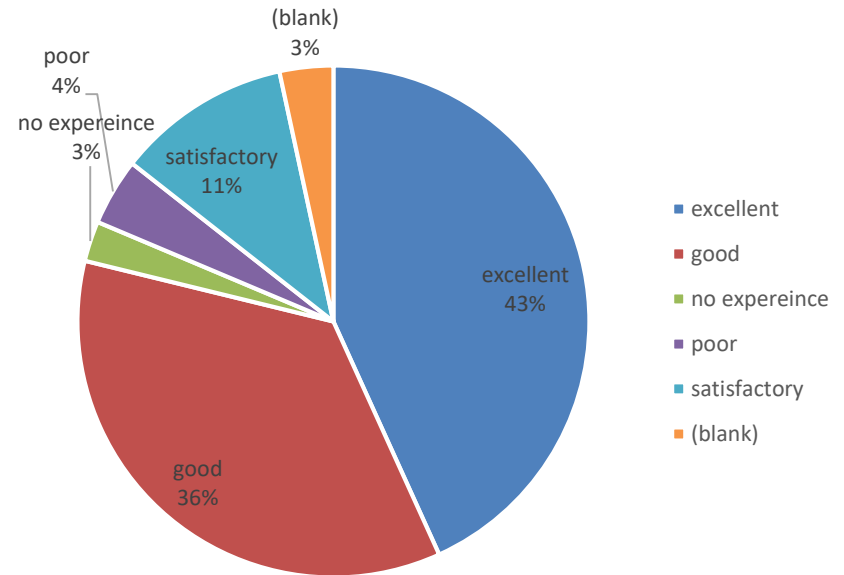
Helpfulness of reception staff

2017



■ excellent
■ good
■ no experience
■ poor
■ satisfactory
■ (blank)

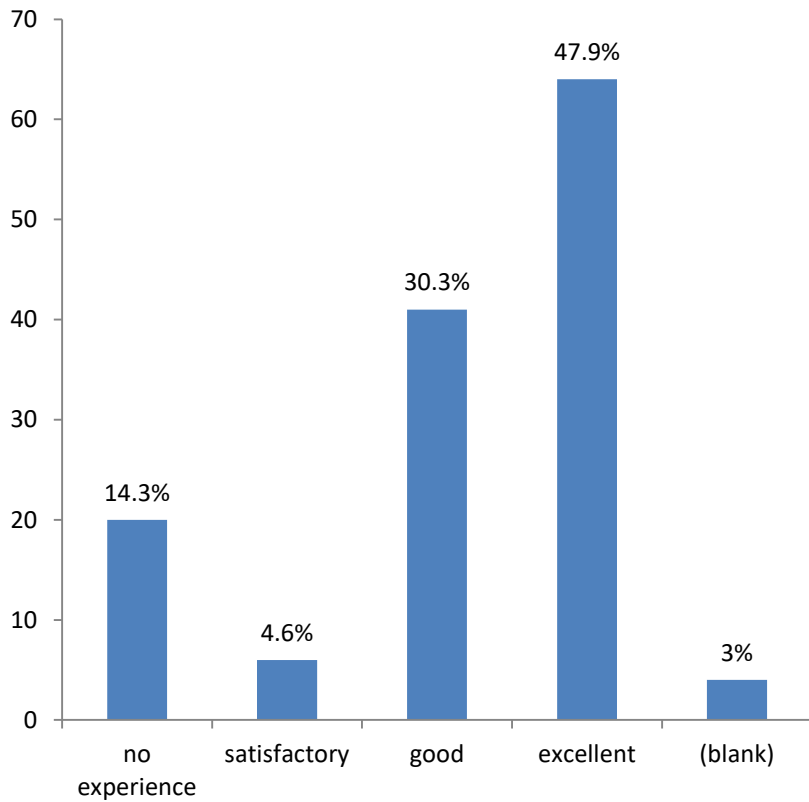
2018



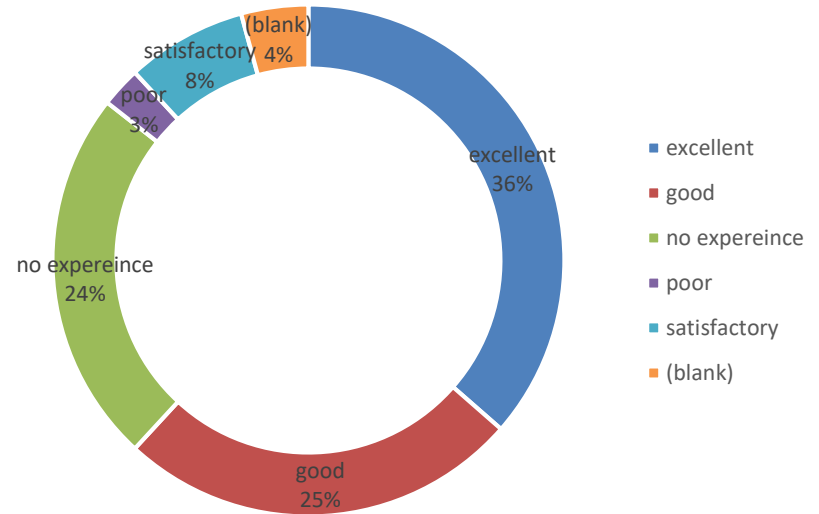
■ excellent
■ good
■ no experience
■ poor
■ satisfactory
■ (blank)

Information given by other staff

2017

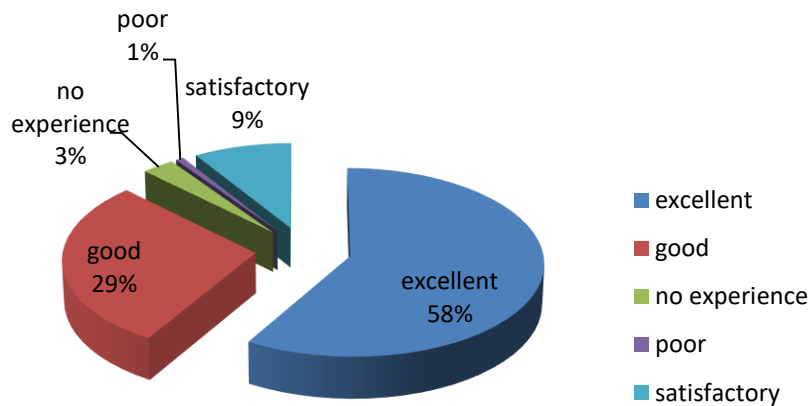


2018

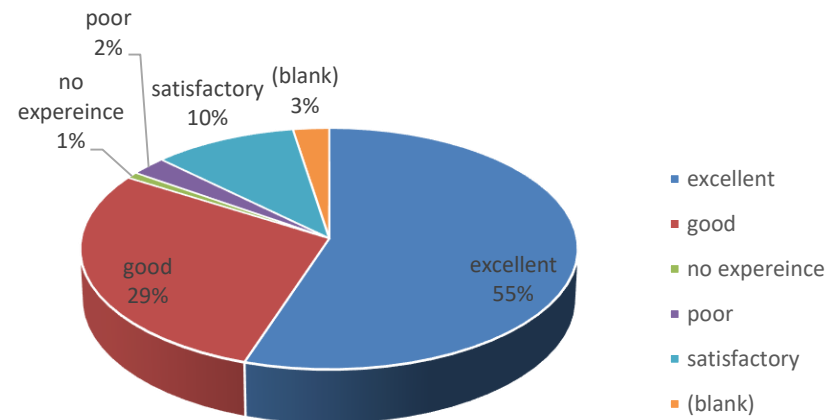


Overall satisfaction with practice

2017



2018



Comments

- A very good practice with exceptional staff. Good doctors.
- After coming home from hospital, being in for 3 months. I have had exceptional treatment from my doctor. Excellent!
- Always found all reception staff very friendly and helpful. would recommend others
- Brilliant practice.
- Dr Chibby and Naomi- excellent. reception staff (not all) can be abrupt.
- Everything great.
- Excellent practice.
- Excellent service in supportive manner. Polite. Caring. Quality care.
- Excellent surgery here, no complaints.

comments

- Extremely approachable reception staff. Nonintrusive and generally helpful. Not always able to see the doctor of choice but as she works part time only to be expected. No problem seeing other doctors anyway. On the whole I will say well done. At my previous practice the receptionists were fierce and lucky to get an appointment in 2 weeks, so to me this practice is brilliant
- I have only been with the surgery for 5 months but in that time I have found it to be very efficient and have had no problems obtaining an appointment.
- Keep up the good work, but I do feel we are inconsistent with the 1 issue per appointment.
- Lovely doctors. Doctors are always helpful and give great advice. Never had a problem

comments

- No, everything is good! Thank you!
- Overall excellent service. Well done.
- Really good service. always have time for you
- The best in the land, can't say more than that
- Very good surgery

Comments (for reflection)

- Appointments for people who work should be available all the time for later appointments. You shouldn't have to call back at 12.00 to try and get a later appointment
- Attitude of receptionists is sometimes poor and they can be abrupt.
- Good except for trying to get through by telephone.
- Please simplify the practice website. Perhaps links to NHS choices and healthy St Helens.
- Test results can differ to surgery results.
- The practice has a majorly geriatric generation which means when a family member becomes ill you can find it difficult to get an appointment. telephone system is appalling, just cuts off when busy, not enough staff answering calls.

Comments (for reflection)

- Would like receptionists to have training on correct information to give to patient as tried to book double appointment for a few days away was told to ring on the day. Rang on the day and couldn't get a double appointment on the day which was not very good.
- Would welcome Saturday appointments as difficult getting time off work.