



PATIENTS' SURVEY 2016

Q1	Was it easy to get an appointment	Easy	Not easy	Number	Number		
		86%	14%	266	42		
Q2	Used repeat prescription service	Used	Not Used	Number	Number		
		87%	13%	208	31		
Q3	Aware of WebGP	Aware	Not Aware	Number	Number		
		21%	79%	67	259		
Q5	SATISFACTION ALL CLINICIANS	Poor	Fair	Good	Excellent	N/A	
	Telling your story	0%	3%	25%	67%	5%	
	Understanding concerns	0%	4%	25%	65%	6%	
	Showing care and compassion	1%	3%	23%	71%	2%	
	Explaining condition and treatment	1%	4%	24%	65%	6%	
	Involvement in decisions	1%	4%	24%	60%	11%	
	Providing or arranging treatment	0%	4%	22%	63%	11%	
	Experience overall	0%	3%	24%	71%	2%	
Q6	FRIEND AND FAMILY TEST	Ext Likely	Likely	Neither	Unlikely	Extremely Unlikely	Don't know
	Would you recommend the Practice	204	93	17	5	3	4

Summary of recommendations

There are 5 recommendations included in the report. These are: -

1. The Practice is to be congratulated on maintaining good access for the majority of patients; adopting good practice in booking patients' appointments but should promote and publicise the on-line booking service to patients
2. The Practice should consider what opportunities exist for improving time keeping of clinics ensuring that patients are informed when there is a delay and that clinicians always apologise if they are running behind.
3. The Practice makes an information sheet (similar to the Practice Booklet) available and hands it to all patients who use the repeat prescription service when they attend the Practice to improve patient awareness of the options available to them.
4. New technology is purchased as early as possible and complete and sufficient testing is carried out before launching to patients and that: -
 - a. The Practice signposts effectively to patients that new technology is available
 - b. Relevant staff are trained to provide comprehensive explanation and demonstration of the technology

- c. The use of the technology is publicised prominently in the Practice and on the website
- d. The number of patients using the technology are recorded and the benefits are achieved
- 5. The detailed feedback included in the report is used to inform the appraisal of individual clinicians and any issues are picked up and a corrective action plan agreed.

Friends and Family Test = 91.10%

