

Patient Survey

2005/2006

How the Survey was Carried Out

- Questionnaires were handed out to patients who came in for appointments at St Pauls Medical Centre.
- They were handed out at both sites, and on different days of the week and at different times.
- There were roughly 75 questionnaires handed out per doctor.

Findings

- There were 706 questionnaires filled in
- 291 (41%) completed by males
- 415 (59%) completed by females

Questions

- Patients were asked to make a judgment about the aspects of care they received from the Practice as a whole.
- This included speaking to receptionists, their consultation with their doctor and general satisfaction.

Results

- 80% of patients were satisfied with the Receptionists
- 71% of patients were satisfied with the Opening hours of the Practice
- 67% of patients were satisfied with the availability of Doctors
- 83% of patients were satisfied with the Doctors questions

Results

- 85 % of patients were satisfied with how well a Doctor listened to them
- 85% of patients stated that the Doctor put the patient at ease.
- 83% of patients were satisfied with the Doctors involvement with them.
- 86% of patients were satisfied with the Doctors caring and concern

Results

AND

- Overall satisfaction with the Surgery was at 86 %

Comments

- Patients were also asked for their comments on the practice.
- Some were good:-
 1. “The nurses were excellent.”
 2. “Friendly caring Doctors.”
 3. “The 5 minute appointments were excellent.”
 4. “The Receptionist is very helpful when I have problems.”

Comments

- Some were not so good:-
 1. “I want to be able to get through quicker on the telephone”
 2. “I don’t feel I should have to give my personal details of a problem to a receptionist when wanting to speak to a doctor”
 3. “Long wait to see my own GP”

What are we trying to do

- So that we can improve on the results of this survey the Practice are trying to develop a patient forum, so that you can have your say on how St Pauls is doing and what you would like us to improve on.
- Giving you the opportunity to work with us to improve standards.

Patient Forum

- If you are interested in joining this forum please contact:-

Tracey Scott
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