

## HERRINGTON MEDICAL CENTRE

### PATIENT SURVEY 2019 – SUMMARY

- 1a High satisfaction rate with the telephone consultations carried out by a GP or a nurse with 80% rating excellent/very good.
- 1b No real issues with patients being able to get access to cancel appointments.
- 1c 55% - 45% split between patients who are aware they can cancel/amend appointments is they are signed up on-line and text messaging services.
- 1d High number of patients found it easy to get an appointment with *any* healthcare professional (82%)
- 1e Approximately two-thirds of the patients surveyed knew they could book an appointment on-line.
- 1f Positive feedback from patients who were asked about the ease of booking an on-line appointment, although patients generally feel there need to be more available on-line appointments offered.
- 1g A fair spread of preferred mechanisms for obtaining information about the practice, especially popular are the website, phone and text, then followed by the newsletter, e-mail and notice board.
- 1h General agreement that the practice covers an appropriate range of services (100% agreed)
- 1i Varied responses regarding “what service would you like to see delivered in the practice ie instead of going to hospital”. Popular responses were scans, x-rays, later appointments
- 2a The receptionists are appreciated and recognised as being extremely helpful, receptive, friendly and professional.
- 2b No apparent problems with the practice complaints procedure with a high number never used it.
- 3a Majority very happy with repeat prescription service.
- 3b Approximately two-thirds of patients surveyed now they can order their prescription on-line.
- 3c Majority of patients surveyed preferred to order their prescription by telephone, followed by on-line, and face-to-face
- 4a A litany of compliments about the practice and the practice team.
- 4b Some additional helpful comments

27/2/2018