**Comments on survey**

The survey took place on Thursday 8th November 2018. The table below shows when the surgery was open and who was in attendance.

|  |  |
| --- | --- |
| **Morning session** | **Times** |
| Doors open  | 0800hrs |
| First patient | 0815hrs |
| G.P. finishes | 1140hrs |
| Nurse finishes | 1230hrs |

|  |  |
| --- | --- |
| Afternoon session | Times  |
| Pharmacist  | 1330hrs -1515hrs |
| Nurse | 1345hrs -1600hrs |
| G.P | 1610hrs – 1730hrs |

On the day we had 58 patients coming through the survey. There was a nurse in attendance throughout the day and one doctor for the morning session and one doctor for the afternoon session. Every patient was considerate and willing to take part. The biggest group visiting the surgery was the over 65s. This may not reflect the true picture because many of this group came for the flu jab and not for medical problems. The majority of patients saw the nurse who was kept busy throughout the day.

The ambience about the place was pleasant and there was good rapport between staff and patients. Patients were seen quickly and at no time was the waiting room crowded. There were times when there were no patients waiting.

The waiting area is well maintained even if a bit basic. One patient suggested some toys be provided to keep the little ones happy. There is plenty of patient information which is well presented.

Key.

A. 0-18 years

B. 18-25 years

C. 25-45 years

D. 45-65 years

E. 65+ years

Some patients might have not understood what is routine or specialist, however it does show that non-urgent consultations account for the majority of visits. What we don’t know is that new condition might have been an urgent need so if put together that would form the second largest category.

The data could be skewed due to the “drop-in” for the flu jab. However it is a vital service and well provided for. Patients particularly liked the “drop-in” service.

One patient reported they were seen early!

An overwhelming positive response.

This is an excellent response and should be displayed

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This is interesting. The online service is used the most by the oldest group of patients. This may be that they have more routine appointments which do not require a quick appointment.

There seems to be some confusion over this question. The process – picking up the phone etc. is a simple procedure but actually securing an appointment is difficult. By far the most frequent method of communication is still telephone. For “urgent” satisfaction was higher with face to face communication.

Additional comments by patients

Every negative comment was about booking an appointment. The frustration of having to ring back in the afternoon; no appointments left and the long wait to get an appointment and not being able to get through. This is an area which needs further investigation. There seems to be a “mis-match” with numbers having difficulty in getting through to make an appointment with the actual numbers in the waiting room. Please note there were NO negative comments about the reception staff; indeed the opposite – how helpful and pleasant they were. Indeed there were some lovely comments about all the staff. Patient satisfaction is high when visiting the surgery