

## Outcome of the Patient Survey Carried out in January 2014

### The aim of the practice survey had mainly two objectives:

- a) What do our patients think of our overall service in the terms of quality and how satisfied were the patients ?
- b) To learn from the survey and to make any improvement as required.

On the topic of access by telephone, there were 62% of the patients who were happy with the telephone access available at the practices. This was in line with the recommendations of our PPG members who were unhappy with the telephone access available at the practices. The Practice had invested in a new telephone system at all of our practices with the inclusion of a couple of extra telephone lines for easy telephone access for patients.

As far as the standard of the clinical consultations, 78 % of patients were happy with the outcome and the rest of 22 % of patients were unhappy. The practice will strive to improve this in our next survey in 6 months.

In another survey question on the opening hours of the surgery, patients were very keen for the surgeries to open weekends and late hours. 87% of the patients were in favour of this which the practice may consider subject to the availability of funding.

The survey was carried out with the intention of gaining the views and opinions of patients over a wider and equitable age groups which was not achieved this time. In our next survey we hope to improve on this and collate opinions from across a wider age group of patients.

It is our objective to improve the overall service available at our surgeries for patients to improve the quality of care .The practice will endeavour to help satisfy our patients and will appreciate any comments and suggestions you may have.