

Grove House Practice

Patient Survey

Patient Satisfaction



This year, our Patient Groups agreed that it was more of a priority to ask general questions about the overall service provided at the Practice, rather than about specific services here.



We particularly wanted to hear about what sort of situations would make a patient consider leaving the Practice especially to another local GP without also changing their address.



Within the Practice waiting room we surveyed **395** patients.

And, **7** were completed online through Survey Monkey.

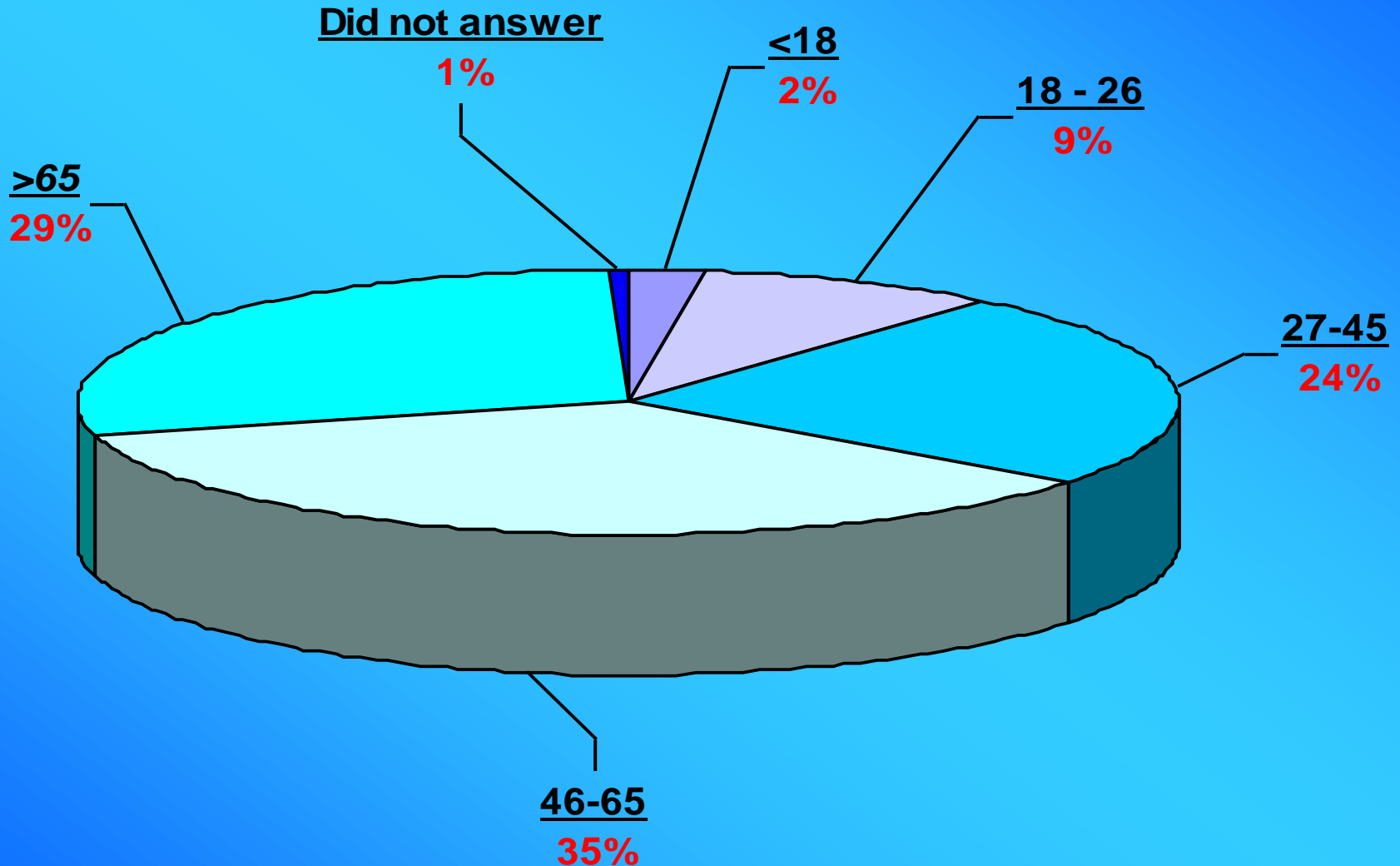
Question 1: Respondent gender

64.2% - Female

35.6% – Male

0.2% - Did not answer

Question 2: Respondent age

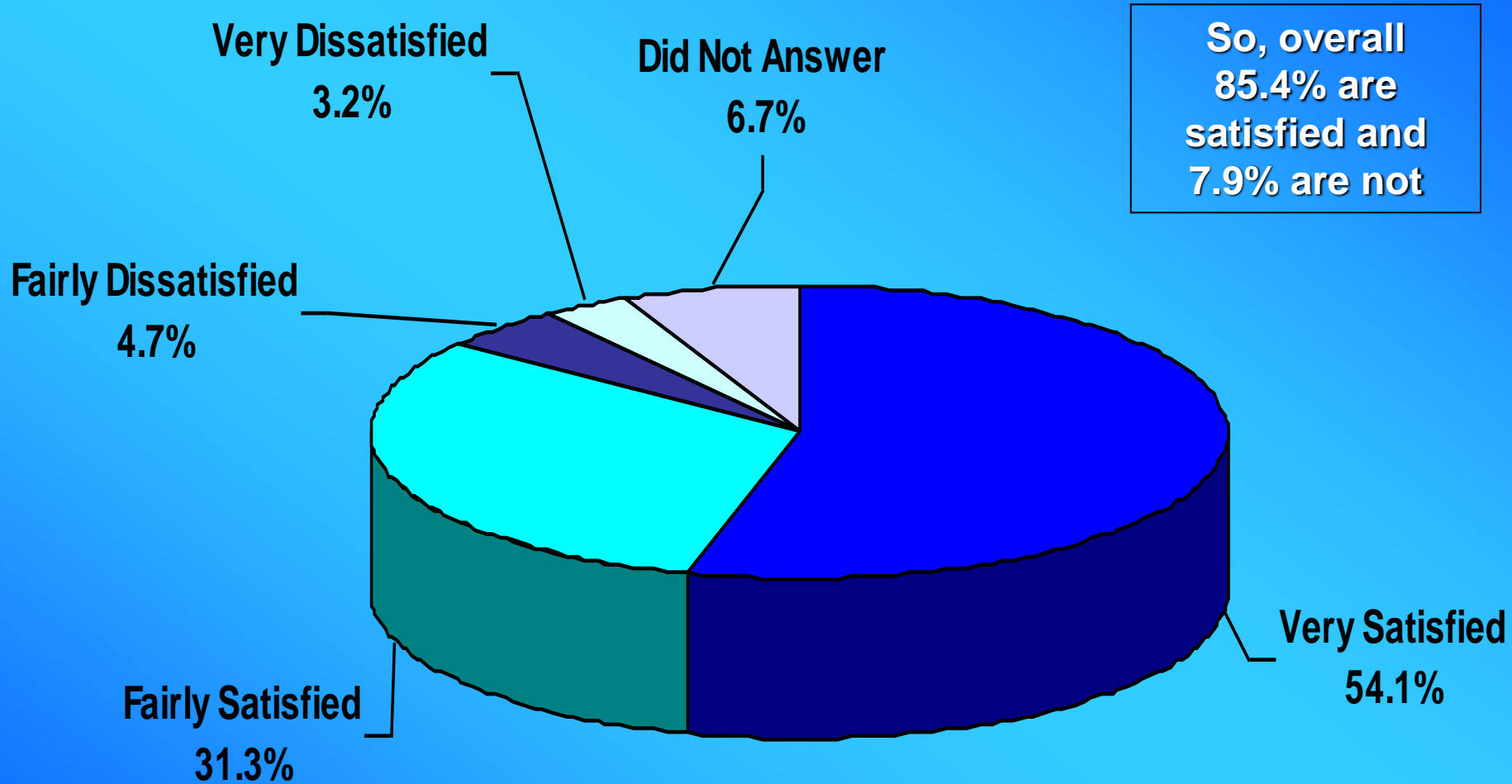


Question 3 asked about overall satisfaction with each of the following aspects of our service.....

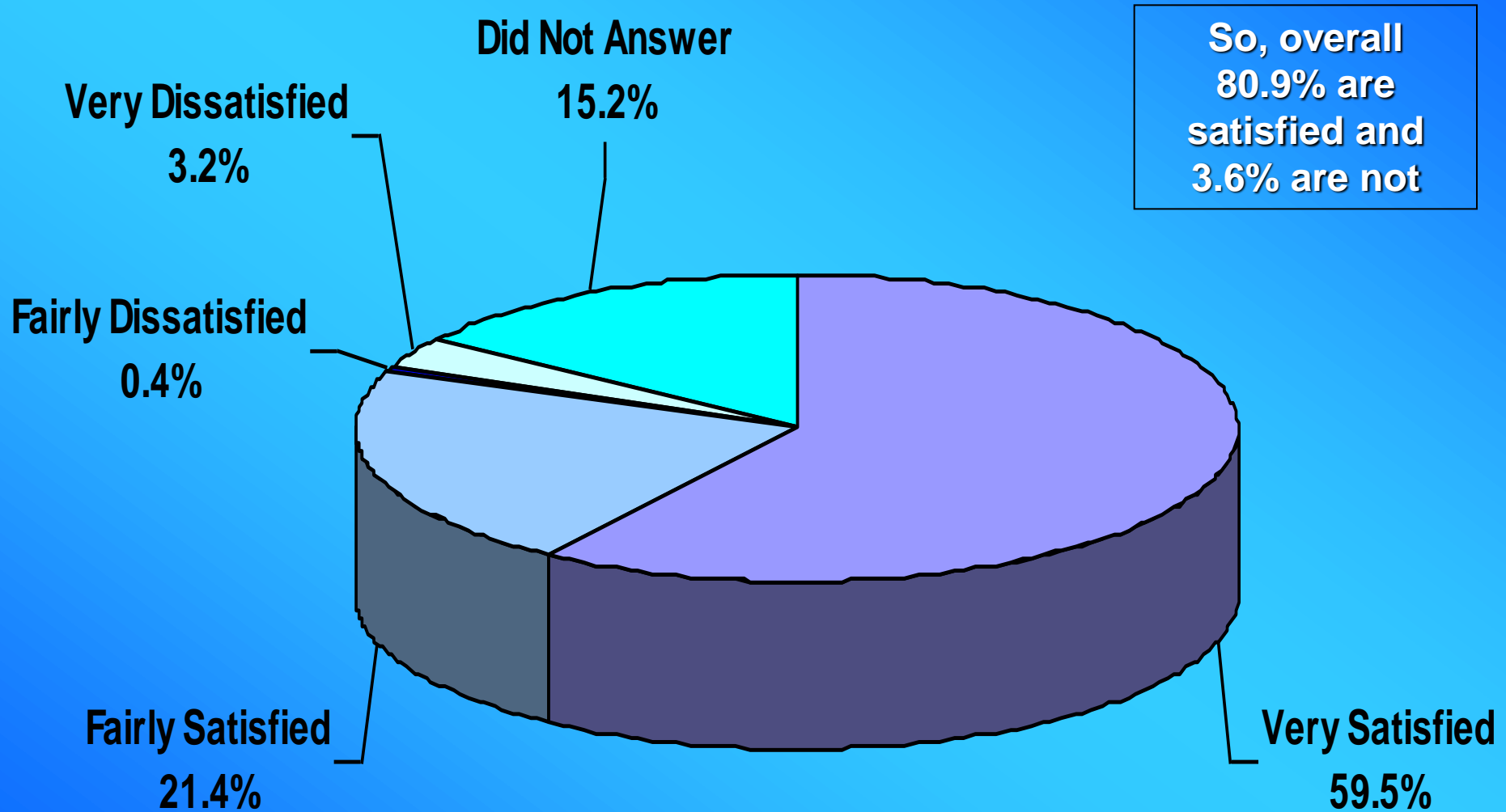


- **The GP Team**
 - **The Practice Nurse Team**
 - **The Reception / Admin Teams**
 - **The Management Team**
 - **Our Prescription Service**
 - **Our Appointment Service**
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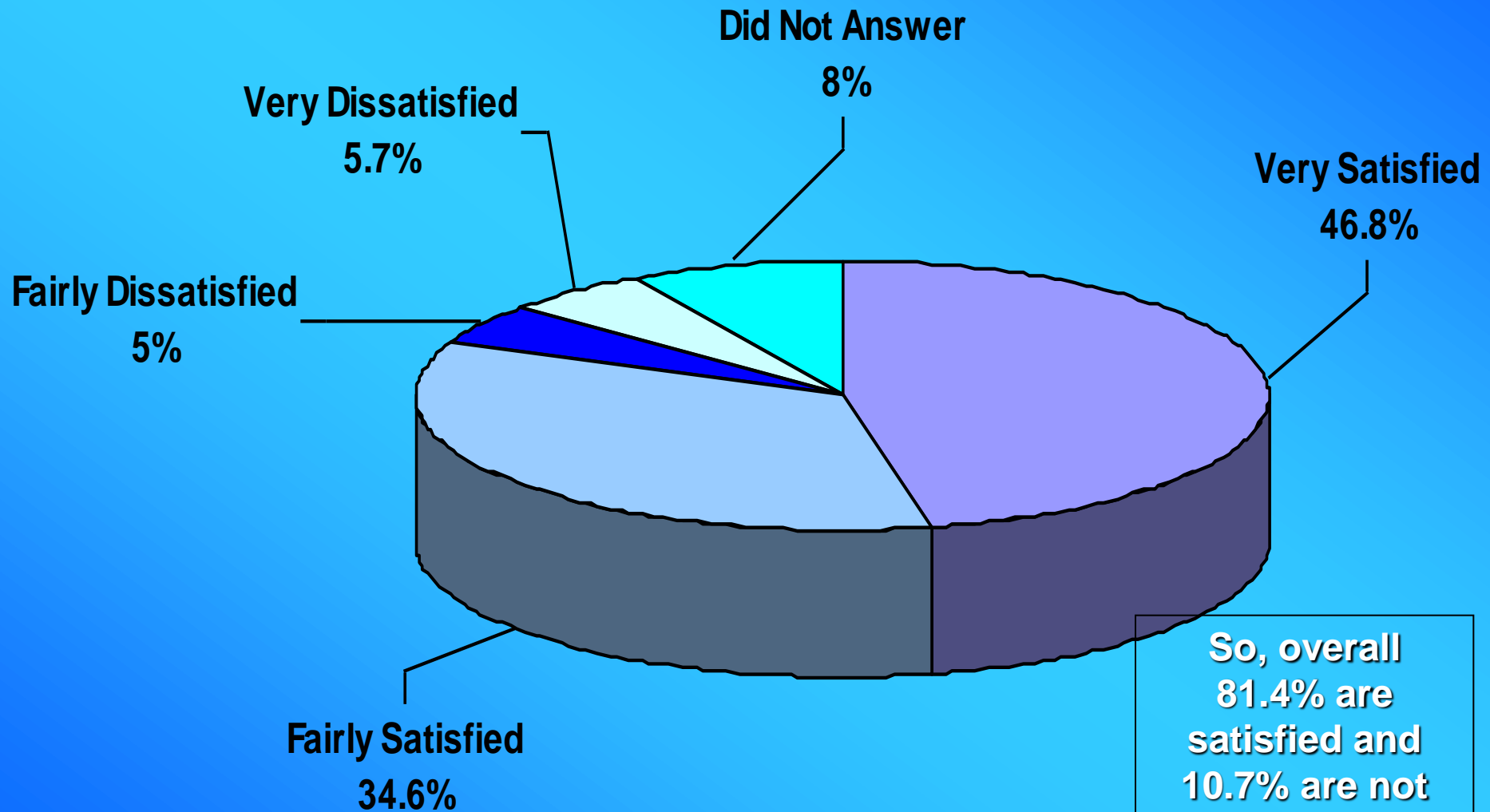
The GP Team



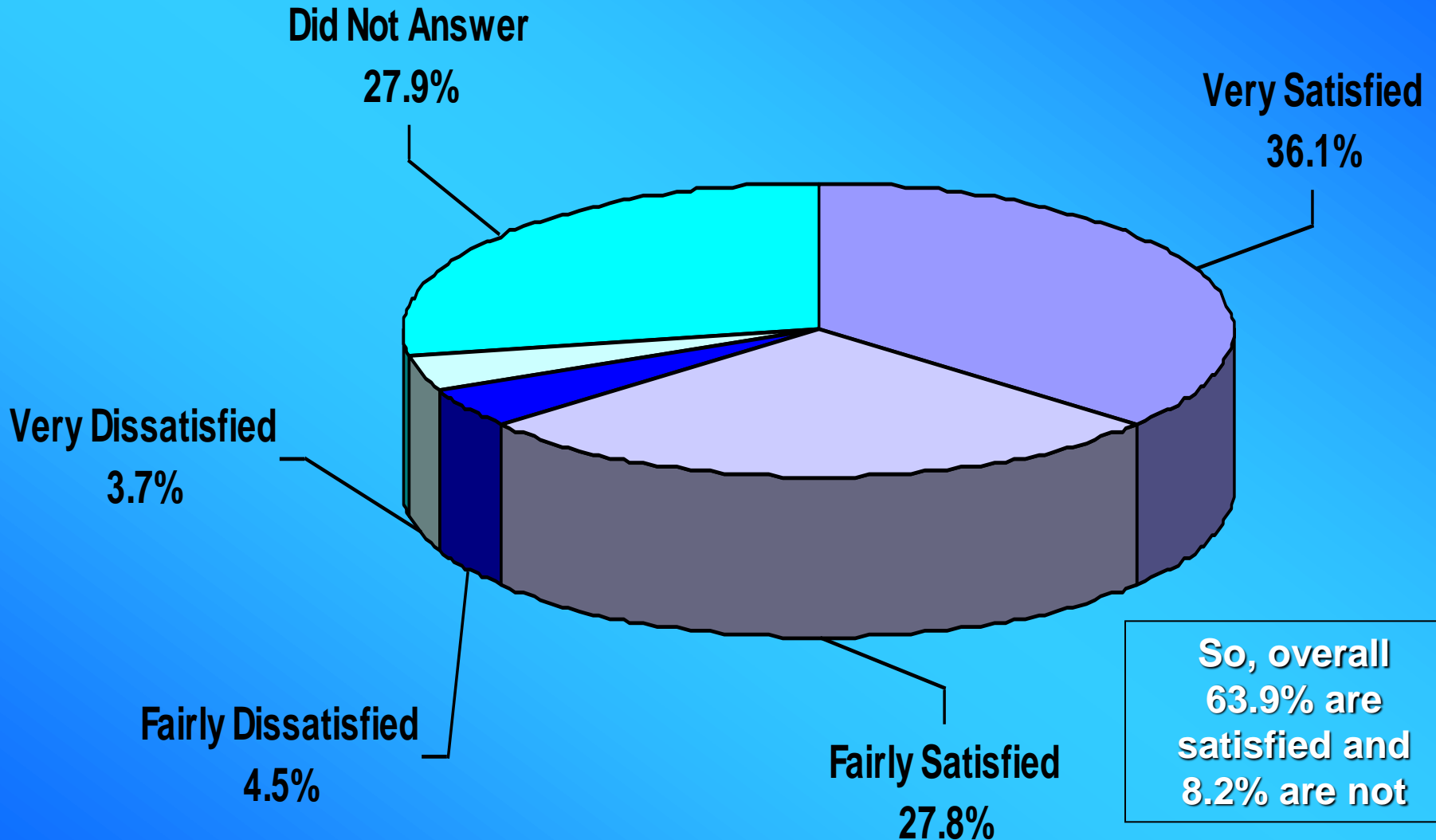
The Practice Nurse Team



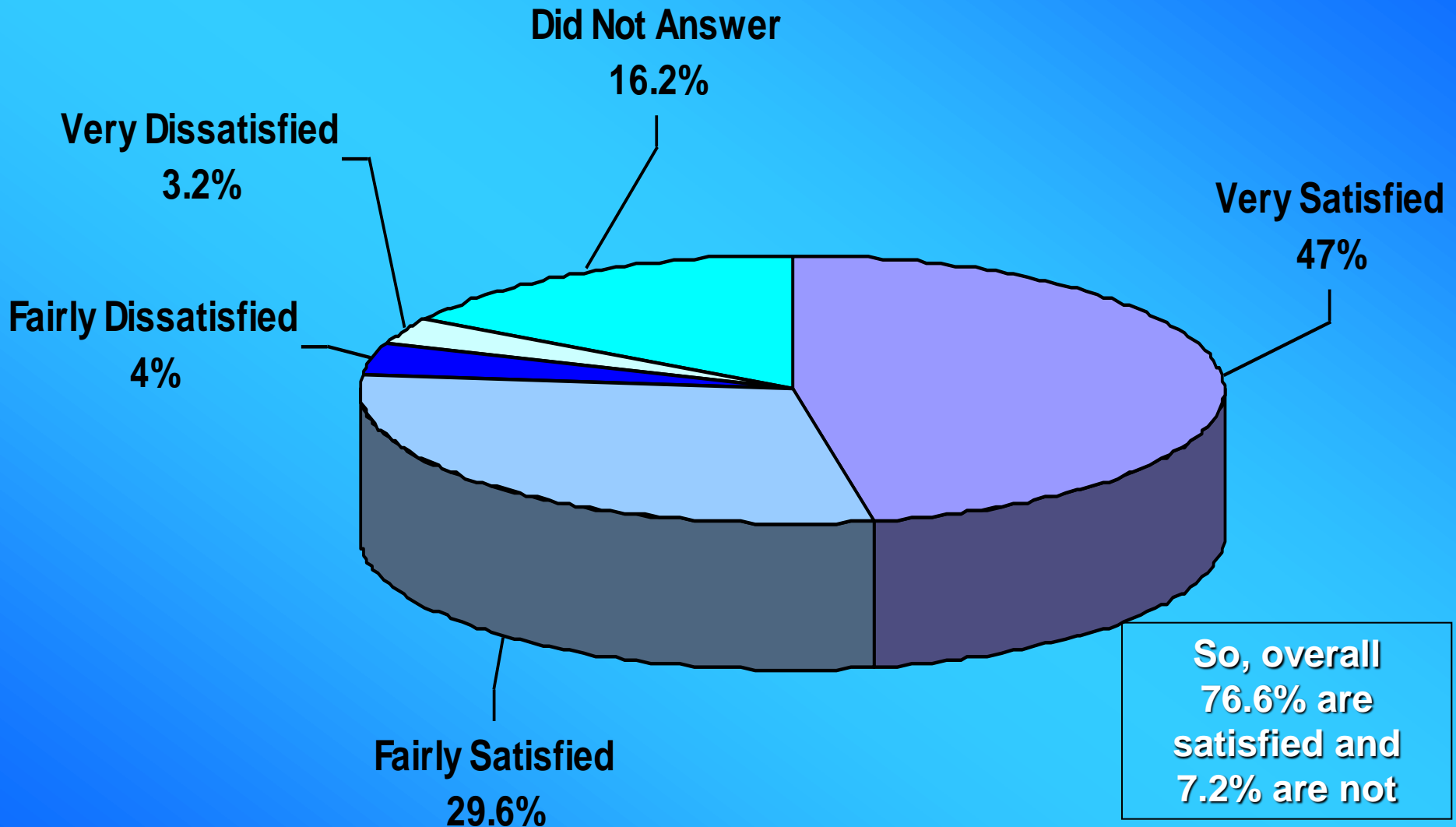
The Reception / Admin Team



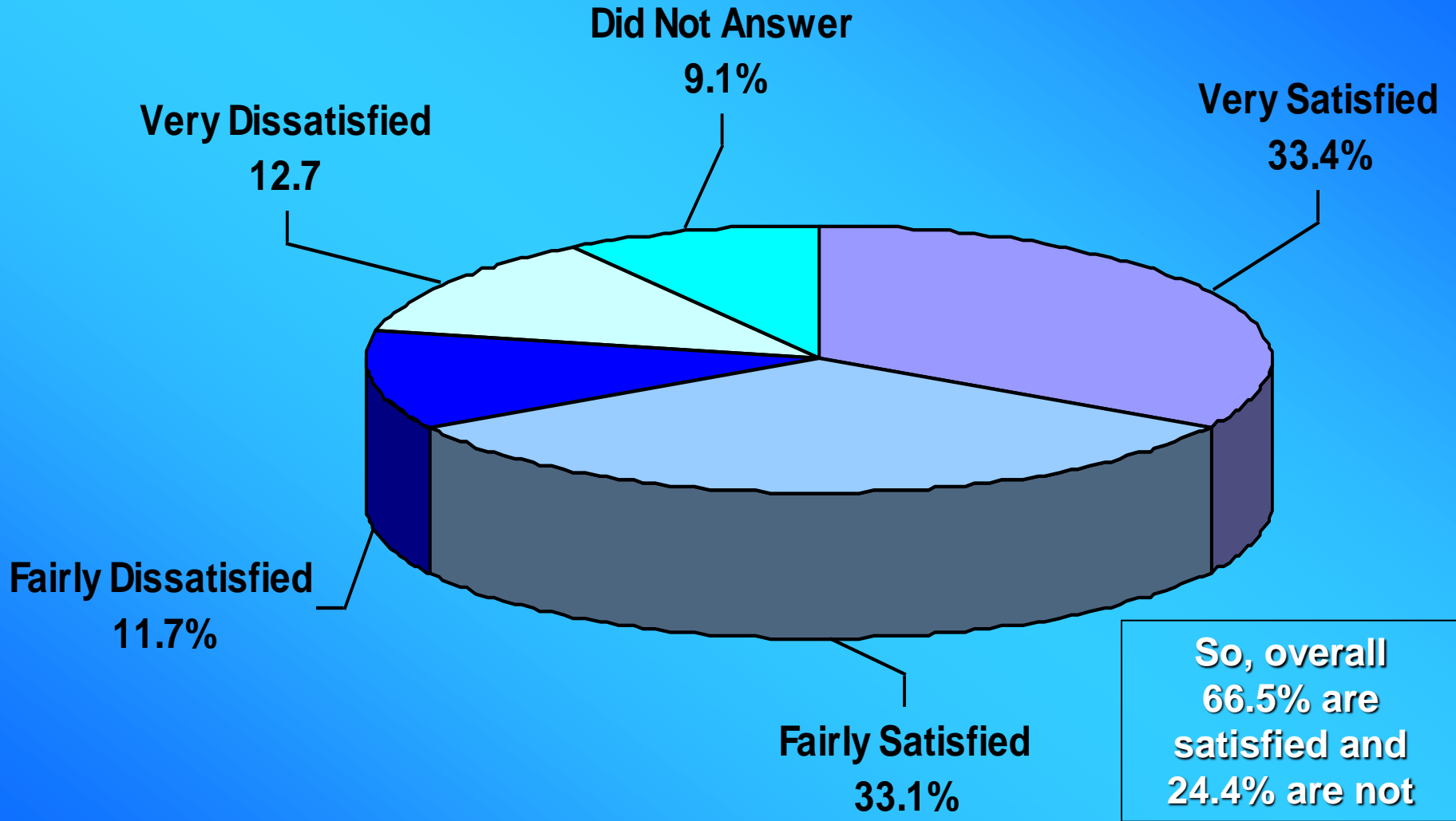
The Management Team



Our Prescription Service



Our Appointment Service



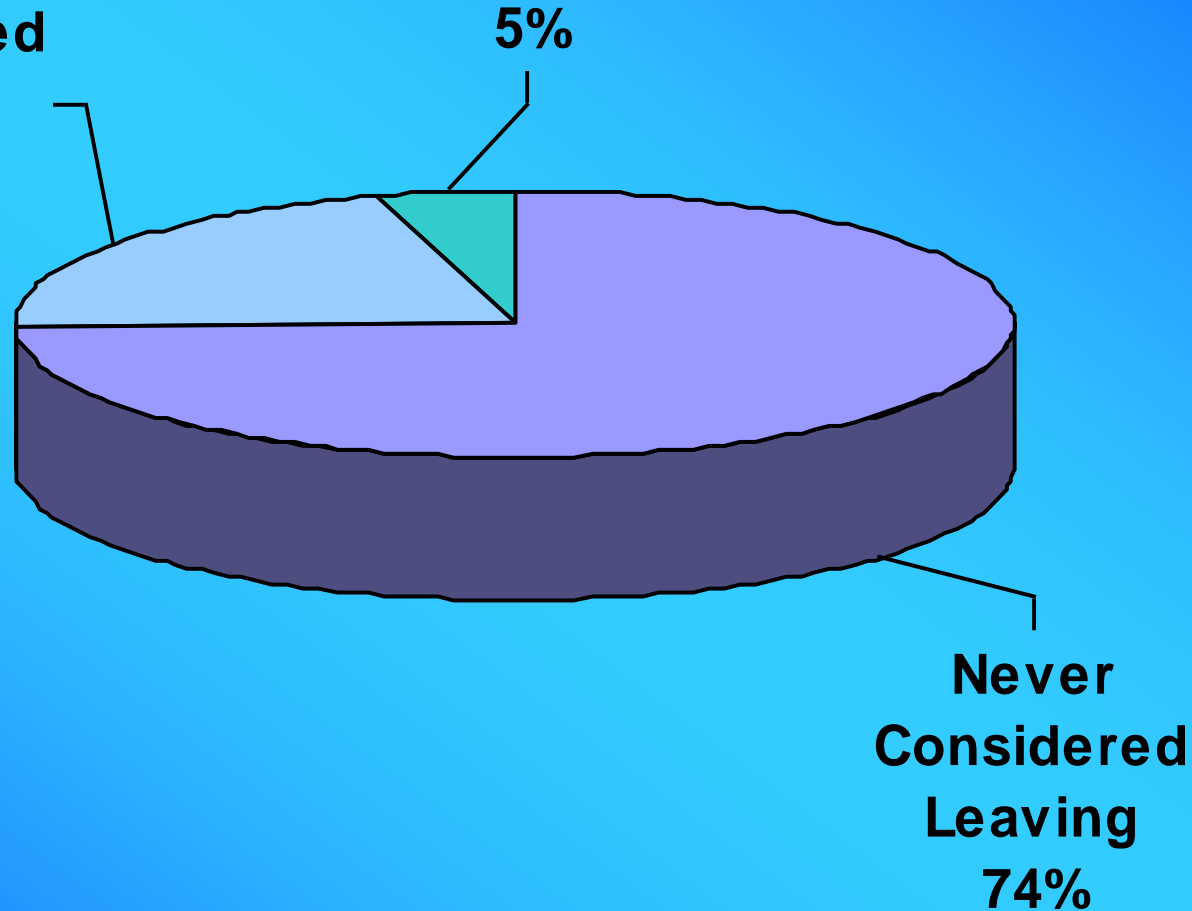
141 people had given comments to explain their reasons for how they answered Question 3:

- 57** (40.4%) patients were not satisfied with our current Appointment System and felt improvements could be made
- 56** (39.7%) of respondents felt there is a problem with GPs / Continuity
- 28** (19.9%) patients commented on other areas

Q4: Asked the patient have you ever/would you ever consider changing your GP Practice locally?

**Have considered
Leaving
21%**

**Did Not Answer
5%**

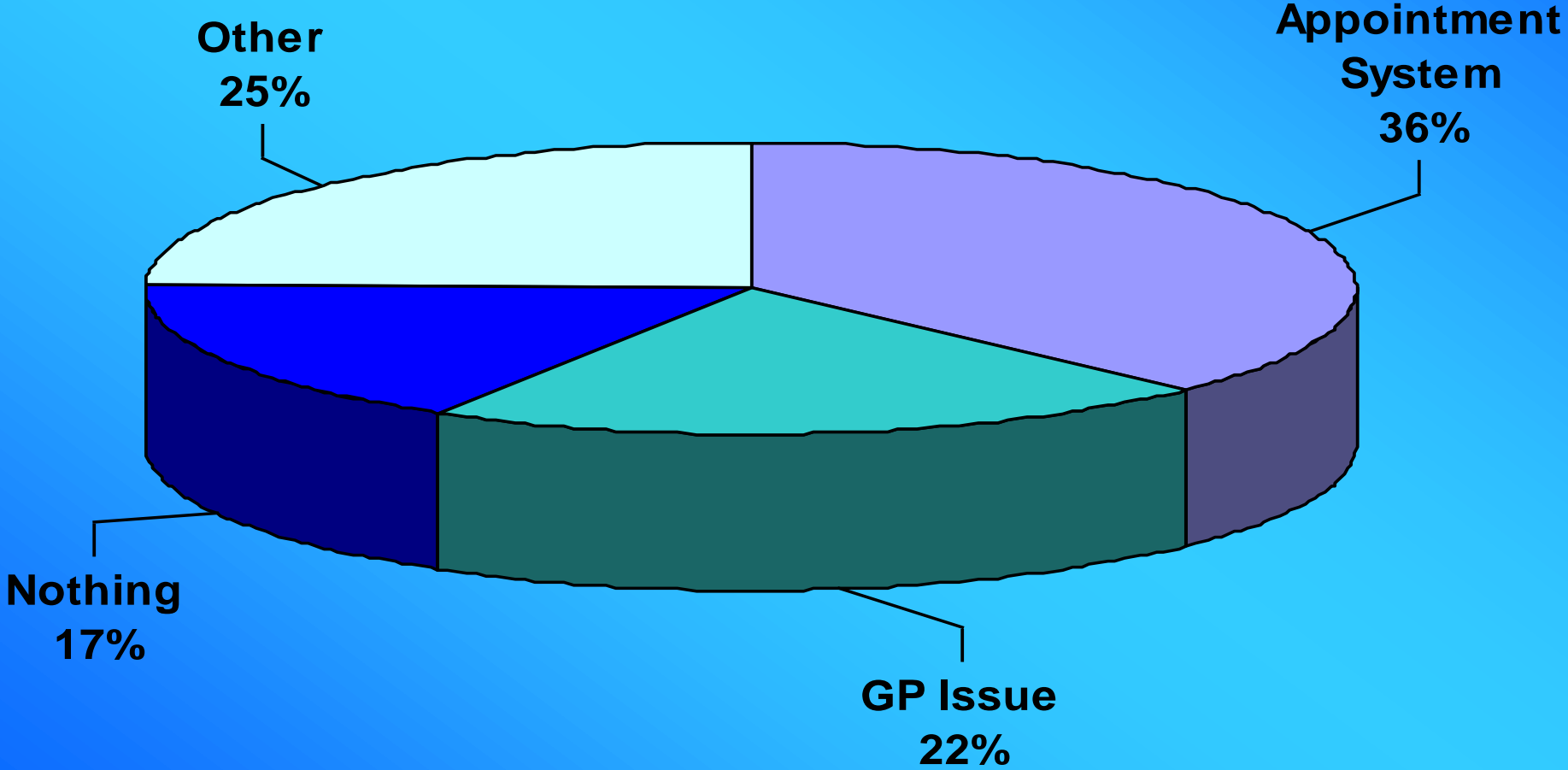


65 people had given comments to explain their reasons for how they answered Question 4:

- **29 (44.6%)** patients were unhappy with our current Appointment System
- **24 (36.9%)** of respondents felt there is a problem with GPs and Continuity
- **6 (9.2%)** patients commented on other areas
- **6 (9.2%)** patients said they would move to be closer to their home

Our final question asked what was the one thing the Practice could do to improve our services for the patient personally?

251 people answered the question:



External Factors that may have influenced the results of the survey

- The survey was run from Monday 8th July to Friday 2nd August – this was during a period that the Practice switched Clinical Systems and would have had some impact on the appointment system
- Dr Forde went on maternity leave during July
- Dr IJ left the Practice at the end of June
- Dr Allen had a significant period of sick leave after breaking her ankle at Easter

Due to three of these issues this meant that the Practice had a fair bit of Locum GP cover and would have impacted on GP continuity.

**How can we improve
our service.....**

