

Aelfgar Surgery - Patient Satisfaction Survey

December 2024

Summary

A patient satisfaction survey was undertaken in December 2024. The questionnaires were sent out to all registered patients aged 18 years and over who have had an appointment in the last 12 months. The results were compiled electronically via Microsoft forms – **784 Responses** were received, and the average completion time of the survey was **04:18 minutes**. This is in comparison to **113** responses received by the GP Patient Survey.

The collated data was analysed, and this enabled the practice to get a better understanding of areas for potential improvement in our current access arrangements.

Accessing the practice

Conclusion:

Comparing the results from the 2024 GP Patient Survey, the percentage of patients finding it very or fairly easy to access the practice has increased significantly.

Over half of the patients have failed to try to use the website, most that did found it very or fairly easy to use.

Action Plan:

- All staff to continue to promote the website and advertise on social media
- To try to maintain current staffing levels

Experience at last appointment

Conclusion:

The majority of results have increased. Patients have confidence in the clinicians.

Action Plan:

- To continue to deliver a high standard of patient care

Overall experience

97% of patients had a good overall experience of the practice.

Conclusion:

The overall results had been extremely pleasing with our results being above the national average.

Action Plan:

- This survey will be undertaken again in 12 months' time to assess that improvements made to the practice have been sustained.
- The practice will continue to encourage the completion of the friends and family surveys and will act upon any trends identified.