

Patient Survey Findings	National Average	Action plan
53% find it easy to get through to this surgery by phone + 55% describe their experience of making an appointment as good	Getting through 73% Appointment-making experience 73%	Aim for two more staff picking up calls during peak times. Look at getting a dedicated receptionist to answer calls at peak times. Option to book appointments online. Doctors educate patients so they are more in control of their health. Informing patients of the option to have a telephone consultation which gives them more options than just a face-to-face consultaion if the reason for seeing a doctor is not as medically urgent.
75% find the receptionists at this surgery helpful	87%	Maintain customer care training for reception staff so that high level care continues to be given to patients.
42% usually get to see or speak to their preferred GP	59%	Continue drive to appoint more GPs and develop strong relationships with locum doctors who can be called upon to fill in when needed
72% were able to get an appointment to see or speak to someone the last time they tried	85%	Continue to improve telephone system to enable patients to get through when attempting to book appointments. Telephone consultations are now offered as an option for less medically urgent cases. Receptionists ask nature of appointment before booking it.
11% usually wait 15 minutes or less after their appointment time to be seen	65%	Waiting times can be reduced by ensuring only dire emergency appointments are 'squeezed in'
13% feel they don't normally have to wait too long to be seen	58%	Doctors keeping consultations to allocated time as much as possible and allowing for more time for patients who require interpreters. When doctor/locum is delayed, display on Jayex board as quickly as possible
92% say the last GP they saw or spoke to was good at giving them enough time	87%	Maintain this high standard
90% say the last GP they saw or spoke to was good at listening to them	89%	Maintaing this high standard
81% say the last GP they saw or spoke to was good at explaining tests and treatments	86%	Continue to educate patients on the reasons required for further appointments respective of their test results. Not all patients need further appointments and the health centre endeavours to ensure they understand when in which circumstances they may do
78% say the last GP they saw or spoke to was good at involving them in decisions about their care	82%	Ensure clinicians continually use a collaborative process with patients so that they feel involved in all aspects of their care
86% say the last GP they saw or spoke to was good at treating them with care and concern	85%	Maintain high standard set
96% had confidence and trust in the last GP they saw or spoke to	95%	Maintain high standard set
82% say the last nurse they saw or spoke to was good at giving them enough time	92%	Contine to explain patients that the length of time spent is all they need. Ensuring that receptionists know which procedures carried out by nurses require more time and therefore allowing more appointment time for this.
84% say the last nurse they saw or spoke to was good at listening to them	91%	Contine to train nurses so that they deliver a high quality service during consultations
79% say the last nurse they saw or spoke to was good at explaining tests and treatments	90%	Improve customer care training of nurses so that their interaction with patients continues to be positive
83% say the last nurse they saw or spoke to was good at involving them in decisions about their care	85%	Contine to train nurses to use collaborative approach in their time with patients so that patients feel more involved
86% say the last nurse they saw or spoke to was good at treating them with care and concern	91%	Contine to train nurses so that they deliver a high quality service during consultations
88% had confidence and trust in the last nurse they saw or spoke to	97%	Improve customer care training of nurses so that their interaction with patients continues to be positive
62% describe their overall experience of this surgery as good	85%	Customer service training for staff. Doctors ensuring appointmetns are within allocated time as much as possible
56% would recommend this surgery to someone new to the area	78%	Improve processes all round