**Greet Medical Practice**

**Patient Practice National Survey Report**

**SURVEY REPORT**

**Month: April 2018 – March 2019**

60 patients undertook the Patient Survey for Greet Medical Practice about their views and experiences with the surgery. Patients also gave us feedbacks on the area’s we needed to improve on the most. The latest survey was carried out between April 2018 and December 2019. The national survey was done in the practice in three different languages. Bengali, Urdu and English.

**Questions Asked:**

**Been seen in the last 12 months**

17 Patients have been seen 1 or 2 times

13 Patients 3 or 4 times

9 patients 5 or 6 times

9 Patients more than this

3 Patients did not visit the practice

**Been Seen by Dr or nurse**

45 patients were seen by a Doctor.

5 Patients were seen by the nurse

**How do you rate the reception**

1 - Poor

12- Fair

25- good

16 - Very good

13 - Excellent

**Rate the opening hours**

1 patient found this Poor, 2 patients said this was Fair, 25 said it was good

15 said Very Good, 13 said this was excellent.

**When asked how well the Drs listened**

Six patients agreed he/she was fair. Twenty two patients agreed good/very good and thirteen said this was excellent.

**Patient were asked how much the Dr put them at ease**,

Most patients gave a positive reply,

Nineteen patients said good/very good. Eleven said this was excellent.

**They were asked did the Dr involve you in decision.**

Most patients agreed the Dr very much have them involved. Twenty three patients agreed good/very good and nine said Drs were excellent.

**How well the Dr explained the problem?**

Patients replied positively to this question; 22 patients said good/ very good and 12 said this was excellent.

**Amount of time spent with the Dr;**

Only one patient stated this was poor, 22 patients agreed good/very good, 8 patients agreed this was excellent.

**When asked about the Drs Patience;**

Eight patients agreed good/very good, 12 said excellent and 2 patient thought this was poor.

**Drs Care and concern,**

14 patients agreed good/very good care, 11 said the care and concern was excellent, and only one patient replied poor.

**Rate how clean the surgery is**

6 – Fair

25- Good

9 – Very good

13 – Excellent

**Seen by a particular Dr**

11- Same day

3- Next working day

2- Working day

3- 2 working days

9- 3 working days

10 – A week

16- Within 2 weeks

**Patient where asked how they would rate this**

20 patients said it was Fair, 25 said it was Good, 11 agreed it was very good, 2 said it was Excellent and for 2 patients it didn’t apply.

**Seen by any Dr**

16 patient said they were seen on the same day, 5 patients said they were seen the next working day, 3 patient said they were seen within two working days

2 patients stated they were seen within 3 working days, 7 patients said they were seen within 1 week.

10 patients stated they were seen after two weeks.

**Patients were asked how they would rate this;**

3 Patients said that was very poor, 9 Patients said this was poor, 9 Said it was Fair, 10 said it was good, 8 agreed it was very good and 3 said it was excellent. For 5 patients this question didn’t apply.

**Get through the practice phone**

10 of the patient found it very poor, 4 Patient found it poor, 7 said this was fair, 16 patient found it good/very good and 4 found it excellent.

**When asked about speaking to a Dr Over the phone patients responded;**

13 patients thought the service was poor/ very poor, 9 stated this was Fair, 20 patients thought this was good to very good, and 4 found this excellent.

**See a GP Urgently on the same day**

27 patients said yes, 14 patients said No, and 10 patients did not know

**How long till your consultation?**

2 Patient- five minutes or less, 9 patients said 6-10 minutes

20 patients said 11-20, 9 patients stated 21-30 and 9 patients said over 30 minutes.

**When asked how they rated this patients responded;**

11 patients thought this was poor, 18 thought this was fair, and 20 patient thought this was good/ very good.

**Asked about symptoms**

2 patients showed a negative view by saying this was poor, 7 agreed this was fair, 20 stated this was good/ very good and 14 responded excellent.

**Understand your problems**

14 patients said they understood their problems much moor, 13 said they understood a little more and 12 said they understood the same.

**When asked if patients kept themselves healthy,**

12 stated much moor, 10 agreed a little more, and 11 stated the same.

**When asked how well they coped with their illness**

12 patients said they coped with it much more, 10 said a little more and 11 stated they coped the same.

**long standing illness or disability**

Eleven patients had long standing illness or disability, and twenty six did not have any illness/ disability.

**Ethnic groups**

14- Asian or Asian British

1. mixed
2. other

**Male or Female**

Sixteen males took part and 25 females.

**ages**

Less than 16- 1 patient

16-25 - 7 Patients

26- 39 – 11 Patients

40- 64 - 10 Patients

**Patient’s comments and feedbacks from the National Survey**

* Happy with the surgery and staff
* Recommended this surgery to their friends
* Brilliant receptionists
* Good Drs
* Quick emergency appointments when needed
* Good practice very helpful
* Phone lines are very busy in the mornings
* Due to my illness the surgery priorities me properly.
* Very good Drs, I am Happy
* Dr’s are excellent

**Actions Taken by Surgery after feedback**

The practice manager went over patient’s feedback from the survey with all the appropriate staff. Most of the feedback that where given were very positive and the following actions implemented.

* More online appointments were added and are accessible through online access.
* More appointments were accessed on the extended access hub.
* A third phone line was added so patients could access the practice more efficiently.
* Patients were encouraged to order by EPS which saved them more time when ordering repeat prescriptions. It also saved patients collection time.
* New Mjog available for patients appointments and test reminders
* Patients can now access their medical records online through Patient Pack app, as well as ordering medication, booking appointments at the practice and at the extended access hub.
* There have been changes to a few medications that patients are now able to get over the counter for minor elements. E.g. from the pharmacy or local supermarkets. This will improve the appointments demand from the patient.