**Greet Medical Practice**

**THE NHS GP PATIENT SURVEY REPORT**

The NHS GP patient survey is carried out annually by the NHS. The survey aims to provide overall information of patient’s experience of primary care services. We have carried out a in house patient survey which has shown improvements.

The areas we were looking to improve are listed below.

**Where patient experience could improve**

* 50% of respondents were satisfied with the type of appointment they were offered
* 69% of respondents say the healthcare professional they saw or spoke to was good at treating them with care and concern during their last general practice appointment
* 65% of respondents describe their overall experience of this GP practice as good

We asked our patients a number of questions which we have analysed into data that we can compare to the above improvement areas.

**Analysis of data**

From our in house survey we have analysed both the areas we needed to improve and the data that we have collected from our survey. We were mainly looking at the three areas that required improvement which where,

**Where patient experience could improve**

1. **50%** of respondents were satisfied with the type of appointment they were offered
2. **69%** of respondents say the healthcare professional they saw or spoke to was good at treating them with care and concern during their last general practice appointment
3. **65%** of respondents describe their overall experience of this GP practice as good

**Our in house survey showed a much better outcome to these questions.**

1. **75%** of respondents were satisfied with the type of appointment they were offered.
2. **81%** of respondents say the healthcare professional they saw or spoke to was good at treating them with car and concern during their last general practice appointment.
3. **77%** of respondents describe their overall experience of this GP practice as good.

Overall the in house practice survey compared to the NHS patient survey had got better results. We have noticed from this survey that 52% of patients have responded that they are not usually able to see or speak to a doctor of their choice. This could be because they have arranged for an urgent on the day appointment which is with any GP or that the doctor of their choice has been booked for the next available clinic.