**Greet Medical Practice**

**BSC GP Patient Survey**

**SURVEY REPORT**

**Month: 1ST April 2018-March 2019**

259 patients undertook the (BSA) survey for Greet Medical Practice about their views on and expression toward the services and other health issues in general. The latest survey was carried out between April 2018 to March 2019.

**Section 1: The Friends and Family Question**

1. How likely are you to recommend our GP Practice to friends and family if they needed similar care or treatment?

There was a total of 144 patients that stated that they were “extremely likely” to recommend our GP Practice to their friends and family. 81 patients said they were “likely” to recommend to others, and 8 patients said they would “neither likely nor unlikely” to recommend this surgery to others. This feedback seemed very positive with patient’s recommendation of this surgery.

**Section 2: Why you have visited**

1. Most of the patients that attended the surgery came to have their blood tests done. A few patients attended due to a new health condition, and the majority of the rest of our patients stated that they had attended the surgery due to an ongoing health condition.

**Section 3: Making an appointment**

A total of 144 patients out of the 259 surveyed provided a rating of either “very good” or “good” in regards to being able to get through on the telephone. 115 patients selected a rating of “poor” or “very poor” or and a very few stated “neither”.

**Section 4: Reception Staff**

1. Most of the patients who attended were very happy with the helpfulness provided from the reception staff; majority of patients gave positive feedbacks. Only 3 patients provided a negative response regarding how helpful the receptionists are.

**Section 5: Cleanliness of the environment**

Almost All Patients that took part in the survey stated that the patients waiting area, consulting rooms and toilets were clean. Only three patients stated this was poor but overall a positive feedback was given.

**Section 6: The Health Professional you saw today**

The Survey indicated that overall most of the patients that had visited the surgery to see a health care assistant or doctor were indeed happy and satisfied with their visit.

 Only a few (three patients in total) had responded to this as being poor.

**Patient’s comments and feedback received from survey:**

* Very understanding Doctor’s
* Very good Service
* Drs and staff are very nice and polite
* Co-operative and friendly
* Supportive and helpful staff
* They are always accommodating
* Friendly knowledgeable staff
* Too long waiting times
* Very helpful clinic always reach to help
* They give good care and respect
* Always busy hard to get appointments
* Friendly but hard to get appointments
* Have been with them for years

**Action taken by practice following feedback**

The Practice Team discussed the findings and feedback from the survey and agreed that patients gave an overall positive feedback. A staff meeting was held and although the majority of the comments were good and reassuring, the practice manager went over the area’s in which the practice could improve on.

* An additional third phone line was added which means more staff answering and dealing with telephone queries.
* More appointments available through the Hub at Oakwood surgery and various other locations. Patients can also book appointments themselves.
* New Mjog available to set appointment reminders and Text alerts.
* More online appointments available through online access
* Patients are offered EPS options when ordering prescription making it easier to collect prescriptions direct from their chosen pharmacy.
* More appointments reserved for urgent appointments (after three o’ clock.)
* Additional trainings arranged for staff.
* More posters and leaflets given to patients regarding services available to them.
* More patient meetings arranged so they can express their concerns in person.