

Overall the survey process requires more thought in its design and more responses in order to give it greater value. As a back drop to this 191 responses equates to less than 3% of the patients on the Practise role. [6500] It would be of interest to know how many patient visited the Surgery during the survey period because this is far greater than 191.

The PPG should take a very close look at what questions are asked and why they are asked as well as examining the ways of increasing the responses. The Clinical Commissioning Group think out survey is too long.

Q1 Reception 96% favourable. A very worthy result of high praise.

Q's 2 -7 The overall impression is that patients understand that there is a wait to get an appointment and also a wait at the surgery before seeing the nurse. [The clue is in the existence of a waiting area.] Perhaps the doctors or nurses as a group would like to set a target on what they would like to aim for in these areas.

Q8 Responses to this question were very split with 41% feeling un-informed. Could this be improved?

Q9 Another split result and one of the usual chestnuts. Why is it easy for some and difficult for others? I suspect it is the time they ring. If this is true can we start a campaign to avoid the 8.00 scrabble?

Q10 -11 This proves good information for the offering of more telephone consultations.

Q12-13 There where 1/3 of mobile phone users who have yet to give their number to reception. Find a way of getting this information as part of the plan to reduce DNA's.

Q14-15 60% have internet access. We should be collecting email addresses for communicating with patients.

Q16-27 These are all high 90%+ favourable results deserving high praise. Perhaps the Doctors and Nurses as a group/s would like to explore the few low end scores.

Q28-29 Noticeboards, newsletters and emails and other ideas from PPG to maintain and improve this area.

Q31 What can we do to make this as near 100% as possible?

Q32 This looks to be a high number?

Q33 The Surgery is good are conveying information.

Q36 – 37 The car park is not an issue although people without disability could have skewed disabled spaces question.

Q38 Surprisingly the waiting area seating is not an issue