

Patient Survey Results



Thank you to all those that took the time and trouble
to fill out the Patient Questionnaires

General Overview

The Polkyth Surgery Patient Participation Group has recently carried out a survey seeking patients views on their experiences of Polkyth Surgery.

Over 330 patients completed and returned the Patient Survey Questionnaire.

The results were very encouraging with over 84% of patients saying they were likely to recommend the Practice to someone else.

The following pages show some of the issues raised and the actions being taken by the Practice to help resolve these.



Practice Opening Times

Many patients were unaware of when the Practice was open and when it is closed. The Practice is open as follows:

Monday 8am— 6.30pm

Tues 8am—7pm

Wed 8am—6.30pm

Thurs 8am—7pm

Fri 8am—7pm

Sat 8am—11am

The Practice is open throughout the day and does not close for lunch.

15% of patients surveyed wanted the Practice to open after 6.30pm. Therefore in direct response to this we are now open until 7pm on Tuesdays, Thursdays and Fridays

Reception Staff

Although 95% of patients felt the Reception Staff were helpful, there were some less than complimentary comments.

The Reception staff have undergone further training since the Survey was carried out and will be more proactive in ensuring patients are informed if the clinics are running late

Appointments

It was clear from the survey results that those patients seen within the last 3 months had a much more positive experience than those patients seen prior to this. We believe this accurately reflects the positive changes that have been made within the Practice.

Internet Booking

Whilst some patients welcomed the idea of being able to book appointments via the internet, 61% of those surveyed felt they would not use this service. The Practice has therefore deferred introducing this and will re-survey patients next year.

Appointment Length

63% of patients surveyed were unaware that they could book a longer appointment if they felt it was necessary. Appointments are currently 10 minutes in duration but patients can ask for a “double” appointment if they have more than one thing to discuss or feel they need more time.

Access to a GP for routine appointments

It was clear from the survey results that those patients that had not been seen recently had felt that they had to wait too long for a routine appointment, even when willing to see any GP.

It was felt by the Patient Participation Group that the majority of patients needing a routine appointment, who were willing to see any GP, should be offered an appointment within one week.

Appointments Continued

In response to this, the Practice has re-arranged the working day and can now offer an additional 100 appointments per week.

Next Steps

The Patient Participation Group, along with the Practice, will be monitoring the impact of these changes.

We will be carrying out a further Patient Satisfaction Survey next year.

In the meantime if you have any comments you wish to make about the service received, please use the comments book available in Reception

Thank you