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THE TOWN SURGERY PATIENT SATISFACTION SURVEY 2014

How The Town Surgery Patient Survey was carried out:

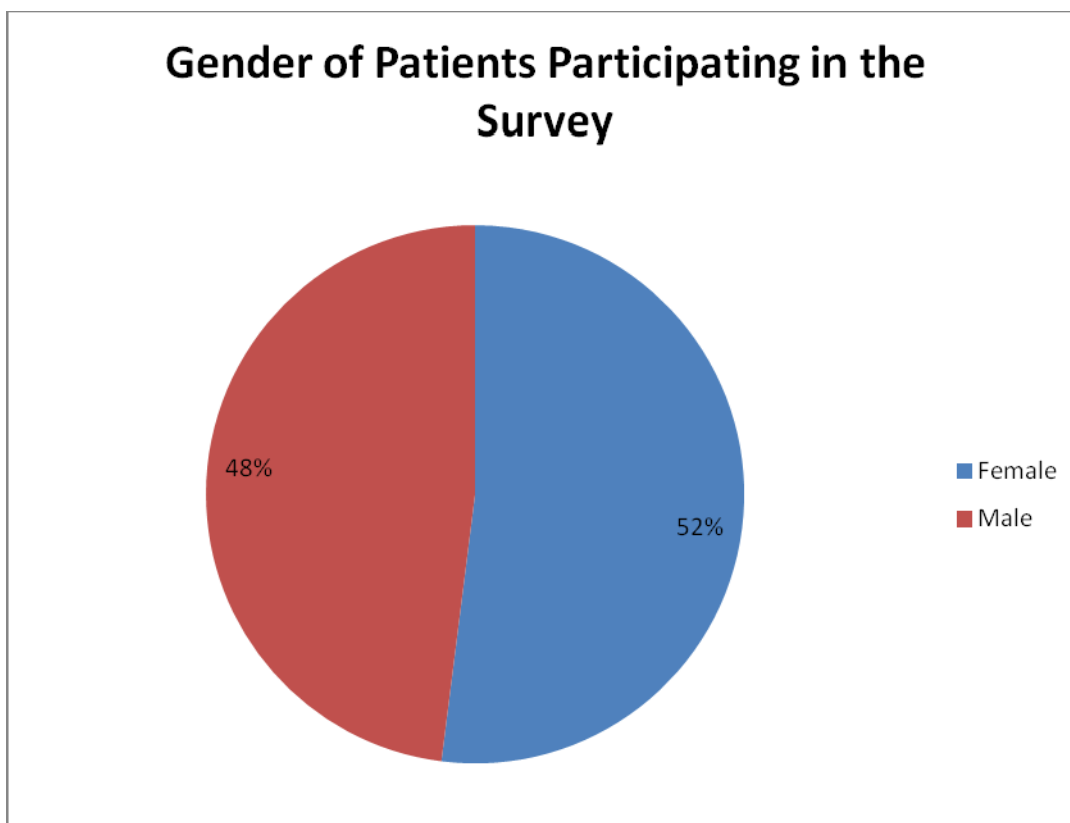
The patient questionnaire was randomly distributed amongst patients in the waiting room by the receptionists, whilst they were waiting for consultation. This was done on different days across morning and afternoon sessions. A total of 50 questionnaires were distributed amongst various ethnic, age and gender groups to reflect the Practice Patient list size.

The results have been analysed and represented below in a tabular and schematic format.

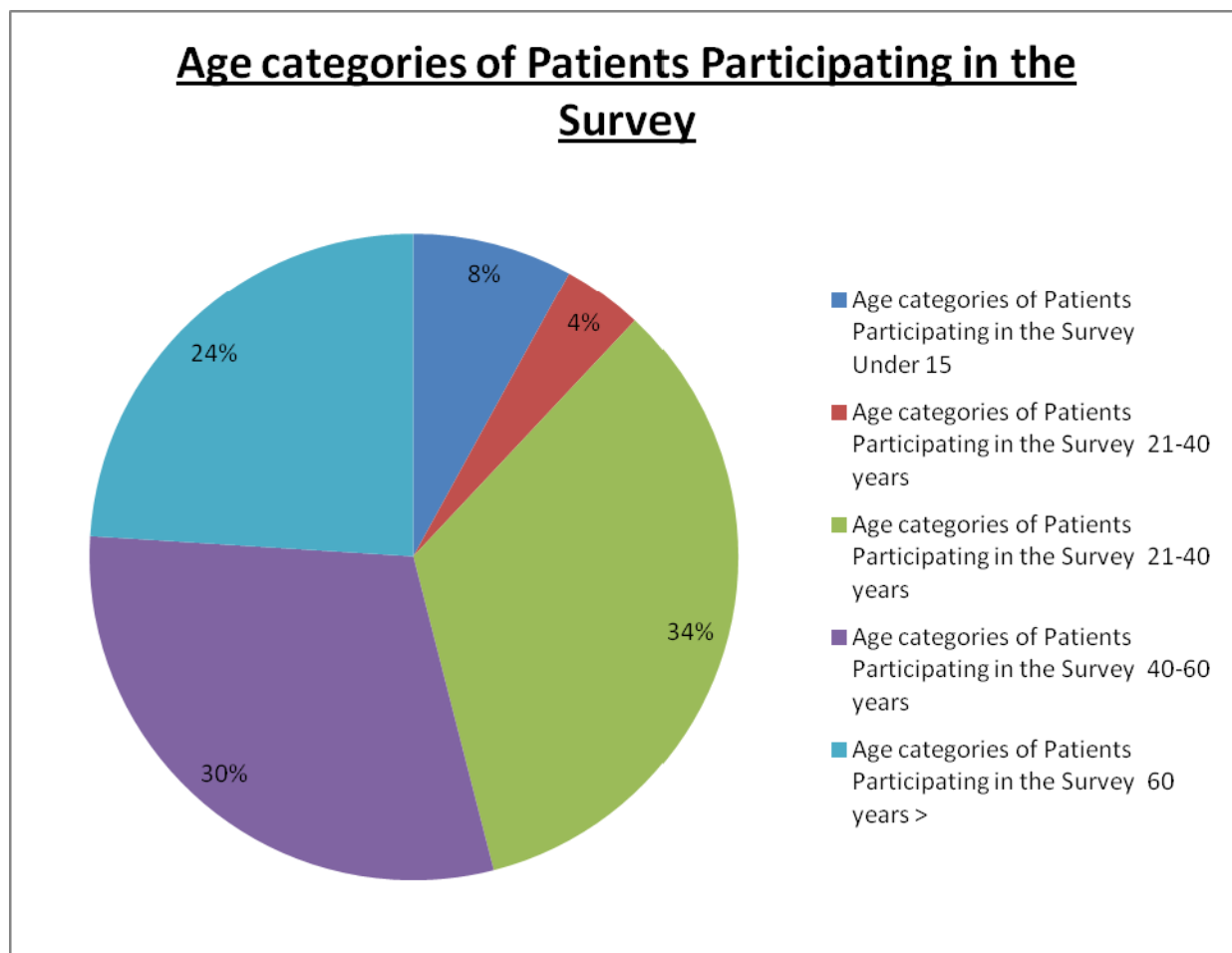
RESULTS

In order to promote impartial results and an accurate as possible reflection of Practice list size, the questionnaire was distributed amongst a varied practice population.

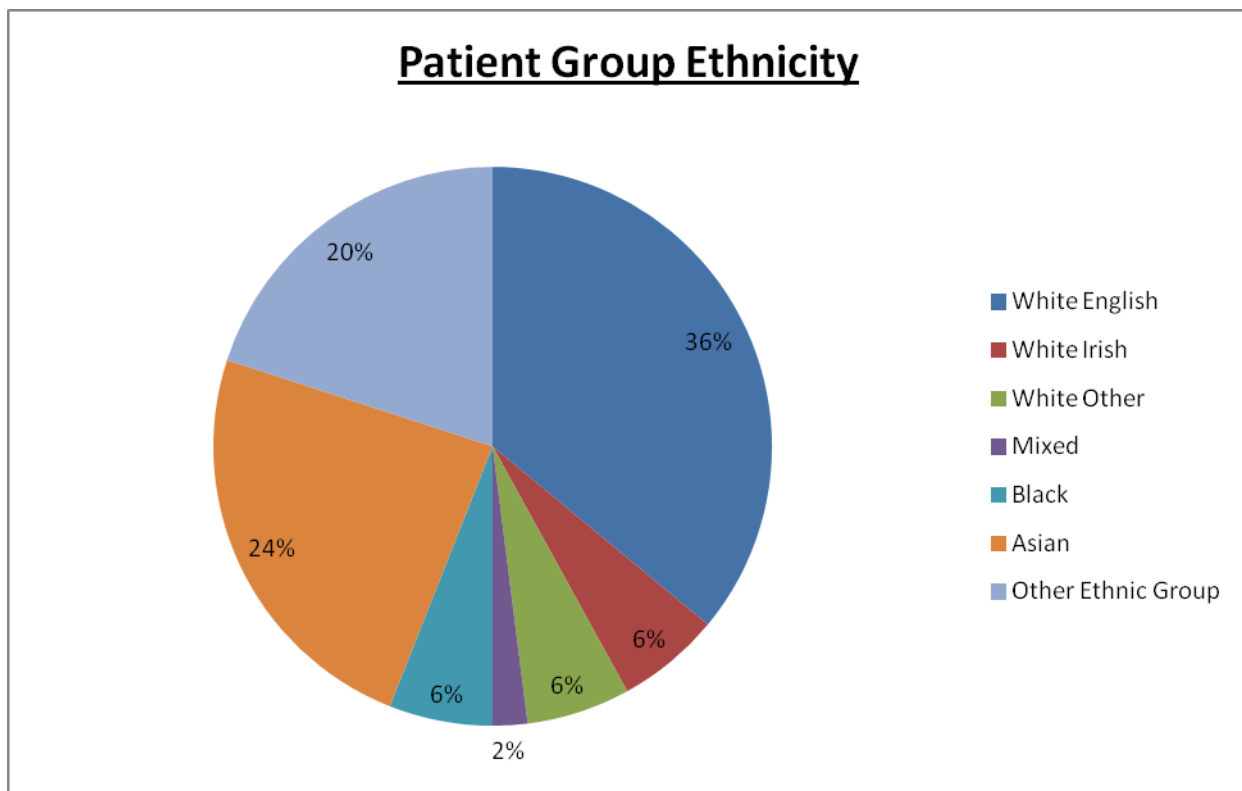
<u>Gender of Patients Participating in the Survey</u>	
Female	26
Male	24



<u>Age categories of Patients Participating in the Survey</u>	
Age Category	No. of Responses
Under 15 [Parent/career filled form on behalf of the child]	4
15-20 years	2
21- 40 years	17
40-60 years	15
60 >	12

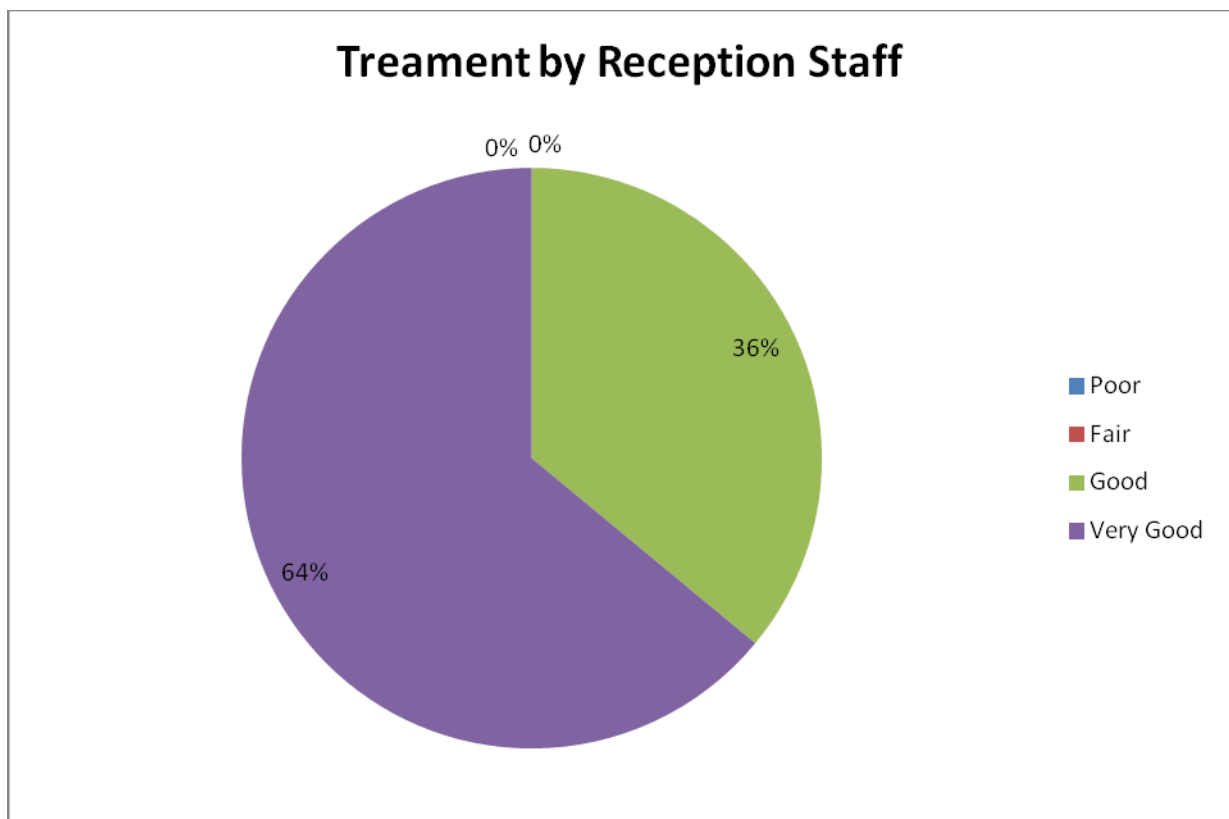


<u>Patient Group Ethnicity</u>	
Ethnicity	No. Of Responses
White English	18
White Irish	3
White Other	3
Mixed	1
Black or Black British	3
Asian	12
Other Ethnic Group	10



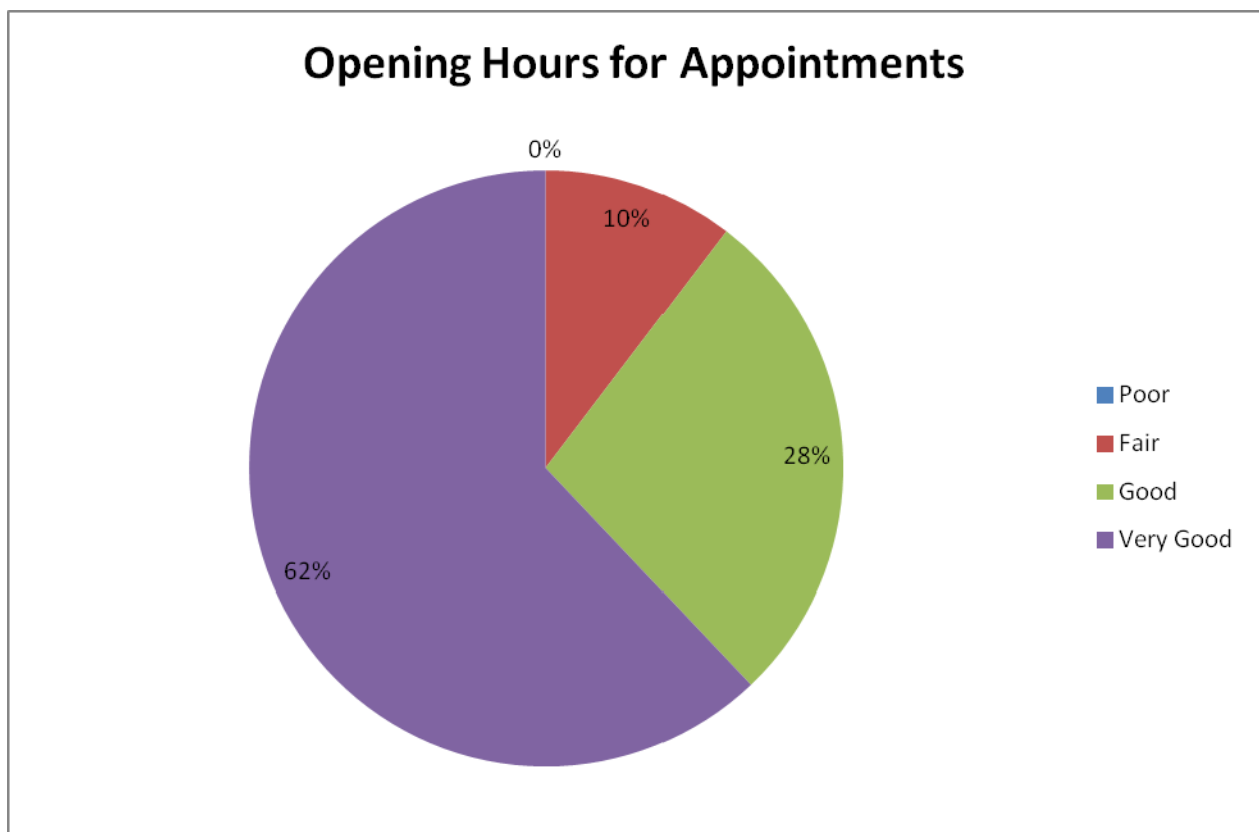
The following questions look at satisfaction of general service

<u>How do you rate the way you are treated by the receptionists?</u>	
	No. of Responses
Poor	0
Fair	0
Good	18
Very Good	32



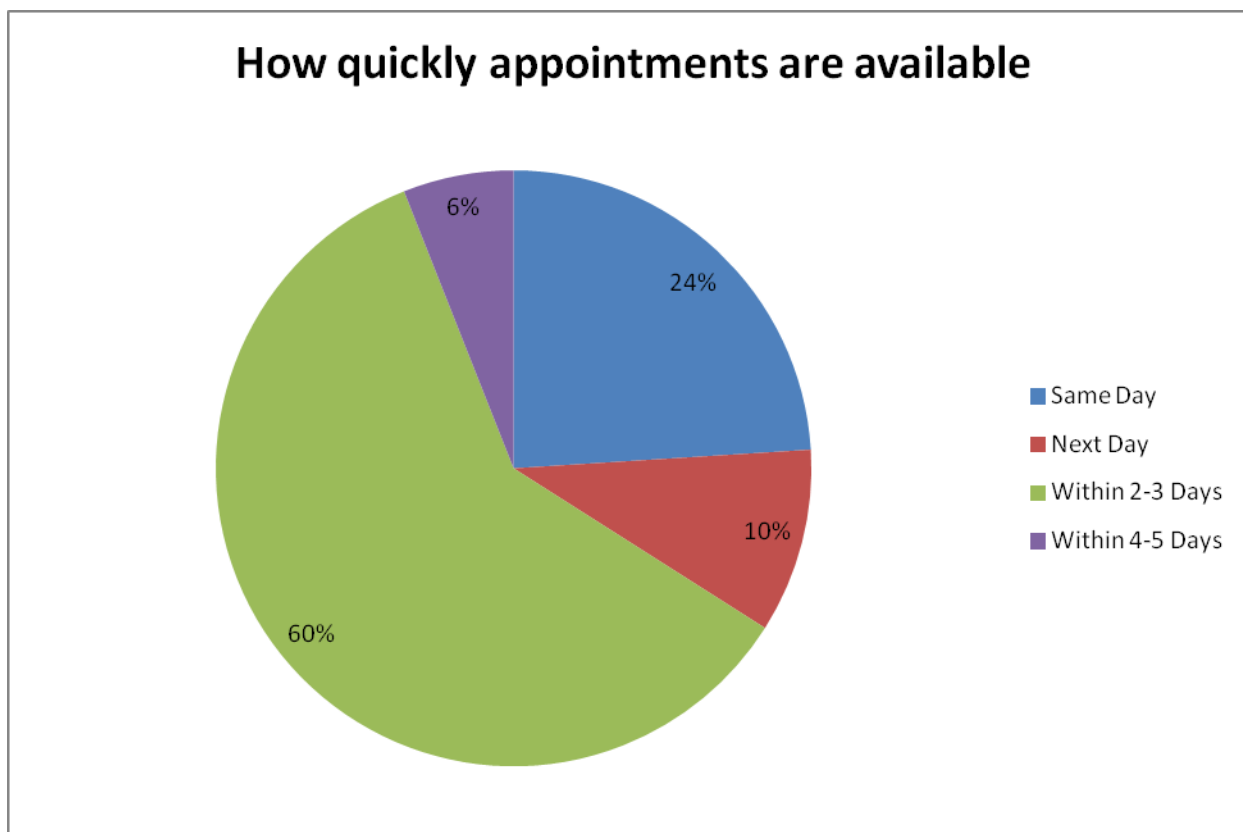
Looking at the graph it can be seen that 64% of patients surveyed thought that the treatment by Reception staff is Very Good, whilst 36% thought it was good. It can be concluded that the majority of our patients are likely to feel well treated by our Reception staff.

<u>How do you rate the hours that the practice is open for appointments?</u>	
	No. of Responses
Poor	0
Fair	1
Good	22
Very Good	27



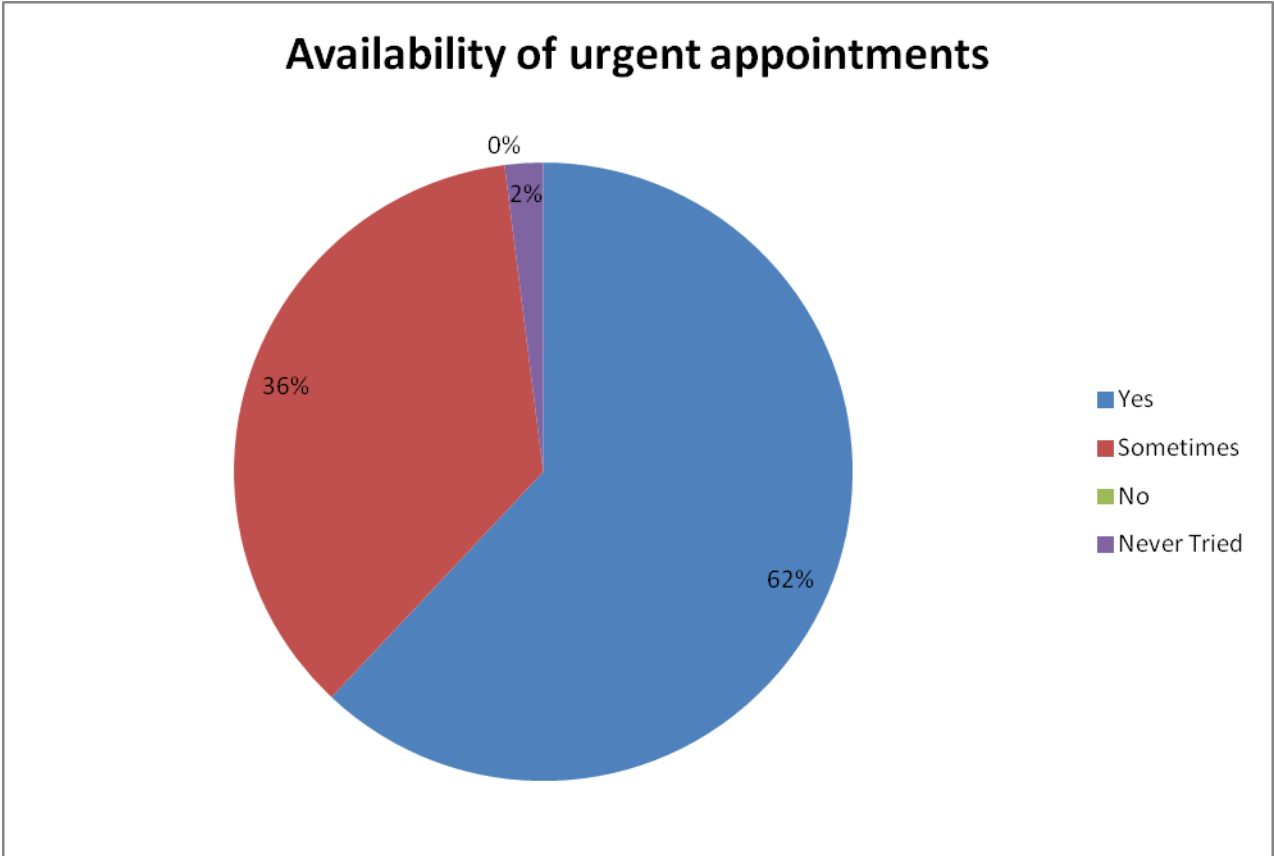
The majority of patients felt that the current opening hours for appointments were either good or very good. It can be deemed that overall most patients are satisfied with the current opening hours for appointments.

<u>How quickly do you get an appointment with your Dr?</u>	
	No. of Responses
Same Day	12
Next Day	5
Within 2-3 days	30
Within 4-5 days	3



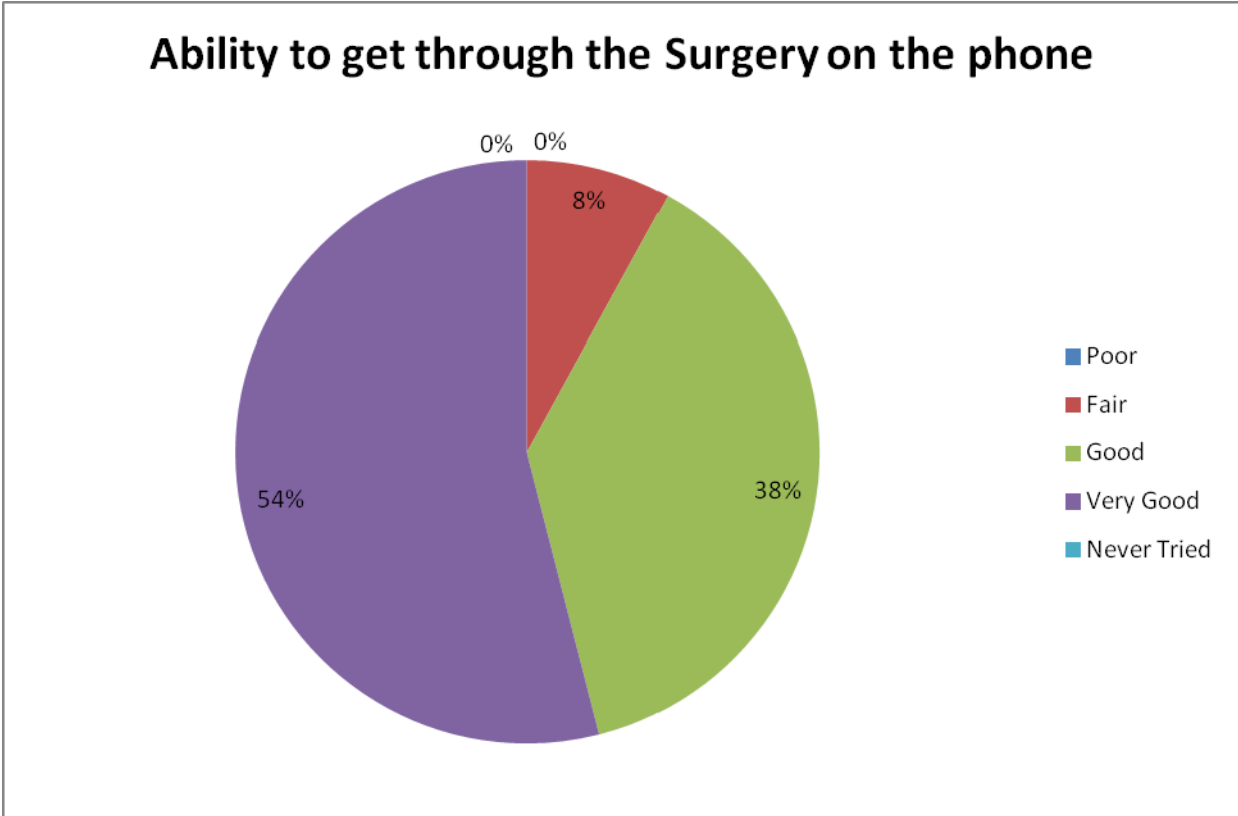
The results above highlight that all patients who try to book an appointment are given one within 5 days. The Surgery tries where possible to give normal non-urgent appointments within 2-3 days where there is availability. All urgent requests for appointments are treated on an emergency basis and same day/next day appointments given.

<u>If you need to see your GP urgently, can you normally get seen on the same day?</u>	
	No. of Responses
Yes	31
Sometimes	18
No	0
Never Tried	1



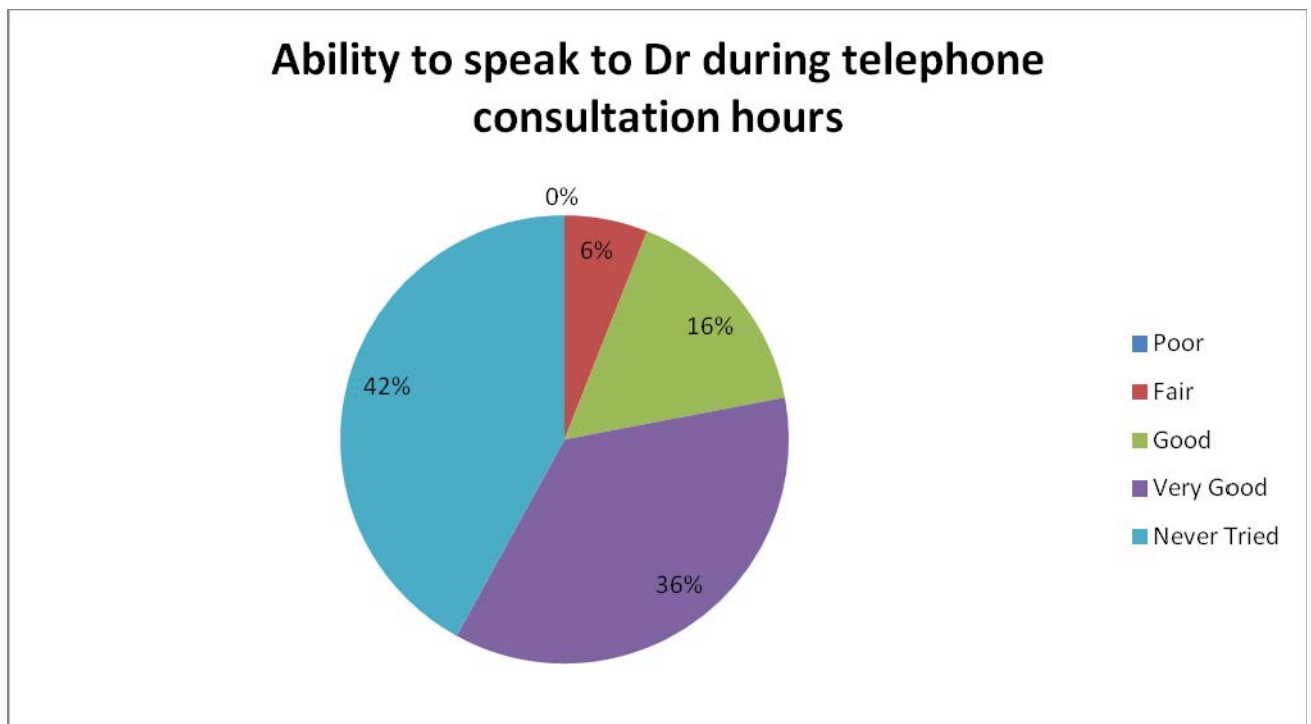
The Surgery endeavours to give urgent appointments on the same day to all patients specifically those in vulnerable categories [i.e. Elderly, children]. This is reflected in the results above. Urgent appointments are appropriately triaged by reception where there limited same day appointment availability, a next day appointment is given.

<u>When you Phone through to the Surgery, how would you rate the ability to get through?</u>	
	No. of Responses
Poor	0
Fair	4
Good	19
Very Good	27
Never Tried	0



More than half the patients surveyed felt the ability to get through the Practice via the phone is very good and more than quarter through it is good. All receptionists try and answer a call within three rings. The integral phone system also has a queuing system to allow a patient to decide whether they want to wait or try again later.

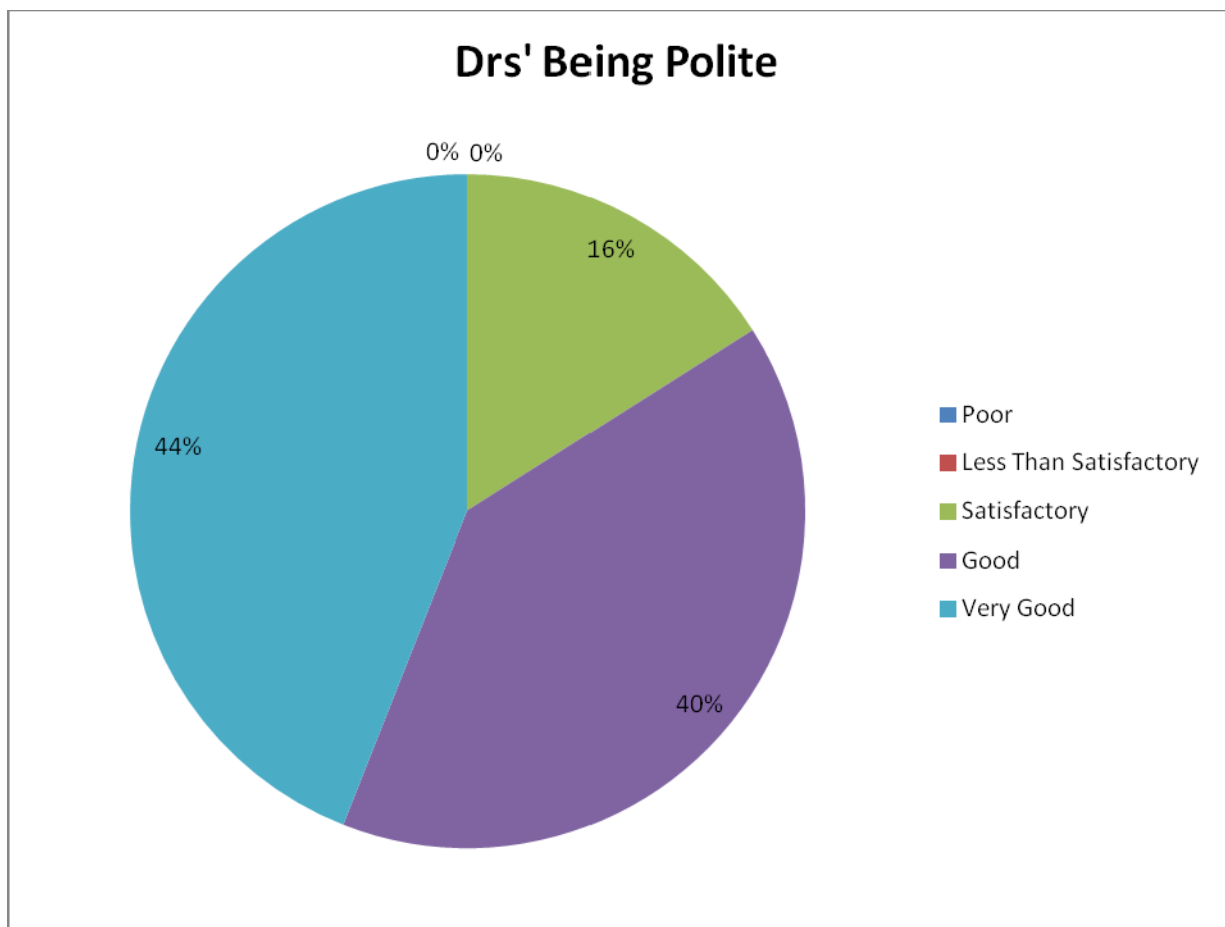
<u>Ability to speak to the Doctors during the telephone consultation hours?</u>	
	No. of Responses
Poor	0
Fair	3
Good	8
Very Good	18
Never Tried	21



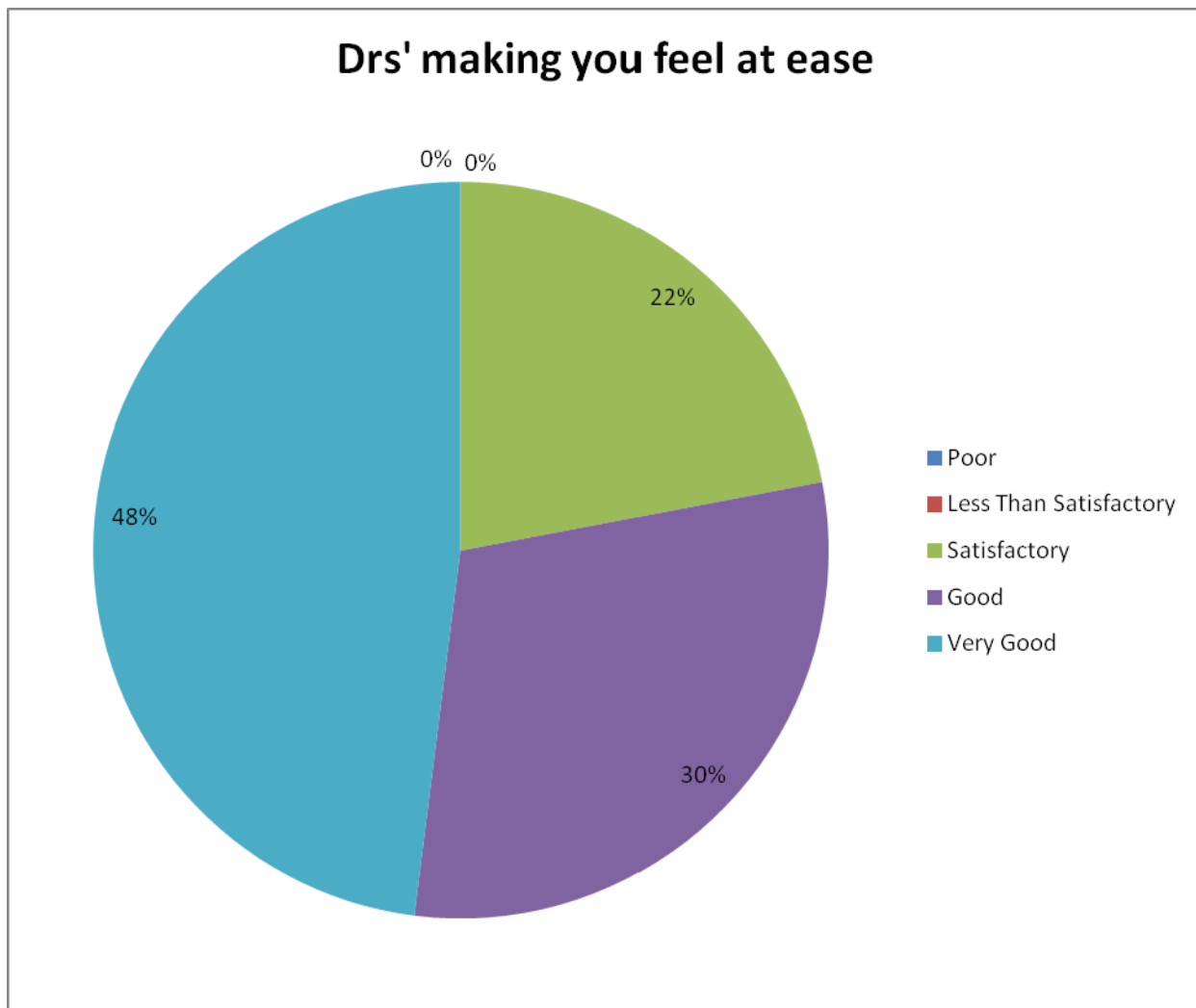
36% of the patients' surveyed felt the ability to speak to the Dr on the telephone is very good whilst 16% thought it was good. A large proportion of the patients' have never tried. It is unclear whether this due to the fact that they are unaware that the telephone consultation slots exist or whether they preferred face to face consultation. This is something Practice can look into and perhaps make patients aware that telephone consultation slots with Drs are available to be utilised.

The following questions looked at Dr's Communication and interpersonal skills

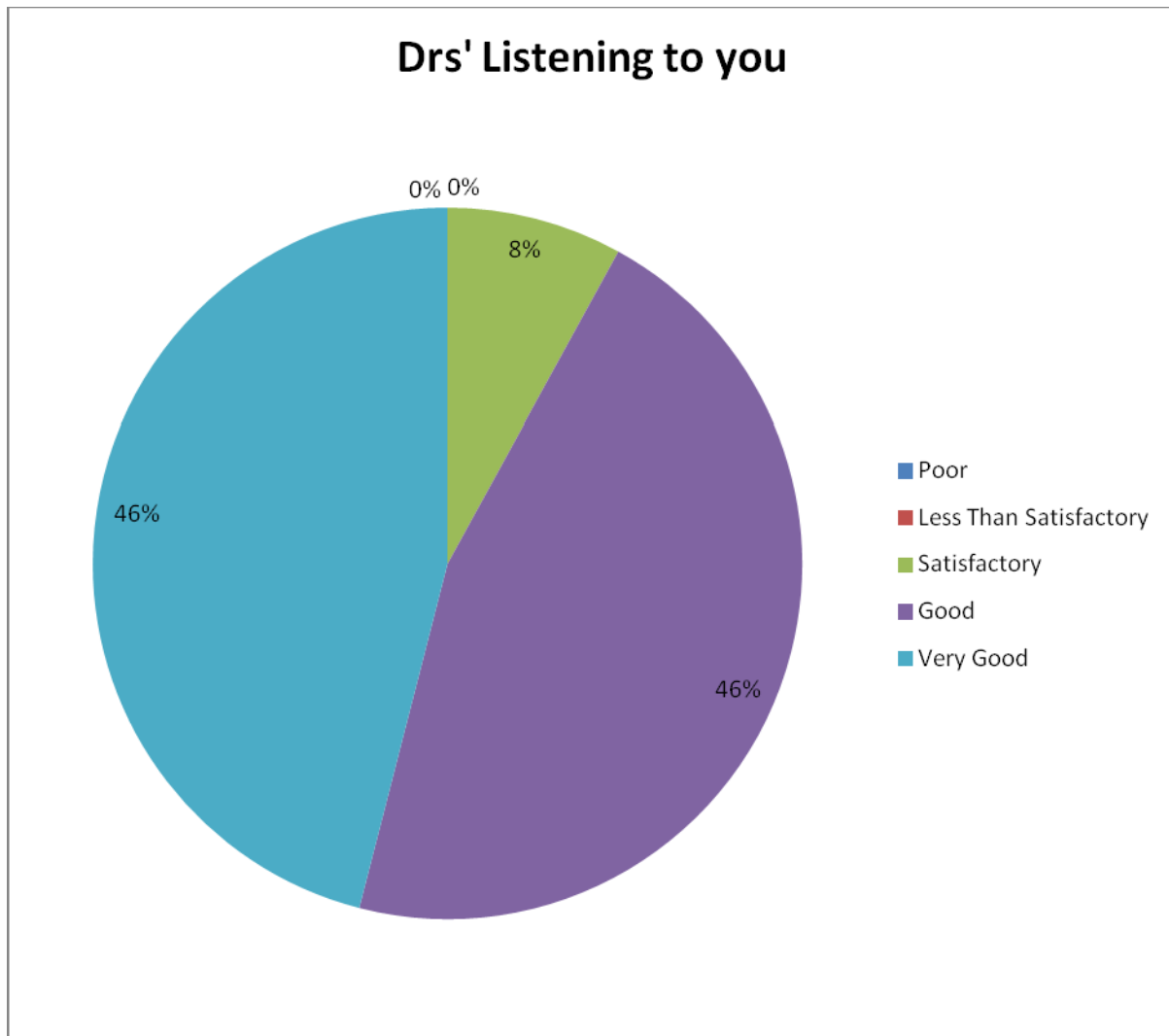
<u>Being polite</u>	
	No. of Responses
Poor	0
Less than satisfactory	0
Satisfactory	8
Good	20
Very Good	22



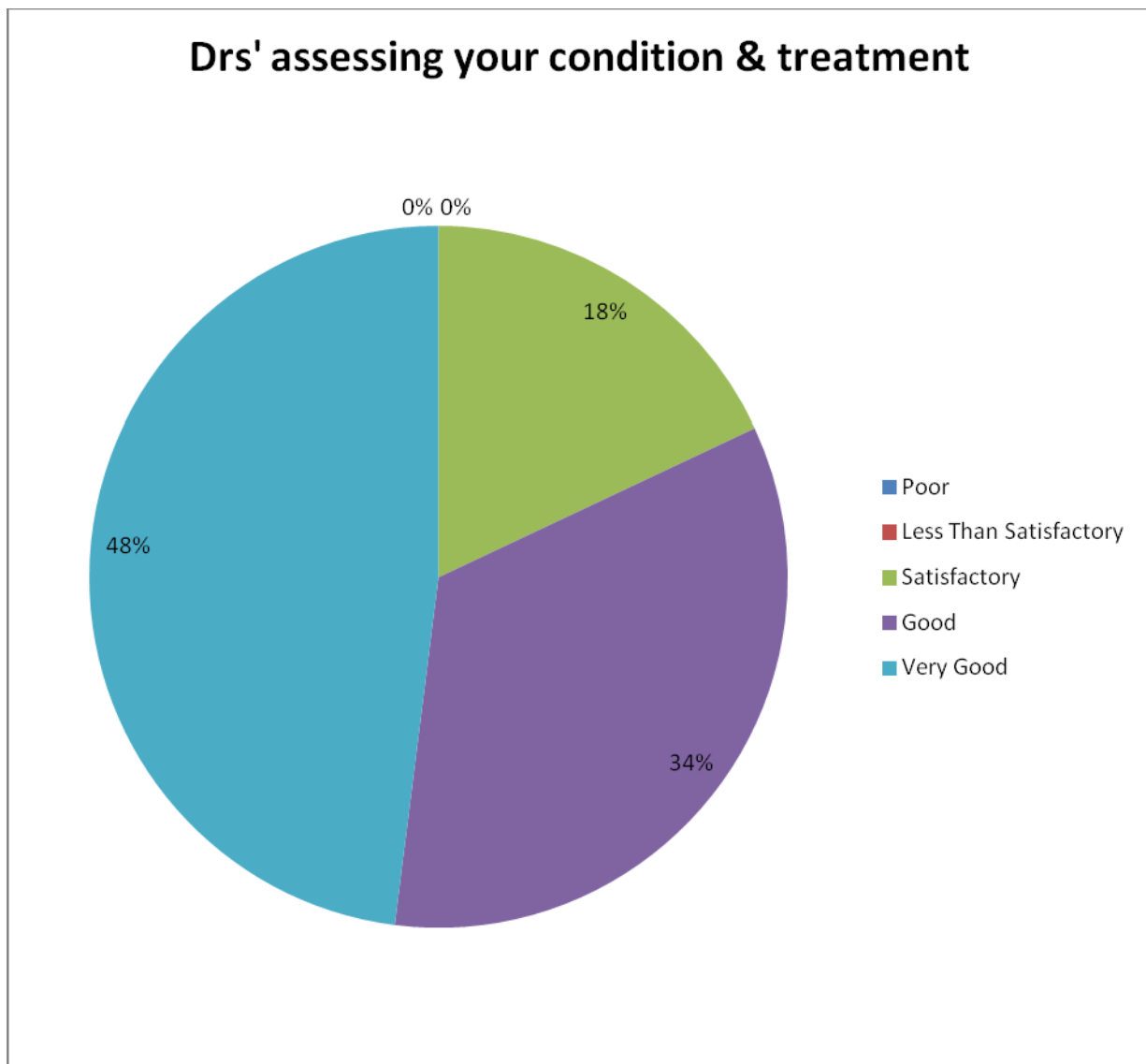
<u>Making you feel at ease</u>	
	No. of Responses
Poor	0
Less than satisfactory	0
Satisfactory	11
Good	15
Very Good	24



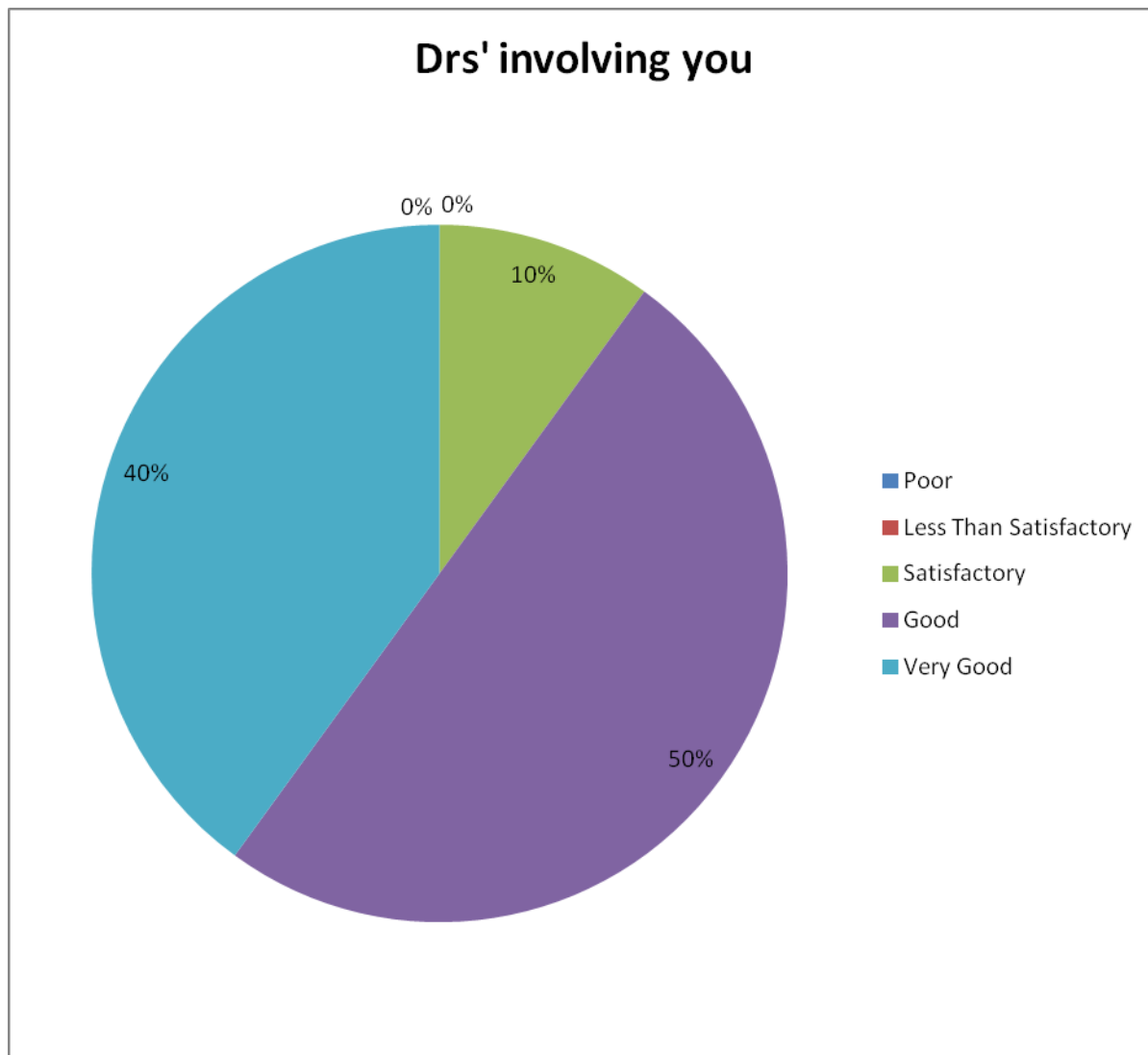
<u>Listening to you</u>	
	No. of Responses
Poor	0
Less than satisfactory	0
Satisfactory	4
Good	23
Very Good	23



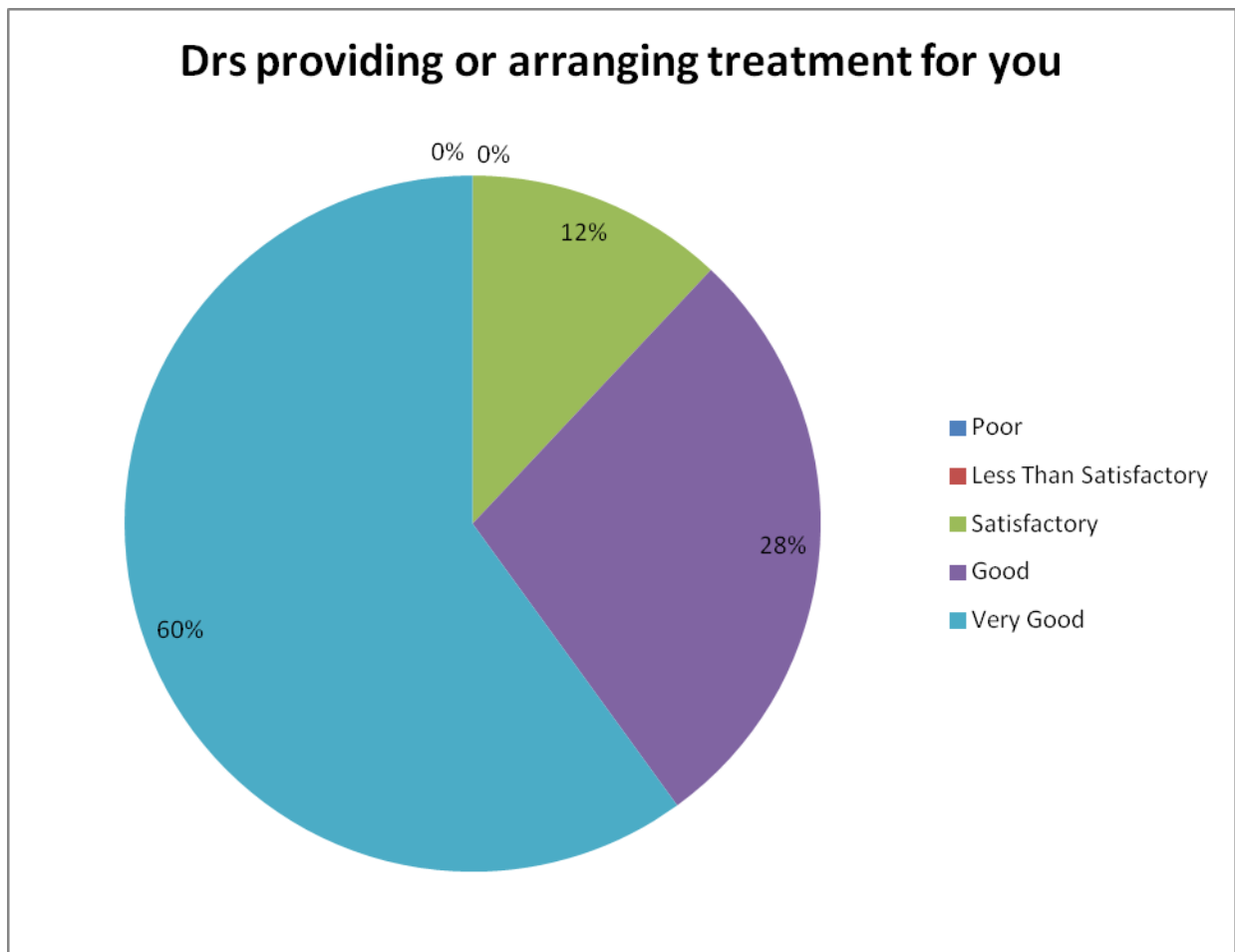
<u>Assessing your condition and treatment</u>	
	No. of Responses
Poor	0
Less than satisfactory	0
Satisfactory	9
Good	17
Very Good	24



<u>Involving you in decisions about your treatment</u>	
	No. of Responses
Poor	0
Less than satisfactory	0
Satisfactory	5
Good	25
Very Good	20



<u>Providing and arranging for your treatment</u>	
	No. of Responses
Poor	0
Less than satisfactory	0
Satisfactory	6
Good	14
Very Good	30



Overall, it can be seen that in the aspects rated, that the Drs scored satisfactory or above. 4 out of the 6 categories scored the highest in the very good denominator with 1 category equalling.

Overall Conclusions

Looking at the results it can be concluded that in both general service and Drs' consultations the surveyed group seem to rate the services provided by the Surgery quite highly. Not a single person rated any of the services as poor or less than satisfactory.

As a result of this survey it was noticed that there was a high proportion of patients who have not tried to use the Dr's telephone consultations which are available. It is unclear whether this is due to the fact that patients' are unaware of the service or preferred face to face consultation. The practice will try and promote and make patients' more aware of the availability of telephone consultations and giving them access to choice.

The Practice will look to continue maintaining high standards as those reflected in the survey and many more other aspects. It will also look at ways of evolving and changing processes and becoming more efficient for patients' benefits.