



# *St John's Medical Practice PPG*

**“The Patient Experience”**

**March 2013**

# *Objective of the Survey*



- ❖ To assess the overall “patient experience” at the Practice by:
  - ◆ Taking a non-targeted sample of patients.
  - ◆ Reviewing how they obtain information.
  - ◆ Assessing the surgery and its facilities.
  - ◆ Assessing opinion on doctors, nurses and staff.
  - ◆ Assessing opinion on telephone contact.

# *Summary Findings 1*



## *Positives*

- ❖ Patients are very satisfied with doctors, nurses & staff.
- ❖ Patients are generally happy with the environment and opening hours.

## *Negatives*

- ❖ Patients would like more information about delays.
- ❖ Some patients have difficulty making appointments by telephone on the day.

# *Summary Findings 2*

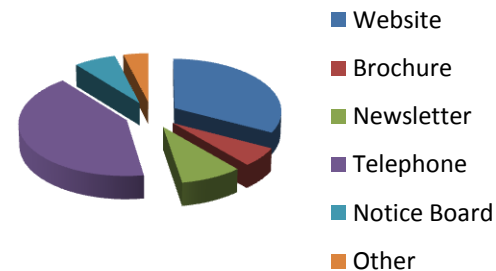
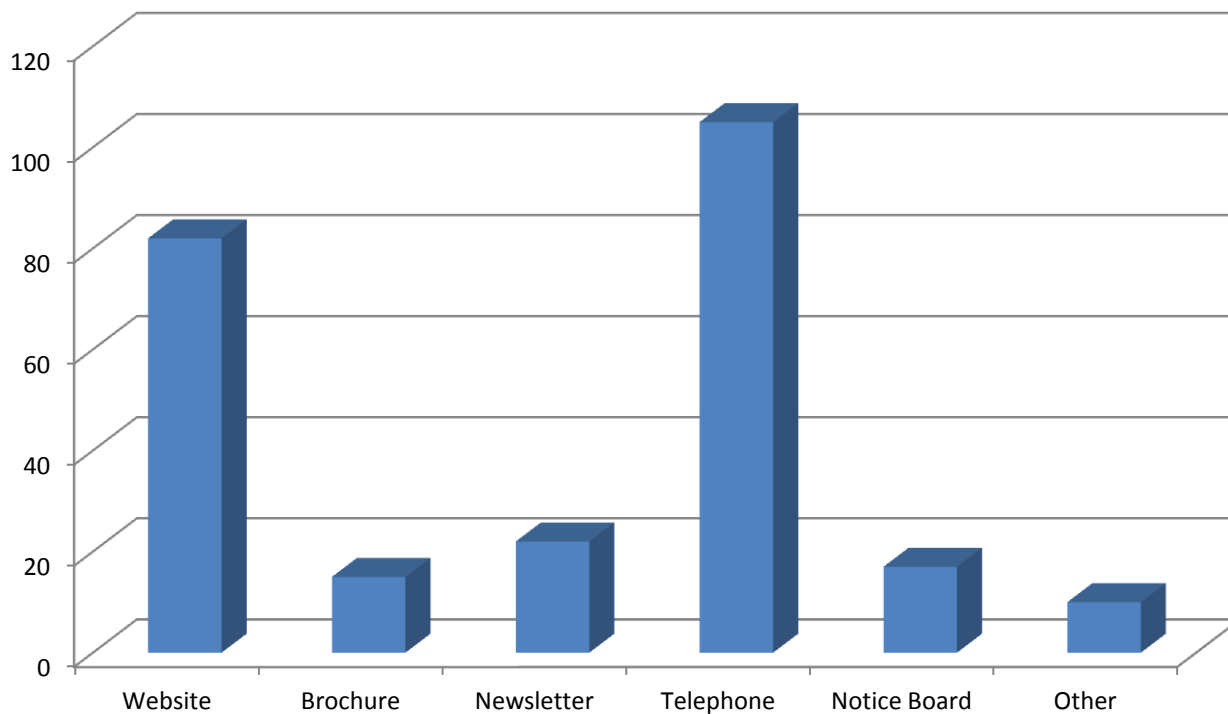


## *Other Findings*

- ❖ Most patients obtain information via telephone or the Website. A number of patients are unaware of the Practice Brochure and/or the Newsletter.
- ❖ NHS Direct is not commonly used and some find it not helpful.
- ❖ A number of patients are unaware of opening hours, particularly late evening surgeries.
- ❖ 85% completion rate of surveys handed out.



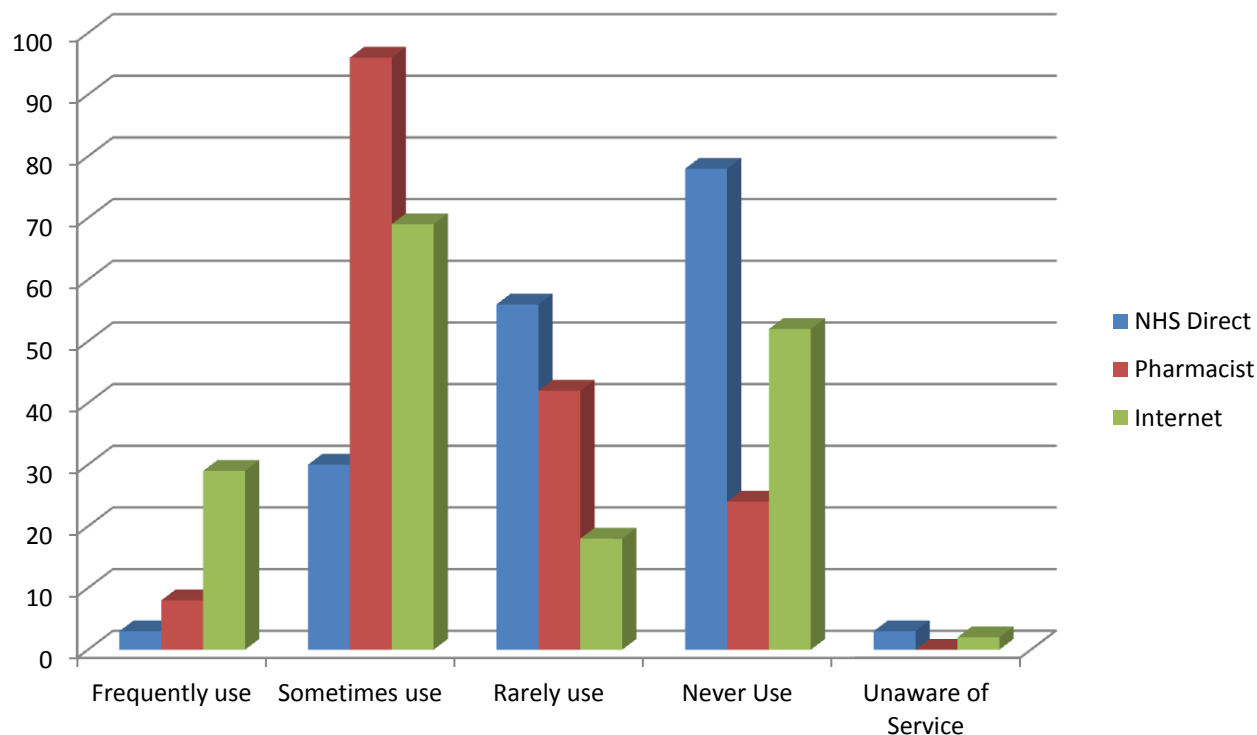
# *Where do you find information on the Practice and its services?*



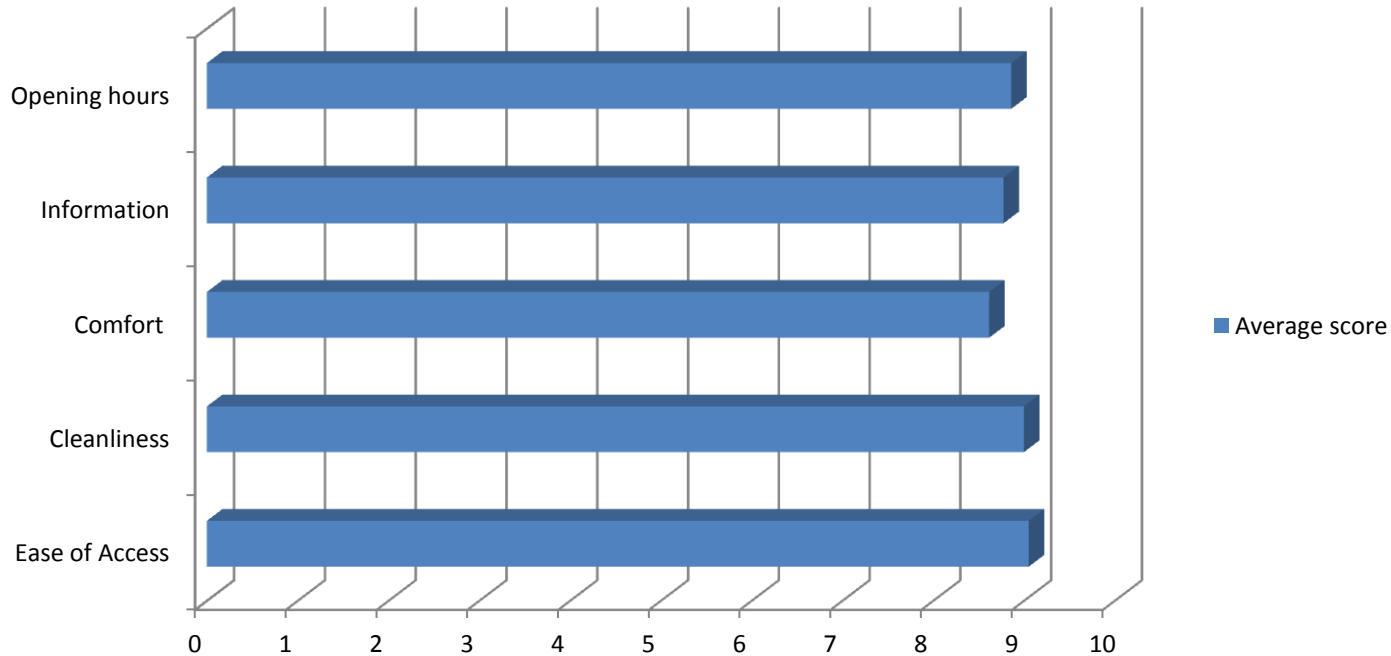
\* Other is information from reception



# *Which other services do you use to obtain information on common problems?*

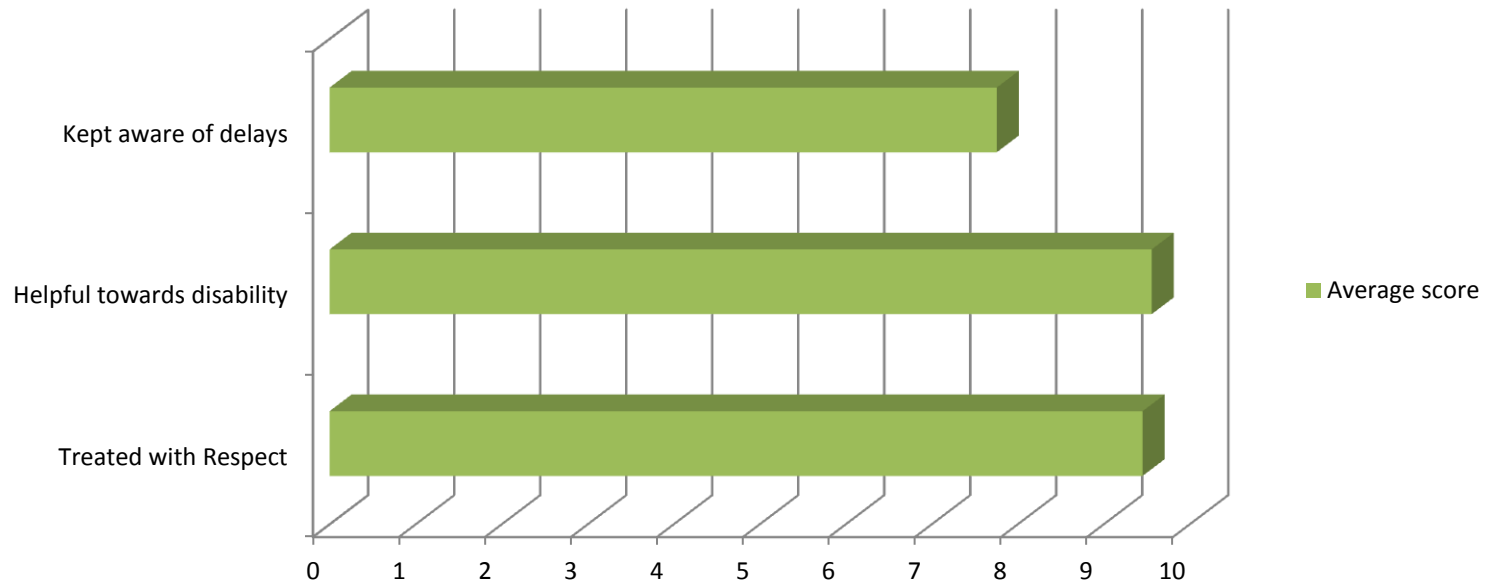


# *How do you find the surgery environment?*



- ❖ Late night opening good for workers
- ❖ Some dislike of surgery shutting at lunchtime
- ❖ Some unaware of late surgery
- ❖ Some requests for weekend surgery opening

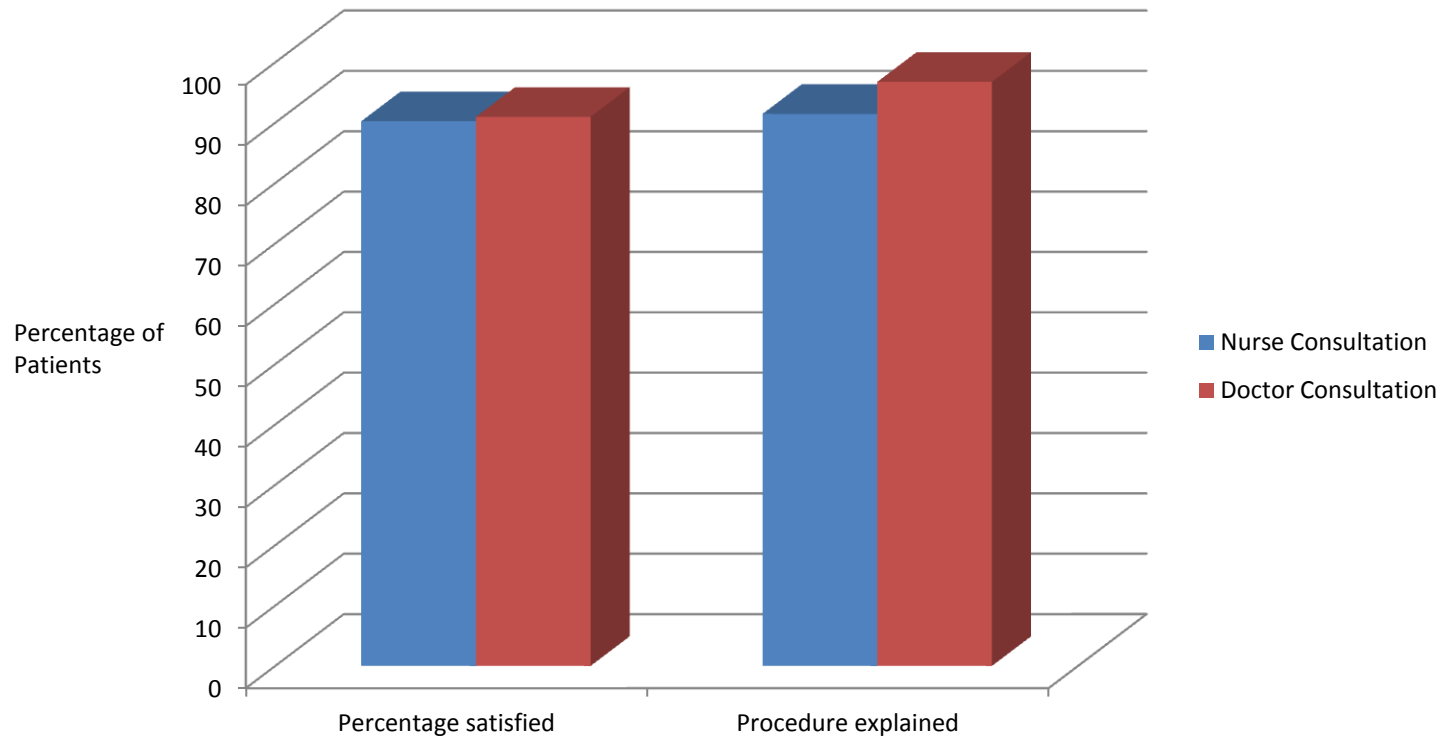
# How do you find the Reception Staff?



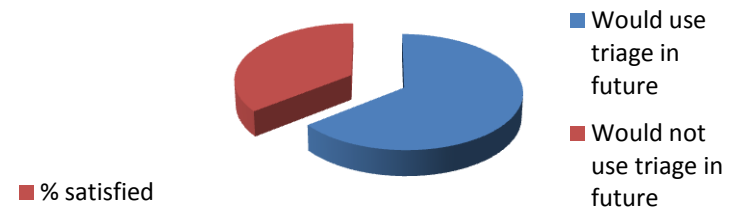
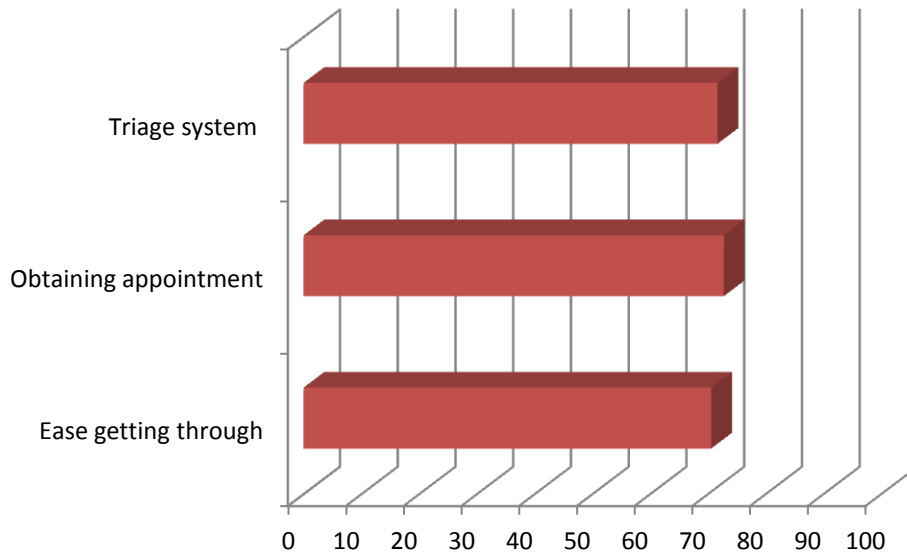
- ❖ Generally very positive comments about staff
- ❖ Many requests for better information on delays



# *How satisfied are you with your consultation and explanations*

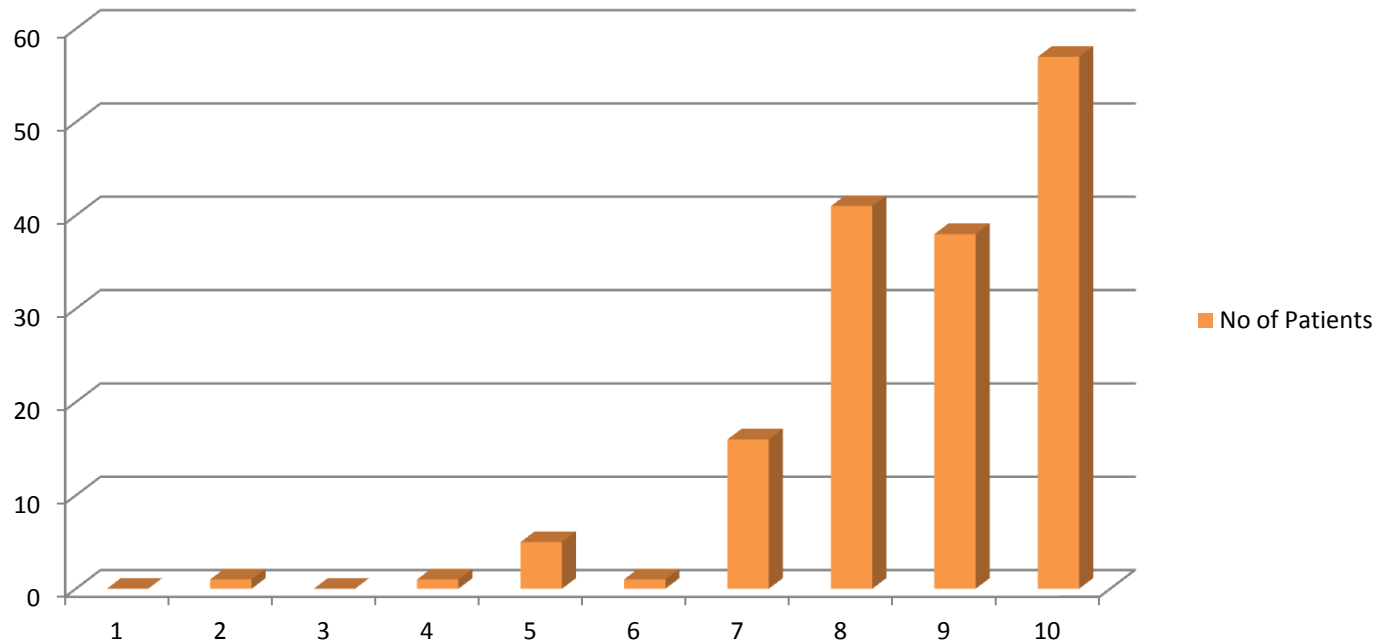


# How content are you with telephone contact?



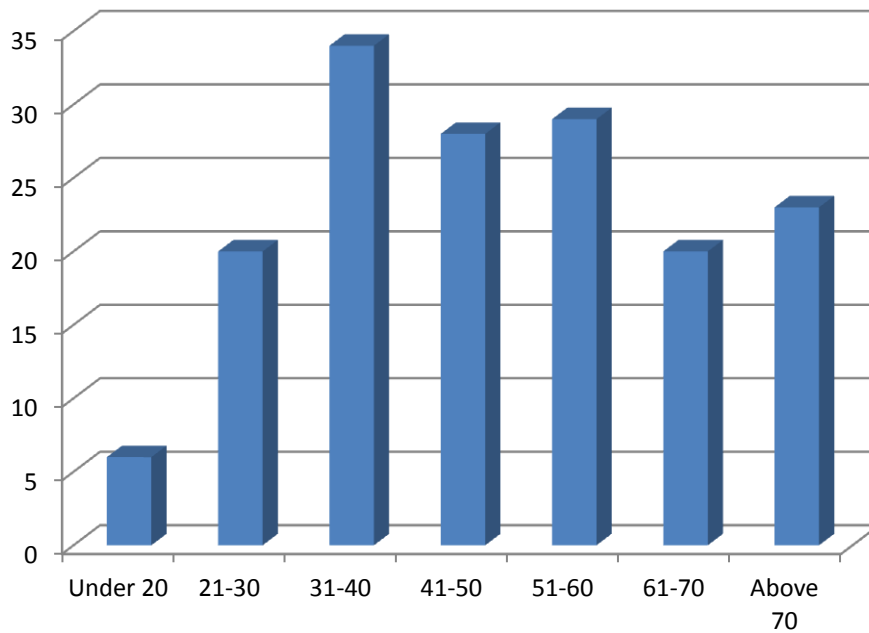
- ❖ Patients sometimes have difficulty getting through and making an appointment on the day
- ❖ 64% of patients would be happy to use the triage system

# Overall, how do you rate your surgery?

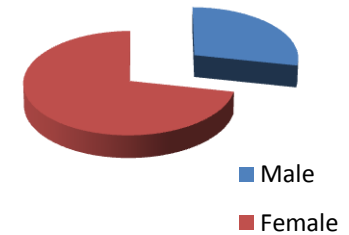


❖ Average mark from patients is 8.7

# *Age & sex distribution of sample*



■ Patients



❖ 72% of sample were female

❖ The total number completed surveys was 171 out of 200 handed out.