



PATIENT SURVEY RESULTS 2019



WHAT YOU SAID...

98% SAID OUR STAFF WERE POLITE AND CONSIDERATE

96.1% SAID OUR NURSES WERE GOOD WITH 100% SAYING THEY WOULD SEE THE SAME NURSE AGAIN

28.2% SAID IT WAS NOT EASY TO SPEAK TO YOUR DOCTOR OR NURSE ON THE PHONE

96.5% SAID WE WERE GOOD AT ASSESSING YOUR MEDICAL CONDITION WITH 95.8% SAYING THE GP PUT YOU AT EASE

98.6% SAID THEY WOULD HAPPILY SEE THE SAME GP AGAIN

92.6% FELT THEY HAD ENOUGH TIME WITH THE GP

93.5% FELT THE PRACTICE WAS HELPFUL REGARDING THEIR OVERALL CARE FROM OUR DOCTORS AND NURSES

WHAT WE DID/HAVE DONE FOLLOWING THESE RESULTS...

WE ARE VERY HAPPY THAT YOU FIND OUR STAFF TO BE POLITE AND CONSIDERATE AND HAVE FED THIS BACK. WELL DONE TEAM!

WE WILL ALWAYS TRY TO ALLOW YOU TO SPEAK TO YOUR PREFERRED GP OR NURSE BUT AS THEY ALL HAVE VARYING SCHEDULES AND DAYS OF WORK THIS MAY NOT ALWAYS BE POSSIBLE. WE CAN HOWEVER ALWAYS SEND A NOTE TO YOUR PREFERRED CLINICIAN AND THEY WILL CONTACT YOU AS SOON AS THEY ARE ABLE TO/BACK IN SURGERY. HOWEVER IF IT'S AN URGENT QUERY WE CAN ALWAYS SCHEDULE ONE OF THE OTHER GPs OR NURSES TO CALL YOU IN TURN.

WE ARE VERY PROUD THAT OVER 95% OF PATIENTS SAID OUR GP'S PUT YOU AT EASE-WE HAVE FED THIS BACK!



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WHAT YOU SAID...

24.3% OF PATIENTS FELT IT WAS NOT EASY TO GET THROUGH TO THE PRACTICE

79% SAID THEY FOUND IT EASY TO BOOK AHEAD

22.1% SAID THEY WOULD PREFER TO BOOK APPOINTMENTS ONLINE

35.9% RATED US AS 'NOT GOOD' FOR THE AMOUNT OF TIME WAITING IN SURGERY FOR YOUR APPOINTMENT

57.4% SAID YOU WOULD LIKE TO HAVE APPOINTMENTS AVAILABLE AFTER 6.30PM OR ON A SATURDAY

96.6% OF PATIENTS RATED THEIR OVERALL EXPERIENCE AT THE GP SURGERY AS GOOD OR ABOVE WITH 90.9% SAYING THEY WOULD RECOMMEND US TO ANY NEWCOMERS IN THE AREA.

WHAT WE DID/HAVE DONE FOLLOWING THESE RESULTS...

WE HAVE INTRODUCED A NEW AUTOMATED TELEPHONE SYSTEM WHICH WE HOPE WILL HELP YOU TO GET THROUGH TO THE MOST APPROPRIATE TEAM MEMBER AS FAST AS POSSIBLE.

WE HAVE AN ONLINE BOOKING SYSTEM THAT YOU CAN REGISTER FOR WHICH ENABLES YOU TO BOOK AND CANCEL APPOINTMENTS-YOU CAN REGISTER VIA OUR WEBSITE OR BY ASKING FOR A FORM FROM RECEPTION.

WE UNDERSTAND THE FRUSTRATIONS OF SITTING AND WAITING FOR YOUR APPOINTMENT WHEN THE CLINIC IS RUNNING BEHIND. SOMETIMES THIS IS UNAVOIDABLE BUT WE ARE HAVING ONGOING DISCUSSIONS WITH OUR GP'S TO TRY AND COMBAT THIS WHERE POSSIBLE AND HOPE TO SEE IMPROVEMENT IN NEXT YEARS SURVEY FOR OUR PATIENTS!

WE DO OFFER EXTENDED ACCESS APPOINTMENTS WHICH ARE IN THE EVENINGS AND AT THE WEEKENDS-THESE ARE HELD AT EITHER-BRADWELL HOSPITAL, HANLEY HEALTH CENTRE OR THE HAYWOOD HOSPITAL.

SOME PATIENT COMMENTS TAKEN FROM THE SURVEY...

THE DOCTOR WAS
VERY POLITE AND
PUT ME AT EASE

THE DOCTOR WAS A VERY
NICE, COMPASSIONATE
LADY WITH A NICE MANNER

A DELIGHT TO BE
SEEN BY THIS GP

LOVELY GP-DIDN'T FEEL
RUSHED



VERY HELPFUL
IN ALL AREAS

THE BEST DOCTOR IVE
EVER HAD

EXCELLENT DOCTOR, THOROUGH, CARING
AND LISTENS. WHEN I COME OUT I FEEL AT
EASE AND KNOW IM IN SAFE HANDS

VERY
PROFESSIONAL &
KNOWLEDGEABLE