

# **Falkland House Surgery**

## **Patient Satisfaction Questionnaire Feedback March 2015**

### **Overview**

The doctors and staff at Falkland House Surgery aim to provide a high standard of care to all our patients and we are constantly looking for ways to improve and develop our service. We encourage patients to feedback and comment on all aspects of the services we provide and, in support of this process, a structured questionnaire was offered to all patients attending the surgery for a clinical appointment over the period of one week in March 2015. The following is a report of the responses received.

**Total Number of responses:** 115

**Clinician seen**

**GP:** 91  
**Practice Nurse:** 14  
**Healthcare Assistant:** 5  
**GP and Nurse:** 3  
**Not stated:** 5

**Demographics**

**Gender:**

**Male:** 36  
**Female:** 65  
**Not stated:** 14

**Age:**

**< 16:** 0  
**16-44:** 28  
**45-64:** 32  
**65-74:** 24  
**>75:** 17  
**Not stated:** 14

## Responses received:

	No Experience	Poor	Fair	Good	Very Good	Excellent	Percentage of Responses in the Range Good to Excellent	Comments
<b>Access to a Doctor or Nurse</b>								
1. Speed at which the telephone was answered initially	16	2	6	29	32	33	82%	
2. Speed at which the telephone was answered if call transferred	83			7	12	13	28%	High % of 'no experience' responses
3. Length of time you had to wait for an appointment	6	5	18	30	25	31	75%	
4. Convenience of day and time of your appointment		1	5	29	26	54	95%	
5. Seeing the Doctor of your choice	9	1	5	15	20	65	87%	
6. Length of time waiting to check in with Reception	1	1	1	11	33	68	97%	

7. Length of time waiting to see the Doctor or Nurse	1	8	22	36	28	20	73%		
8. Opportunity of speaking to a Doctor or Nurse on the telephone when necessary	39	1	5	11	28	31	61%		
9. Opportunity of obtaining a home visit when necessary	79	2	2	6	11	15	28%	High % of `no experience' responses	
10. Level of satisfaction with the afterhours service	77	1	3	11	14	9	30%	High % of `no experience' responses	
<b>Obtaining a repeat prescription</b>									
11. Prescription ready on time	29		1	5	23	57	74%		
12. Prescription correctly issued	28			4	18	65	76%		
13. Handling of any queries	44	1	1	3	19	47	60%	High % of `no experience' responses	
<b>Obtaining test results</b>									
14. Were you told when to contact us for your results?	31		1	6	21	56	72%		
15. Results available when you contacted us?	32	2	2	11	23	45	69%		

16. Level of satisfaction with the amount of information provided	28	4	4	8	26	45	69%	
17. Level of satisfaction with the manner in which the result was given	30	1	3	11	18	52	70%	
<b>About the staff</b>								
18. The information provided by the Reception staff	7		2	13	32	61	92%	
19. The helpfulness of the Reception staff	4		4	8	30	69	93%	
20. The information provided by other staff	30			9	23	53	74%	
21. The helpfulness of other staff	30			9	23	53	74%	
<b>And finally</b>								
22. My overall satisfaction with this Practice	4		1	6	38	66	96%	

**The overall Practice Rating of 'Very Good to Excellent' was 90%**

## **Comments**

**Patients completing the questionnaire were given the opportunity of providing further comments on the form and 36 patients did.**

**23 of these comments gave positive feedback on the staff, GPs and services provided.**

**13 of these comments highlighted areas for consideration/discussion within the team at the earliest opportunity to identify areas of possible development/improvement. Following this review , patients will be informed of any amendments to services introduced as a result of their feedback**