



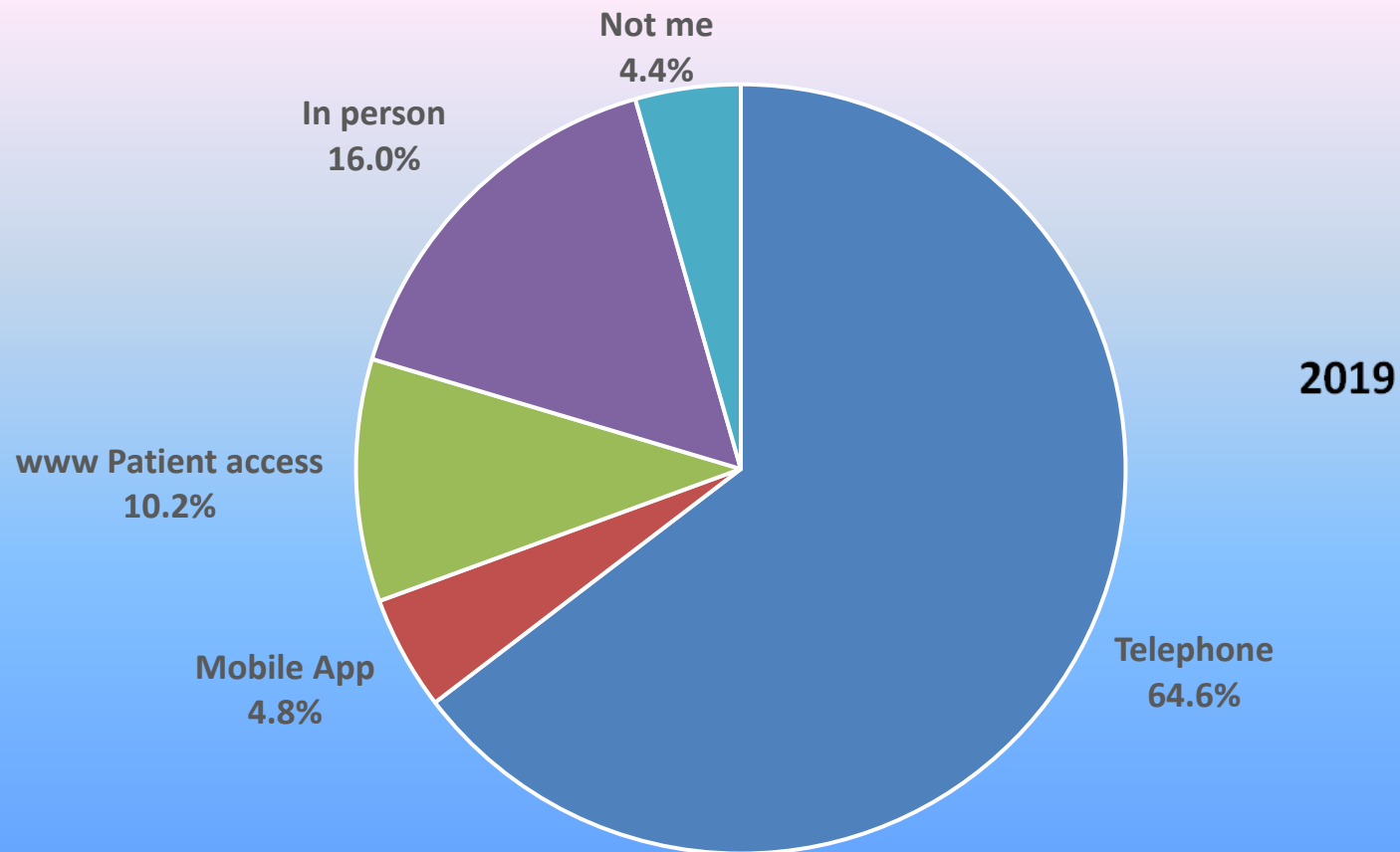
PATIENT SURVEY 2019

- The 2019 survey builds on the 2015 survey with comparisons where available and with new areas covered. Detailed patients comments are provided in a separate document.

Total number of surveys completed

- 2015 – 392
 - 2019 – 522
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- Please note that the numbers that occur in some slides indicate (e.g. 502/522) the number of completed responses for the particular item on the survey form.

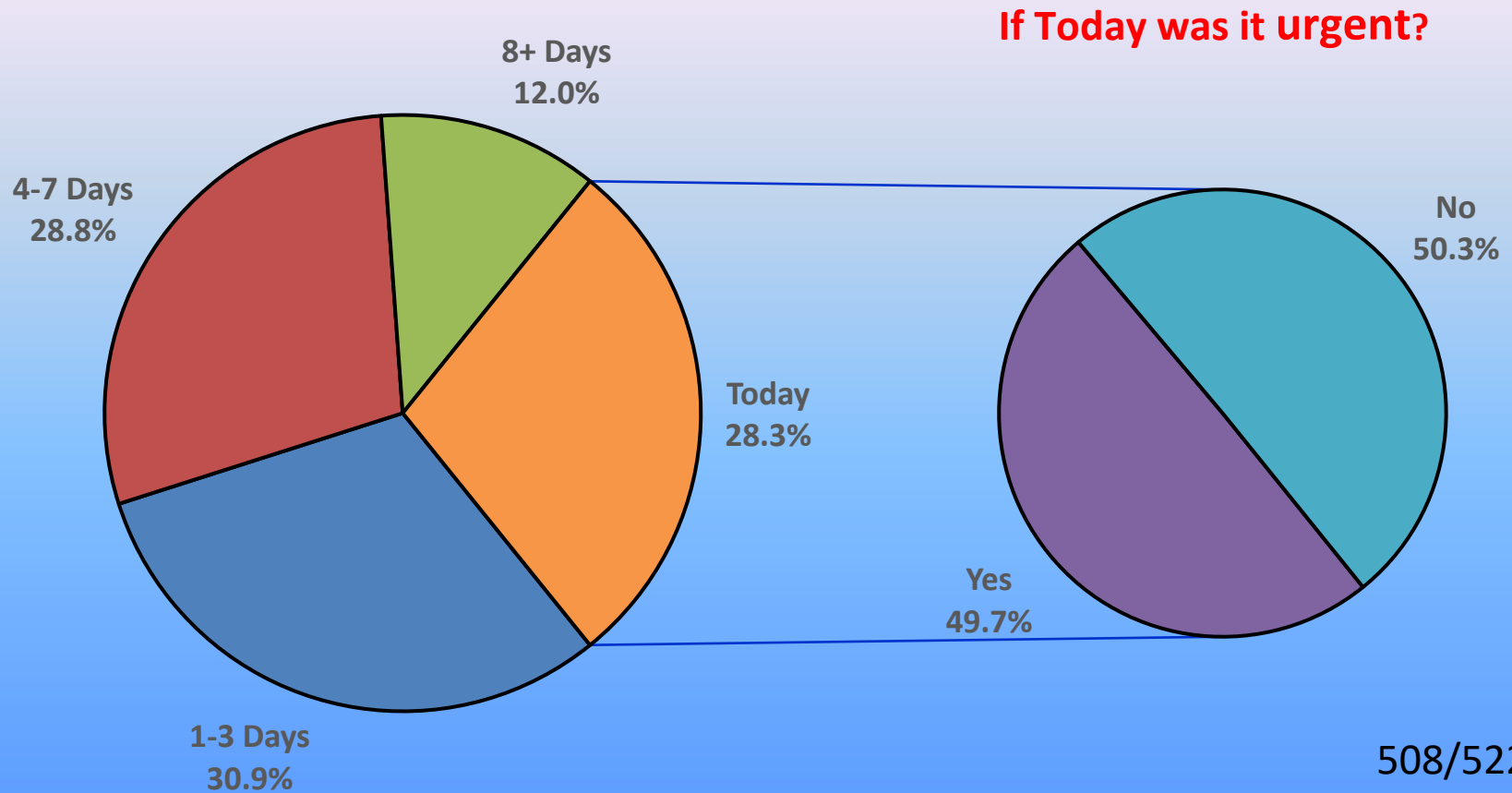
1. How did you book your appt today?



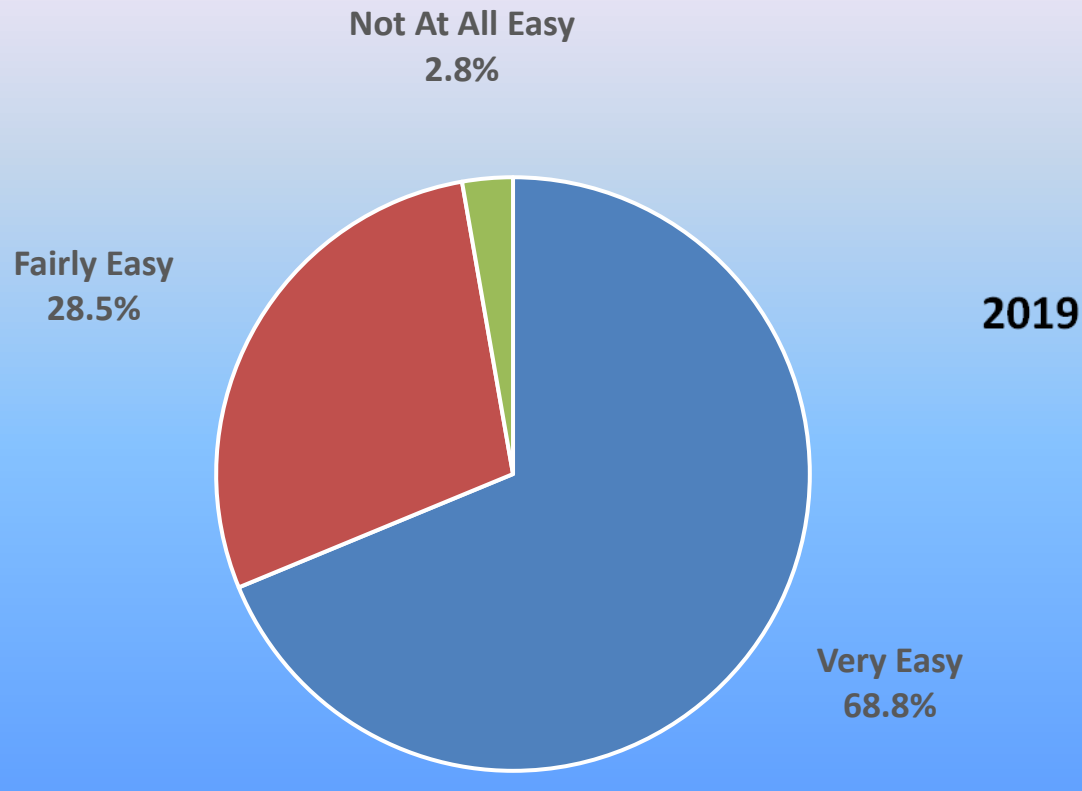
2019

520/522

2. When did you book your appt for today?

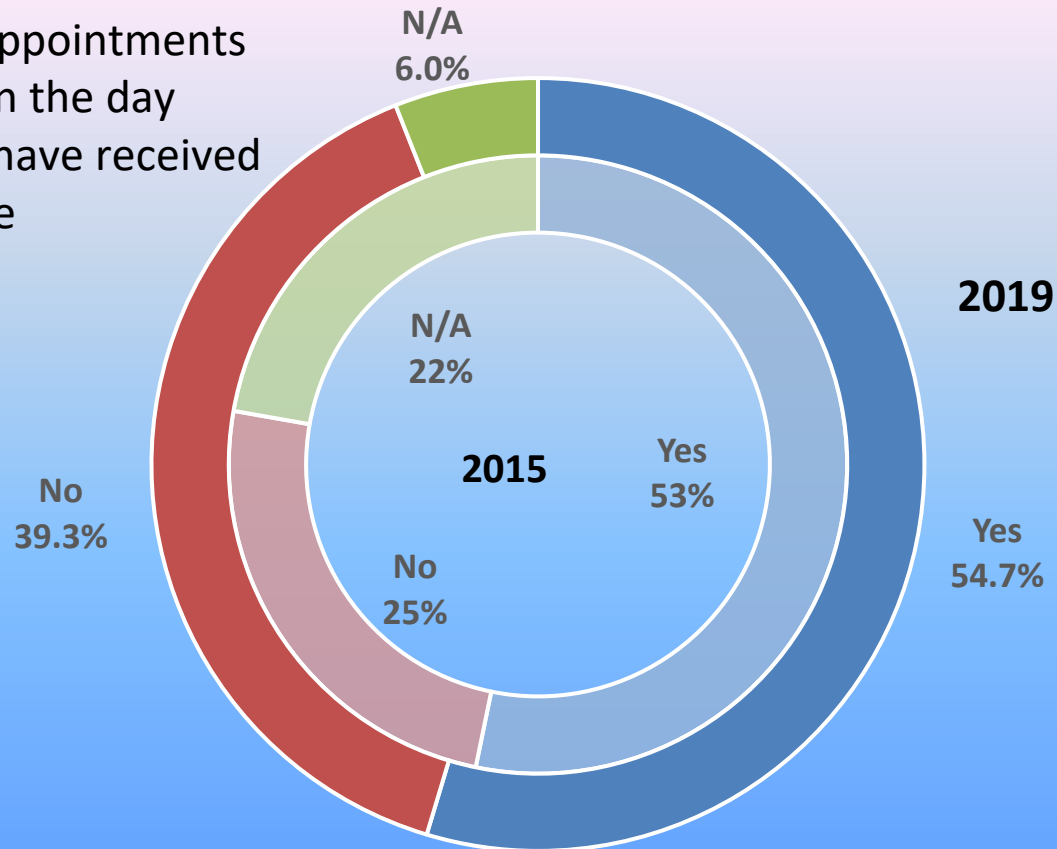


3. How easy was it to book your appt today?

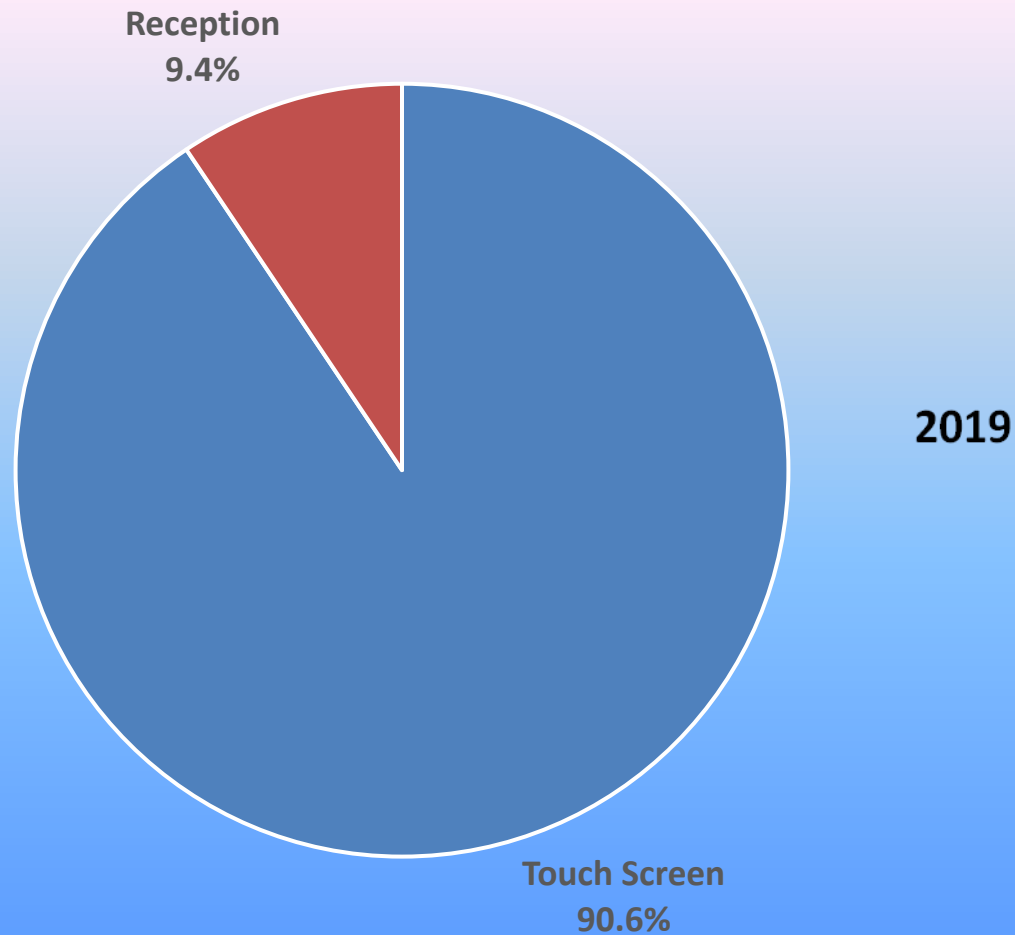


4. Did you get a text reminder for today?

N.B. 50% of appointments were made on the day so would not have received a text message

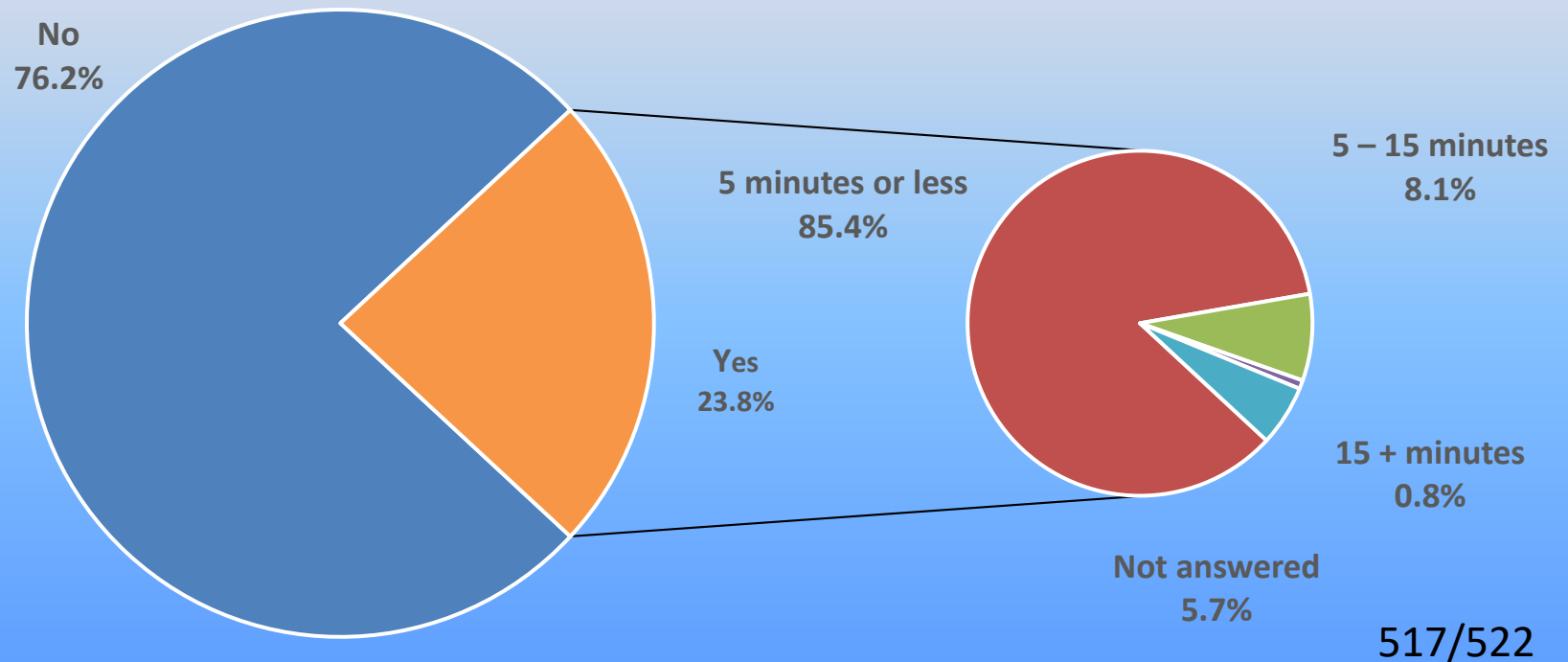


5. How did you register your attendance/check in today

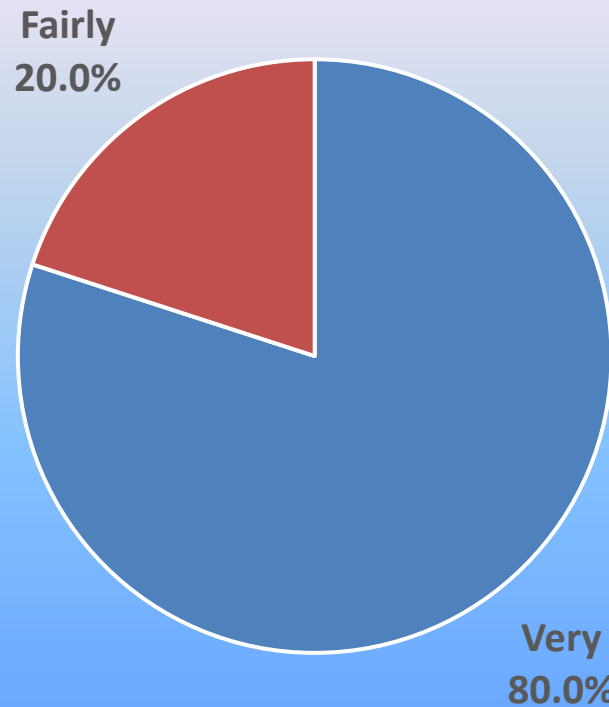


520/522

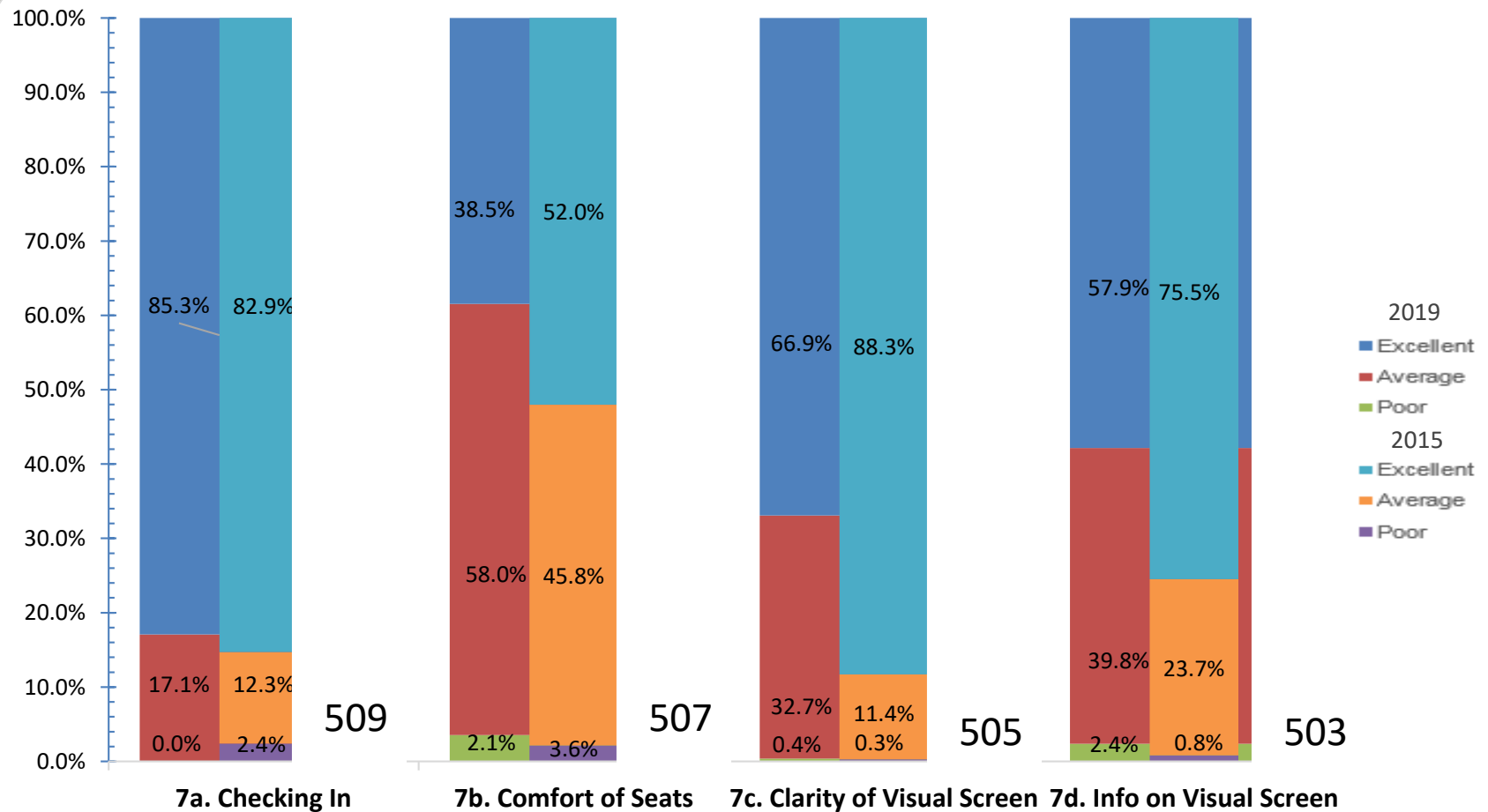
6. Did you need to speak to one of our reception team today?



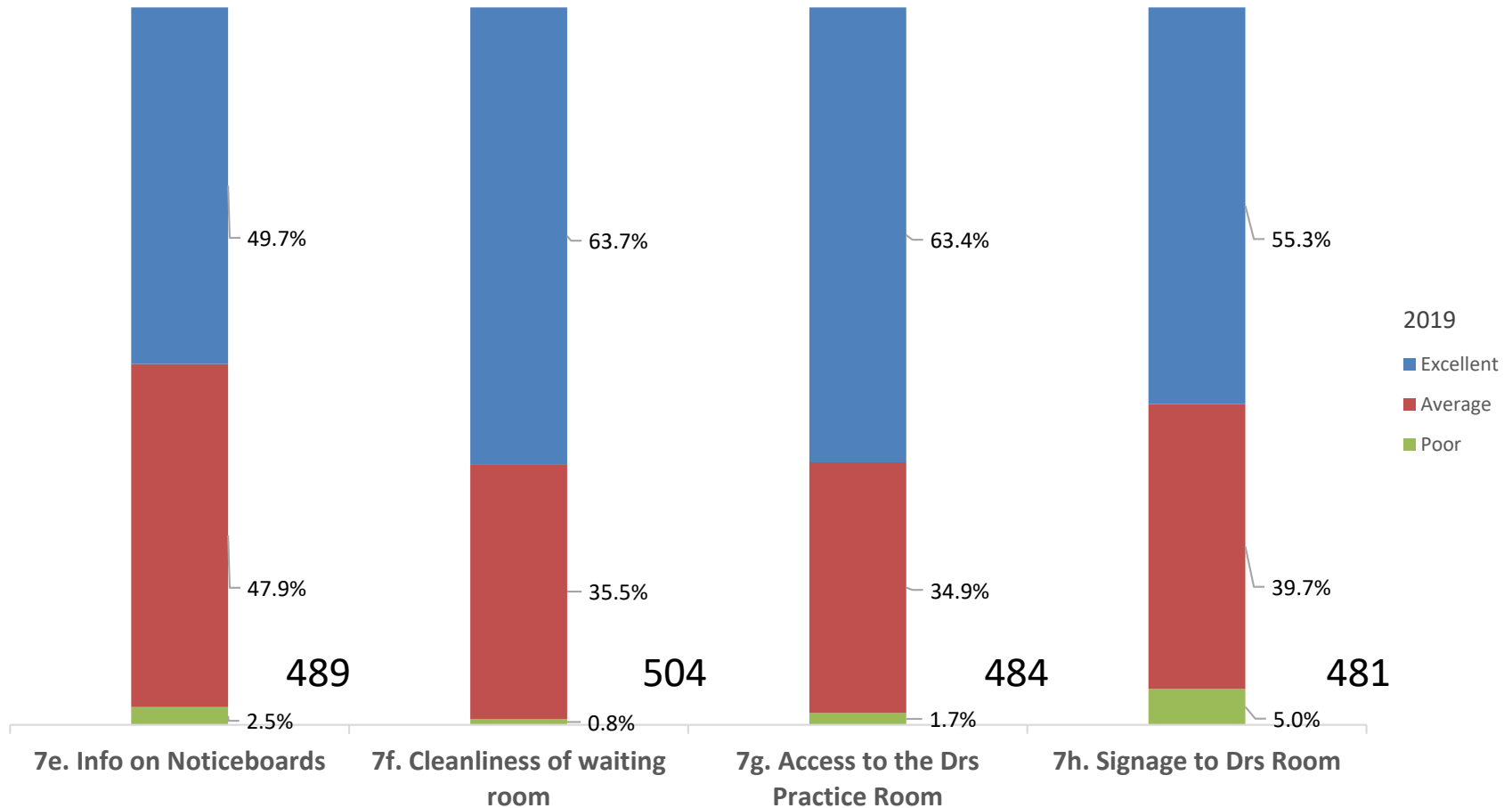
6b. How helpful and welcoming did you find Reception?



7. a-d your initial experience of the practice.



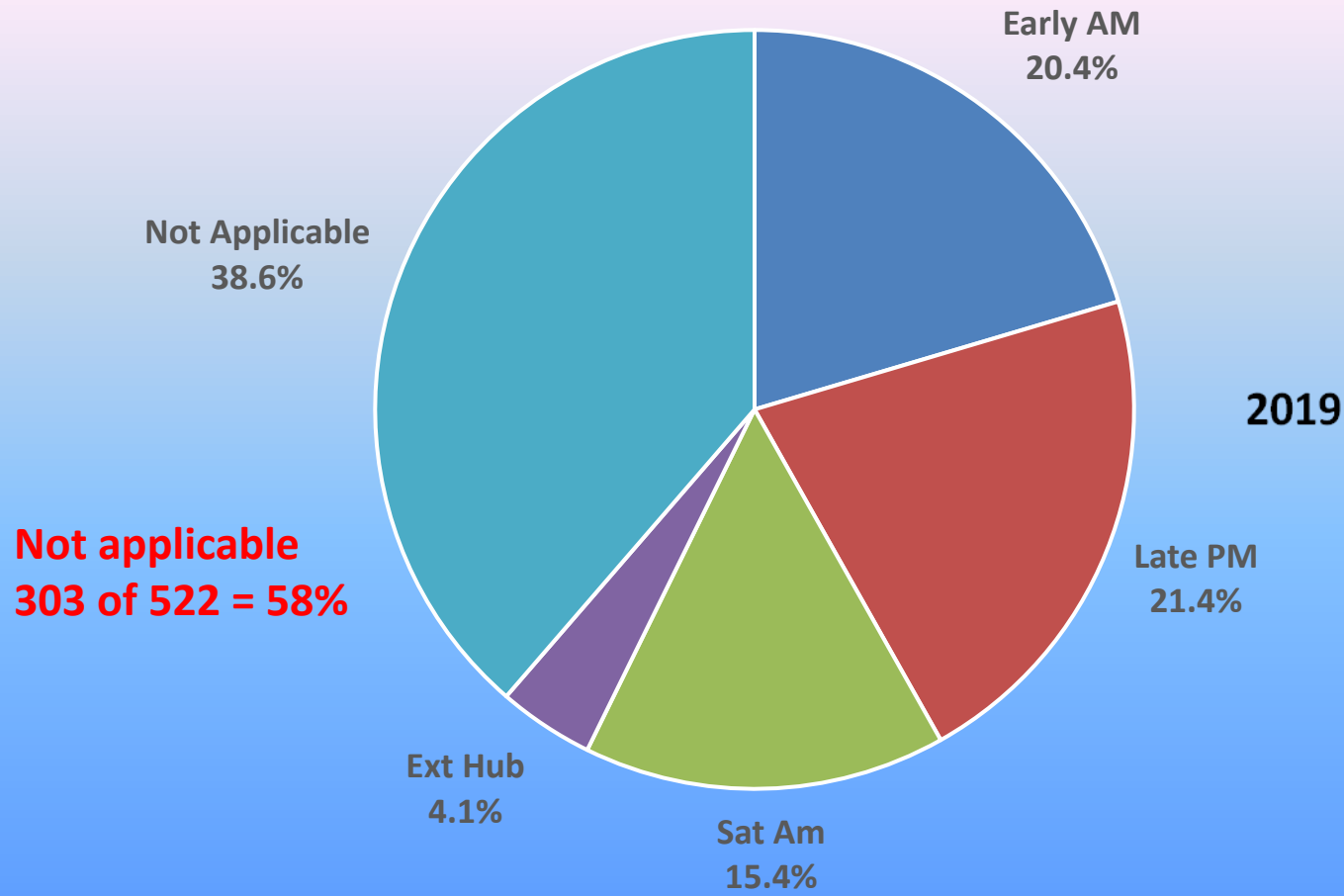
7. e-h your initial experience of the practice.



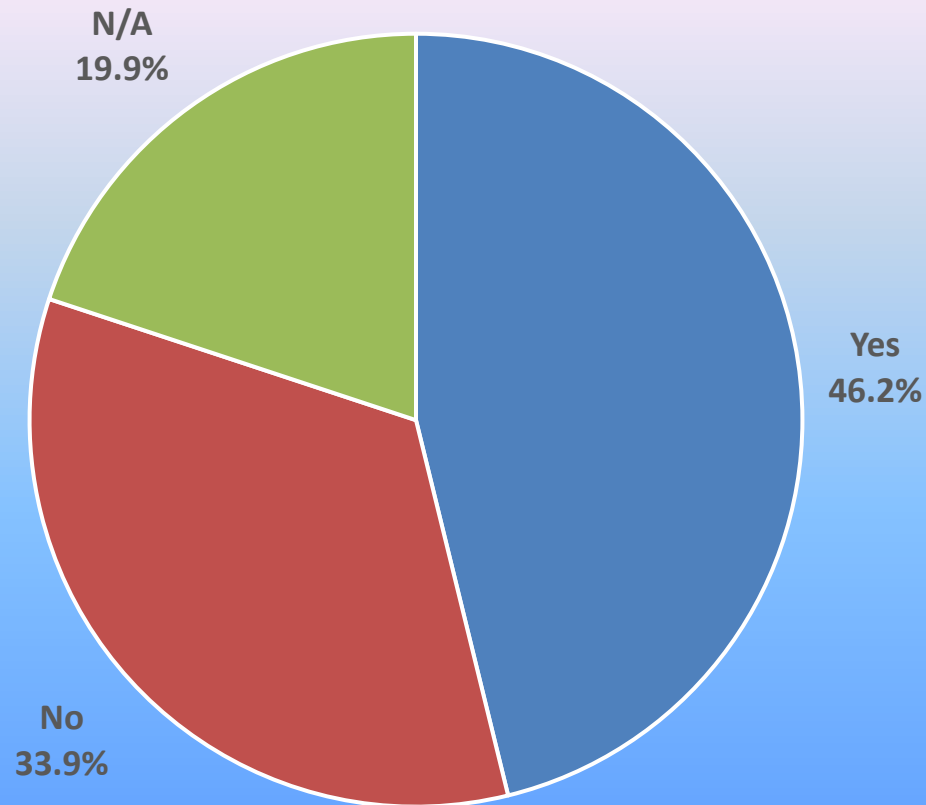
Question 8.

- Were you aware of:
- a). The availability of extended opening hours?
- b). The surgery website via Online Patient Access to make appointments or order repeat prescriptions?

8a. Availability of extended opening hours

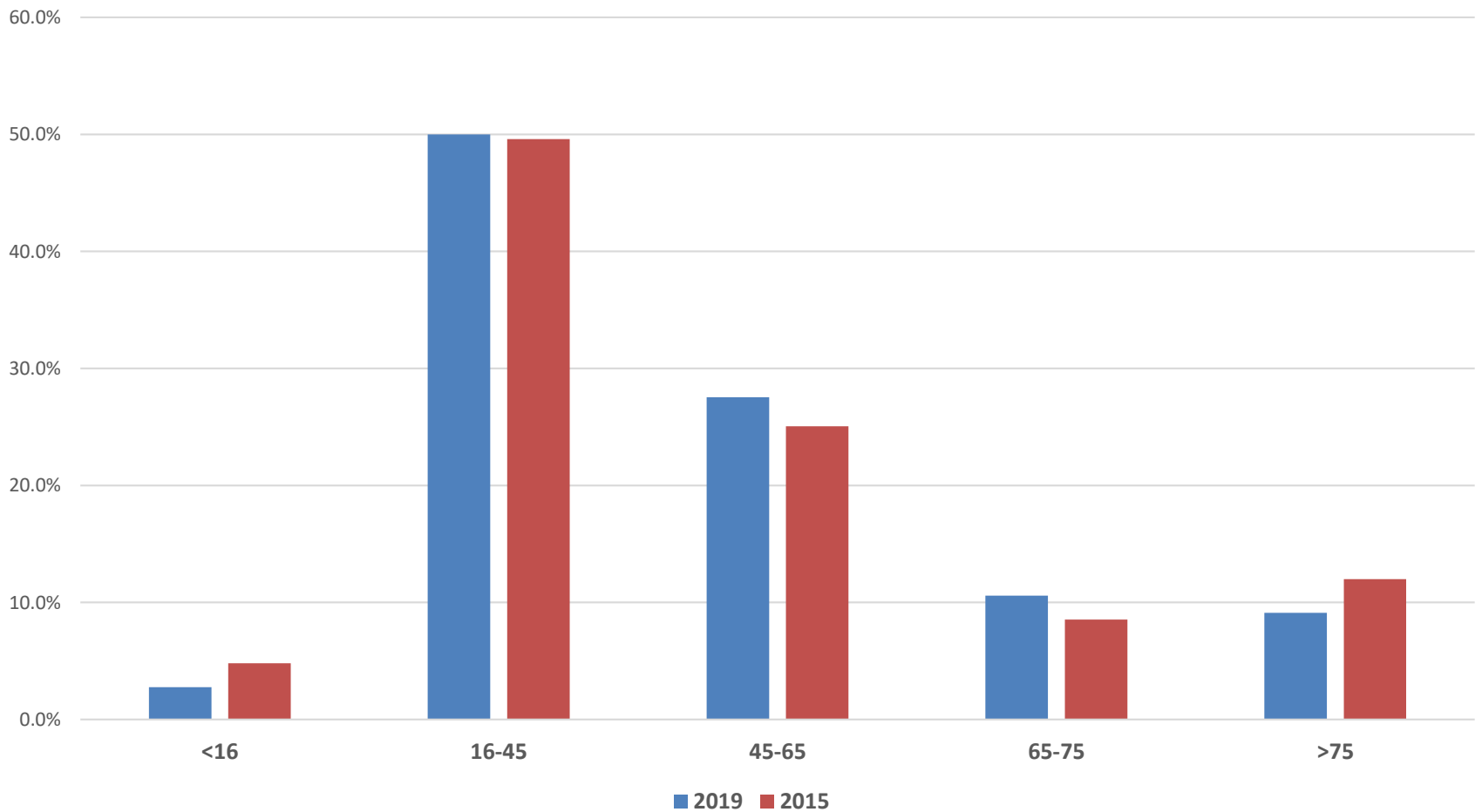


8b. Surgery website via online patient access

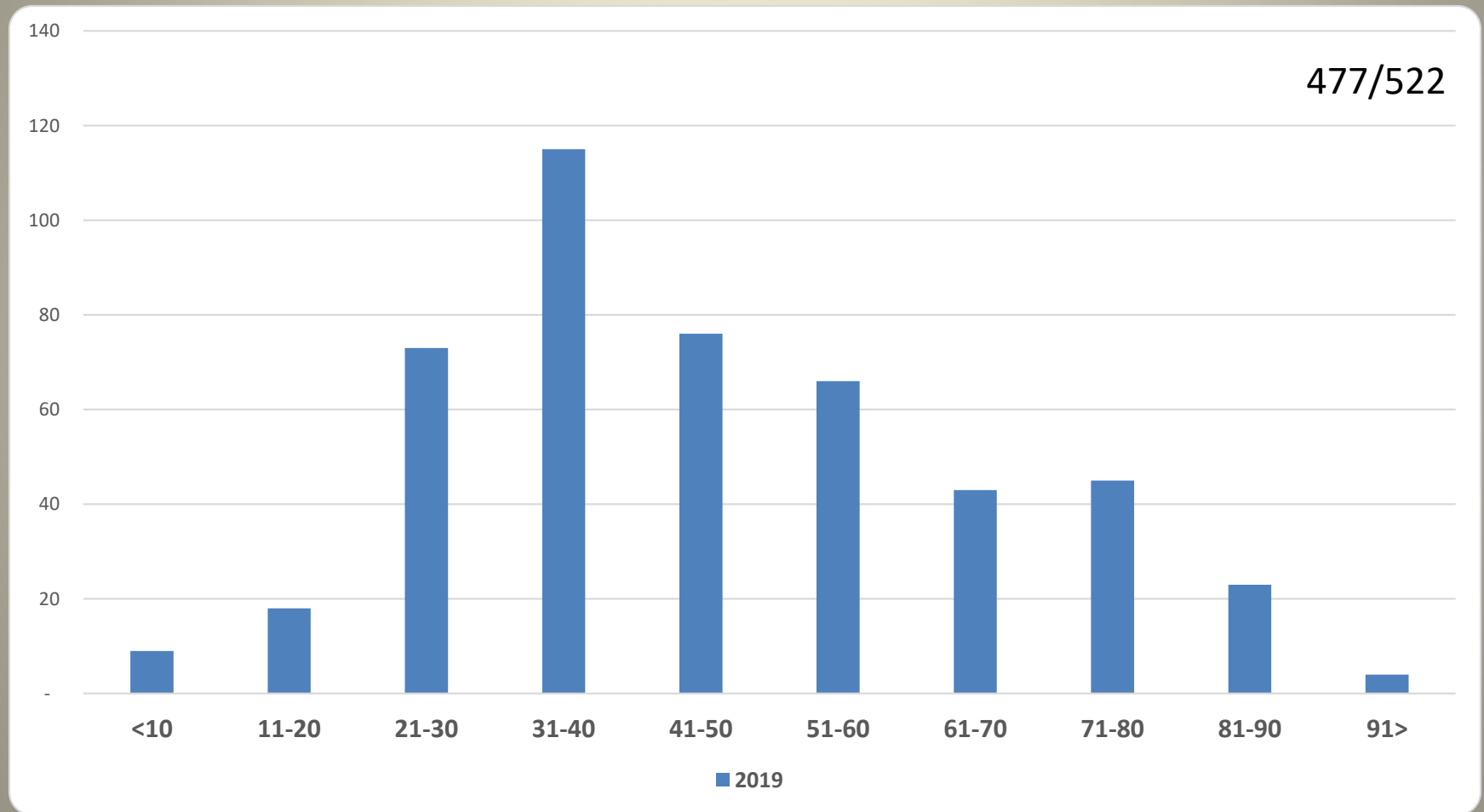


9. Age of patient

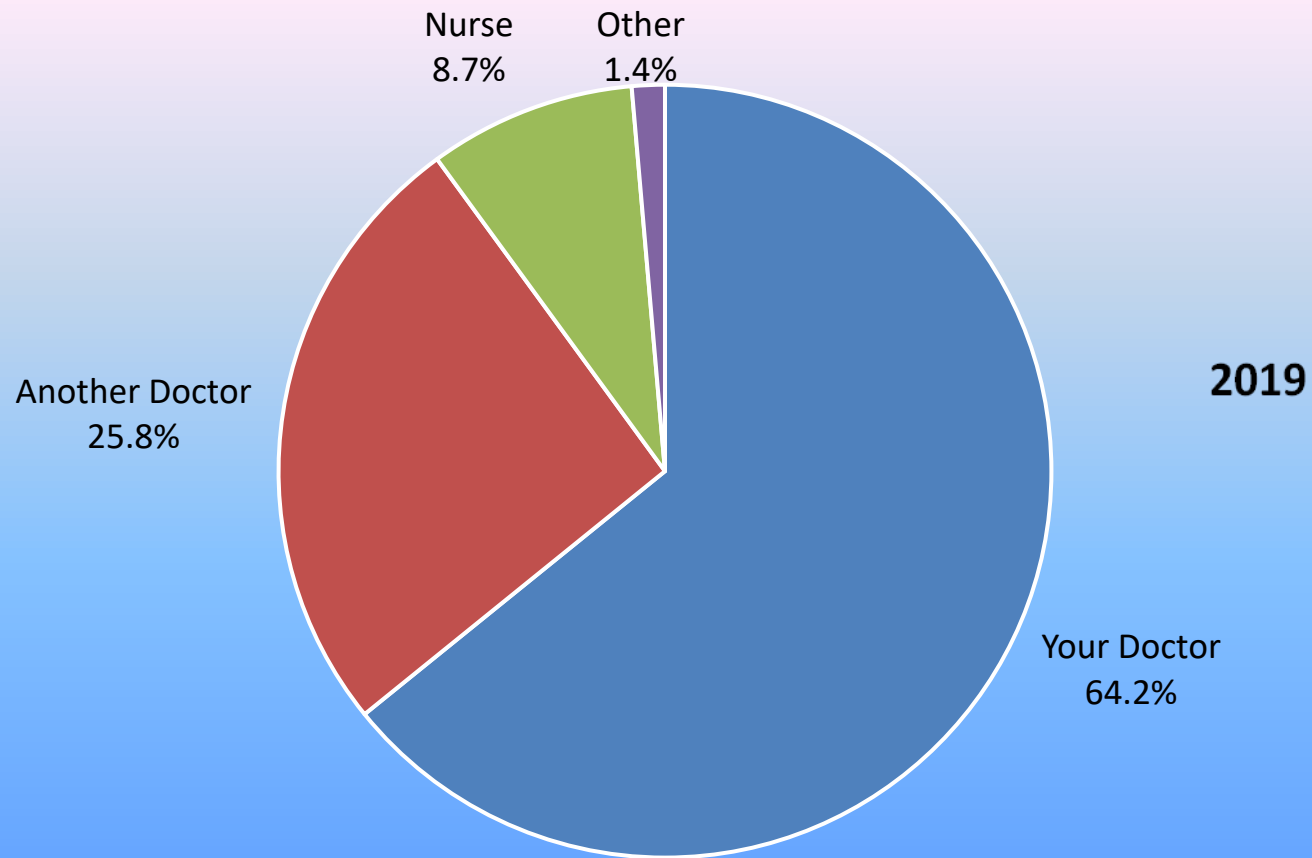
9. Age of Patient



9. Age of patient in 2019 survey by age groups in tens

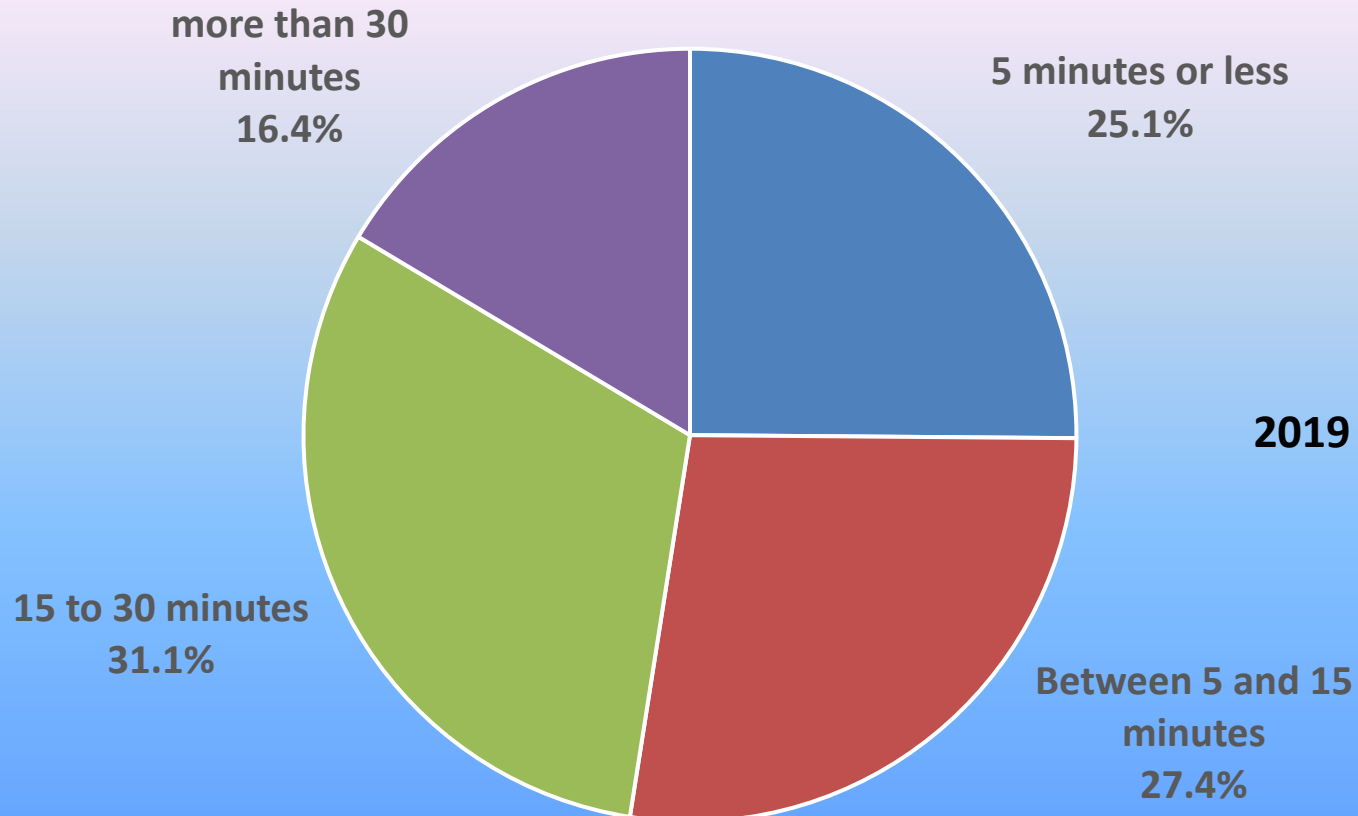


10. Who were you here to see today



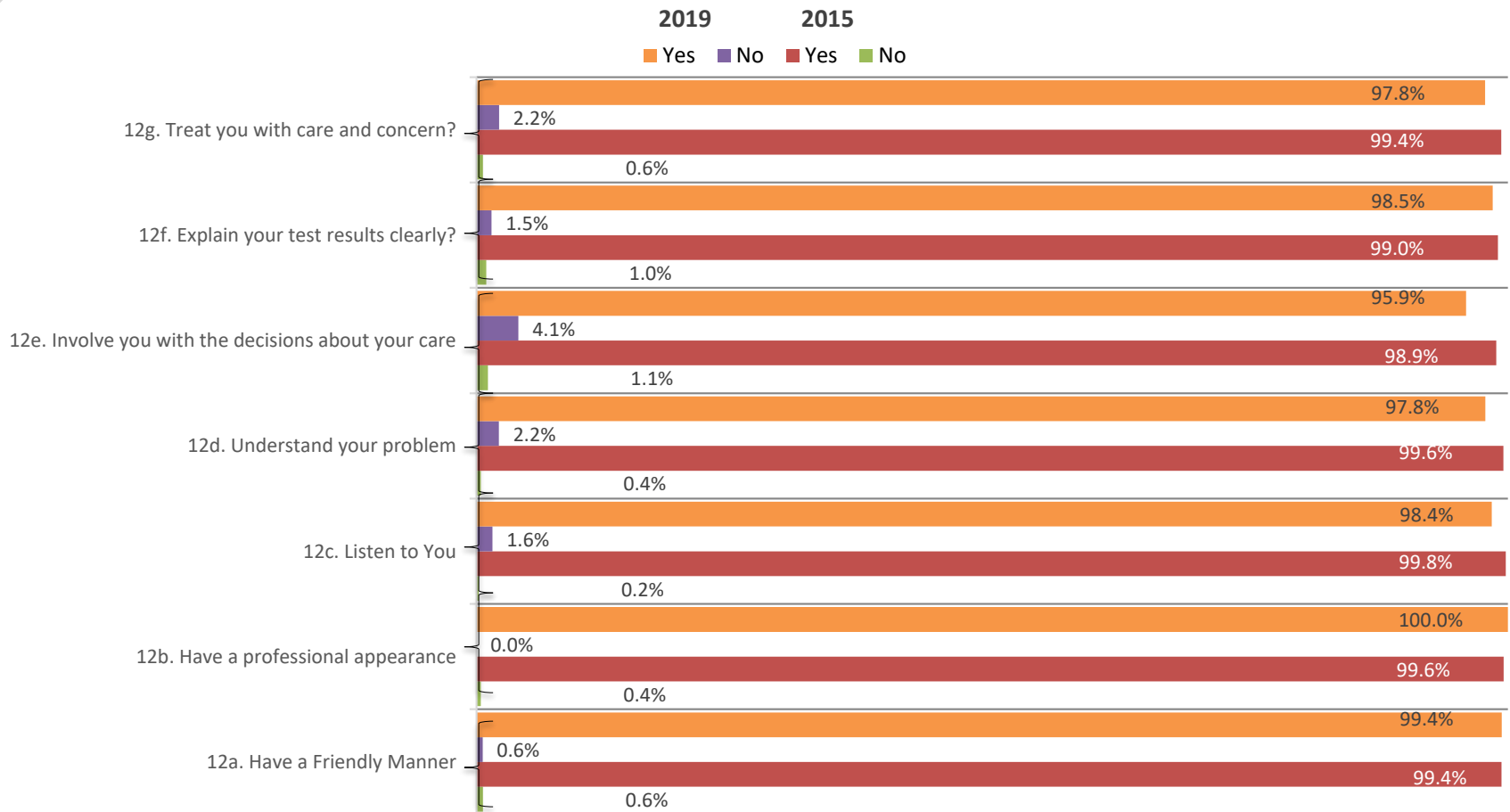
508/522

11. How long did you wait to be seen by your GP or nurse

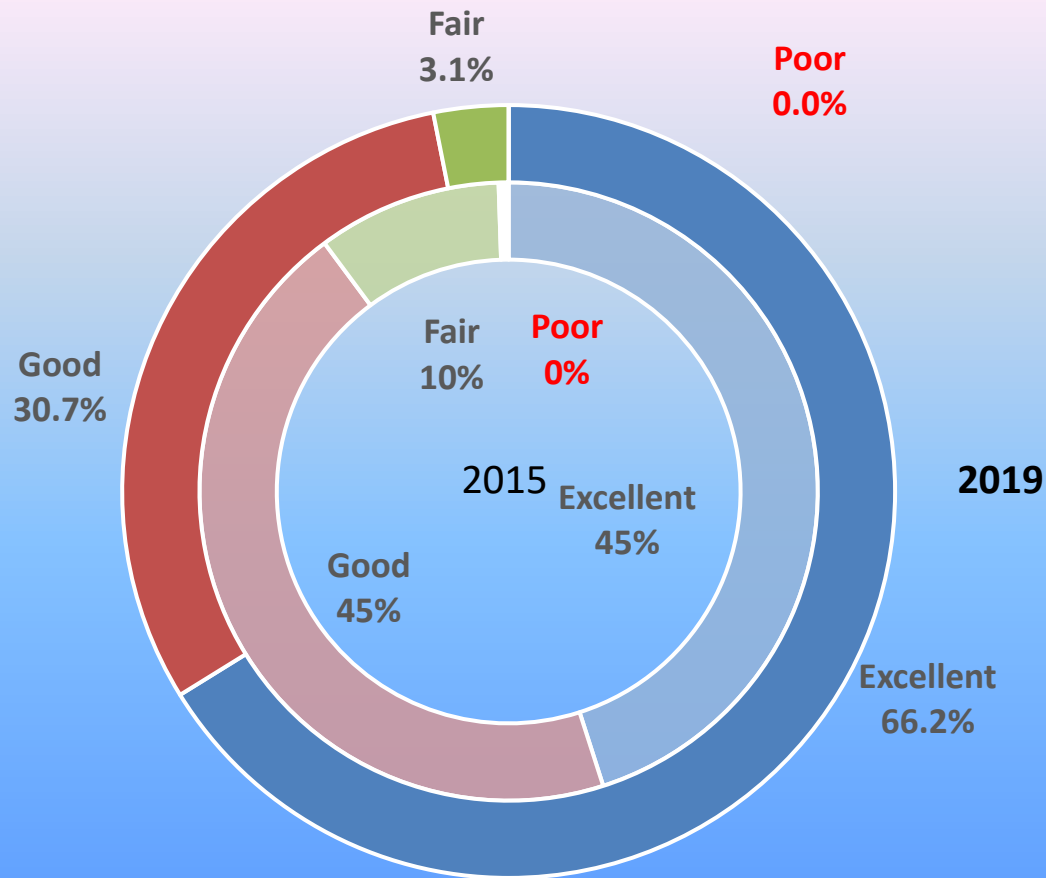


402/522

12. a-g. Did the doctor or nurse you saw today....



13. How would rate your overall experience today



Comments

- 189 patients responded by adding comments
- **Over all comments were extremely favorable**
- A number of issues were raised:
 - Problems with making appointments. 19 patients had issues making (mainly) phone appointments
 - Seating. 9 patients had issues with seating
 - Room numbers. 6 patients had problems finding the consulting room numbers.

Comments (continued)

- Screen. 10 patients had issues with the screen, ranging from the 'bing bong' as one patient put it, to visual problems such as macular degeneration
- There were also a few mentions of waiting time in the reception area some on our first day which were due to an emergency situation. A number of patients mentioned the wait times but most were not unduly worried.

Overall performance at Everest House.

- The overall performance is at a very high level and shows some improvements over the 2015 survey.
- There were many comments about the excellence of individual GP's and the general helpfulness of staff.
- There are still some areas which could be improved.

PPG patient survey 2019

- Thanks are due to Linda Kidd, Peter Barrett and Lynne Mallows who compiled the finished updated survey with special thanks to Linda who provided printed, free of charge, copies of the survey to hand out.
- Thank you to Peter Willson, Ron Brown, Joan Robinson, Lynne Mallows, Terry Dean, Chris Watson, Claire Viner, Linda Kidd and Andrew Wynn. Who worked tirelessly on the survey days.
- Special thanks to Owen Brown for converting the excel spreadsheet to graphics.
- Special thanks to Lynne for completing the mammoth task of transferring the data to spreadsheets.