

ASHBURN MEDICAL CENTRE : PATIENT SURVEY RESULTS APRIL 2018

		YES	NO	N/A NOT ANSWERED
1	Did you find that person sympathetic and understanding during your consultation ?	99%		1%
2	Did that person involve you in the decisions about your care and treatment?	96%	3%	1%
	<p>Do you have any comments to make about the consultation</p> <ul style="list-style-type: none"> • Very helpful and explained everything to me • What a lovely doctor, an asset to your practice • Doctor is trying me on new painkiller for shoulder • Dr Parry is very kind and helpful • Very Good • Very good, plenty of advice • In depth conversation and asthma plan given. Excellent consultation. If needed to attend again I would request Annemarie. • Very positive experience • Always makes you relaxed and explains what she's doing • Very informative and professional • Linda was very thorough and explained everything very well, she was very helpful 			
3	Are you satisfied with how easy it is to book a <u>Routine</u> appointment with a doctor by : Telephone	49%	22%	29%
4	Are you satisfied with how easy it is to book a <u>Routine</u> appointment with a doctor : In person	46%	25%	29%
5	Are you satisfied with how easy it is to book a <u>Routine</u> appointment with a doctor : Via Internet	15%	24%	61%

		YES	NO	N.A / NOT ANSWERED
6	When booking a <u>Routine</u> appointment can you usually see the doctor of your choice ?	51%	28%	21%
7	Have you used our Telephone Consultation Service ?	41%		
	<i>If Yes did you find it a positive experience ?</i>			
8	Did you know that you can now book GP appointments and order Repeat Prescriptions on-line via our website : www.ashburnmedicalcentre.nhs.uk	73%	22%	5%
9	Are you satisfied with how easy it is to see a Practice Nurse ?	85%	15%	
10	Bearing in mind we can offer only a certain number of appointments, would you like to have more appointments in : <i>(multi choice question)</i> early before 8am 15 lunch times 7 afternoons 16 evenings- after 5pm 20 weekends 12 No I am quite satisfied 29			
11	If you have had any blood tests or other investigations was it made clear to you how to get your results ?	84%	6%	10%
12	In general are you satisfied with how easy it is to get through on the phone when you telephone the Surgery ?	65%	35%	
13	Are you satisfied with the services our reception provides?	92%	3%	5%
14	Are you satisfied with the presentation of the building?	87%	5%	8%

15	Overall how satisfied are you with the service we provide ?			
	Very Satisfied 39% Satisfied 43% Dissatisfied 1% Very Dissatisfied -			

If you have any comments on how you think we can improve any areas of the service we provide , or if there is any information you would like to see on our website which isn't already included please list below (continue overleaf if required) :

- **Ordering repeat prescriptions could be done by phone**
- **No Website**
- **When ringing on a morning it does take while to get through and appointments do go very quickly but the staff are very helpful once you do get through. This is the only thing I would change.**
- **Sometimes wait a long time to answer phone**
- **You should be able to book appts easier than phoning at 8am as they are always gone by the time the phone gets answered.**
- **Dr Dixit is very professional, excellent customer skills and puts people at ease. Only criticism is that you can never get through to make an appointment and when you do it's always a week before you can see a gp.**
- **Cancellations on the same day should be rang on every phone not just house phone.**
- **Make more appointments available. Ring at 8am in a queue and then no appointments.**
- **Overall very pleased with service, only negative is when phoning for an appointment, not easy to get an answer**

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