**Results of patient survery Drs Medley Conway & Spencer March 2013**

Data was collected in February 2013 by asking anyone who attended surgery .

Results of patient survey

1. Are you happy with the current booking system ?

Reasons why people said no

* Pre booking
* Phone queue
* More flexible for full time staff

1. Are you aware of
2. How would you like to book a appointment at the surgery ?

Respondents were able to pick more than one option ( number of people not percentage)

1. Are you happy with the times of the surgeries we offer?

When the respondents were asked when they would like appointments results were as follows

* More early mornings – 10.8%
* More late evenings – 10.2%
* Lunchtime- 6.6%
* Saturday – 15.6%
* Other -1.8%

1. Are you aware of the practice website ?
2. Do you know that you can order you standard repeat medication online ?
3. How helpful did you find our receptionists at the surgery.

1. Gender
2. Please indicate your age group
3. What is your employment status?
4. In general how satisfied are you with the practice?
5. Would you recommend the practice?

Selection of comments from Patients when asked how surgery could be improved

**IMPROVEMENTS**

Car Parking a night mare needs sorting ( male 61-70 )

Blood tests better times for workers (male 31-40 )

May save gp’s a lot of time if spoke to patients on phone (male 51-60)

More phone lines 10-15 minutes to get through (female 40-50 )

Repeat prescribing over phone should be allowed don’t always know where slip is conversations with reception should be more private (female 41-50 )

Little cards with times of surgery website and email address should be provided (female 51-60 )

Saturday morning appointments for nurse would be really useful difficult to get time off work in current climate ( male 31-40 )

Tea/coffee/water machine in reception (female 61-71)

**POSITIVE COMMENTS**

Concept of texting excellent idea ( female 61-70)

I really like the surgery and the doctors are very good (female 31-40 )

Excellent service always (male 61-70 )

Nothing other than praise for this surgery all doctors and staff have always made me and my family very welcome and at ease (31-40 female )

Wonderful practice always friendly caring & thoughtful , keep it up under difficult financial constraints (41-50 female )

Always found practice to be very helpful , very thorough , never felt rushed or dis satisfied with treatment received ( female 51-60)

I think compared to last year receptionists are more friendly and helpful ( female 51-60 )