

PATIENT SURVEY 2007-2008 SUMMARY FOR PATIENTS

Many thanks to everyone who participated in January 2008's patient survey.

The main issues from last year's survey were focussed on the advertisement of pre-bookable appointments and to improve our consultation skills. We did the former by putting up notices in the waiting room, by increasing awareness by staff to explain this to patients, and by website information. The latter was by a general awareness – we like to improve any area of our clinical work and excellence in consultation skills plays a vital and satisfying part of General Practice.

In this year's survey, a striking **94% of patients were satisfied** ("fairly" to "completely") with the Surgery as a whole which fits with the reputation which is fed back to us. Within the region, Meadowcroft Surgery has an excellent reputation which is built on years of high-quality GP care and the training of new GPs.

We also did well on the **ability to speak to your doctor on the telephone** and how easy it is to **ring through to the Practice**. We spent a significant sum on updating our telephone system in 2005 in response to patient requests, which has improved the situation markedly.

There were many comments on the **friendliness of the staff** here, the **good relationships** between doctor and patient, and the general **efficiency** of the practice.

We will try to build on these good figures.

Areas where we can improve are regarding **continuity of care** which is still an issue, and **consultation skills**.

During 2008, improvements will be focussed on these areas:

- To enhance the good results of the previous year, in spite of the difficult current political backdrop
- To investigate ways of enhancing patient access to doctors

In order to achieve this, we are auditing doctor and nurse availability and hours worked, will be changing how we manage pre-bookable and on-the-day appointments, will consider the pros and cons of web-based booking, and will consider other ways of managing clinical demand.

Again, many thanks for your feedback – if you missed out this year, then do drop your suggestions into the Comments Box at Reception at any time.

Meadowcroft Surgery Partnership