**Rosewood Practice**

**Patient Survey Results Published–July 2017**

**Survey carried out from January to March 2017**

**Following the publication of the Patient survey in July 2016 for the survey carried out from January – March 2016 an action plan was put in place and actions implemented and this shows a great improvement in the percentage for most of the questions as compared to last year’s survey.**

**Improvements since the last patient survey**

**84% find the receptionist helpful**

**78% were able to get an appointment to see or speak to someone the last time they tried.**

**77% describe their experience of making an appointment as good**

**85% usually wait 15 minutes or less after their appointment time to be seen**

**82% say that the last GP they saw or spoke to was good giving them enough time**

**80% say the last GP they saw or spoke to was good at explaining tests and treatments**

**78% say the last GP they saw or spoke to was good at treating them with care and concern**

**91% had confidence and trust in the last GP they saw or spoke to**

**83% say the last nurse they saw or spoke to was good at explaining tests and treatments**

**88% say the last nurse they saw or spoke to was good at treating them with care and concern**

**75% are satisfied with the surgery opening hours**

**76% describe their overall experience of this surgery as good**

**69% would recommend this surgery to someone new to the area**

**We are still working on –**

**The questions mentioned below have shown a slight decline in comparison to the last survey and so we have put the following action plans in place and hope this will show an improvement in the next survey.**

**74% find it easy to get through to the surgery by phone. The front receptionist has been advised to put the calls on divert to the back reception if the front reception busy and we hope this action taken will show an improvement in the next survey.**

**62% usually get to see or speak to their preferred GP. The patients usually prefer to see Dr Hadid but as she cannot cover all sessions, patients have to book with locums. To compensate for doing fewer sessions Dr Hadid does extended hours on Mondays and we hope this action taken will show an improvement in the next survey.**

**75% say the last appointment was convenient. We have increased the number of online access appointments so that patients can book an appointment that is convenient to them and we hope this show an improvement in the next survey.**

**68% feel they don’t normally have to wait too long to be seen, we have increased the number of online access appointments also the appointment book is open four weeks in advance. We also do extended hours on Monday and we hope these actions implemented will show an improvement in the next survey.**

**80% say the last GP they saw or spoke to was good at listening to them. GPs have been informed about this and have taken this information on board we hope this action will show improvement in the next survey.**

**70% Say the last GP they saw or spoke to was good at involving them about decisions about their care. GPs have been informed about this and have taken this information on board and we will involve patients more in decisions about their care. We hope this will show an improvement in the next survey.**

**82% the last nurse they saw or spoke to was good at giving them enough time. Some patients booked for one problem would like to discuss another problem which does not give the nurse enough time to deal with multiple problems. The patients are being educated to book double appointment with the nurse to resolve this issue. We hope this will show an improvement in the next survey.**

**84% say the last nurse they saw or spoke to was good at listening to them. The Nurse has been informed about this and has taken this information on board and hopes to improve her listening skills.**

**77% say the last nurse they saw or spoke to was good at involving them about decisions about their care. The Nurse has been informed about this and has taken this information on board and will try to involve the patients more in making decisions about their care. We hope this will show an improvement in the next survey.**

**87% had confidence and trust in the last nurse they saw or spoke to. The Nurse has been informed about this and will try to improve in gaining the confidence and trust of patients. We hope this will show an improvement in the next survey.**

**The Practice will work on the areas that need to be improved and hope this will be reflected in the next patient survey**