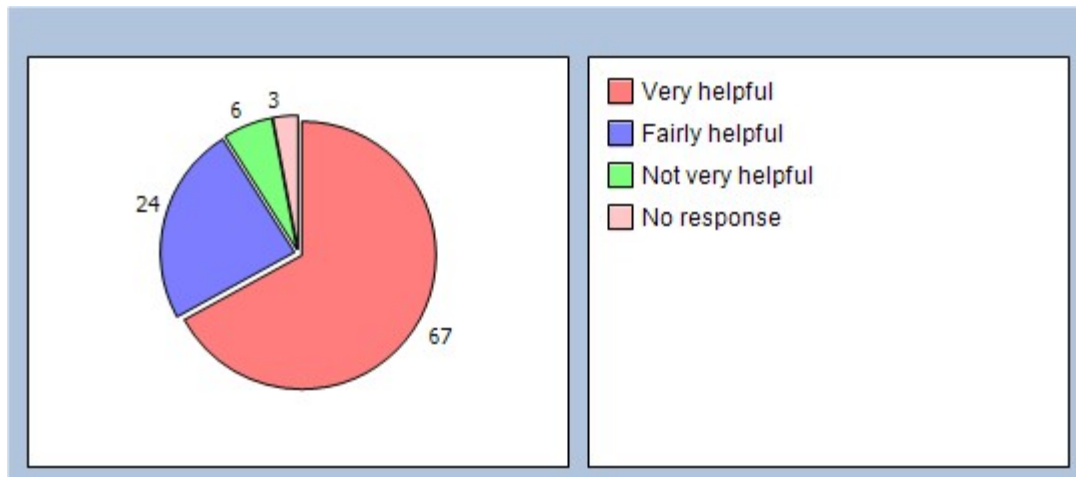


PATIENT SURVEY COMPARISON 2019 in blue / 2018 (in red)

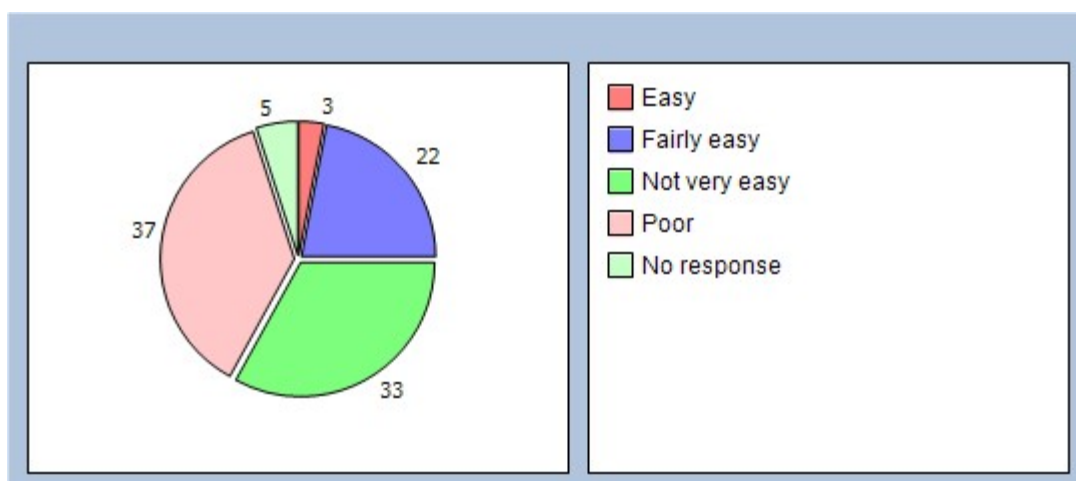
How helpful do you find the receptionists?

Very helpful **67%/65%**
Fairly helpful **24%/30%**
Not very helpful **6%/3%**
No response **3%/2%**



How easy do you find getting through on the telephone ?

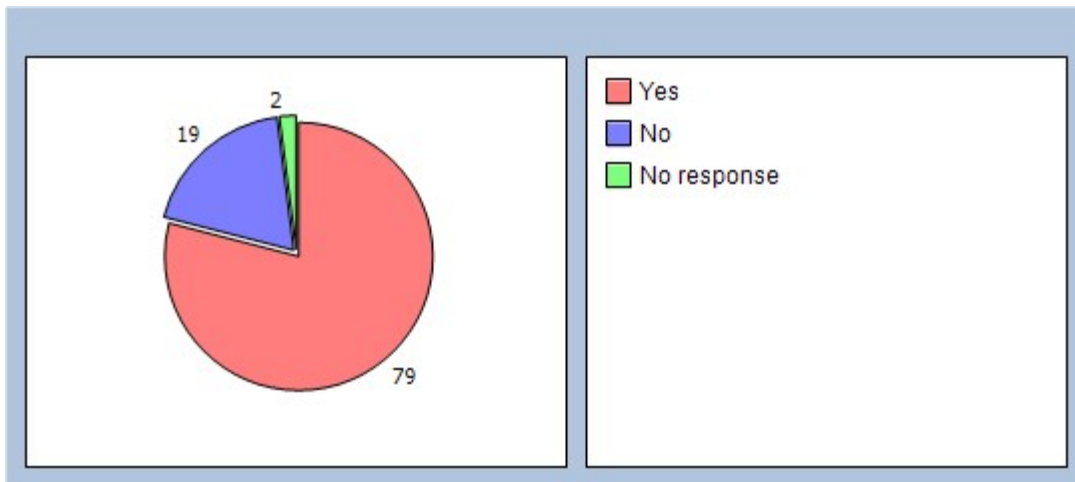
Easy **3%/3%**
Fairly easy **22%/17%**
Not very easy **33%/36%**
Poor **37%/39%**
No response **5%/5%**



We have updated our same day access system which is now called 'Active Signposting'. This system is designed to enable us to treat more patients and meet the growing demand in primary care. Our receptionists ask our patients the reason they are calling and have been asked by the GP's to ask specific questions and follow GP templates which have been designed by the GP's in this practice. Information is passed directly to the designated duty doctor to assess, review and offer further appropriate care. Only the ON-CALL DOCTOR DECIDES THE BEST COURSE OF ACTION and not a receptionist. Patients using this service can be offered services such as advice, a telephone call back, an appointment, referral or prescription etc.

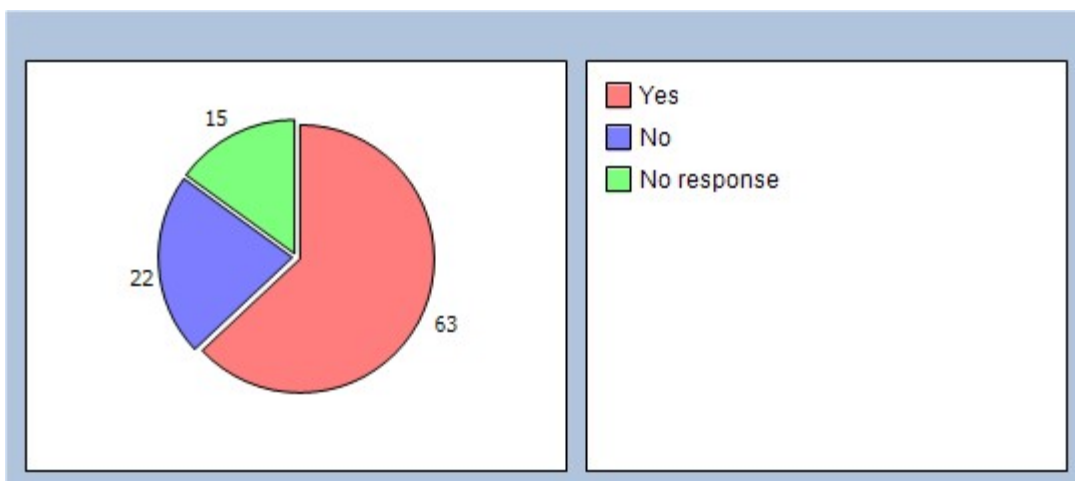
Have you used our same day access system?

Yes **79%/69%**
No **19%/28%**
No response **2%/3%**



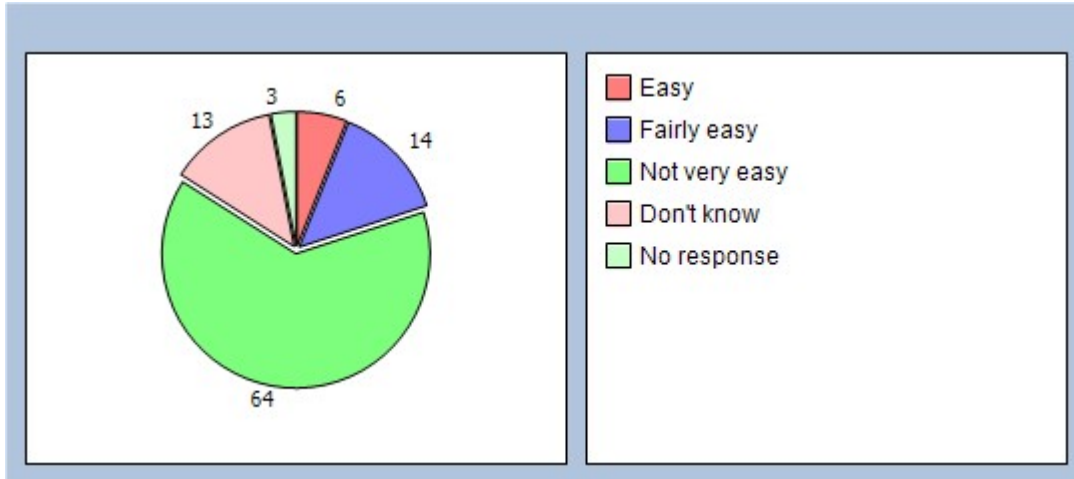
Did you get the outcome you wanted?

Yes **63%/42%**
No **22%/33%**
No response **15%/25%**



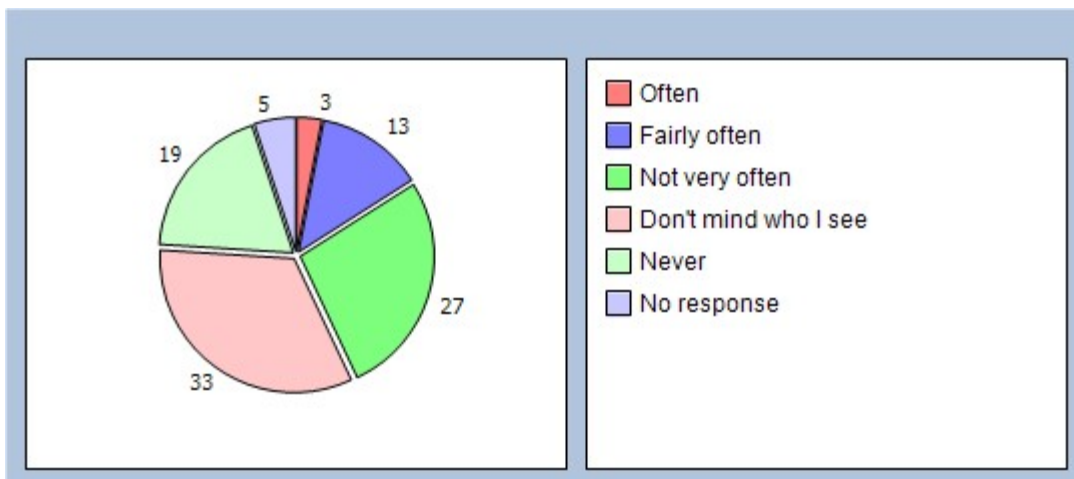
How easy is it to book an appointment in advance ?

Easy **6%/6%**
 Fairly easy **14%/17%**
 Not very easy **64%/58%**
 Don't know **13%/13%**
 No response **3%/6%**



How often do you get to see the GP/Nurse of your choice ?

Often **3%/5%**
 Fairly often **13%/14%**
 Not very often **27%/25%**
 Don't mind who I see **33%/35%**
 Never **19%/13%**
 No response **5%/8%**



What times would you prefer the practice to be open ?

Presently happy with opening times **57%/62%**

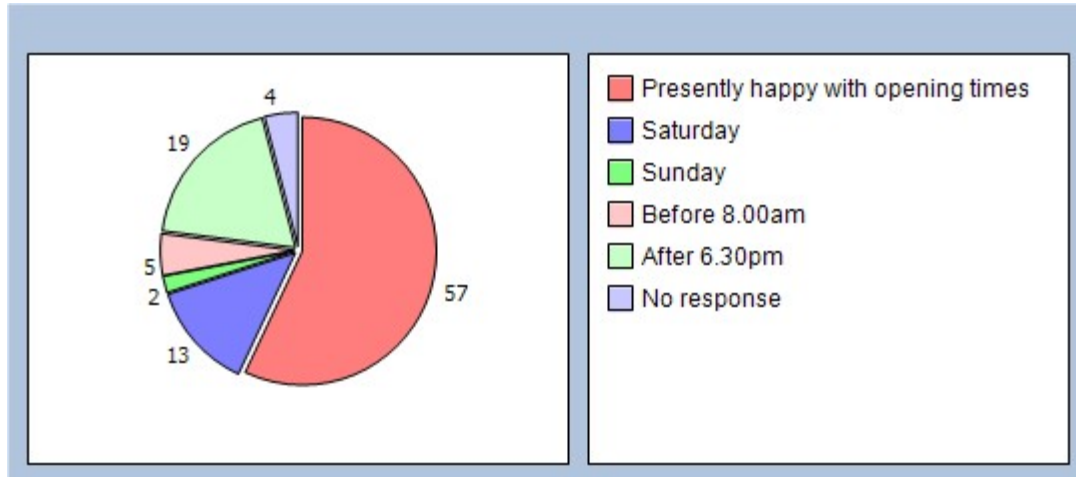
Saturday **13%/17%**

Sunday **2%/1%**

Before 8.00am **5%/8%**

After 6.30pm **19%/6%**

No response **4%/6%**



Overall would you describe your experience at this Practices as:

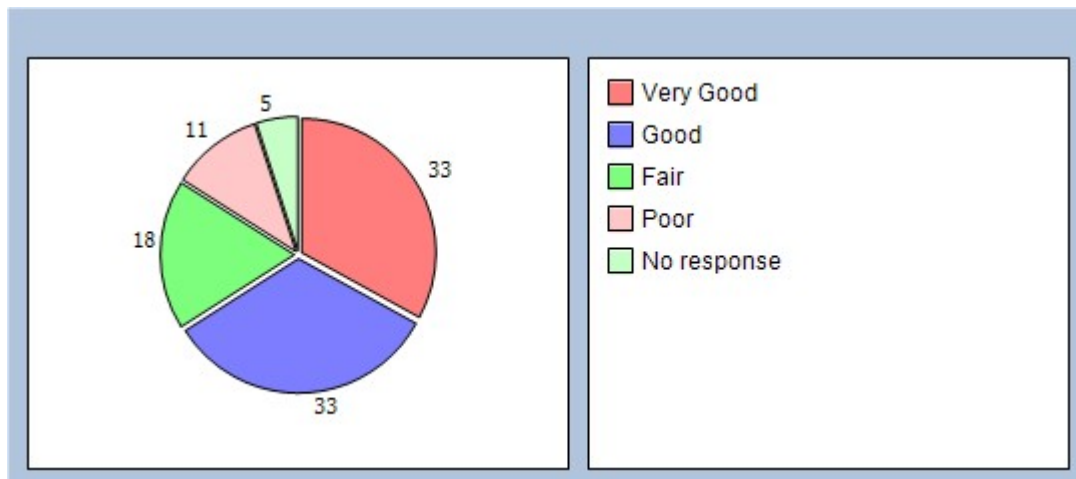
Very Good **33%/27%**

Good **33%/37%**

Fair **18%/26%**

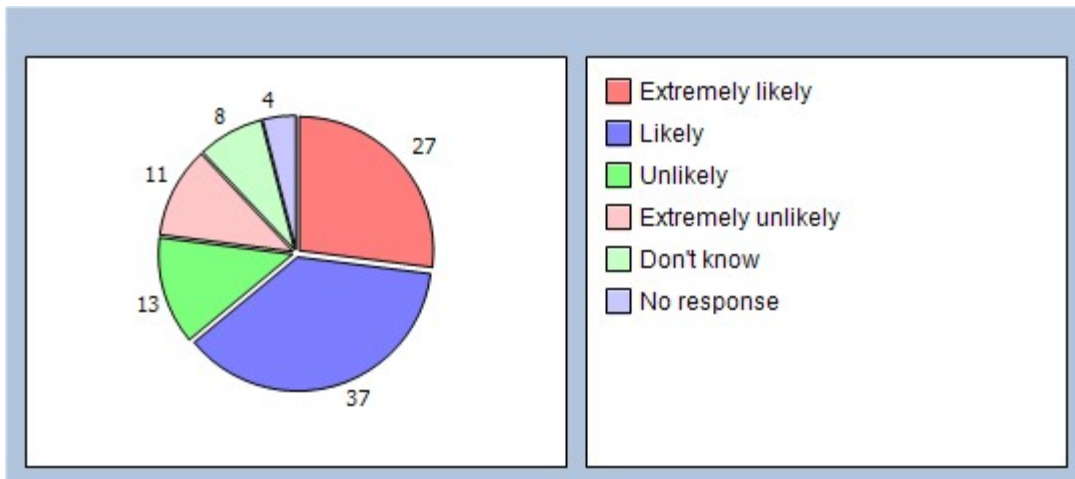
Poor **11%/4%**

No response **5%/6%**



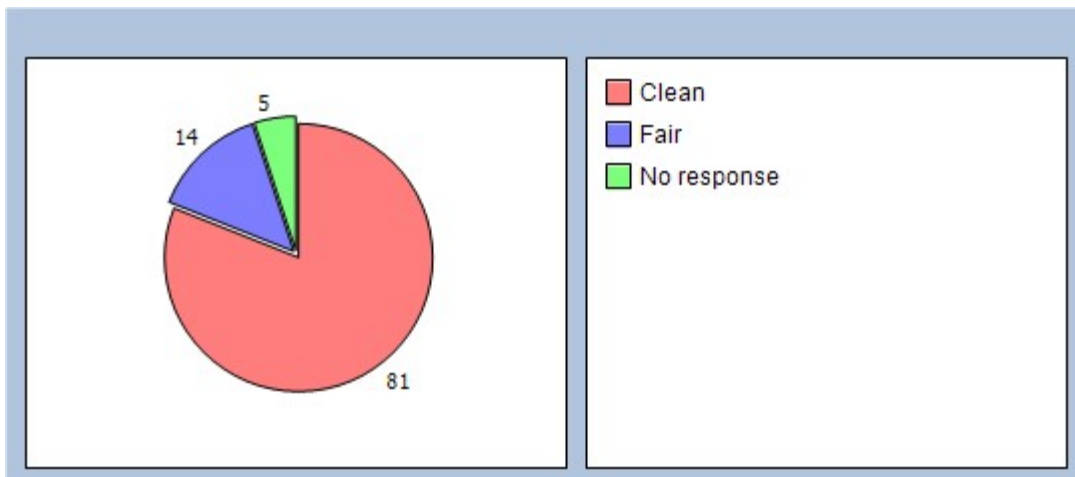
How likely are you to recommend our Practice to friends and family ?

Extremely likely **27%/22%**
Likely **37%/42%**
Unlikely **13%/21%**
Extremely unlikely **11%/4%**
Don't know **8%/3%**
No response **4%/8%**



How do you rate the cleanliness of the Practice ?

Clean **81%/82%**
Fair **14%/13%**
Poor **0%/0%**
No response **5%/5%**



When you last saw a GP how would you rate your treatment and care ?

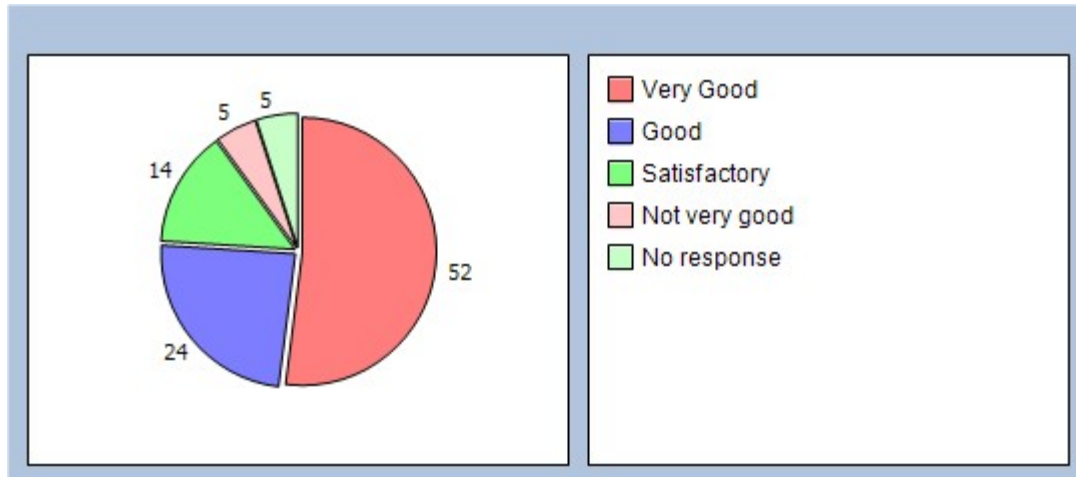
Very Good **52%/46%**

Good **24%/39%**

Satisfactory **14%/9%**

Not very good **5%/0%**

No response **5%/6%**



When you last saw a Nurse how would you rate your treatment and care ?

Very Good **63%/45%**

Good **22%/16%**

Satisfactory **7%/19%**

Not very good **3%/14%**

No response **5%/6%**

