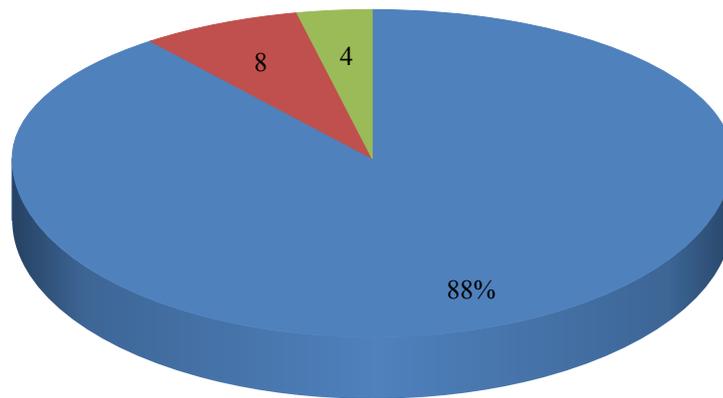


Dr J Chandra and Dr S Geeranavar
PATIENT SATISFACTION SURVEY
RESULTS – MAY 2018

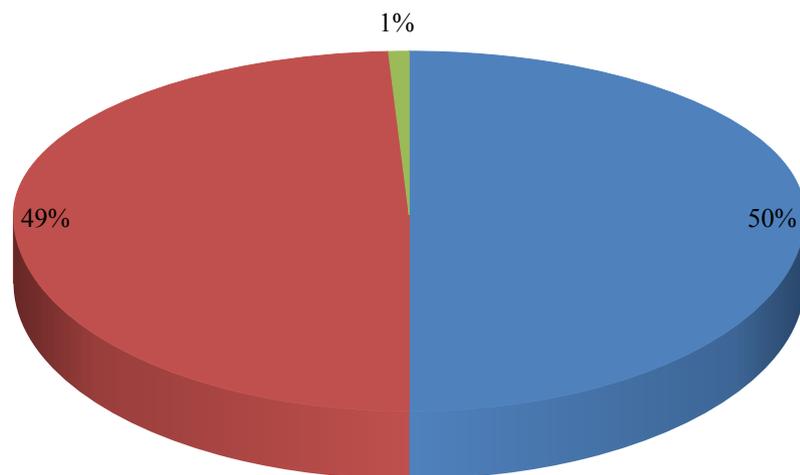
How satisfied were you with the arrangements for making your appointment?

■ Very Satisfied ■ Satisfied ■ Not at all Satisfied



How did you book your appointment?

■ Telephone ■ Face to face ■ Internet



Was the appointment given at a time that was convenient to you?

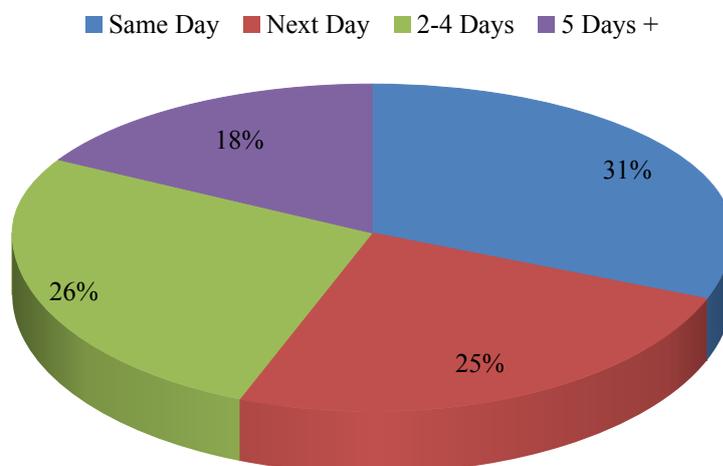


If No what were the reasons

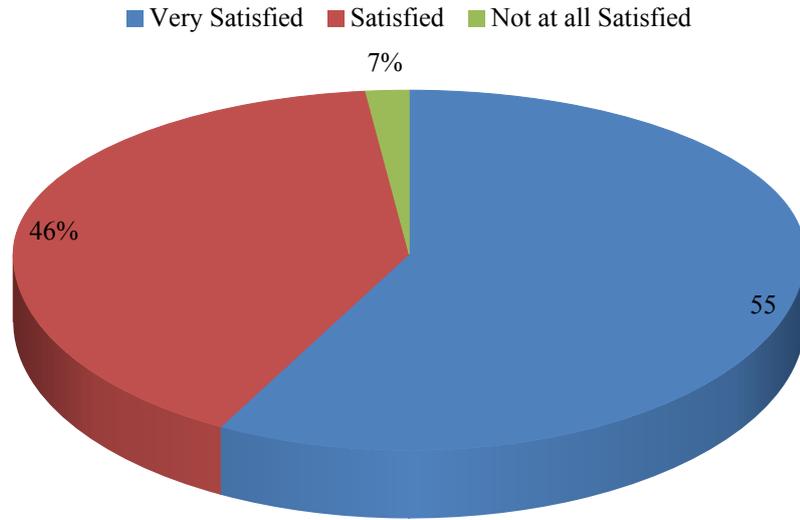
All the patients who completed the survey stated they had had an appointment at a time that was convenient for them. However, three patients stated that they were not satisfied with the arrangements for making their appointment. The reasons given:

- Waiting time
- Appointments not forthcoming
- One did not give a reason

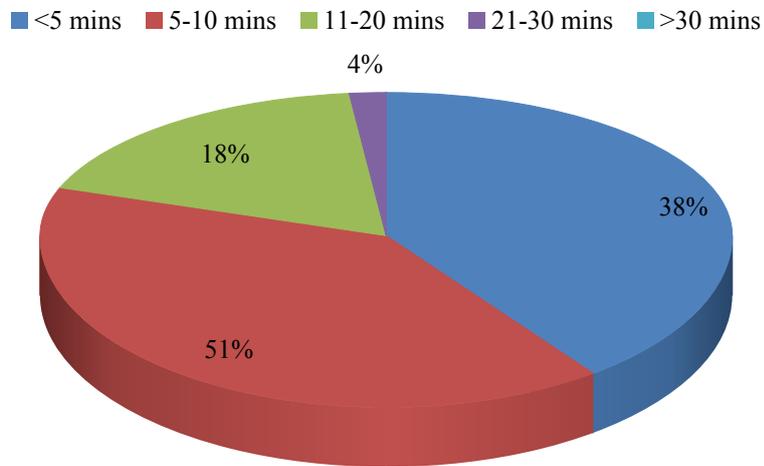
Thinking of the times, you were willing to see any Doctor, how quickly did you get to see them?



How satisfied were you with this:

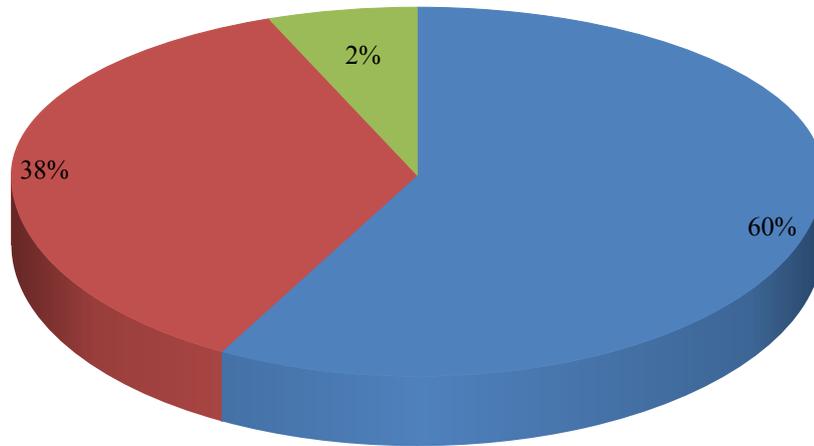


How long did you wait for your consultation to start?



How satisfied were you with this:

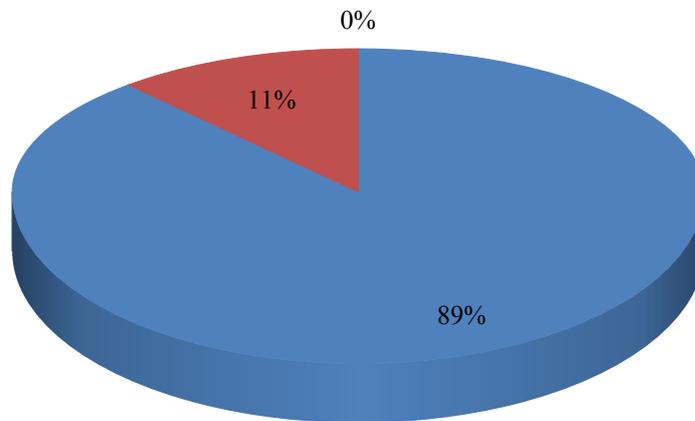
■ Very Satisfied ■ Satisfied ■ Not at all Satisfied



How satisfied were you with the:

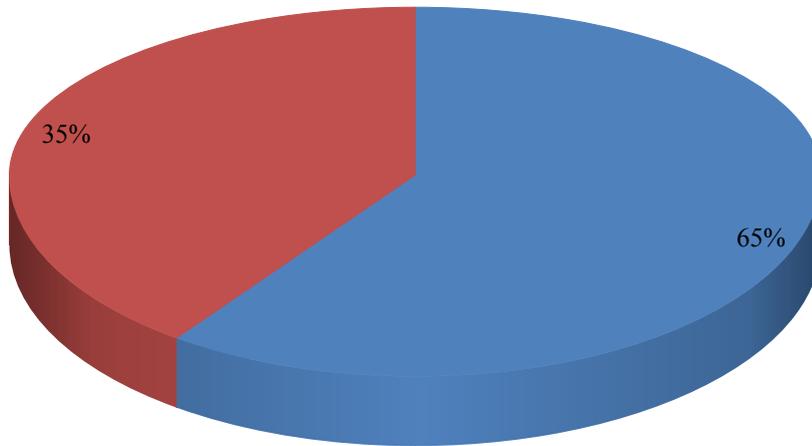
Receptionist and assistance you received when you arrived:

■ Very satisfied ■ Satisfied ■ Not at all Satisfied



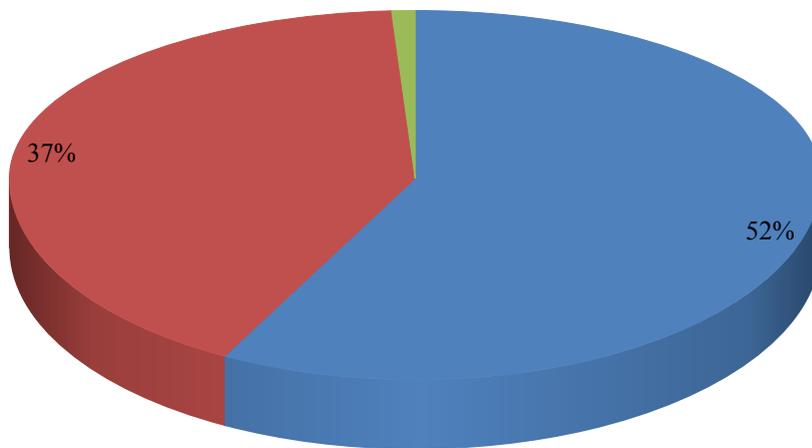
Care and support given by the Doctor:

■ Very Satisfied ■ Satisfied ■ Not at all Satisfied

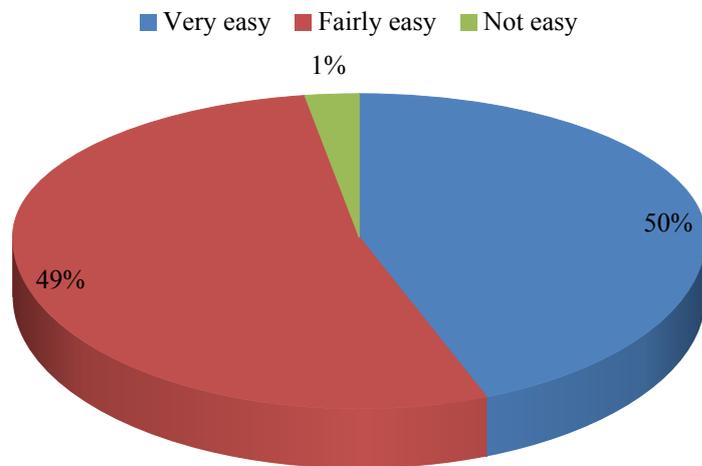


Care and support given by the Nurse (if applicable):

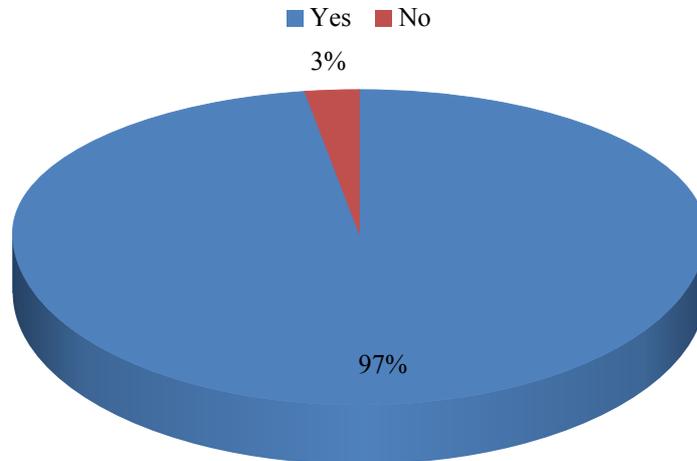
■ Very Satisfied ■ Satisfied ■ Not at all Satisfied ■ N/A



How easy is it to get through to someone at the practice on the phone?



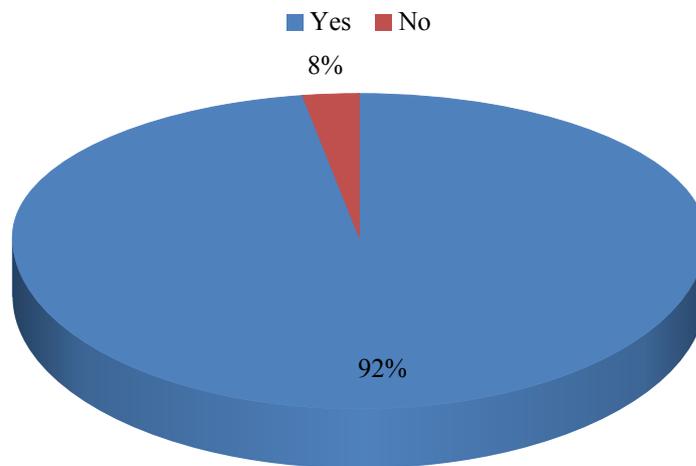
Are the opening hours of the surgery convenient for you?



If No what times would be convenient to you

- Maybe Saturday Morning or an early morning before work or late evening after work

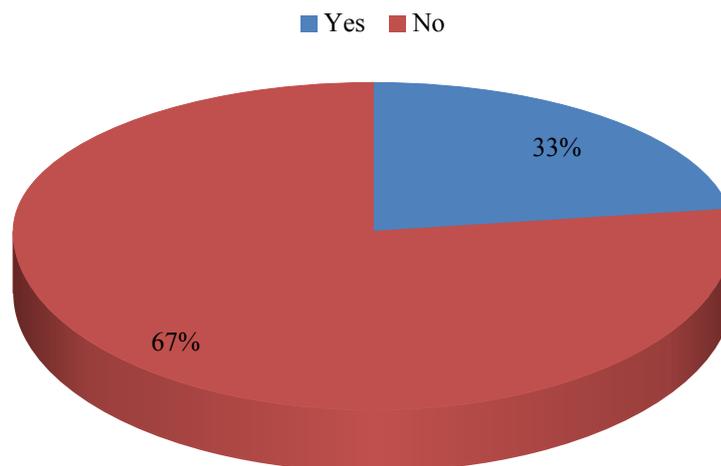
Are you satisfied with the services that we offer at the practice?



If **No** what services could be provided that we currently do not offer at the practice

- **Could provide more late appointments**
- **Family planning – I've now had to register at Cannock And Stafford Hospitals**

Have you ever had an appointment at the Cannock Network Practice?



If yes, how did you find your experience?

Very few patients made any comment about Cannock Network

- **Always use the service as appointments not available**
- **Ok**
- **Doctor is a very nice man**

Please add any comments or suggestions about how you feel about the service provided that this practice.

- The staff are really helpful and polite, always giving 100%
- The ladies on reception are most helpful and are a pleasure to deal with
- All staff are a credit to the practice
- The ANP is a great addition
- New staff much more helpful and polite than the previous staff
- New staff are brilliant
- Great to see new life in the surgery
- Fabulous receptionists, the service they offer is 2nd to none, very helpful and leave me to worry about anything
- All services are excellent
- The staff are lovely, patient and friendly, they always help with everything they can.
- Female doctor wonderful, very understanding
- Great work
- The staff are lovely, friendly and patient, always help with everything they can

Finally, please add any comments or suggestions as to where you feel services are not up to standard and could be improved.

- More appointments when needed
- The situation regarding Dr Chandra needs to be resolved, to give patients continuity regarding ongoing issues.
- The nurse is not very friendly
- Appointments not forthcoming
- Continuity of care has been appalling
- New staff not approachable
- Bigger carpark
- The pharmacy doesn't seem to be able to cope with 'feeding' the surgery; my prescription is always incorrect, causing stress for the receptionists.

The practice has undergone major staff changes during the early part of 2018; so the results and comments provided by this survey will be truly beneficial to the surgery.

PATIENT DEMOGRAPHICS

AGE RANGE

0-15	16-24	25-34	35-44
1	4	2	7

45-54	55-64	65-74	75+
17	9	10	4

GENDER

MALE	FEMALE
20	34

ETHNICITY

WHITE BRITISH	ASIAN/ASIAN BRITISH	BLACK/AFRICAN/CARIBBEAN
52	2	

SUMMARY

A patient satisfaction survey was undertaken in May 2018.
All 70 questionnaires were given out to patients when they attended for an appointment.
54 questionnaires were returned

This was the first patient satisfaction survey to be undertaken since the staff changes came into place, so it is very difficult to compare with any previous survey. The results will be discussed with the Patient Participation Group at their next meeting and results will also be available on the practice website and in reception.

A comparison has been made between some of the results from the last satisfaction survey undertaken during September/October 2017 and this most recent survey.

Ease to get through to practice on the telephone:

Oct 17 - 46% compared to 49% in May 18.

Reception:

Oct 17 - 80% compared to 89% in May 18.

Opening hours:

Oct 17 - 46% compared with 97% in May 18.

Waiting time on arrival for appointment:

Oct 17 - 34% compared with 55% in May 18.

Quality of care by doctor:

Oct 17 - 46% compared with 65% in May 18.

Quality of care by nurse:

Oct 17 - 48% compared with 89% either very satisfied or satisfied in May 18

Quality of services provided:

Oct 17 - 59% compared with 92% in May 18.

Conclusion

- The results from this survey were most encouraging and patients appear to be very satisfied with the current service provision which is very pleasing during this period of change. The practice is and will continue to provide the best possible care for all of our patients.
- The majority of comments received were very pleasing, with a small minority who were not satisfied with the current service.
- This survey will be undertaken again in 6 months' time to assess that the improvements made to the practice have been sustained.