**HAROLD STREET MEDICAL CENTRE**

**GENERAL PRACTICE ASSESSMENT QUESTIONNAIRE**

A meeting was held between Dr. Patrick (GP), Trupti Khandelwal (Practice Manager) and Jean Robinson (Assistant Practice Manager) on 20th March 2018 to discuss the outcome of patient questionnaire.

The recommendations are as follows:

Nearly all (98%) of our patients have said that they find it easier to get the appointment, which is a remarkable achievement. The patient’s satisfaction with the reception staff was 98% which is good and practice is quite pleased with this. Trupti Khandelwal has spoken to reception staff and communicated the results to them. As a practice of limited resources, we feel that it is a good standard. Majority of the patients have given feedback around pleased and valued for accessing the appointment. There are lots of comments about staff dealing with appointments and reception. Some of the comments include “Effective”, “Friendly”, “staff take time to speak to you”, “Ease of making appointment”, “always try to please patients”. Overall, we need to keep-up the good work.

All of our patients have said that they feel respected, pleased, valued and cared for when they arrive and check in. Considering a very small reception team, this is a good achievement, as owing to small team, load on us can be significant. Some of the comments from patients include “Reception staff A1”, “Welcomed with a smile, polite and friendly”, “Staff has time for you”, “Reception staff is always helpful”, “The reception makes me feel friendly and comfortable”, “Staff are always polite”. Looking at these comments we have no doubt that whatever we are doing at reception is good and we need to continue doing so.

Regarding information which patients receive from reception staff, information leaflets and posters. 90% of our patients have said that they feel pleased and valued, while 10% of the patients have said that they are involved. Some of the comments given by patients include “got up to date information”, “plenty of information and leaflets around the waiting room”, “explains clearly and answers questions”. Overall it is felt that patients are satisfied with the information which we provide. Though as a practice team, we need to make sure we provide quick and right information to the patients. We also need to make sure that all the leaflets and posters in waiting area are up to date and in well organised manner.

Regarding waiting time in surgery and information around waiting time 97% of our patients are satisfied and pleased. This is a good number, as waiting time in surgeries is a major point due to which patient satisfaction could go down. We need to make sure that we maintain these standards, especially when the merger has happened.

As far as patient consultation is concerned, while patient is with GP or nurse, 89% of our patients feel respected, pleased, valued and cared for. Though 11% feel not listened to, hurried and frustrated. Some of the positive comments include “everyone is nice in this practice”, “pleased with the way I receive treatment from my doctor”, “always helpful”, “good dialogue, not hurried”, “always feel valued”. Though the negative comments say “doctor did not give much value”. It is to be noted that majority of our patients are fully satisfied with us, though we need to improve on reducing the number of patients who are not satisfied. These results have been discussed with all the medical staff and all of them have said that they will improve further.

The most important aspect of the questionnaire was overall satisfaction with the surgery. Majority of the patients are satisfied with the surgery as a whole, which is impressive, and needs to be taken even higher.