

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 25th March 2014 to discuss the outcome of patient questionnaire.

The recommendations are as follows:

The patient's satisfaction with the reception staff was 87% which is good and practice is quite pleased with this. Trupti Khandelwal has spoken to reception staff and communicated the results to them. None of the patients have rated reception experience as poor. As a practice of limited resources we feel that it is a good standard.

81 % of patients were satisfied if they have ever called the surgery and the time it took to get a response or transferring the call which is again a high standard for a small surgery with less number of staff.

82% of the patients were able to get appointments with-in reasonable duration of time which was convenient to the patients. 70% of the patients were satisfied with out of hour's service. This shows that majority of the patients are getting appointments when they want it, to increase the flexibility, practice is planning to take some steps.

Regarding waiting time at the surgery for seeing Doctor/Nurse or check-in at reception 79% of the patients are satisfied. Several measures are being taken to decrease the waiting time for patients in the surgery. Some patient just walked into the practice and expected to be seen. The reception staff will do their utmost to inform patients that they must arrive for their appointed time and if they are early or late they may have to wait longer than the patients who arrive at their appointed time.

For the cases where patient wanted to speak to Doctor/Nurse or wanted a home visit, we have achieved 73.5 % patient satisfaction. Being a 1 GP surgery it is very difficult for us to increase this indicator, still we have achieved significant satisfaction on this.

Regarding prescription waiting time, its correctness and handling any queries regarding repeat prescription 83% of the patients have said that they are satisfied. Measures have

been taken to improve this further by introduction of online prescription request by SYSTMONE and will be introducing a new online Repeat Prescription services which is due to come to our surgery in April 2014.

Regarding communications with the patients about the test results and availability of results 81.1 % of the patients were satisfied. A slight improvement is needed when it comes to information being provided about the test results, as the patient satisfactions is 75%.

For the patient who have interacted with other staff (Non Reception/Clinical) the level of helpful ness and information provided has been rated as 84%, which is remarkable being a small surgery.

The most important aspect of the questionnaire was overall satisfaction with the surgery. 86 % of the patients are satisfied with the surgery as a whole, which is impressive, and needs to be taken even higher.