

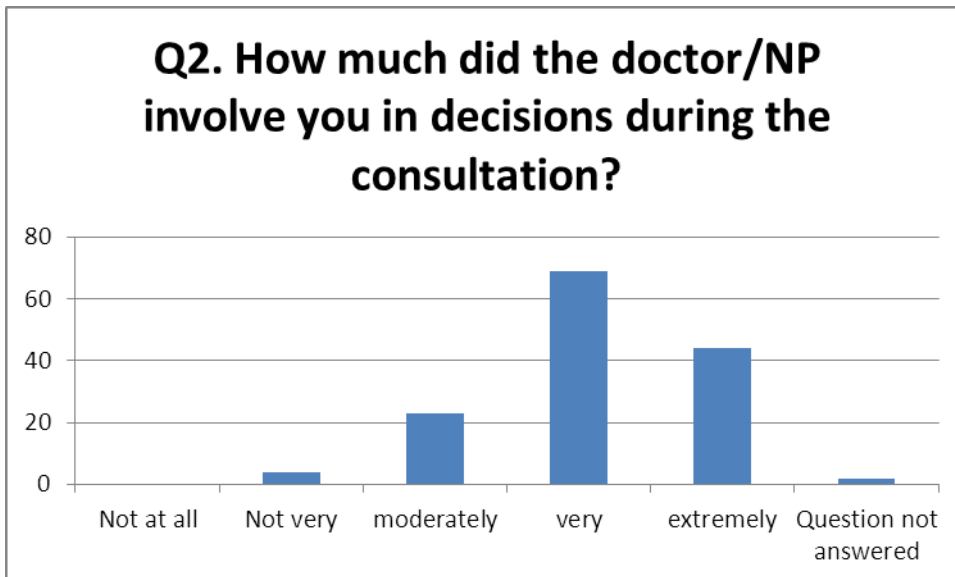
## Redgate Medical Centre – Patient Survey Results

- Survey undertaken for a period of 2½ weeks during December 2013.
- A total of 142 patients completed the survey – a sample size of approximately 2.1% of the practice population

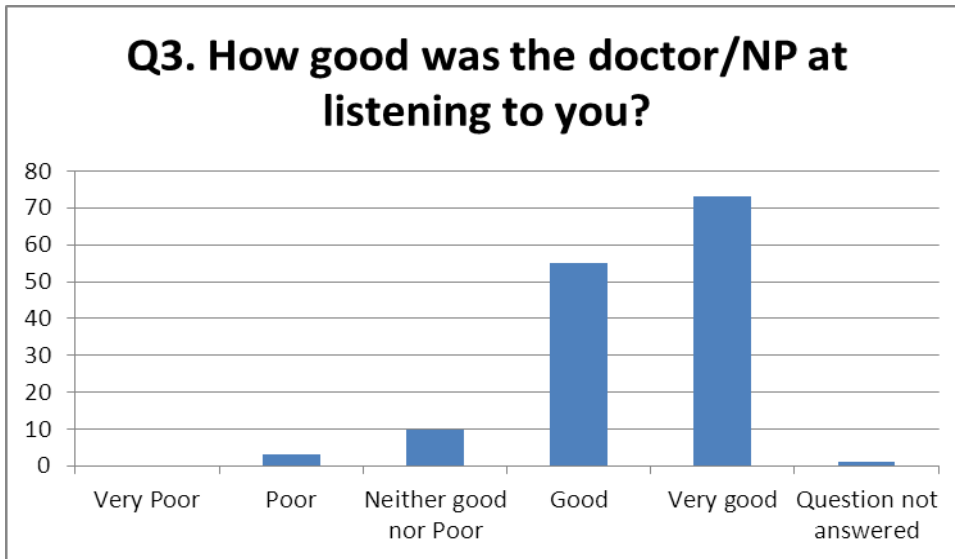
Question 1.



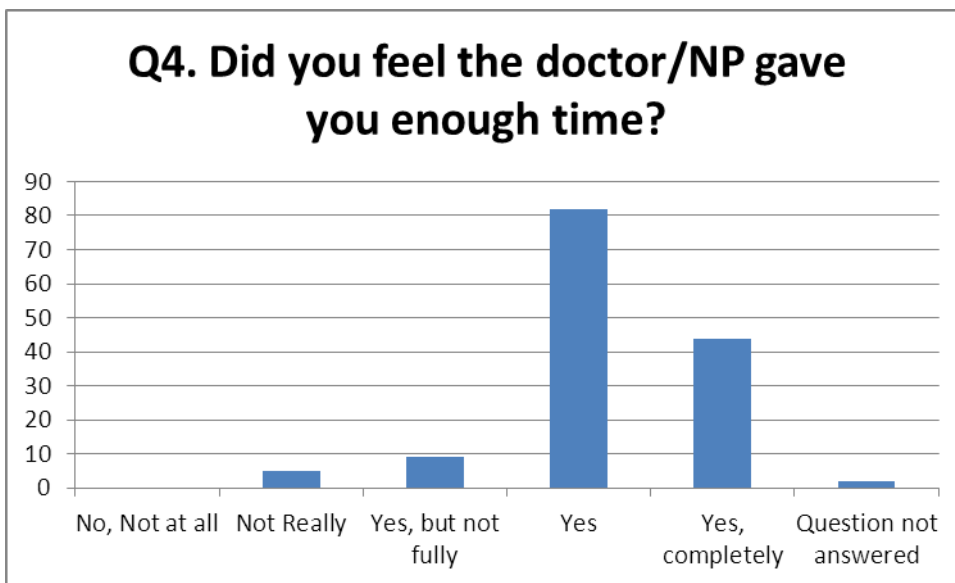
Question 2.



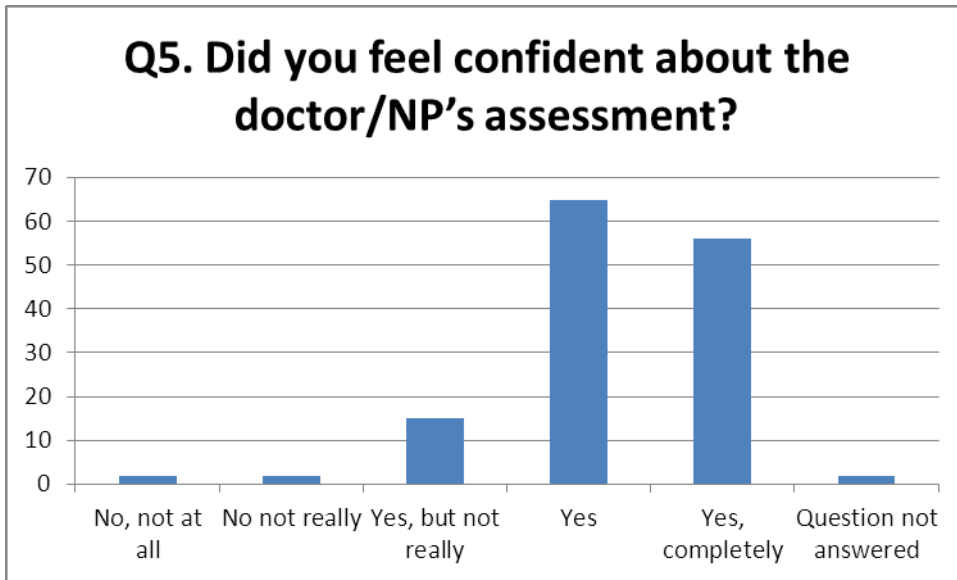
Question 3



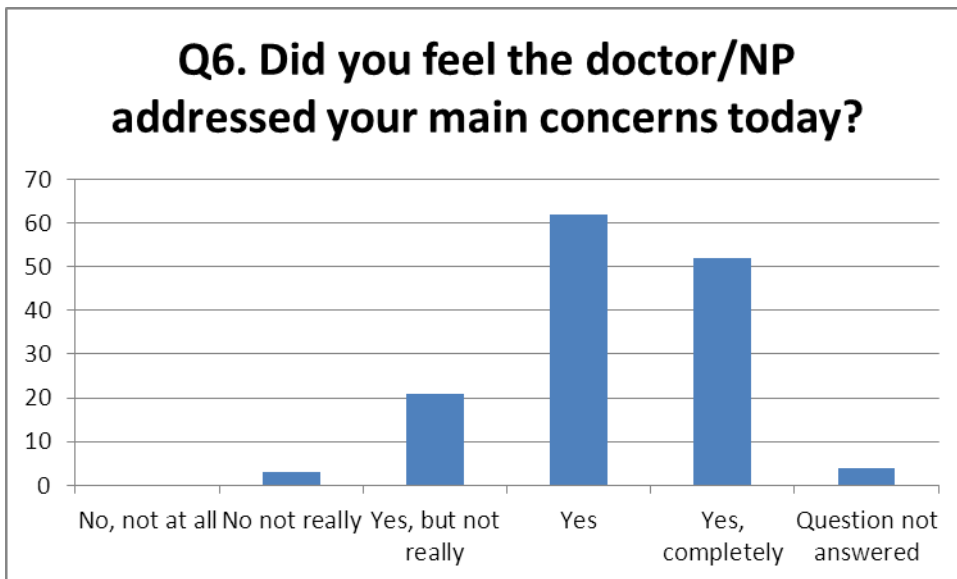
Question 4



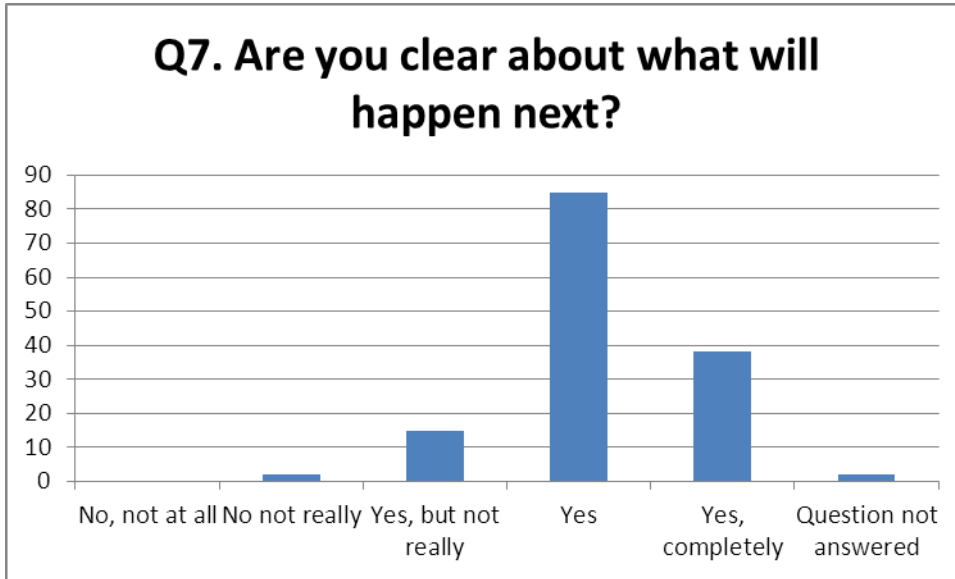
Question 5.



Question 6



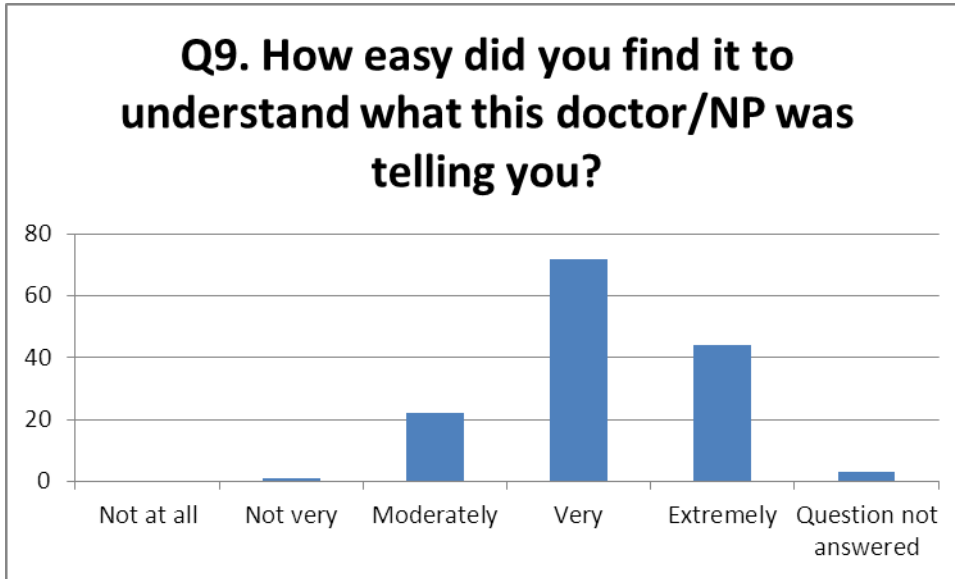
Question 7



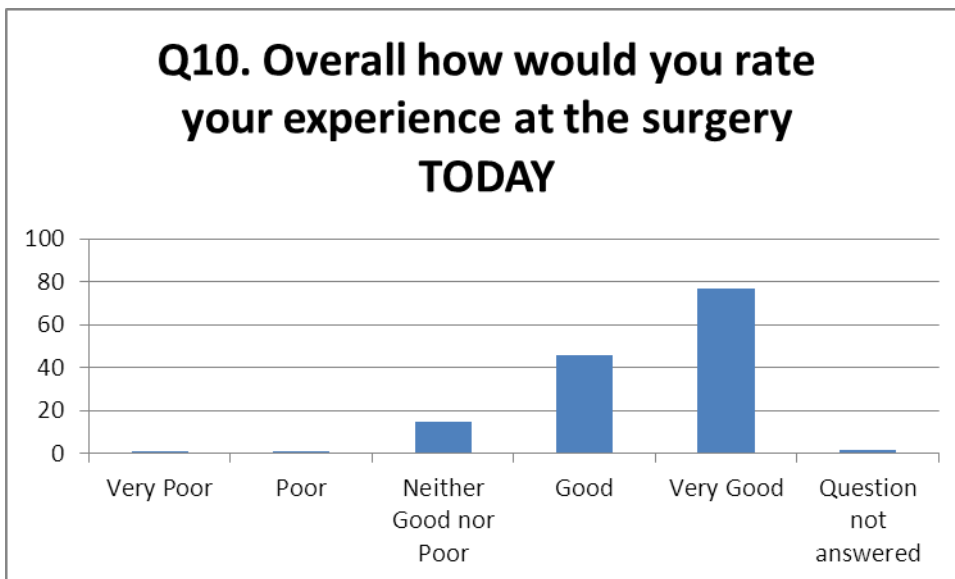
Question 8



Question 9



Question 10.



## **Positive Comments**

"Very Efficient"

"I have always been treated very well, and looked after very well. We are lucky to have such caring doctors and nurses etc at this practice. Well done".

"Very Happy Thank you".

"I find the doctors & nurses very good indeed".

"Dr Akhter has a very reassuring manner"

"Excellent as ever"

"I feel very relaxed when at the surgery, nothing is too much trouble, and my doctors especially! Take as much time as it needs to help me".

"Thank you All Very Much 'lovely people'. HAPPY Christmas

"Always great helpful staff very happy especially concerning absence of delays when :) ordering my repeat prescriptions, thank you!".

## **Negative Comments**

"Unable to get through on phone so called into surgery to make appointment. Appointment made in person at surgery approx 8.20am 9/12/13 and given 2.10pm as appointment time - arrived only to find no appointment for this time but 3pm instead. No explanation as to why".

"The waiting area could be made more comfortable and not so hot".

"Q6 = Havent been in yet" "Q10 = Not dealt with it yet". "All Ok Happy Xmas & New year".

## Practice Comment

### Action Plan

Our Patient Participation Group met to review the results of the patient survey and helped us produce an Action Plan to improve routine (non-urgent) appointment availability. Details of the Action Plan can be found overleaf.

<b>Findings / Proposals or PRG Priority Areas</b> <i>'You said...'</i>	<b>Action to be taken</b> (if no action is to be taken provide appropriate reason) <i>'We did...'</i>	<b>Lead</b>	<b>Timescale</b>	<b>Progress</b> <i>'The outcome was...'</i>