

## Patient Survey October 2017

There were 47 completed questionnaires returned

### Overall, how satisfied are you with our service:

Very satisfied:	70.22%
Somewhat:	21.28%
Neither satisfied or dissatisfied:	4.25%
Somewhat dissatisfied:	0%
Very dissatisfied:	4.25%

### Overall, how well does the practice meet your needs:

Extremely well:	68.09%
Somewhat well:	27.66%
Not so well:	4.25%
Not at all well:	0%

### Patient comments about appointments:

- Got appointment quickly
- Appointments are difficult to arrange
- Hardly have appointments and patients shipped somewhere else.

### If there was one thing you could change about the practice:

- Being able to book appointments in advance, rather than having to call back the following week would be very helpful
- Podiatry appointment system – having to wait 4-6 weeks
- Improve communication as not always good
- Need more permanent GP's, HCA's & Nurses
- Need OAP surgery as the elderly patients seem to get priority on earlier appointments.
- Need to open 2 Saturdays a month

### Other comments made:

- Don't know of any other surgery that is caring, all staff are a good team.
- Thank you
- The kindness I have received is overwhelming
- Helpful & friendly reception
- Good/Great Doctors
- Good time keeping
- All staff are always very friendly and professional
- 100% improvement from the 1980's
- Some bad experiences with named GP so avoid seeing her
- Excellent reception staff
- Better seating area
- Rotating/visiting doctors much more friendly shame they never stay on.
- Best practice in London keep up the good work

Action plan to follow