

Gladstone House Surgery patient survey results 2018

We would like to thank members of our practice Patient Participation Group who helped us design the practice patient satisfaction questionnaire and also our patients those who took time to complete them. Practice has used the Mori GP survey 2018 bench mark data currently available to the practice.

Number of patient satisfaction questionnaires completed for doctors and nurses during September 2018 to January 2019 = 200

For ease of data analysis questions around appointment system, access, waiting etc have been grouped together. Poor responses have been classed as dissatisfied.

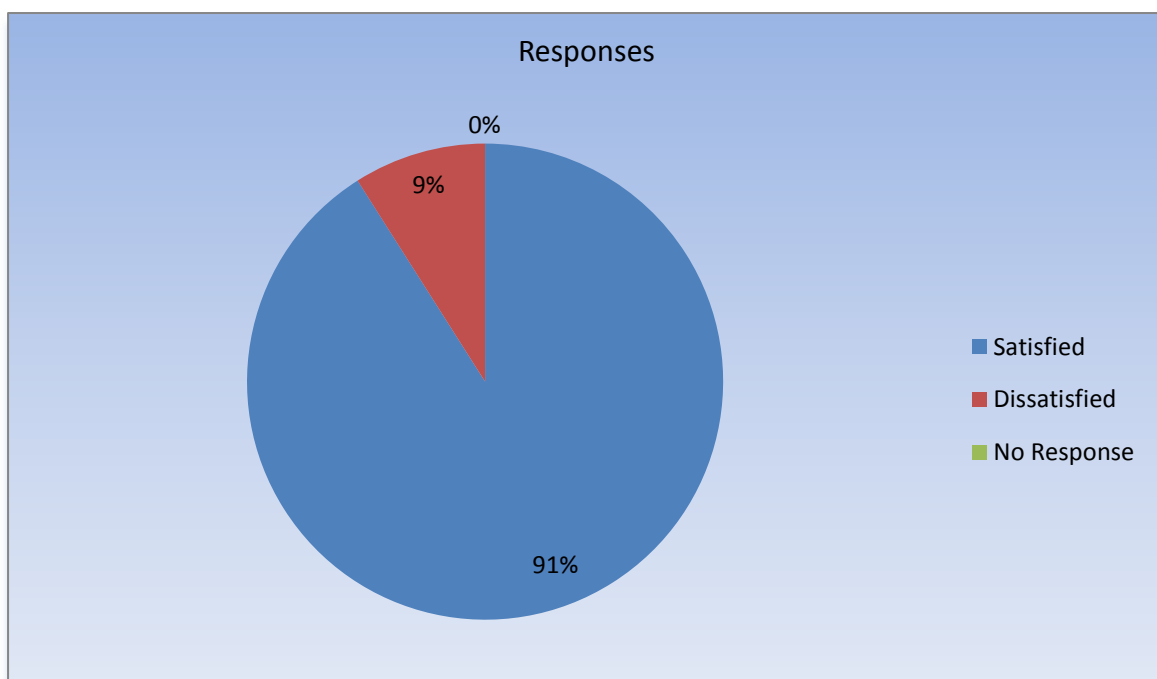
1 Easy to get through to the surgery by phone

Satisfied: 91%

Bench mark data(%) : CCG average 63% , National 70%

Dissatisfied: 9%

Overall: 91% satisfied



2. Patients who find the receptionists at the surgery helpful

Excellent: 53%

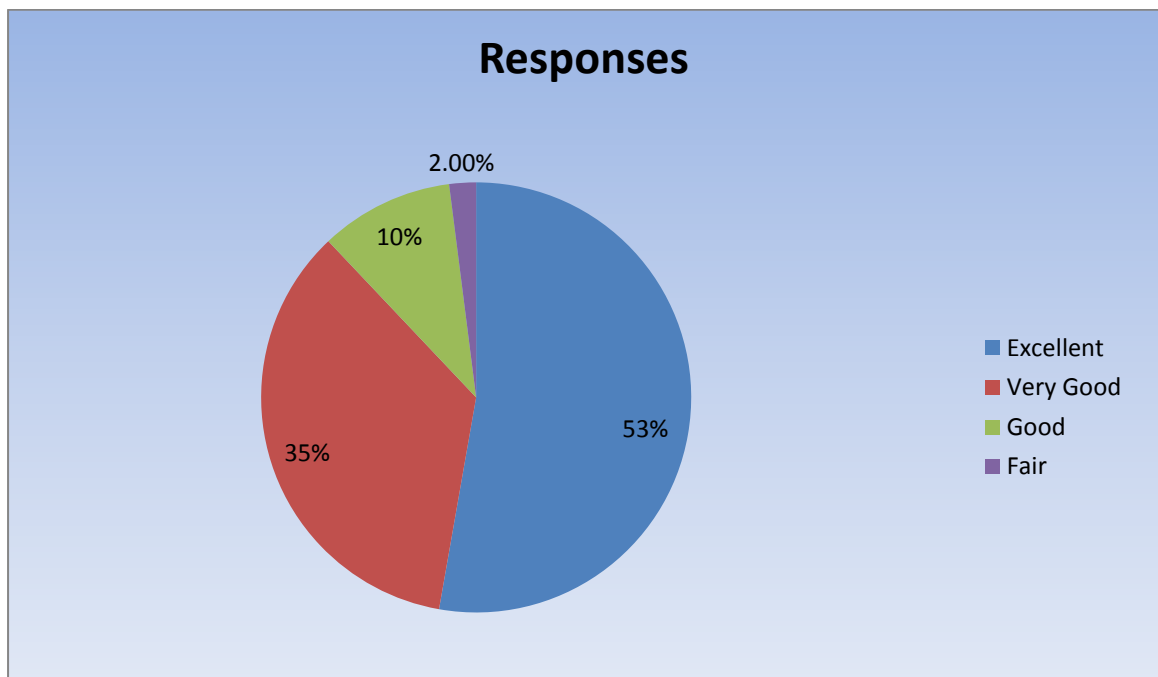
Bench mark data(%) : CCG 88% , National 90%

Very good: 36%

Good: 10%

Fair: 2%

Overall: 100% satisfied



3. %Patients who saw our health care professionals say they were good at listening to them during their last general practice appointment

Excellent: 61%

Bench mark data(%) : CCG 90% National average 89%

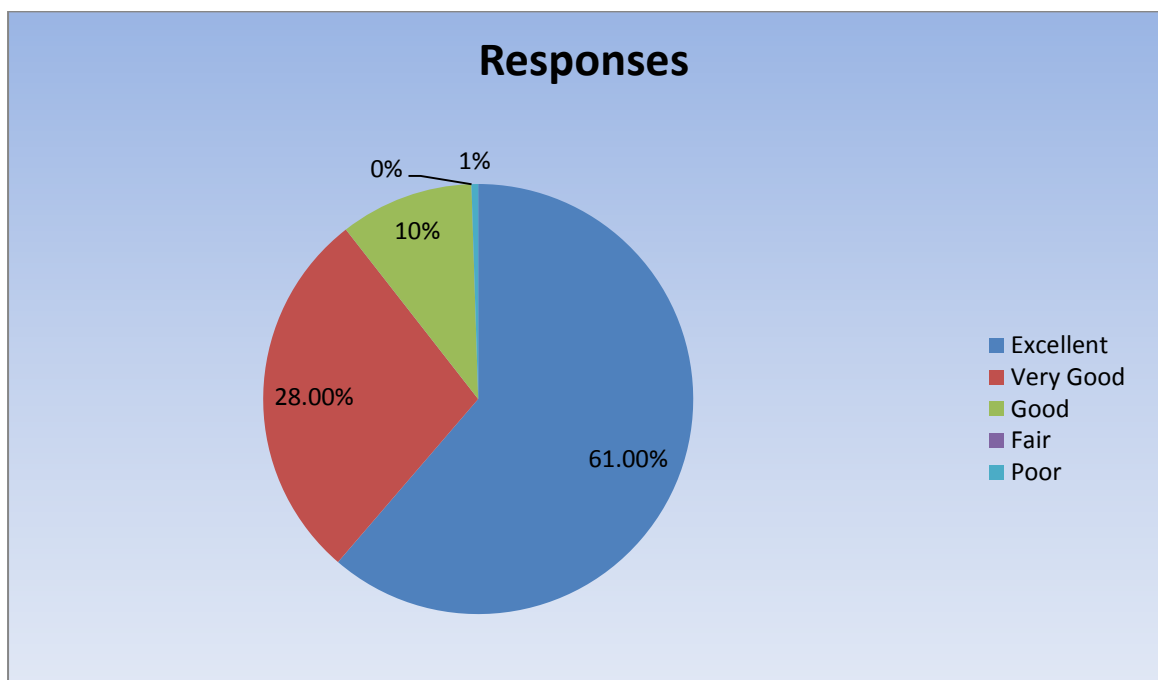
Very good: 28%

Good: 10.5%

Fair: 0%

Poor: 0.5%

Overall : 99.5% satisfied



4. % of patients who say the healthcare professional took time explaining treatments/tests/medications etc in their last general practice appointment.

Excellent: 53%

Bench mark data(%) : CCG 89% National average 87%

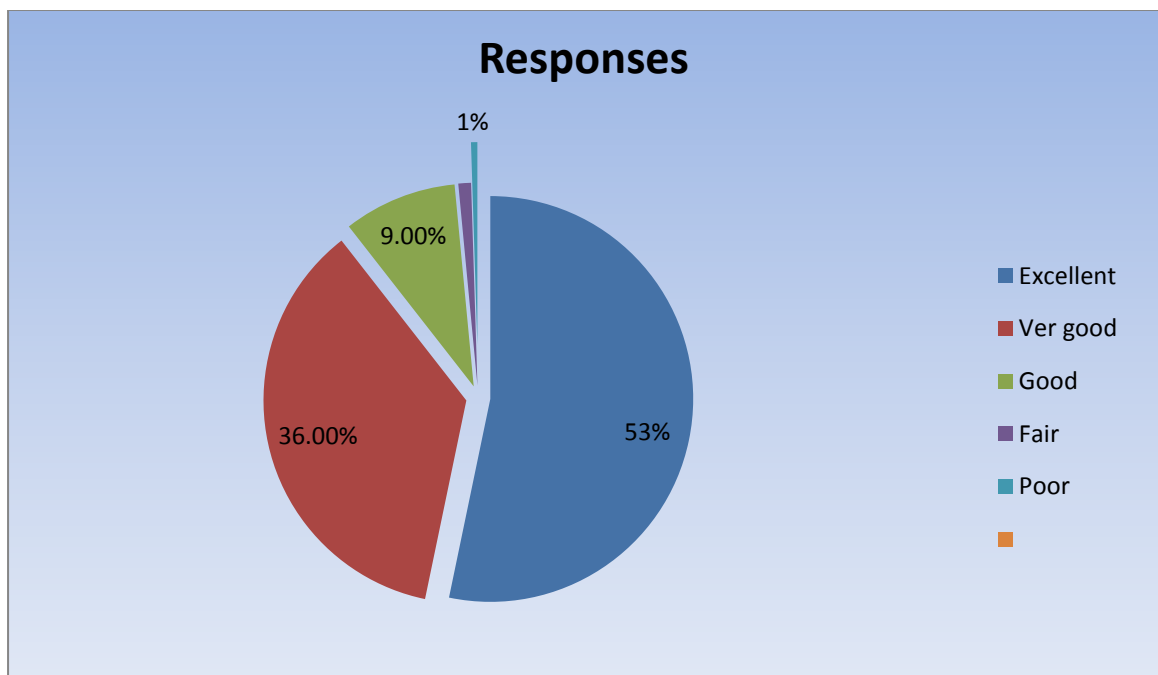
Very good: 36%

Good: 9%

Fair: 1%

Poor: 1%

Overall 99% satisfied



5. % of patients who say they were involved as much as they wanted to be in decisions about their care and treatment during their last general practice appointment

Excellent: 55%

Bench mark data(%) : CCG 93% National average 93%

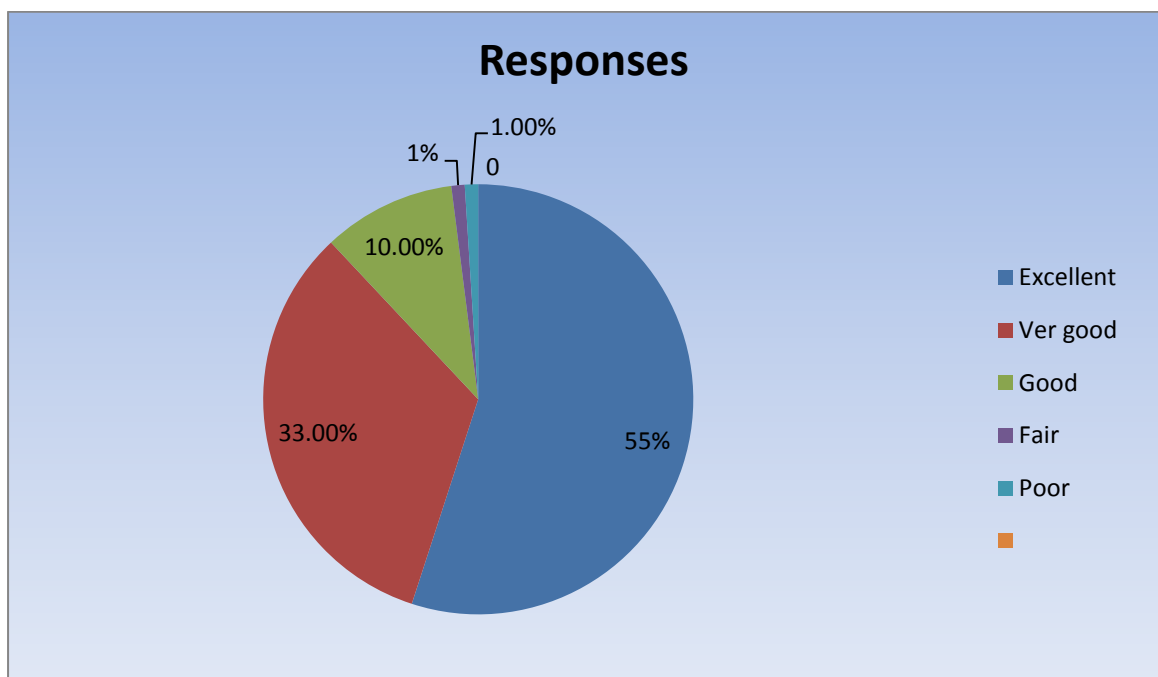
Very good: 33%

Good: 10%

Fair: 1%

Poor: 1%

Overall : 99% satisfied



6. % of patients who say the healthcare professional they saw or spoke to was good at treating them with care and concern during their last general practice appointment.

Excellent: 65%

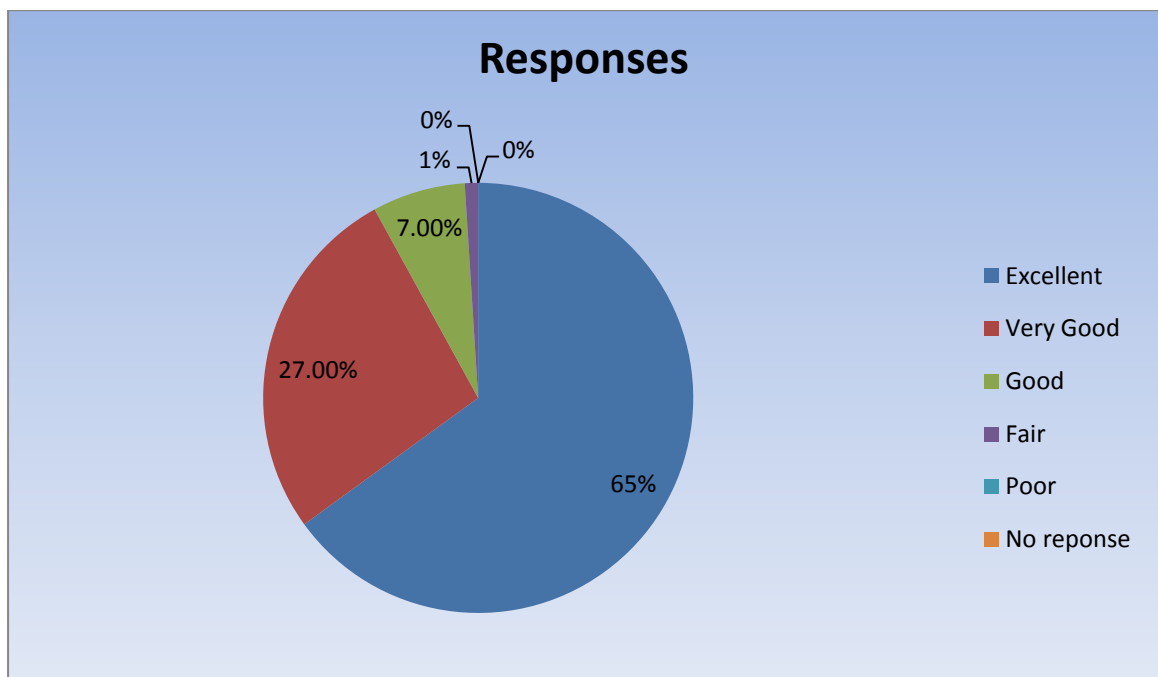
Bench mark data(%) : CCG 89% National average 87%

Very good: 27 %

Good: 7%

Fair: 1%

Overall : 100% satisfied



7. % who say they had confidence and trust in the healthcare professional they saw or spoke to during their last general practice appointment

Excellent: 66%

Bench mark data(%) :CCG 96% National average 96%

Very good: 26%

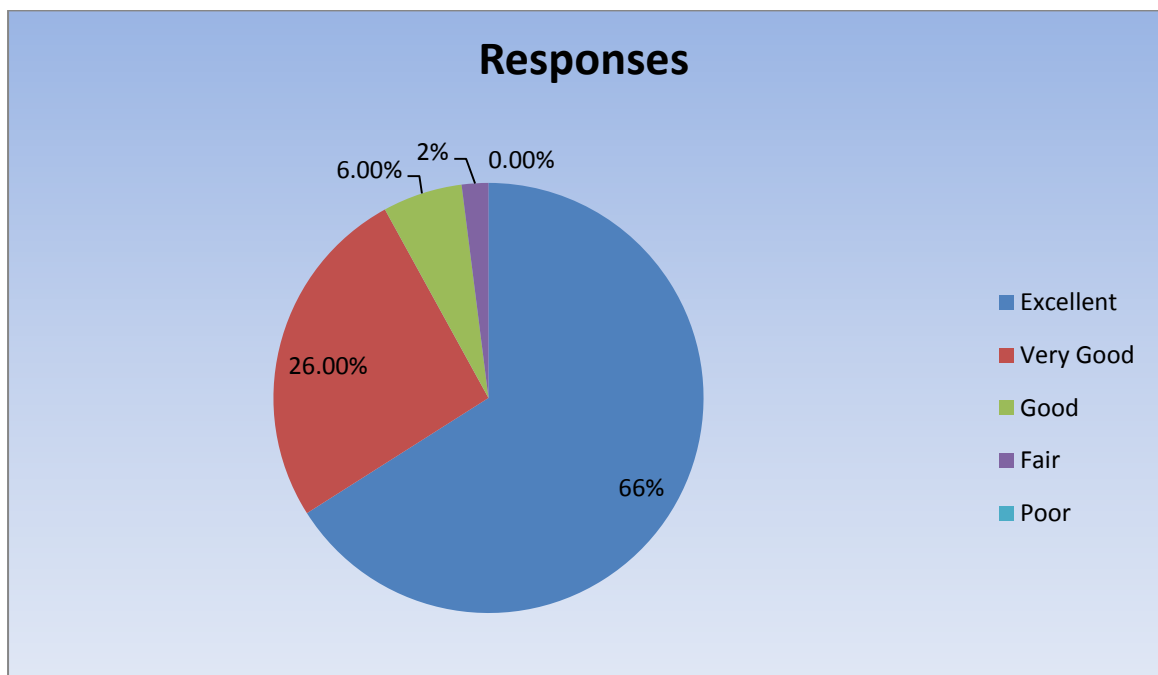
Good: 6%

Fair: 2%

Poor: 0%

No response: 0%

Overall : 100% satisfied



8. Overall satisfaction with the practice and recommendation to others

Satisfied: 100%

Bench mark data(%) : CCG average 84% ,National average 84%

Dissatisfied: 0%

No response: 0%

Overall : 100% satisfied

