

PATIENT SURVEY RESULTS

2008/2009

Firstly may I thank all of the patients that participated in the Survey. The Survey was carried out during the months of June/July and August 2008 and following receipt of the results a meeting was held with our Patient Group and Staff of the Surgery to discuss the results and to put together an action plan for the coming year. Overall we had a total of 273 Questionnaires filled in by patients.

As a result of the Survey positive comments were received about the Surgery's appointments system, with patient's being happy to be able to be seen quickly and usually with a Doctor of their choice. The Survey also identified Patient satisfaction and praise for the Doctors, Nursing Staff, Reception Staff and Administration Staff with Patients speaking very highly of the care and attention they get from the Surgery as a whole.

The least positive comments from the Survey were the need for "more Doctors at the Practice". As I am sure you are all aware, to try and provide more appointments with Medical Staff, we intend to run a Nurse Practitioner Clinic starting on the 2nd January 2009, who will eventually be running 8 extra clinics a week. This post is going to be run by our very experienced Practice Nurse Yvonne Jones and to make sure that practice nurse hours are not down we will have Nurse Emma Basford along with Nurse Jane Williams running Practice Nurse Clinics.

The other less positive comment was the need for "internet

appointments". We are going to endeavour to put our appointments on the internet from September 2009. Our reasons for doing this are that we will be in a better position by then to know exactly what clinics we will be running, as our Nurse Practitioner is going to gradually build up to the 8 clinics a week and once she does this, hopefully all of our appointments to see Medical Staff will be able to be booked on line.

Once again the Patients of Gardden Road Surgery have done us extremely proud by providing positive "open ended comments" that were added onto the Questionnaires voluntarily and both the Doctors and Staff appreciate these (please see copy on the notice board). With regard to the negative "open ended comments" we take these on board and do not see these as criticism but merely as an opportunity to try and improve on the service we provide. Please see also a copy on the notice board of the Benchmark Scores for the survey which are very pleasing indeed.

Please can I take this opportunity of thanking you as our Patient's for your continued support, kind comments and your appreciation of the medical care you receive from us.

If you are interested in becoming part of the Patient Group, please speak to me or our Reception Manager, Lynne Edwards and you will be very welcome to be part of our team.

Tracey Clark
Practice Manager
8th December 2008