

# **MUNRO MEDICAL CENTRE PATIENT SURVEY 2008**

**Between September and December we undertook the approved GPAQ survey (General Practice Assessment Questionnaire).**

**Questionnaires were completed by patients attending appointments with Doctors in the Practice.**

	<b>2007</b>	<b>2008</b>
<b>Satisfaction with receptionists:</b>	<b>75%</b>	<b>73%</b>
<b>Opening Hours:</b>	<b>60%</b>	<b>63%</b>
<b>Availability of Particular Dr:</b>	<b>42%</b>	<b>36%</b>
<b>Availability of Any Dr:</b>	<b>59%</b>	<b>53%</b>
<b>Waiting Times At Practice:</b>	<b>53%</b>	<b>50%</b>
<b>Phoning Through To Practice:</b>	<b>42%</b>	<b>52%</b>
<b>Phoning Through To Dr for Advice:</b>	<b>41%</b>	<b>48%</b>
<b>Continuity Of Care:</b>	<b>53%</b>	<b>53%</b>

**The following questions relate to their consultation with the Dr.**

	<b>2007</b>	<b>2008</b>
<b>Doctors questioning:</b>	<b>76%</b>	<b>78%</b>
<b>How well Dr listens:</b>	<b>79%</b>	<b>80%</b>
<b>How well Dr puts patient at ease:</b>	<b>79%</b>	<b>80%</b>
<b>How much Dr involves patient:</b>	<b>78%</b>	<b>78%</b>
<b>Doctors explanations:</b>	<b>79%</b>	<b>80%</b>
<b>Time Dr spends:</b>	<b>76%</b>	<b>77%</b>
<b>Doctors patience:</b>	<b>80%</b>	<b>81%</b>
<b>Doctors caring and concern:</b>	<b>80%</b>	<b>80%</b>
<b>Ability to understand problem after visit:</b>	<b>68%</b>	<b>62%</b>
<b>Ability to cope with problem after visit:</b>	<b>62%</b>	<b>55%</b>
<b>Ability to keep healthy after visit:</b>	<b>59%</b>	<b>53%</b>

## **COMMENTS**

**Patients also had the opportunity to make comments and here are just a few of them taken at random:**

**Is there anything particularly good about your health care?**

**Nurses and desk staff**

**Yes, you can see someone within 24hrs, usually a nurse**

**Clean pleasant environment**

**Pleasant and helpful at all times**

**I think I get a good service at a very busy practice**

**Normally seen quickly and good service**

**Reminders are sent when reviews are due**

**Annual flu injections, ability to be seen on the day**

**Wonderful customer service, excellent, speedy service when I need it urgently.**

**Great help from my doctor**

**The way the doctor listens to my problems**

**Is there anything that can be improved:**

**Car Parking**

**To be able to book a non urgent appointment with the Dr in less than 2 weeks**

**Not always able to see my own Dr**

**Out of Hours, I have to phone lots of numbers and speak to lots of people**

**Television in surgery**

**Ability to see own Dr a bit quicker**

**More Car Parking**

**Waiting times**

**More information on the practice, in the practice**

**I like the on-line booking, but it is not always working.**

### **Any Other Comments:**

Thanks for everything

I am glad you changed your phone system

I always have to park down the road

Waiting room too hot

Very happy with the practice

Good check-in system

It can be hard to see the same Dr

Well done to all

The surgery works very hard and well run, updating and trying to improve

The dispensary provides excellent service

More parking facilities

### **SUMMARY**

**In the report we received several pages of anonymised comments, which have told us that our patients are very satisfied with our nursing and reception staff and the Care that they receive from the Drs. Improvements to the waiting room have been well received as have improvements to the telephone system. The car parking availability is of concern and the booking of routine Dr appointments is sometimes too long; more information made available to patients in the practice was also mentioned.**

**Priority areas identified for improvement are:**

- COMMUNICATION/INFORMATION FOR PATIENTS
- CAR PARKING
- TELEPHONE ACCESS
- ROUTINE DR AVAILABILITY

**We would like to thank our patients for taking part in the survey and for their comments.**