

# Headlines from our Patient Survey, June 2019

Robin Lane Health & Wellbeing Centre

# Why did we conduct a Patient Survey?

We are keen to try and improve the service we offer to our patients. Your comments and feedback are very important because they will be used to help us develop a better service for all our patients. We want to understand our patient's experience of access, making appointments and the patient care received from our healthcare professionals as well as our administrative and receptionist teams.

# Some interesting facts.....

- 828 patients responded to our survey, which is an excellent response rate, however, this is still only 6% of our patient population
- Over half of responders identified themselves as mostly White British and female
- Almost half of patients said that they had a long term condition

## We asked.....

### How do you like to book appointments?

- 42% of patients said they prefer to book appointments by phone
- 29% like to book appointments on-line
- 28% like to come to practice

### How do you prefer that we contact you?

- 60% of patients said mobile, 27% said that they would like us to start using email. 10% like letters and **only** 5% landline
- 77% of our patients said that they use social media
- Patients suggested that we could post information about the surgery as well as local community groups and voluntary organisations

# Where Patient experience is best...

- 81% of patient felt that the doctor/nurse listens to them
- 76% of patients feel involved in their care
- 81% of patients said they are given enough opportunity to feedback and raise concerns
- 77% of patients told us that our reception staff are happy to help
- 88% of patients think that the waiting room meets their needs
- 93% of patients said that they are happy with the information we provide in our waiting room

# Where Patient Experience could improve...

- 2/3rds of patients find it difficult or very difficult to book a non urgent appointment
- 1/3<sup>rd</sup> of patients find it difficult or very difficult to get a non urgent appointments with a nurse
- Half of patients that required an urgent appointment with a doctor were able to get one

# Where patient experience could improve.....

We received a lot of feedback about:

1. Our appointment system
2. Our telephone system
3. Our waiting Area and the information we display

We are undertaking a review of this...



And we will feedback in due course!