

240 Wexham Road Surgery

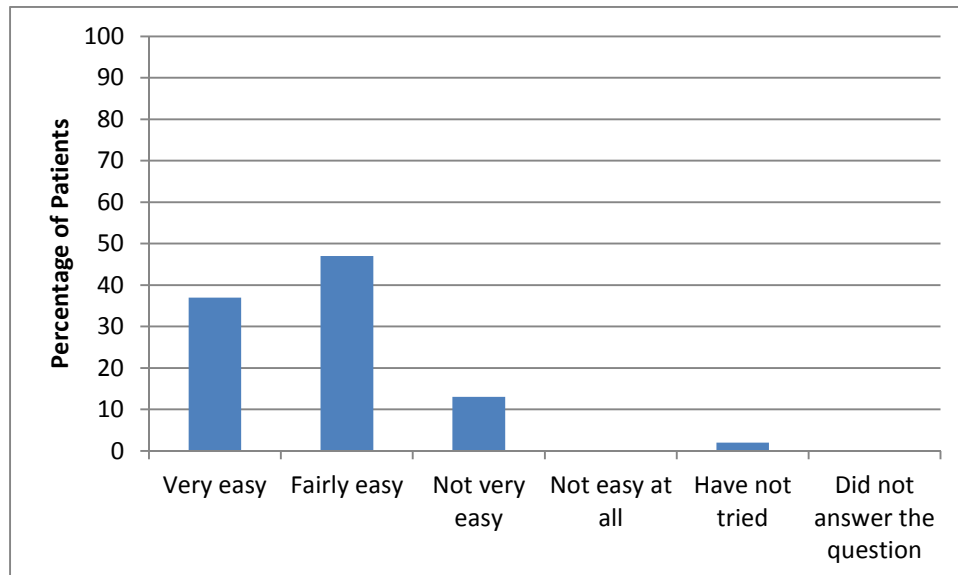
Patient Survey Results 2018

In April 2018, members of the 240 Wexham Road Surgery Patient Participation Group (PPG) spent a week in the surgery asking patients to complete a survey to ascertain the patient's experience of using the surgery.

The questions covered a wide area, ranging from how easy it is to get through on the phones to recommending the surgery to someone who has just moved to the area.

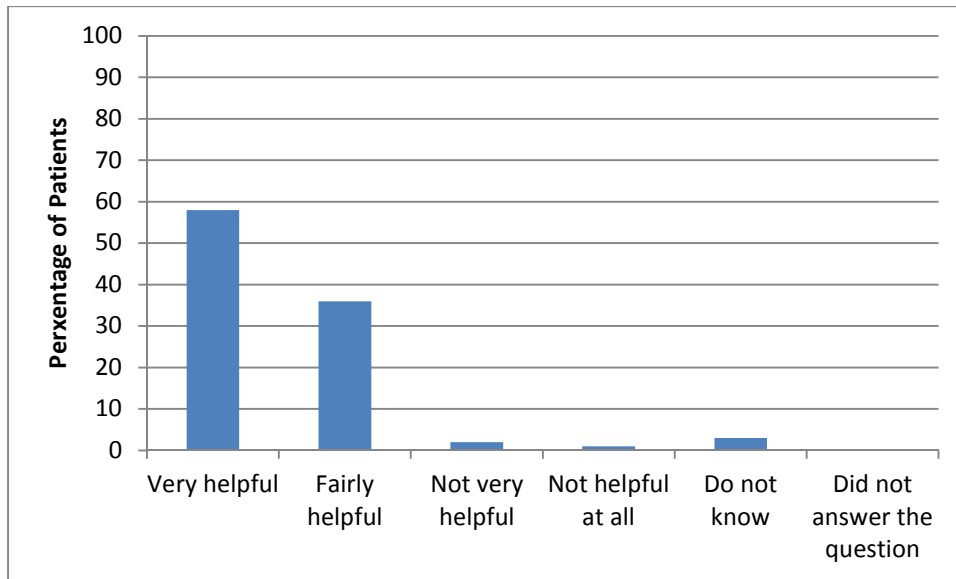
A total of 89 surveys were completed and returned for analysis, below are the responses.

1. Generally, how easy is it to get through to someone at the surgery on the phone?



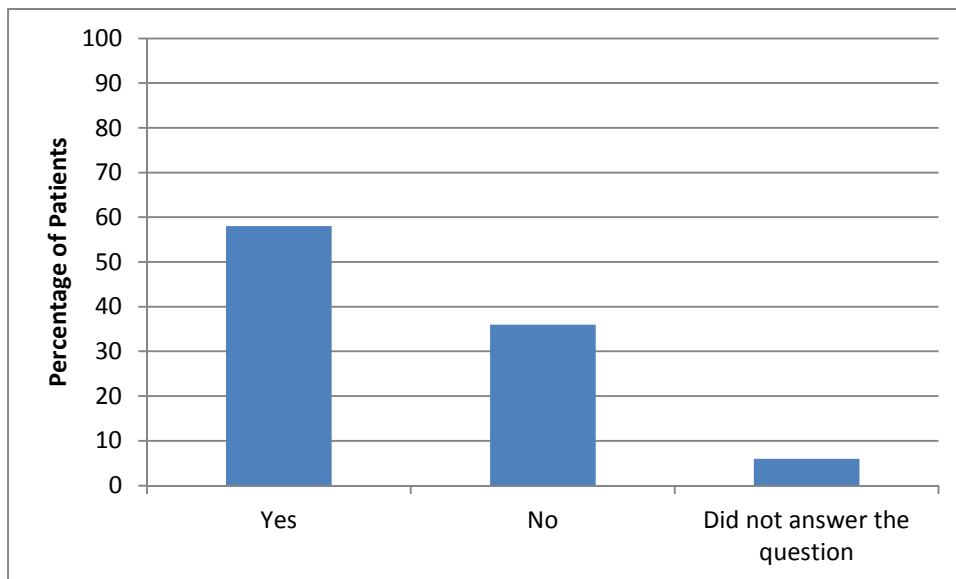
37% of patients felt that it was very easy to get through on the phones, with a further 47% of patients stating it was fairly easy to get through to someone. Only 13% of patients felt that it wasn't easy to access the surgery via the phones.

2. How helpful do you find the receptionists at the Surgery?



94% of patients found our receptionists to be either 'very helpful' or 'fairly helpful', which is something the reception team at the surgery should be proud of.

3. Are you registered to use on-line patient access?

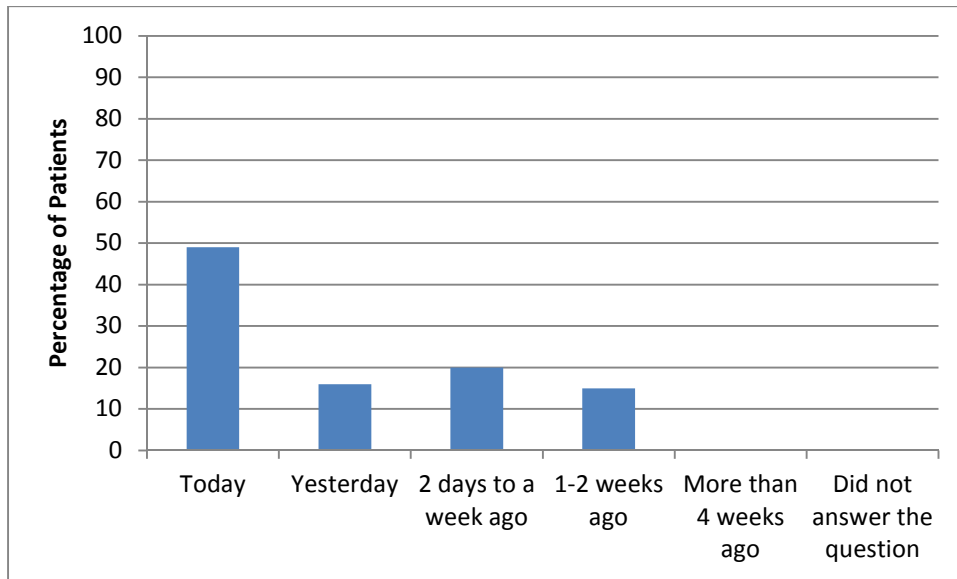


From the responses received, 58% of patients at 240 Wexham Road have registered with the surgery for on-line patient access.

4. Are you registered to use on-line patient access?

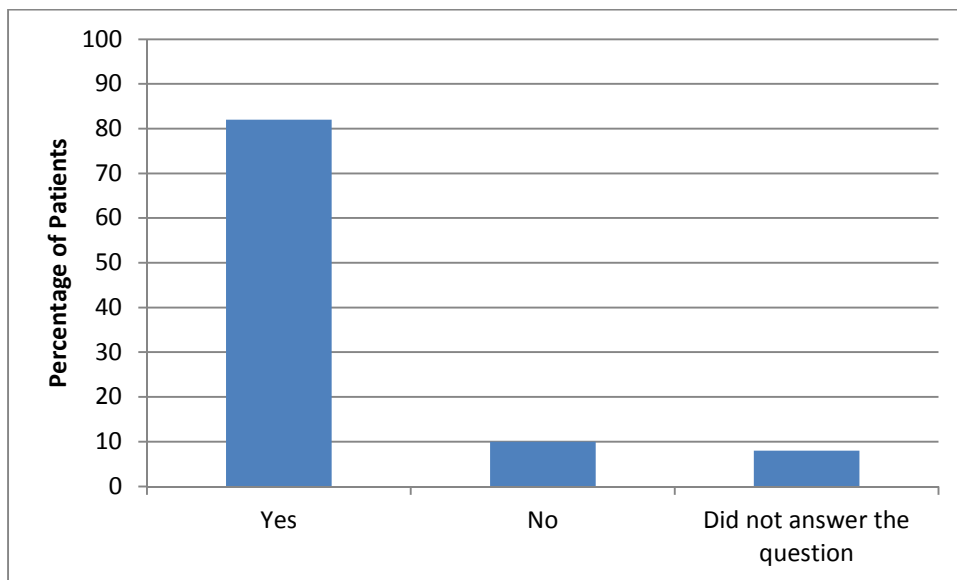
Of the patients who have registered for on-line access, 57% of patients found it easy to use, with a further 33% of patients stating they found it fairly easy to use.

5. When did you book today's appointment?



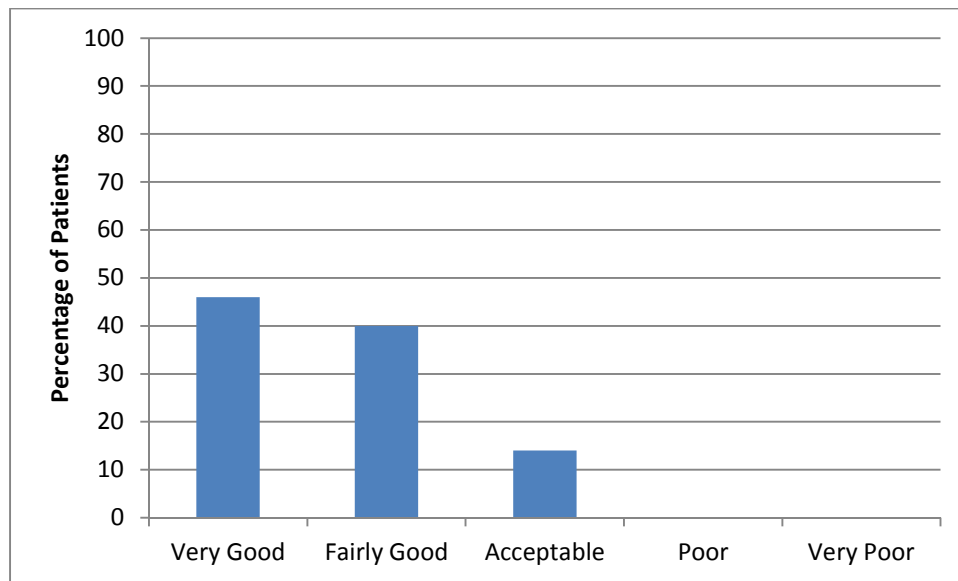
55% of patients who completed the survey stated that they had booked the appointment on the day in question, a further 16% of patients booked it the day before. 20% of patients booked their appointment 2 days to a week previous.

6. Was today's appointment what you wanted in terms of who you are seeing and timing?



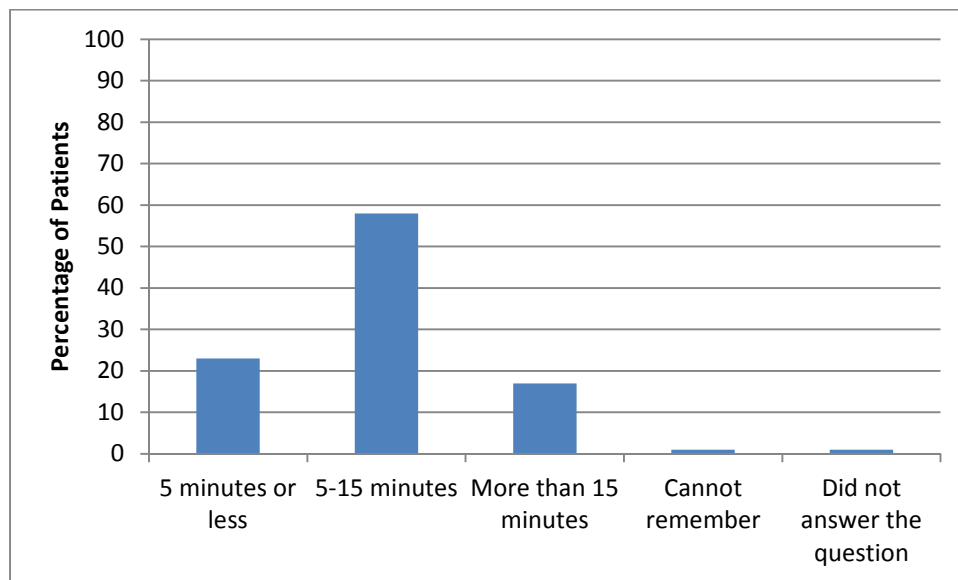
82% of patients stated that the timing and who they were seeing was what they wanted, 10% felt this wasn't the case, the main comments made in regards to this were that the patients wanted to see a doctor and were seeing a nurse.

7. Overall, how would you describe your experience of making an appointment?



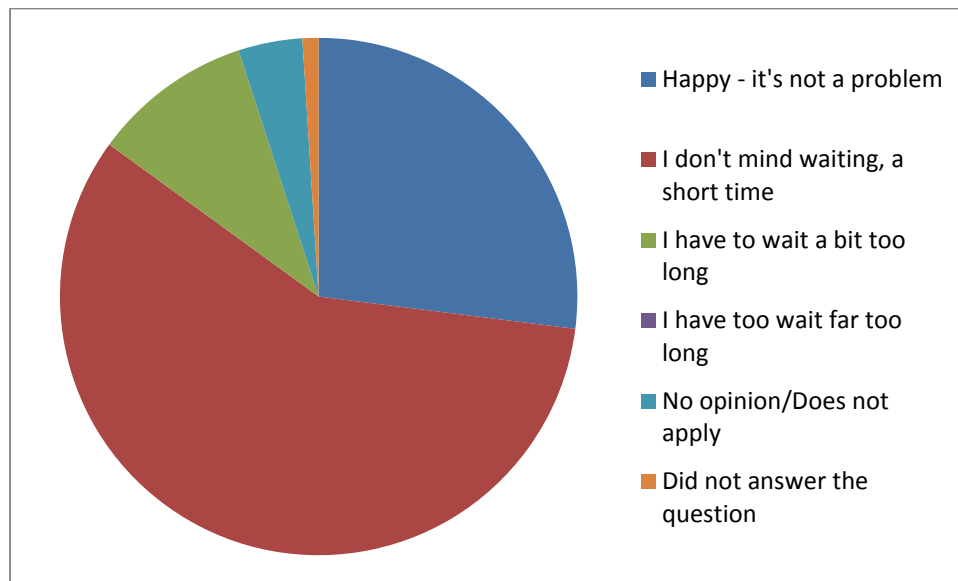
86% of our patients described the experience of making an appointment as either 'Very good' or 'Fairly good'

8. How long past your scheduled appointment time do you normally have to wait to be seen?



23% of patients stated they waited 5 minutes or less to be seen in the surgery for their appointment, another additional 58% of patients usually waited between 5-15 mins.

9 How do you feel about how long you have to wait to be seen past your schedule appointment time?



58% of patients stated they have didn't mind waiting a short time to be seen, with a further 27% stating that they didn't feel waiting was a problem.

10. Consider the last time you saw or spoke to a GP from this surgery, how good was the GP at:

a) Giving you enough time:

92% of patients stated the doctor was either 'Very Good' or 'Good' when it came to giving them enough time with the GP

b) Listening to you:

94% of patients felt that the GP was either 'Very Good' or 'Good' when it came to listening to them in there consultation.

c) Explaining tests and treatments

94% of patients felt that the GP was either 'Very Good' or 'Good' when it came to explaining tests and treatments.

d) Involving you in decisions about your care

90% of patients felt the GP they saw was either 'Very Good' or 'Good' when it came to involving them in decisions about their care.

e) Treating you with care and concern

92% of patients felt the GP they saw was either 'Very Good' or 'good' in regards to treating them with care and concern. Only 2% of patients felt they were treated in a 'poor' manner'.

f) Giving you confidence and trust in the GP you saw or spoke to?

96% of patients stated that the GP they saw or spoke to gave them confidence and trust 96% of the time.

11. Consider the last time you saw or spoke to a Nurse from this surgery, how good was the GP at:

a) Giving you enough time:

91% of patients stated the doctor was either 'Very Good' or 'Good' when it came to giving them enough time with the Nurse.

b) Listening to you:

89% of patients felt that the Nurse was either 'Very Good' or 'Good' when it came to listening to them in their consultation.

c) Explaining tests and treatments

88% of patients felt that the Nurse was either 'Very Good' or 'Good' when it came to explaining tests and treatments.

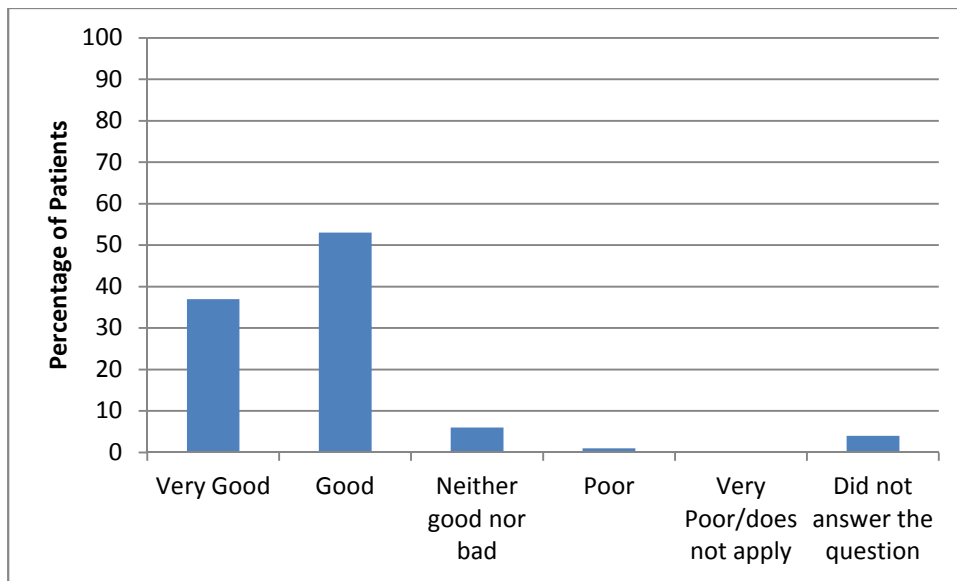
d) Involving you in decisions about your care

84% of patients felt the Nurse they saw was either 'Very Good' or 'Good' when it came to involving them in decisions about their care.

e) Treating you with care and concern

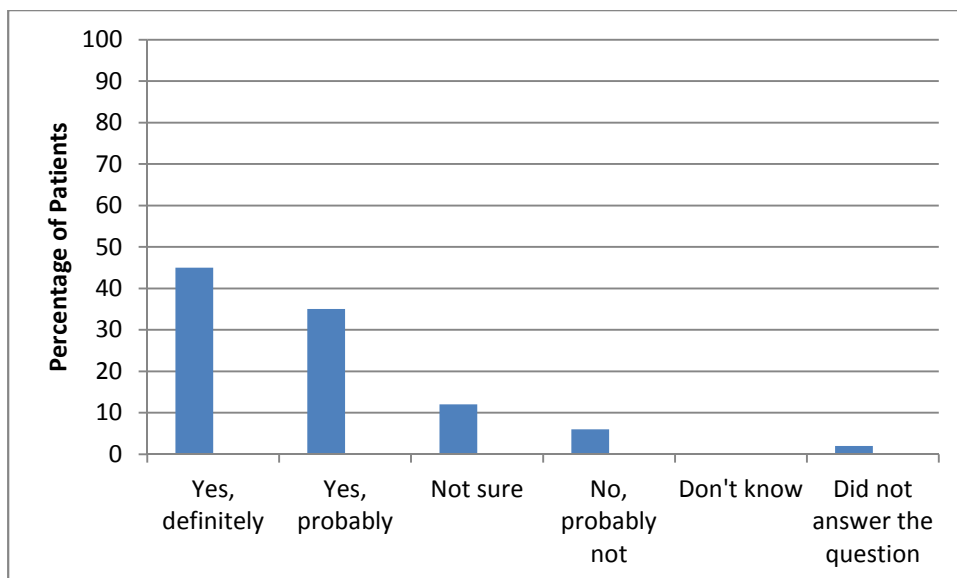
92% of patients felt the Nurse they saw was either 'Very Good' or 'good' in regards to treating them with care and concern. Only 2% of patients felt they were treated in a 'poor' manner'

12. Overall, how would you describe your experience at the surgery?



From the above graph, 37% of patients stated that the experience at the surgery was 'Very Good', with a further 53% of patients classing the experience as 'Good'.

13. Would you recommend your GP surgery to someone who has just moved to the local area?



Overall, 80% of our patients would either 'definitely' or 'probably' recommend our surgery to someone who had just moved to the local area, a further 12% were 'not sure' if they would recommend our services.

Patient's comments

Below are the comments which the patient's made after completing the survey:

- Very good service, reception staff are great
- Appointments are delayed
- I was not aware of on-line access, maybe the receptionist can help me
- It is not easy getting an appointment, having an appointment 2 weeks away is not good, when the issue is now. I also do not like to be asked what the problem is.
- I always feel slightly guilty at the doctor's, as if I am wasting their time on what they think is a trivial matter
- This GP is very good all the time!

The surgery would like to thank the patients who took the time to complete the patient survey and also the PPG who took the time to organise the survey and who took the time to assist the patients complete the survey.

