

Penryn Surgery Patients Representative group 2017 survey results summary

Overall comments

The same basic questionnaire has now been used for the last six years and the four additional questions about online services for the last three years. The sample demographics do not show any significant changes.

About the practice

Overall satisfaction remains high and shows a small improvement across all the parameters.

About the staff

The high overall satisfaction was again seen. The comments expressed, with a very few exceptions are general satisfaction with all staff.

About the health professional you saw

Overall the satisfaction with all the consultations remains very high. Only 3% of patients, who minded who they saw, did not see the doctor of their choice. In actual numbers, this is down from 35 patients in 2015 to only 17 patients this year. Even the satisfaction rating of these consultations was close to those patients who did not mind or were able to see the doctor of their choice.

Summary of written comments

As before, the comments made on the questionnaires were all looked at and grouped to see the principle issues on our patient's minds. The overall impression was of a great degree of satisfaction with all the services and running of the surgery.

There were 350 comments (2015 – 365; 2016 - 384). Some of the comments fell into more than one category.

104 (2015 – 140; 2016 – 120) stated patients were pleased with the services offered and did not see any need for change. Other concerns were expressed:-

- 36 (2016– 44) the 8am phone call block
- 26 (2016 – 14) late running of surgeries
- 24 (2016 – 24) wanted extended hours opening – Saturday/ early and late weekday appointment
- 24 (2016 – 17) parking issues
- 12 (2016 – 12) more appointments, on the day, pre bookable, available for on line booking etc
- 12 (2016 - 7) Prescription issues including difficulty ordering on line/ not able to order by phone
- 4 (2106 – 1) Confidentiality
- 4 (2016 – 8) not seeing the doctor of their choice or lack of continuity
- 3 (2016 – 4) suggested a phone stacking system/ information as to where you were in the queue
- 3 (2016 – 2) more help with on line services
- 2 (2016 – 1) additional opening at Stithians

In the other comments there were 3 concerns about reception and 2 about the general medical care.

Requests for improved access to mental health 5; dermatology 5; acupuncture 4; physio 4; chronic fatigue and fibromyalgia services 3; sexual health 3; well woman 2; podiatry 2; general check ups 2 ; minor surgery 1;

Other comments included:- Being able to book practice nurse appointment on line; Hendra town pharmacy not open on Saturday; Surgery pharmacy should be the same as the surgery hours

04/03/17