

## **Penryn Surgery Patients Representative group 2018 survey results summary**

### **Overall comments**

- The same basic questionnaire has now been used for the last seven years and the four additional questions about online services for the last four 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.
- Of note, there was higher satisfaction in our “opening hours” and a decrease in those satisfied with being able to “see their GP of choice” compared to previous years.

### **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 3.8% of patients, who minded who they saw, did not see the doctor of their choice. In actual numbers, 35 patients in 2015, 17 patients in 2017 and 19 patients this year. Even the satisfaction rating of these consultations remains consistent throughout.
- Of note, there was an increase in satisfaction for both Nurses and GPs for : “Ability to listen” and “Explanations” compared to previous years.

### **Online Services**

- There is a higher satisfaction rate than previous years for on-line services.

### **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 420 comments (2015 – 365; 2016 – 384, 2017 - 250). Some of the comments fell into more than one category.
- 95 (2015 – 140: 2016 – 120: 2017 - 104) stated patients were pleased with the services offered and did not see any need for change. Other concerns were expressed:-

31 (2017– 36) the 8am phone call block

24 (2017 – 24) parking issues

19 (2017 – 26) late running of surgeries

12 (2017 – 24) wanted extended hours opening – Saturday/early and late weekday appointment

12 (2017 – 12) more appointments, on the day, pre bookable, available for on line booking etc

12 (2017 - 12) Prescription issues including difficulty ordering on line/ not able to order by phone

8 (2017 – 3) suggested a phone stacking system/ information as to where you were in the queue

2 (2107 – 4) Confidentiality

2 (2017 – 4) not seeing the doctor of their choice or lack of continuity

2 (2017 – 3) more help with on line services

- Requests for improved access to Mental health & CBT; Chiropractor; Acupuncture ; Weight Support; Mole Assessment Clinic; Menopause Clinics; Well woman; Microsuction re-instated; Holistic care.
- Other comments included:- All day clinics at Mawnan; Documents in large print; Air-con in the waiting room.

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