

Penryn Surgery Patients Representative Group 2013 survey results summary

Overall comments

With the use of the same questionnaire as last year we have the advantage of comparative data. As expected there were no significant changes in the demographics of patients seen apart from the number who described themselves as disabled which fell from 34% to 22% of respondents.

About the practice

Overall the satisfaction is very high. Two areas where we have not performed quite so well are “contacting by phone” and “making appointments”. These are also reflected in the written comments. Otherwise the satisfaction remains high.

About the staff

The high overall satisfaction has slightly improved.

About the health professional you saw

Overall satisfaction with consultations has improved and, on the analysis scale used, is up from 91.5 to 93.0. 70% of patients saw the doctor of their choice and a further 26% of patients not minding who they saw.

Summary of the written comments

The questionnaire was designed to encourage written comments to give a voice to patient’s thoughts in a way that numbers and graphs never can. Over 400 separate comments were logged and could roughly be divided into three equal sections:-

About a third covered five specific topics:-

- 8am “book on the day phone call”	31
- lack of pre-bookable appointments	35
- difficulty in seeing a specific GP	12
- surgeries running late	22
- lack of car parking	30

About a third raised more than 30 separate issues including:-

- a small number of adverse comments about doctors, nurses, reception and pharmacy
- suggestions for late afternoon and Saturday surgeries
- improved mental health, podiatry services
- on line booking
- availability of acupuncture and sexual health clinics

The last third were all positive comments suggesting no changes were needed

Action plan

The doctors propose to:-

1. Again, to look at the proportion of appointments that can be “pre-booked” compared to the “book on the day” appointments.
2. Again, late running of surgeries will be looked at in terms of scheduling appointments
3. The use of the car parking by local residents will be reviewed