

Patient Survey 2019

Practice Population: 10,516

The Practice recently conducted a survey to ascertain if patients were aware of the Minor Ailments & Pharmacy First Schemes available at the local pharmacy. The full results are available within 'Survey Results' on the right hand side of this page.

Part of this survey included the following questions 'Would you recommend the practice to someone who has just moved into the locality?' & the reasons why they gave this score. We are extremely pleased to report the following:

84% of patients are - Extremely likely to likely to recommend the Practice

4% of patients are - Neither likely nor unlikely to recommend the Practice

5% of patients are – Unlikely or extremely unlikely to recommend the Practice

4% of patients did not know if they would recommend the Practice

3% did not respond to the question

A total of 91 comments where provided regarding the service provided by the practice. A majority of these comments where extremely positive, which is reassuring when General Practice is under immense pressure. A few comments related to long waiting time to obtain an appointment within the practice. This has been an ongoing issue within the practice for a number of years. Over the last few years we have increased our GP availability when employing additional GP's, however due to our increasing demand this has had little effect.

In 2018 we introduce dedicated times for requesting repeat prescriptions. This has had a positive effect on our telephone system as patient can now get through to speak to the administration staff for routine enquires as well as enabling our administrative team to complete important tasks in a safe environment. We appreciate that it can be difficult to access us during peak times to make an appointment or request your medication. However, there are other avenues available such as on-line services which provides greater access 24 hour per day / 7 days per week and we would encourage patients to register for these services.

We would like to sincerely thank everyone who took part in our survey; your feedback and ongoing support is always very much appreciated.