

### **Patient Satisfaction questionnaire.**

The PPG in conjunction with the Practice admin team undertook a Patient Satisfaction Survey across the 3 Surgery sites.

Proportional number were gained to try and reflect the whole practice population

Answers were graded into 5 categories, poor, fair, good, very good and excellent. For analysis poor and fair were considered below acceptable and good, very good and excellent as acceptable. Figures given are percentages in the acceptable group.

Q1. When you want to see a doctor, how easy is it to get an appt?

Kessingland 72%

Wrentham 85%

Wangford 94%

Although things seem to be ok at the branch surgeries there is still obviously a problem at the main surgery in this area. The balance between providing enough on the day appt's and pre-booked is always difficult to manage but we hope to work with the PGG to see how this can be improved.

Q2. If you need to see a doctor urgently, can you normally get seen the same day?

Kessingland 84.5%

Wrentham 91%

Wangford 91%

Reassuring that when people need to see a Dr they for the most part can. Still a little low at the main surgery but this is being addressed.

Q3. Are you willing to travel to one of our branch surgeries to see a doctor of your choice?

Kessingland 65%

Wrentham 89%

Wangford 83%

Interesting result given the greatest dissatisfaction over ability of getting an appt is with the north end patients but they are the least willing to travel to the other sites for an appt. Also the north end patients are on average younger than the south so one would expect them to be more able to travel but this is not shown in the figures.

Q4.i. If in the last 6 months you have phoned the practice, how do you rate the ability to get through to the practice?

Kessingland 73%  
Wrentham 92%  
Wangford 93%

Telephone access still a problem especially first thing in the morning, again an area to discuss with the PPG

Q4.ii. the ability to speak to a doctor on the phone when you have a question or need medical advice?

Kessingland 65%  
Wrentham 89%  
Wangford 88%

Ok in the south of the practice but still an issue in the north. Providing direct access on the phone is rather difficult given the number of busy surgeries going on, again to be addressed.

Q5.i. How do you rate your reception at the surgery by phone?

Kessingland 88%  
Wrentham 96%  
Wangford 98%

All at adequate levels

Q5.ii. How do you rate your reception at the surgery in person?

Kessingland 88%  
Wrentham 97%  
Wangford 99%

All at adequate levels

Q6.i. When you want to see a doctor, how do you rate the following? How thoroughly the doctor asks about your symptoms & listens to what you have to say?

Kessingland 97%  
Wrentham 95%  
Wangford 97%

Although not Dr specific all round a very good performance by the team.

Q6.ii. How well the doctor puts you at ease during any physical examination?

Kessingland 96%  
Wrentham 94%  
Wangford 98%

Again great results for the Dr's

Q6.iii. If you have a long term condition, how well the doctor involves you in decisions about your care?

Kessingland 88%  
Wrentham 90%  
Wangford 95%

A little lower but may reflect that most of the training is done at kessingland so slightly less experienced GP's

Q6.iv. How well the doctor explains your problems or any treatment that you need?

Kessingland 95%  
Wrentham 94%  
Wangford 95%

Excellent results

Q6.v. The amount of care and concern the doctor displays and whether you are treated with courtesy and respect?

Kessingland 96%  
Wrentham 94%  
Wangford 98%

Appears we care to the patients

Q7. When you see the Nurse/Phlebotomist, how do you rate the quality of care provided?

Kessingland 99%  
Wrentham 96%  
Wangford 100%

Excellent results from our nursing and phlebotomy team.

Overall the results are very encouraging but do highlight the weakness of appointment management and access. Never an easy one to tackle and we continue to work hard at this.