

Lonsdale Medical Centre

Patient Survey

Results

December 2012

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Patient Services Manager



Please do not remove from the surgery waiting room

Introduction

The patient survey was issued during November and 100 responses were collected and analysed. This survey was distributed during normal surgery hours, during the annual flu clinic and posted to the online company 'Survey Monkey'.

We would like to thank all those patients who completed the survey.

Summary of Results




Question 1: During a typical surgery visit, does your doctor spend too much time with you, too little time with you, or about the right amount of time with you?

	Response Percent	Response Count
Much too much	2.1%	2
Somewhat too much	0.0%	0
Slightly too much	0.0%	0
About the right amount	89.7%	87
Slightly too little	7.2%	7
Somewhat too little	1.0%	1
Much too little	0.0%	0
	answered question	97




Question 2: How confident are you that the doctor will make medical decisions that are in your best interests?

	Response Percent	Response Count
A great deal	50.5%	49
A lot	42.3%	41
A moderate amount	7.2%	7
A little	0.0%	0
Not at all	0.0%	0
	answered question	97

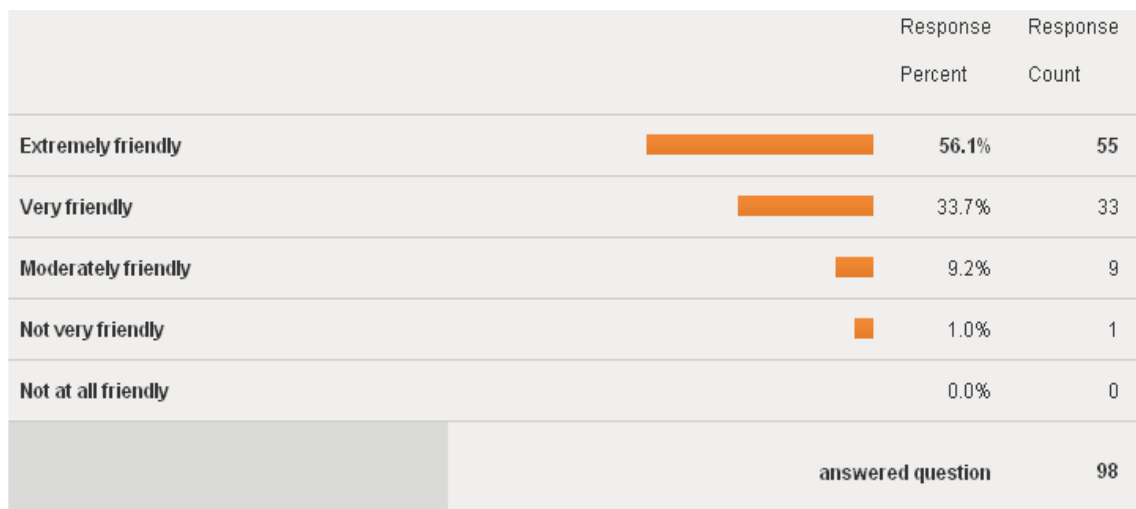
Question 3: How helpful is your doctor at explaining your medical condition(s)?

		Response Percent	Response Count
Extremely helpful		43.3%	42
Very helpful		44.3%	43
Moderately helpful		12.4%	12
Not very helpful		0.0%	0
Not at all helpful		0.0%	0
answered question			97

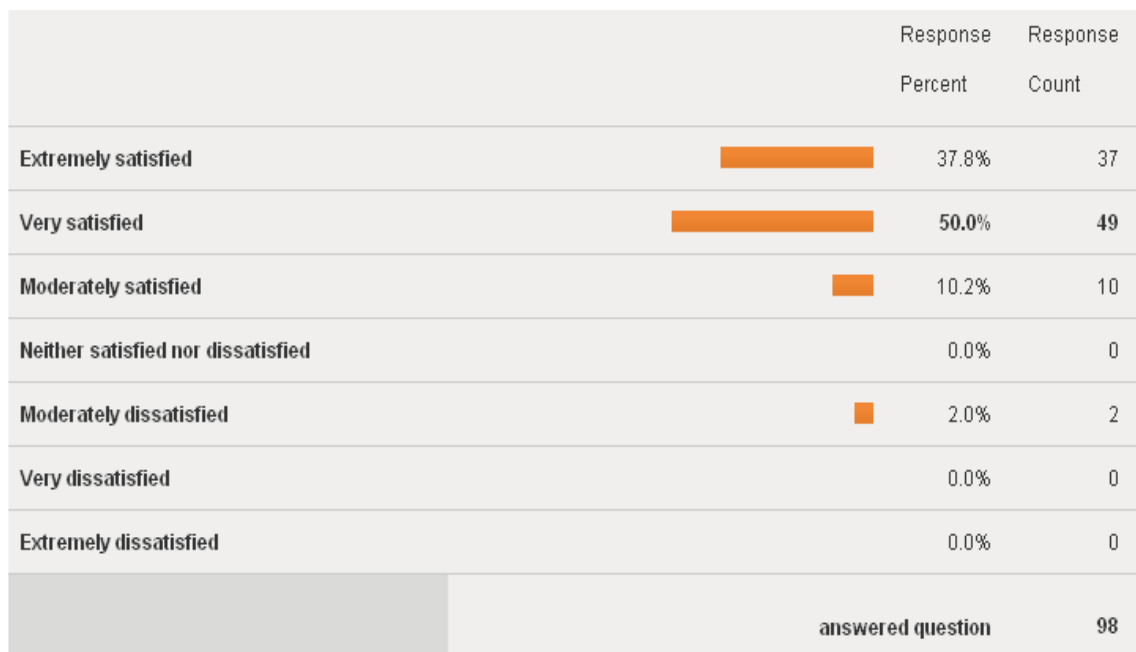
Question 4: How well does your doctor listen to you?

		Response Percent	Response Count
Extremely well		46.4%	45
Very well		41.2%	40
Moderately well		12.4%	12
Not very well		0.0%	0
Not at all well		0.0%	0
answered question			97






Question 5: How friendly is your doctor's office staff?






Question 6: Overall, how satisfied are you with the opening times of the surgery?



Question 7: How easy do you find it to book a doctor's appointment?






		Response Percent	Response Count
Extremely easy		22.7%	22
Very easy		49.5%	48
Moderately easy		20.6%	20
Not very easy		6.2%	6
Not at all easy		1.0%	1
answered question			97

Question 8: How satisfied are you with the work of the Patient Participation Group (PPG)?

		Response Percent	Response Count
Extremely satisfied		27.0%	17
Very satisfied		38.1%	24
Neither satisfied nor dissatisfied		34.9%	22
Very dissatisfied		0.0%	0
Extremely dissatisfied		0.0%	0
Other (please specify) Show Responses			24
answered question			63

Only 63 patients answered this question about the patient participation group (PPG), which would indicate that the surgery needs to make patients more aware of the PPG. We do have a dedicated notice board in the waiting room with current information and post minutes of the meetings on our website.

Question 9: How easy do you find the new patient touch screen check-in system to use?

		Response Percent	Response Count
Extremely easy		58.2%	46
Very easy		32.9%	26
Moderately easy		6.3%	5
Not very easy		1.3%	1
Not at all easy		1.3%	1
answered question			79

Additional comments for question 9:

This system is easily corruptible as peoples details are shown to all.
Not used it yet.
It's easy to use but I would raise a concern over patient privacy as everyone can see their name.

Question 10: Please tick the relevant box below

	Response Percent	Response Count
Male under25	0.0%	0
Male 25-34yrs	1.0%	1
Male 35-44yrs	6.1%	6
Male 45-59yrs	7.1%	7
Male 60-74yrs	12.2%	12
Male 75yrs plus	13.3%	13
Female under25	0.0%	0
Female 25-34yrs	9.2%	9
Female 35-44yrs	13.3%	13
Female 45-59yrs	7.1%	7
Female 60-74yrs	17.3%	17
Female 75yrs plus	13.3%	13
	answered question	98

CONCLUSIONS

The results of the patient survey are positive as there appears to be a high level of satisfaction with the way the practice operates.

During 2012 the surgery implemented changes to the surgery such as the appointment system and a new touch screen check in system.

The touch screen was introduced to ease congestion in Reception. There were a number of patients who had not used the screen yet, but the majority of those who had, found it easy to use. The system is monitored and updated via reception independently. The screen in the waiting room does not allow access to any information other than details of a patient's appointment which momentarily displays the patient name once the appointment is confirmed.

Should you wish to know more about the PPG or have any views you would like to express, please contact the surgery or visit our website.

The survey will be posted on our website www.lonsdalemedicalcentre-kent.nhs.net .