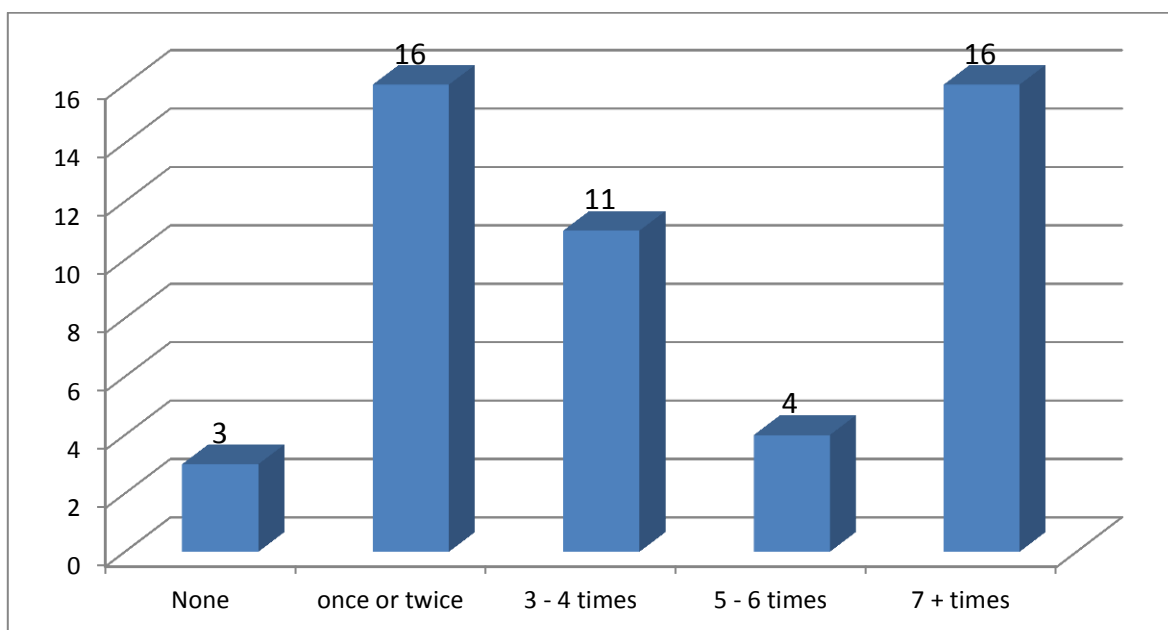




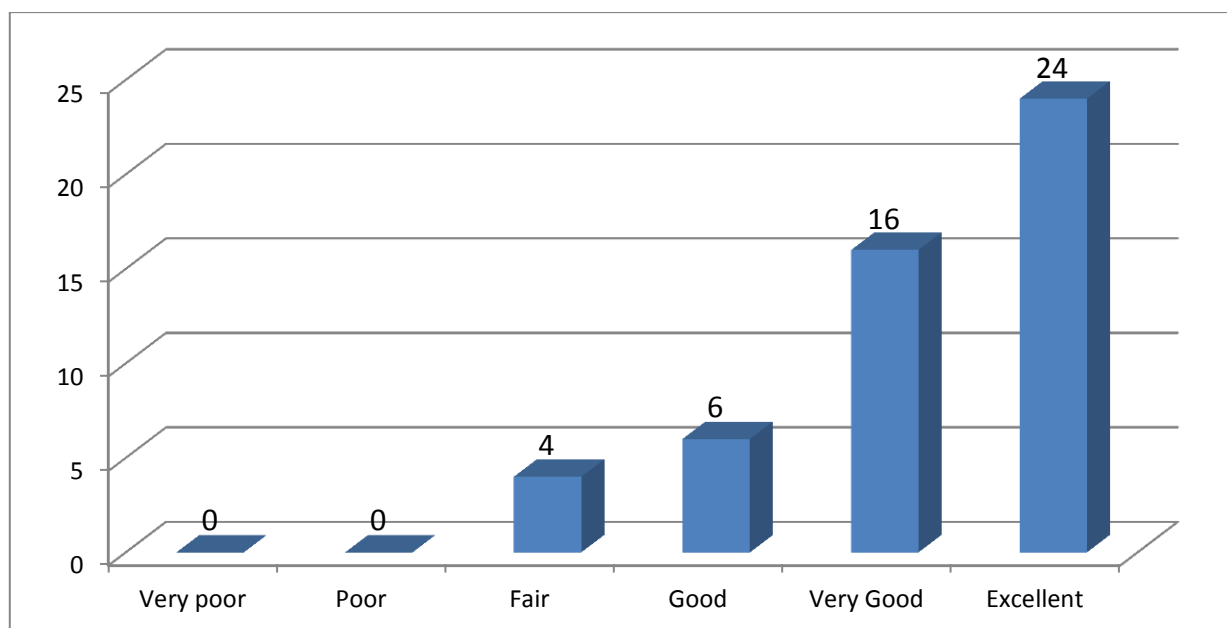
Patient Satisfaction Survey May 2014
Nurses, Healthcare assistant and Phlebotomist



1. In the past, how many times have you seen a nurse from the practice?

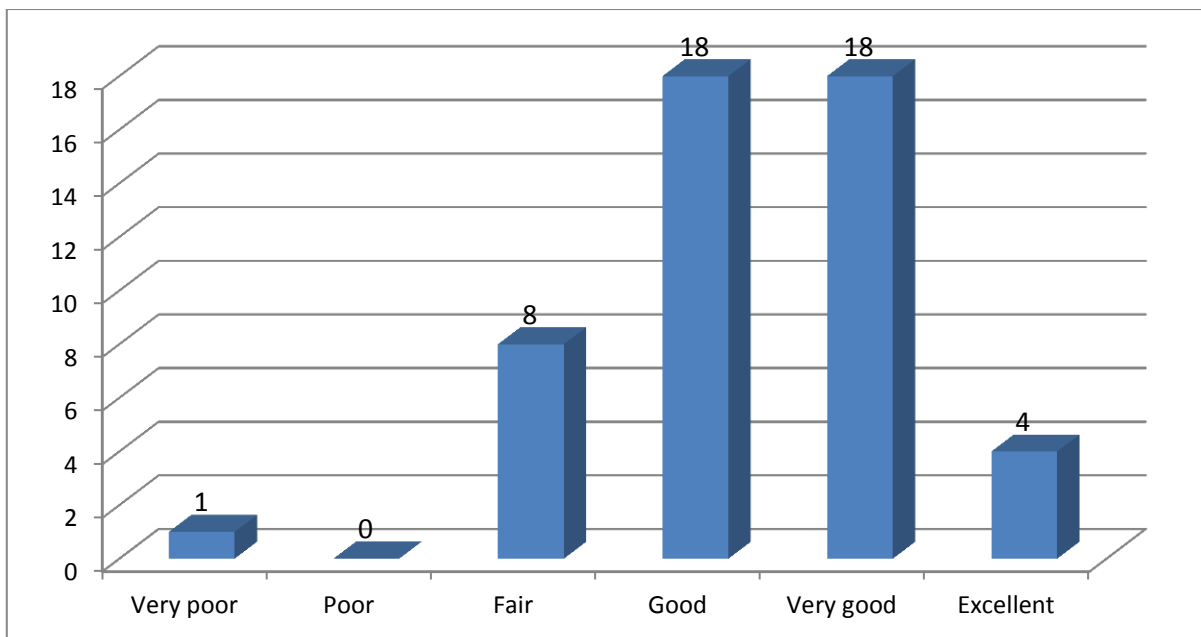


2. How do you rate the way you are treated by receptionists at your practice?



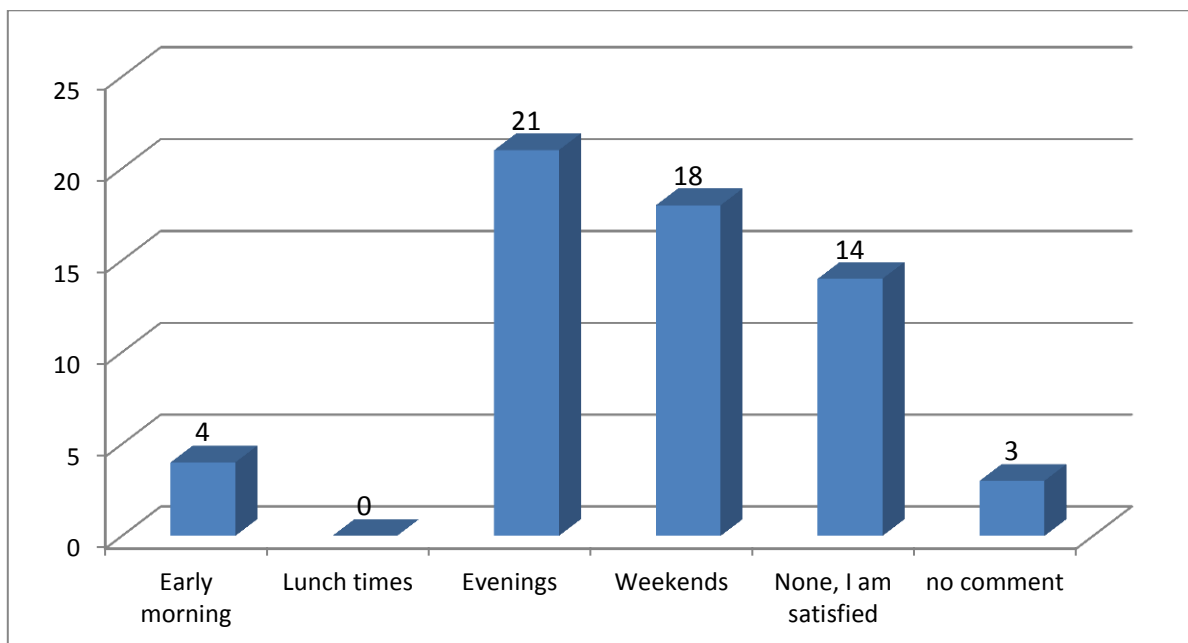
24 patients out of the 50 surveyed found the reception staff 'Excellent'. 16 found them 'Very Good', and 6 found them 'Good'. 4 out of 50 said they were 'Fair'. None of the patients gave a 'Poor' or 'very poor' result.

3a. How do you rate the hours that your practice is open for appointments?



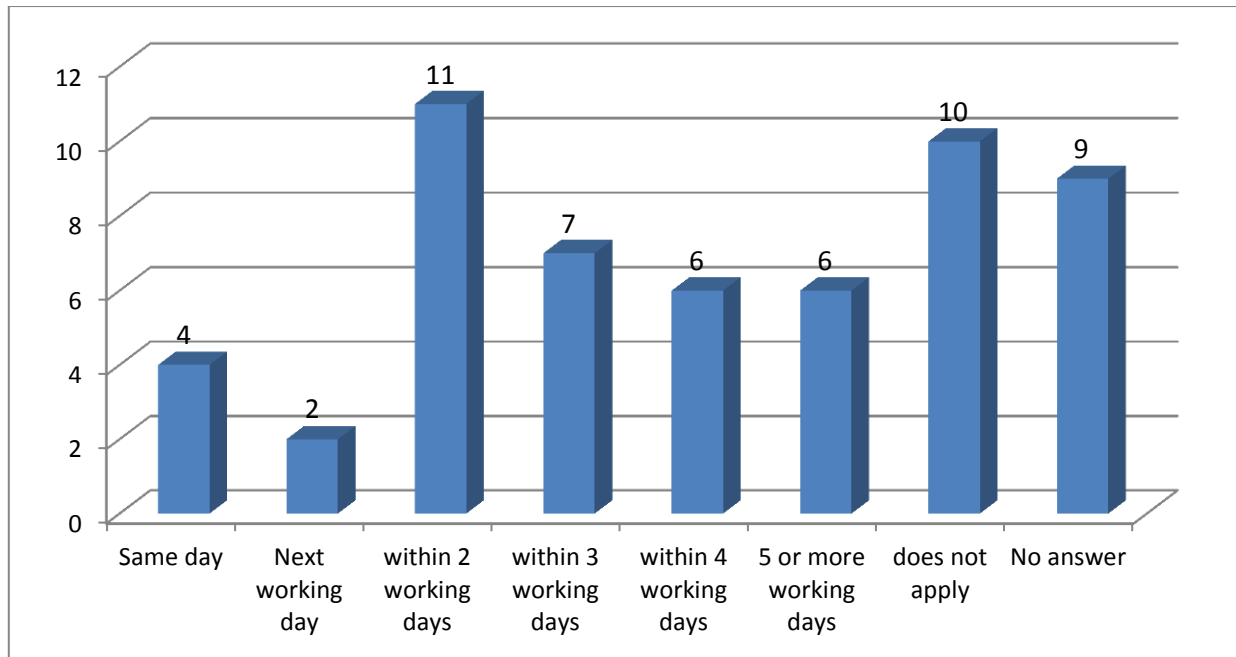
In regard to opening hours 40 out of 50 patients gave a “Good”, “very good” or “excellent” response.

3b. What additional hours would you like the surgery to be open?



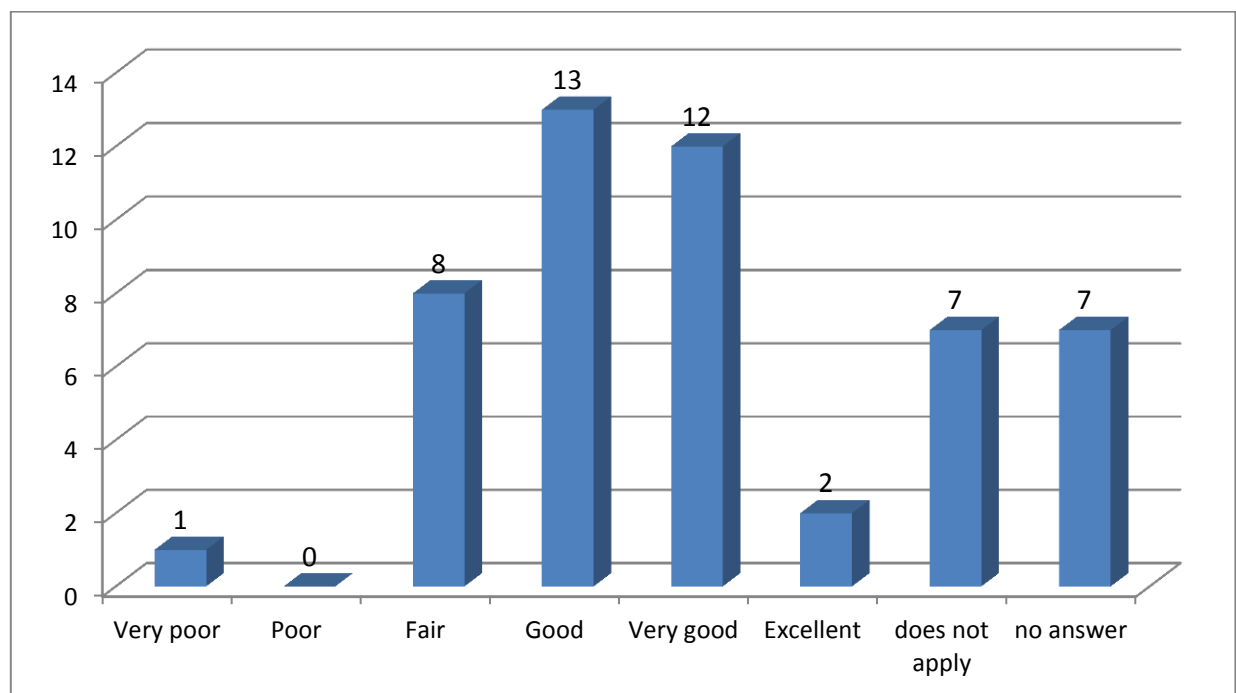
4. Thinking of times when you want to see the nurse?

4a. How quickly do you usually get to see the nurse?

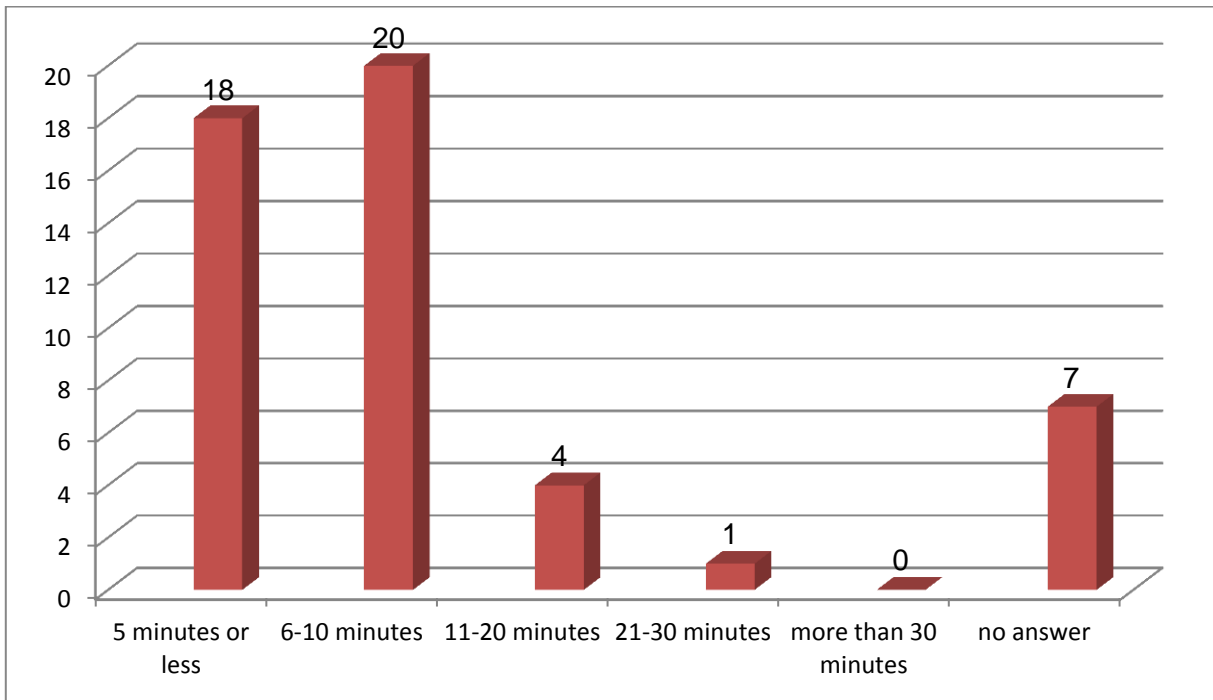


Of those patients who gave an answer, the majority of patients surveyed said that they could see a nurse within 2 or 3 working days.

4b. How do you rate this?

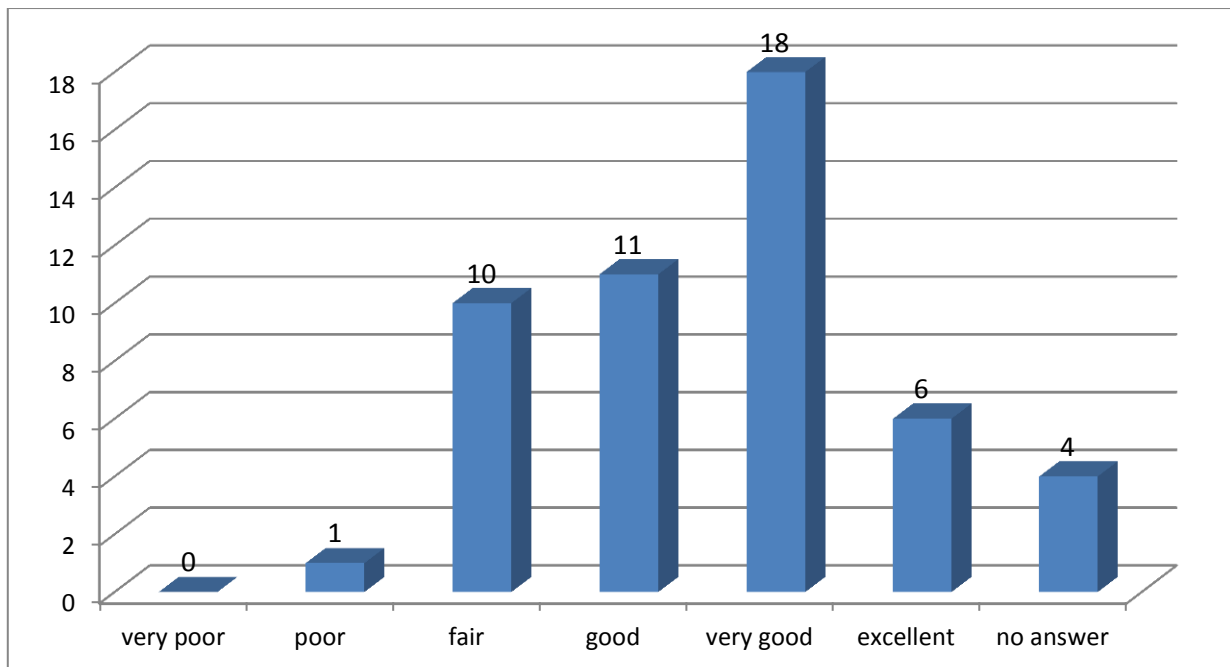


5a. How long do you usually have to wait at the practice for your consultations with a nurse to begin?



The waiting times are very low for the nurses team. 18 patients said that they waited 5 minutes or less for their appointment, 20 patients said they waited for 6-10 minutes. No one said that they had waited more than 30 minutes.

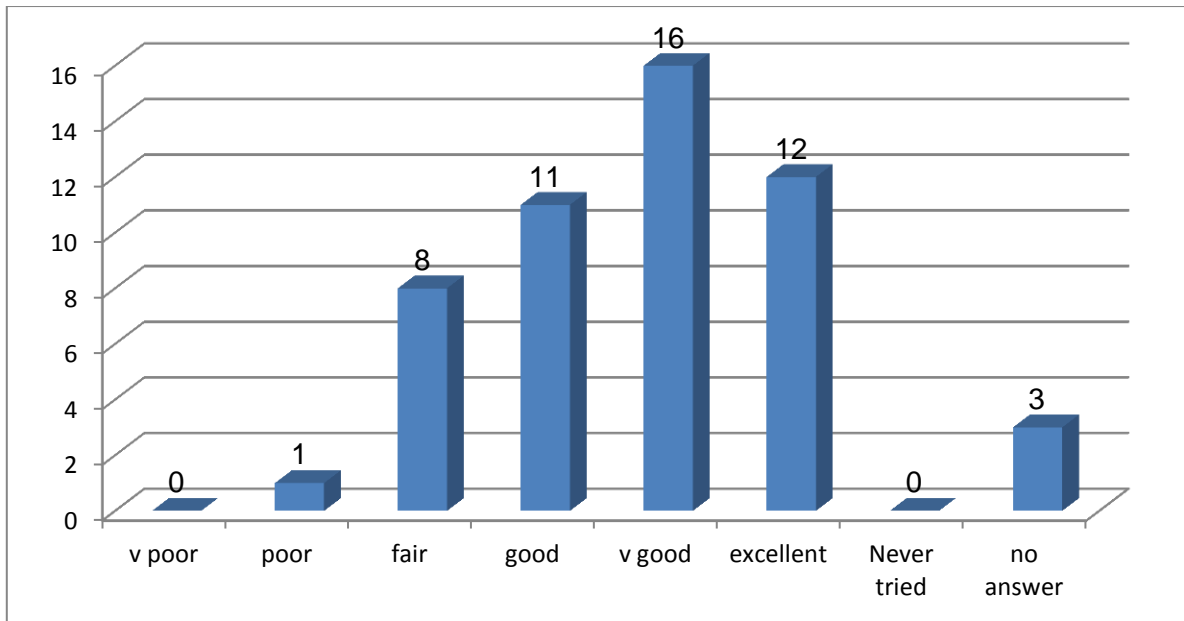
5b. How do you rate this?



Patients are generally happy with the waiting time to see the nurse. One patient said that the waiting time was poor.

6. Thinking of times you have phoned the practice, how do you rate the following?

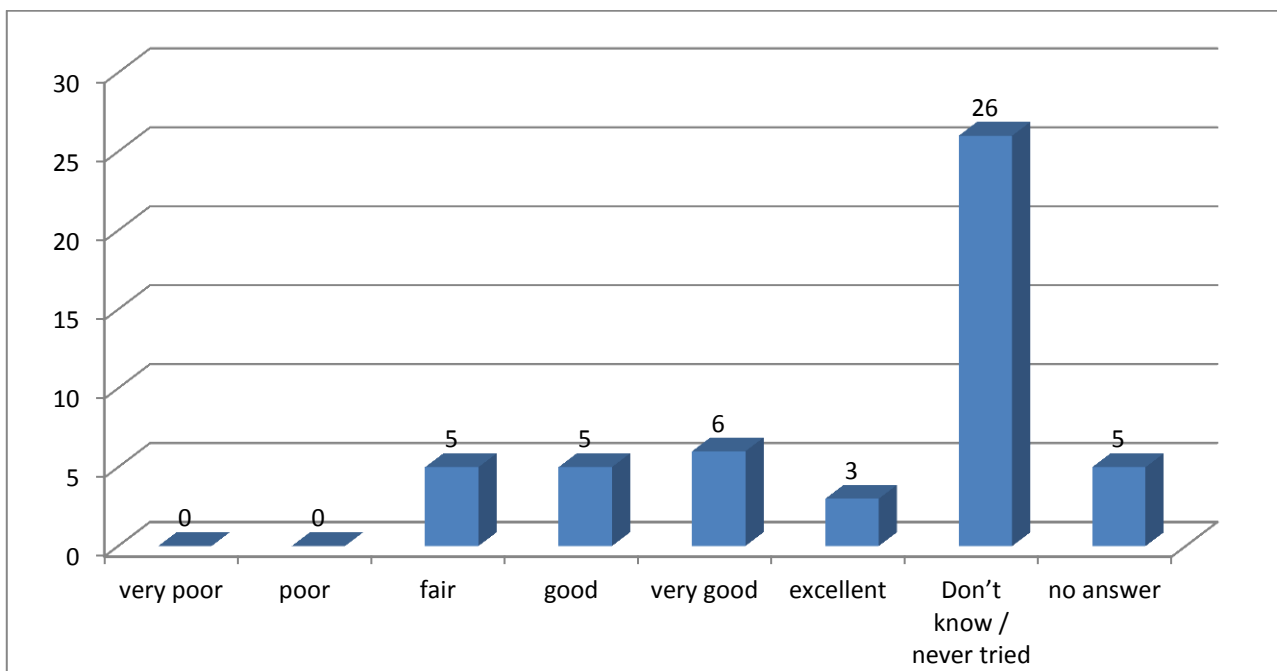
6a. Ability to get through to the practice on the phone?



A Patient Comment: 'poor' when ringing between 8-8:30

16 patients answered 'very good'. 12 answered 'excellent'. One patient found the ability to get through on the telephone 'poor'. The surgery has made improvements to tackle this problem by having more staff available in the morning to answer the telephone.

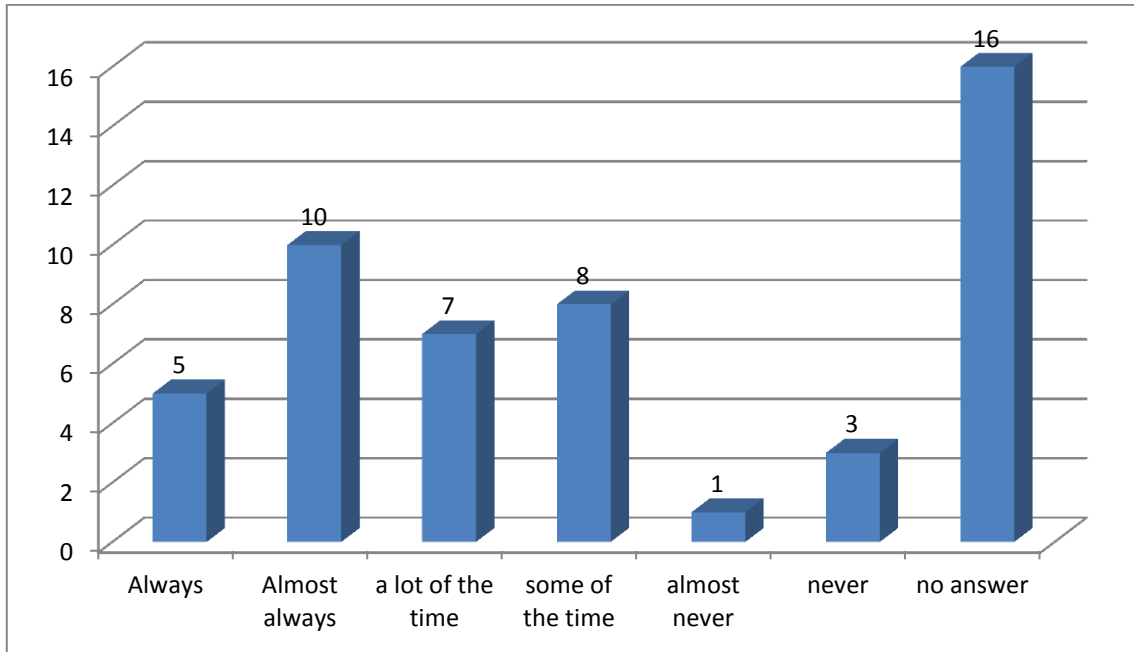
6b. Ability to speak to the nurse on the phone if you have a question or need advice?



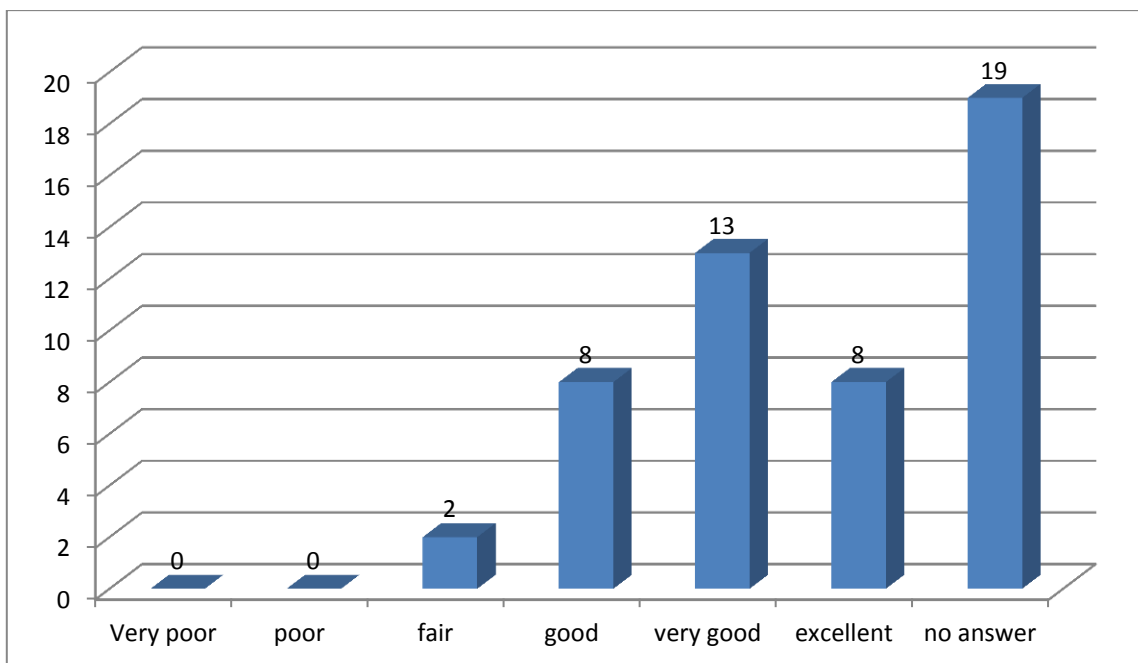
Majority of patients have never tried to speak to the nurses over the telephone. Perhaps some patients are not aware of this service.

7. This question asks about your usual nurse. If you don't have a usual nurse, answer about the one nurse at your practice who you know best. If you don't know any of the nurses go straight to question 8.

7a. In general, how often do you see your usual nurse?

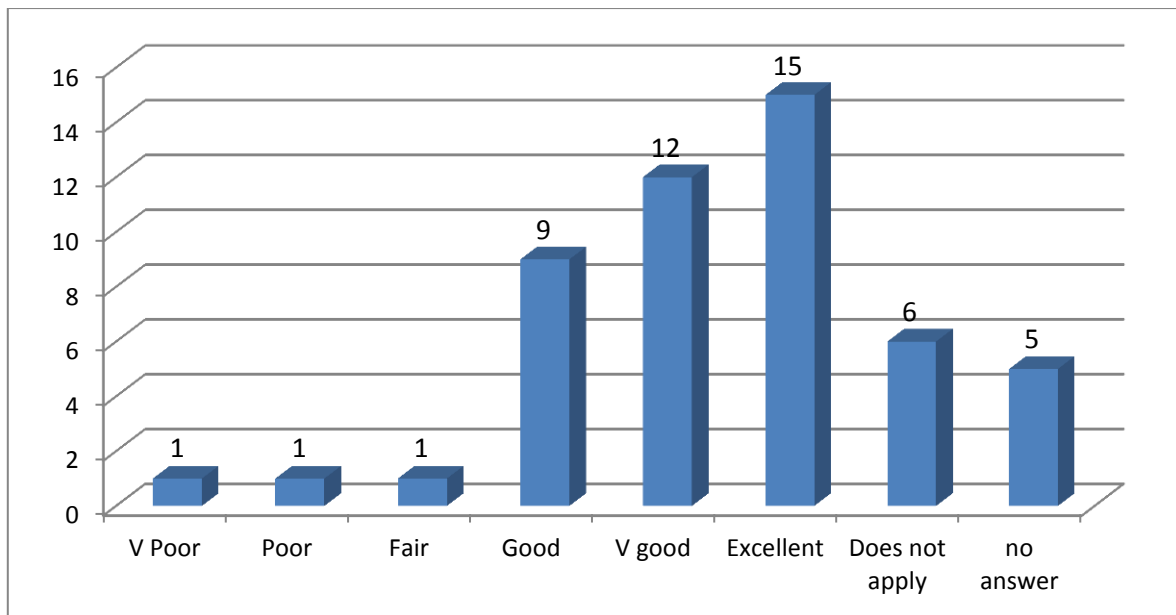


7b. How do you rate this?

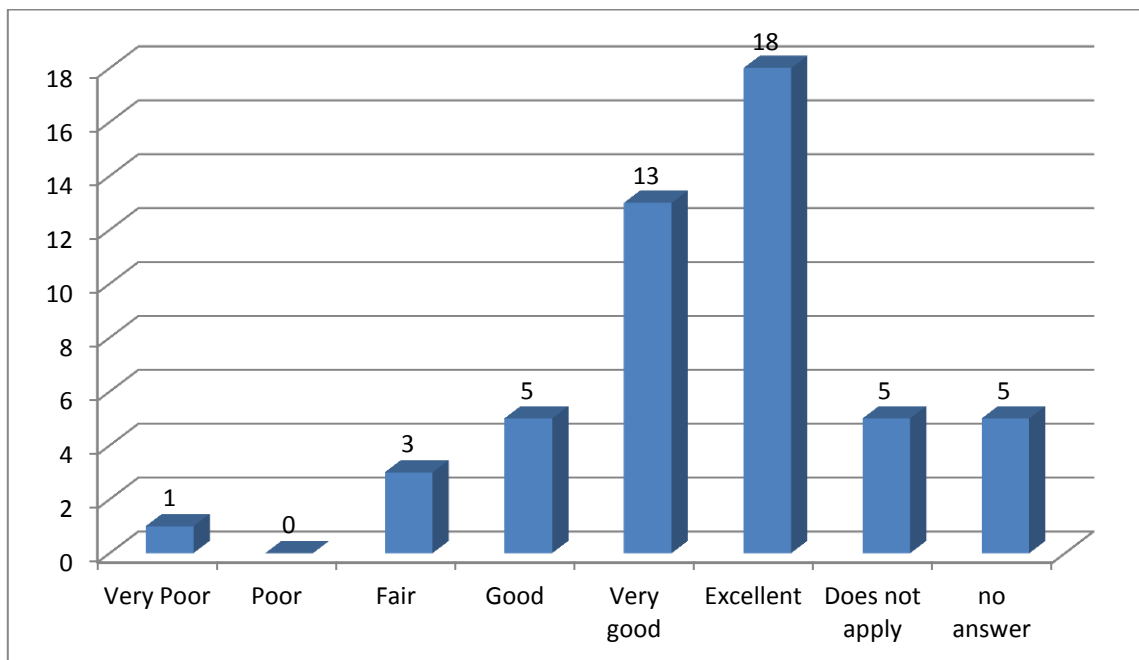


8. Think about your consultation with the nurse today, how do you rate the following;

8a. How thoroughly did the nurse ask you about your symptoms and how you are feeling?



8b. How well the nurse listened to what you have to say?

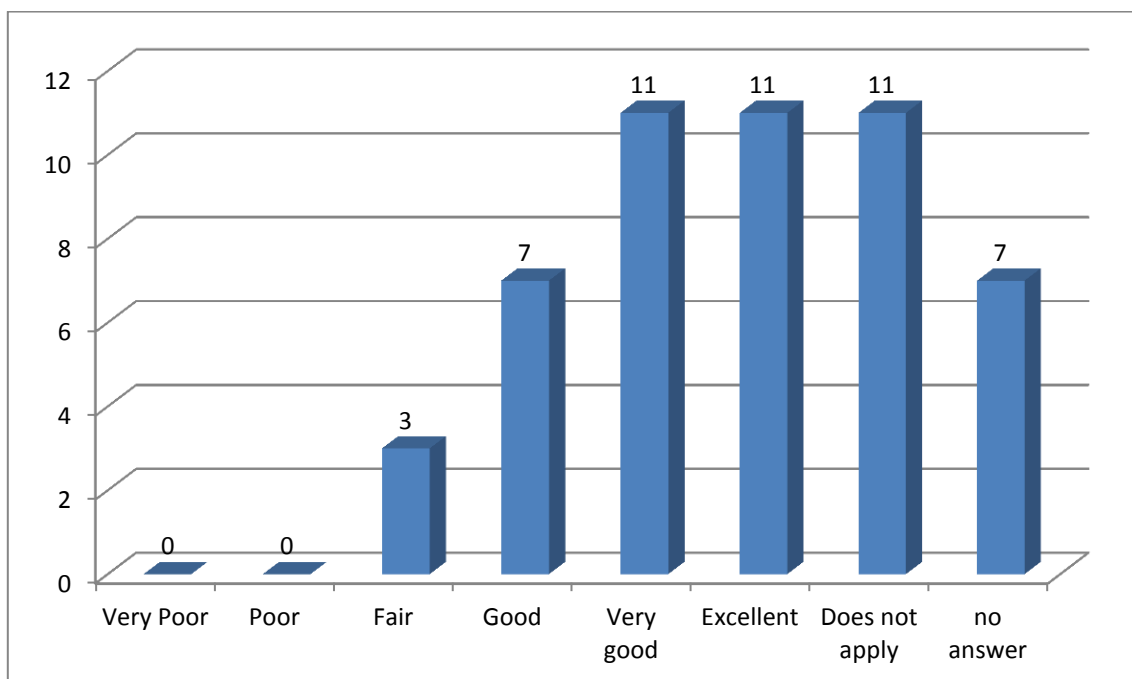


Majority of patients answered 'very good' or 'excellent' when asked if they felt listened to, and that the nurse asked them about their symptoms and how they were feeling.

8c. How well the nurse put you at ease during your physical examination?



8d. How much the nurse involved you in decisions about your care?

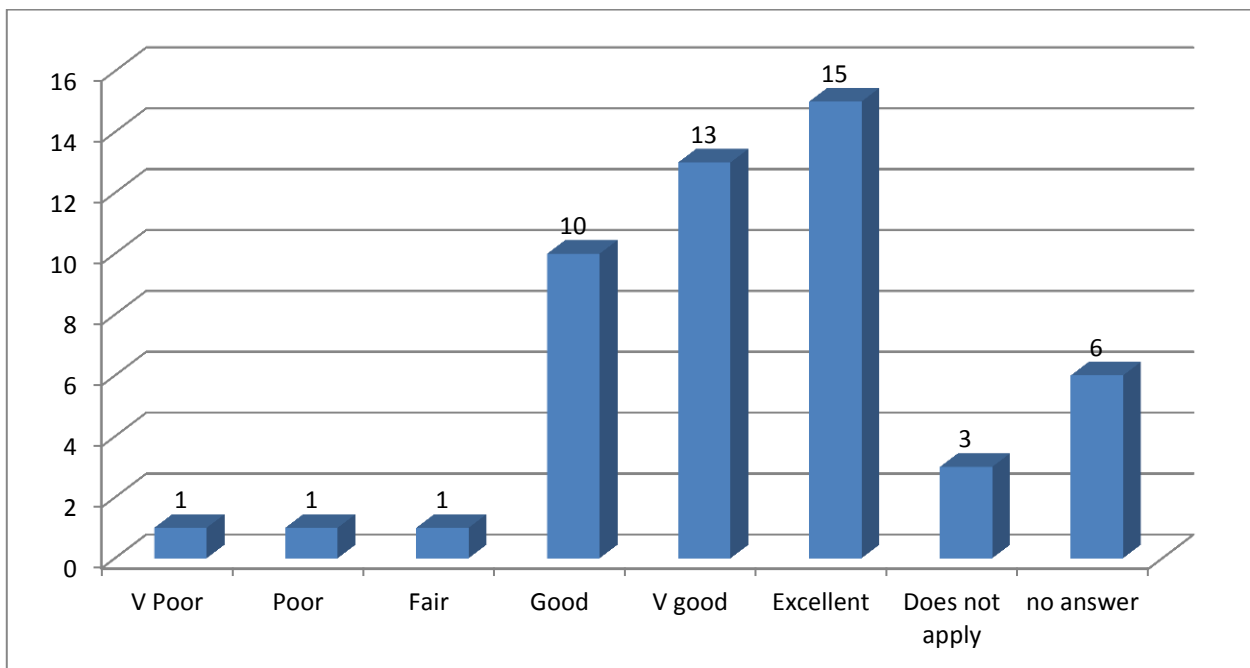


The majority of patients answered 'excellent' or 'very good' when asked if they felt involved about the decision about their care and if they felt at ease during their physical examination.

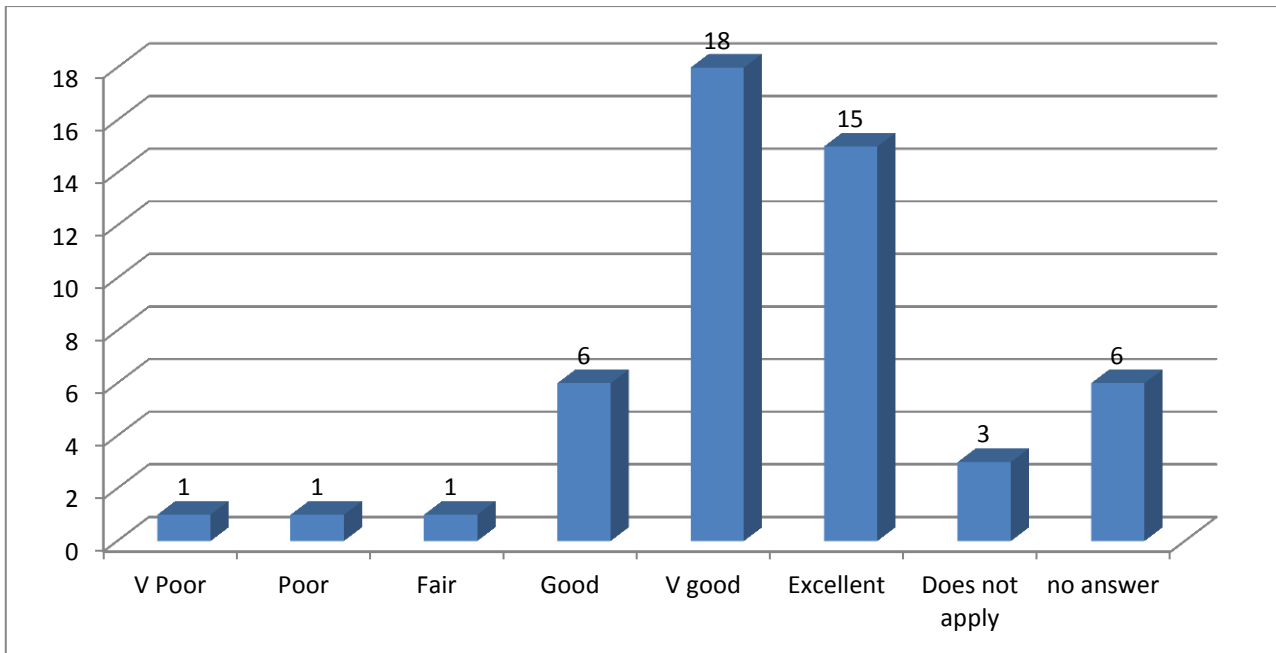
8e. How well the nurse explained your problems or any treatment that you need?



8f. The amount of time the nurse spent with you today?

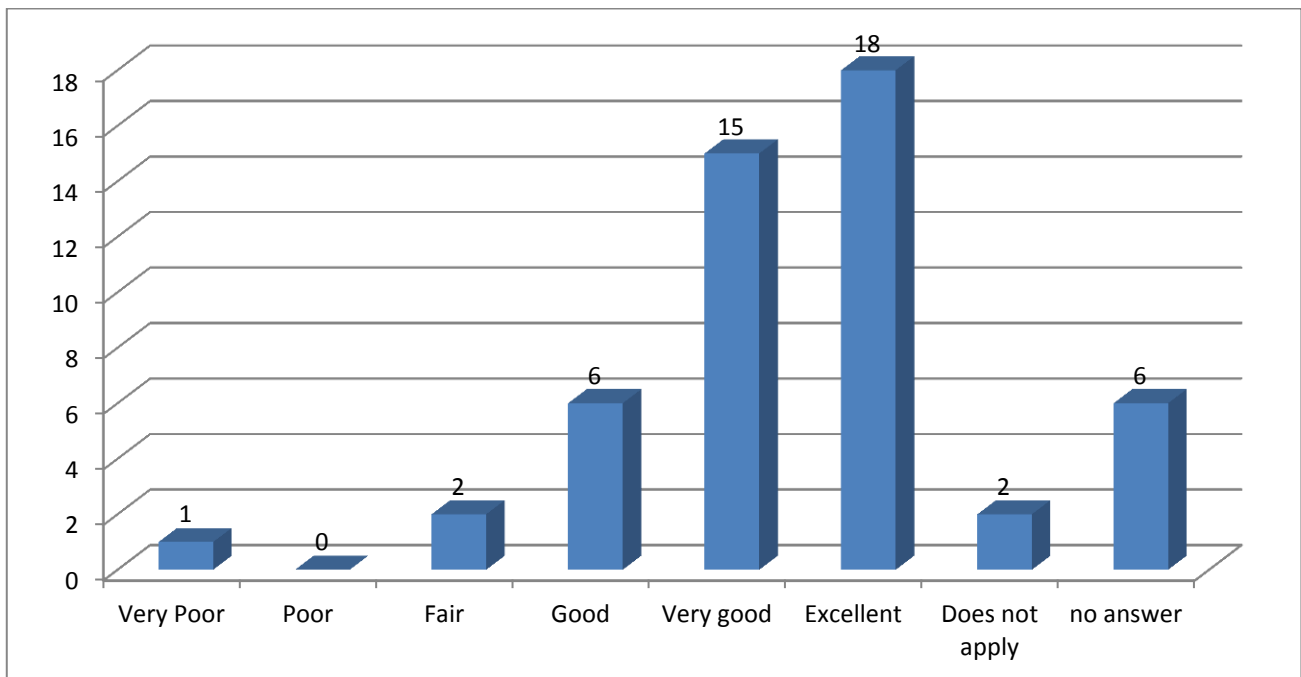


8g. The nurses patience with your questions or worries?



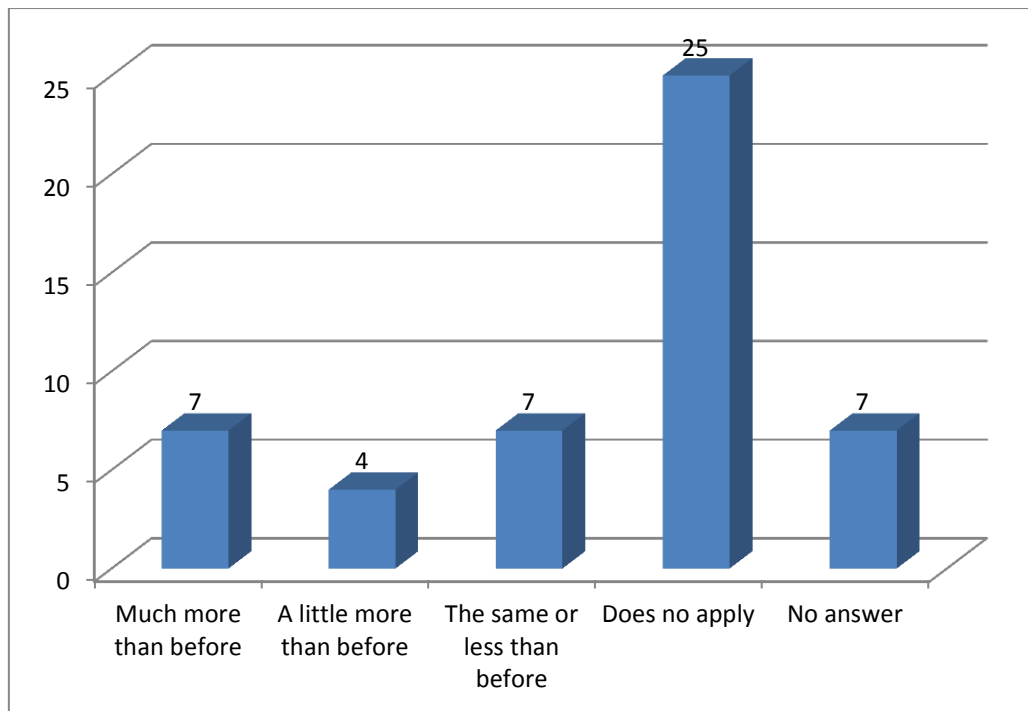
39 patients gave an answer 'good' – excellent'. 3 patients gave an answer 'fair' – 'very poor'.

8h. The nurses caring and concern for you?

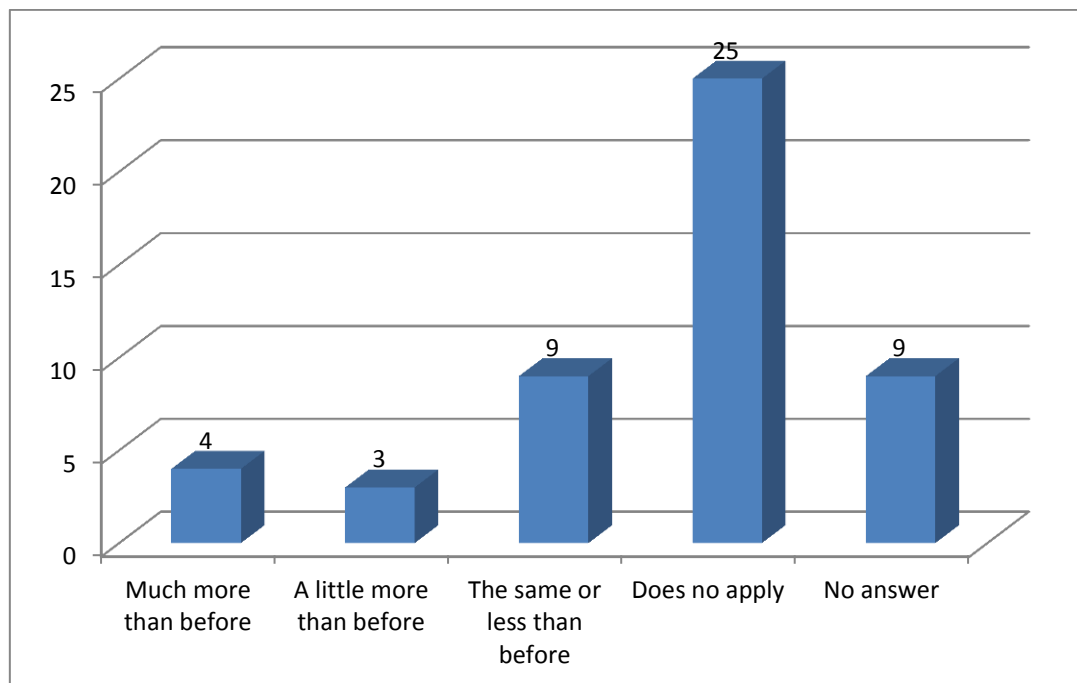


9. After seeing the nurse today do you feel...

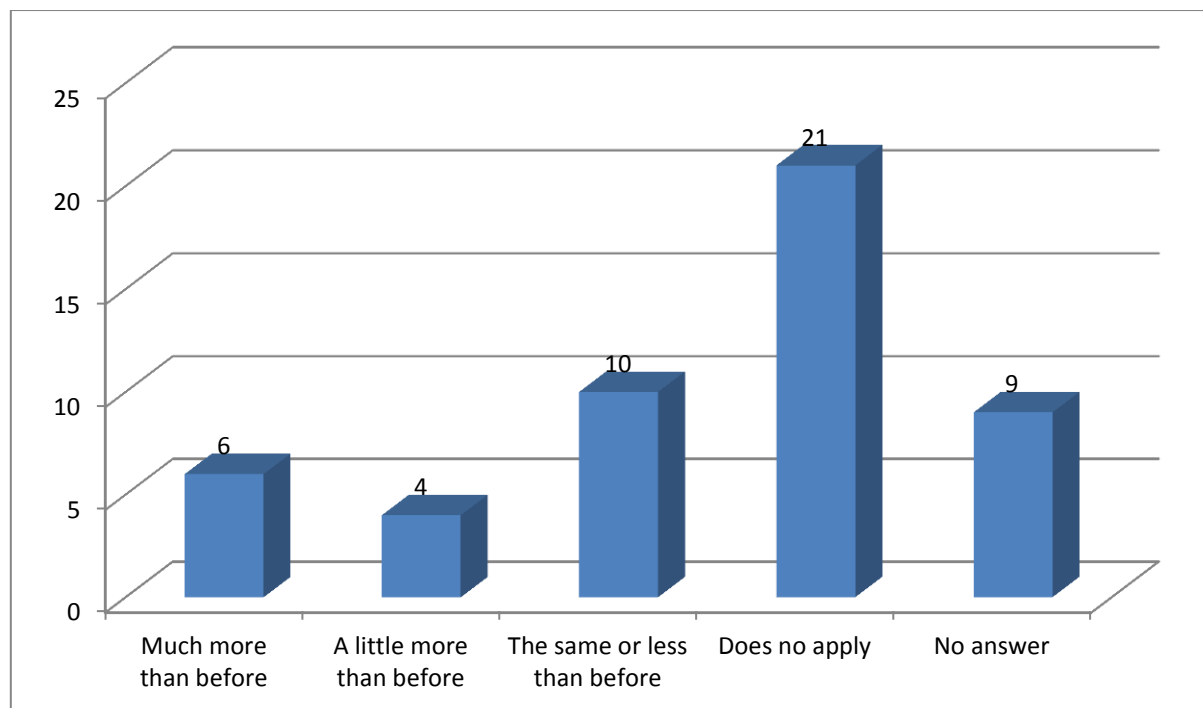
9a. Able to understand your problem or illness?



9b. Able to cope with your problem(s) or illness?



9c. Able to keep yourself healthy?



Patient Comments:

Is there anything particularly good about your health care?

“Very friendly and helpful”

“The NHS provides a wonderful service – FREE – we should be more grateful!”

“Caring staff”

“Nothing to improve”

“Generally a good practice, I have never had a problem”

“happy with care”

“[my nurse] provides a friendly positive welcome at each visit”

“[my nurse] is always willing to find the necessary information, medications or treatment I may need to follow, or appointment I may need to follow up on my query”.

“The overall care is second to none. No further comment.”

“Very happy with the service and treatment I receive”

“Generally very good although I don’t visit frequently.”

“EHS provides very good health care for me. I have always been able to get an appointment to see someone who can advise”.

“Always been happy with the practice”

"I'm pleased with the 24 hour booking system online. Makes a great improvement to the emergency service"

Is there anything that can be improved?

"only quicker appointments"

"8 – 8:30 appointments"

"Nothing can be improved except the waiting time for the doctors"

"Improve the time available for appointments"

"Extend hours for people who work"

"MOT health checks for the over 50's?"

"Annual health check would be good (patient aged 69)."

Any other comments?

"I think the surgery overall is good"

"All Elm Hayes staff are very approachable and friendly"

"Very satisfactory"

"In general the whole surgery is excellent just occasionally poor communication on results and uptake of these"

"I am very happy with the staff and the way this practice is run"

"Thanks. Keep up the good work"

"Seems a well-run practice to me"