**28 Beaumont Street**

**Practice Survey 2018**

The practice developed a survey for patients to complete. It was accessible via Survey Monkey on our website and there were also paper copy forms for patients to complete if they wished. The survey ran from 22nd May 2018 until 31st July 2018.

Our uptake was poor we received two surveys via the website and six paper copies.

**Are you happy with the standard of care/service provided by the surgery?**

90% of patients were very satisfied

10% fairly satisfied

**Some of the comments received**

I called the surgery at 4.00pm on 18th June. I was given an emergency appointment at 4.50pm that day. What a service!

Best standard of care I have experienced in a NHS/GP surgery setting so far!

**Currently the surgery offers appointments that can be booked online (In addition to telephone/person). Are you happy with this and would you have any suggestions how to improve things further.**

80% of patients were very satisfied

10% unsatisfied

10% did not answer the question as was here as a temporary patient

**Some of the comments we received**

I found your website very helpful

I do it by telephone or in person

System is clunky and not clear how to use it

**Are you happy with access to Doctor and Nurse Appointments?**

90% of patients were very satisfied

10% unsatisfied

**Some of the comments we received**

I was more than happy as a visitor

Dr Easdale has become very busy

**Are you happy with the current surgery opening hours? Please see opening hours on our website or patient information leaflet.**

80% of patients were very satisfied

10% fairly satisfied

10% N/A as was a temporary patient

**Some of the comments we received**

We did not receive any comments to this question

**Overall impression of the surgery**

**Comments which we received**

Excellent and nice.

Brilliant Super Staff!!

Very Good

Excellent, have recommended to lots of people, always seen promptly

Great care on the medical side. Extremely chaotic front desk to harried reception staff. Could be massively improved. I always have to chase basic things like e-mails and prescriptions. Tiresome.

Like an idiot I had come away without my pills! Never happened before. I needed a prescription and I left with one in my hand – What a service!

Thank you to everyone who took time to complete this survey. We have discussed at a Primary Health Care Team meeting. We did not have a good uptake and our plan now is to discuss further with our PPG Group at our next meeting in September. We are very encouraged by most of the feedback which patients have given us. As a practice we do try very hard to be accessible to patients as well as continuing to provide the best possible care.

August 2018