

STRATHMORE MEDICAL PRACTICE

RESULTS OF PATIENT SATISFACTION SURVEY 2008/2009

I would like to extend my thanks to all patients who very kindly completed and returned the General Practice Questionnaires (GPAQ) that were handed out this during 2008.

We received 458 completed questionnaires.

The results have now been evaluated and summarised for the perusal by our practice population.

The purpose of the survey was to give patients the opportunity to express their satisfaction/dissatisfaction with the services that Strathmore provides as well as offering our patients the opportunity to make comments and suggestions on how we can improve.

The Practice has identified several areas for improvement as a result of the survey and I would like to give you my assurance that as a Practice team we have looked positively at addressing the issues you have raised and hopefully made some progress towards resolving them.

In addition we have also received many kind and sincere comments for which we are grateful.

Thank you again for your participation

Alan Courtenay
Practice Manager

Overview of Results.....

TOTAL SAMPLE – 458 patients	2007/2008 Mean Score	2008/2009 Mean Score	GPAQ benchmark
Q2. Satisfaction with receptionists	74	75	77
Q3a. Satisfaction with opening hours	65	66	67
Q4b. Satisfaction with availability of particular doctor	65	56	60
Q5b. Satisfaction with availability of any doctor	78	71	69
Q7b. Satisfaction with waiting times at practice	51	52	57
Q8a. Satisfaction with phoning through to practice	45	50	59
Q8b. Satisfaction with phoning through to doctor for advice	43	50	61
Q9b. Satisfaction with continuity of care	56	54	69
Q10a. Satisfaction with doctor's questioning	80	79	81
Q10b. Satisfaction with how well doctor listens	81	82	84
Q10c. Satisfaction with how well doctor puts patient at ease	83	82	84
Q10d. Satisfaction with how much doctor involves patient	80	80	81
Q10e. Satisfaction with doctor's explanations	81	81	83
Q10f. Satisfaction with time doctor spends	77	78	80
Q10g. Satisfaction with doctor's patience	81	81	84
Q10h. Satisfaction with doctor's caring and concern	80	82	84
Q11a. Ability to understand problem after visiting doctor	63	67	69
Q11b. Ability to cope with problem after visiting doctor	61	62	66
Q11c. Ability to keep healthy after visiting doctor	60	58	62

Action plan for the year ahead ...

The practice has targeted certain areas to prioritise over the forthcoming months. We will, for example, investigate ways to improve the telephone system and the services provided through its use.

The practice will also review the ways it provides information on health care so that it remains accessible to the patient after their visit to the surgery.

The GP's at Strathmore and all staff will continue to undergo training and review to improve their handling of patients and patient care.

Through improvements to the appointment system and working times including a reduction in the number of inappropriate urgent appointment requests, we hope to increase the availability of requested Doctors and improve continuity of care.

Should you wish to discuss the results of the survey or offer suggestions for the improvement of services at Strathmore Medical Practice please contact the Practice Manager.