

Patient Consultation 2014

Following our PPG meeting in January 2014, it was decided to undertake the following questionnaire relating to patients' experience following a GP appointment, as it was felt that areas raised from the previous year's survey had been addressed as much as possible given the restrictions enforced by the Centre.

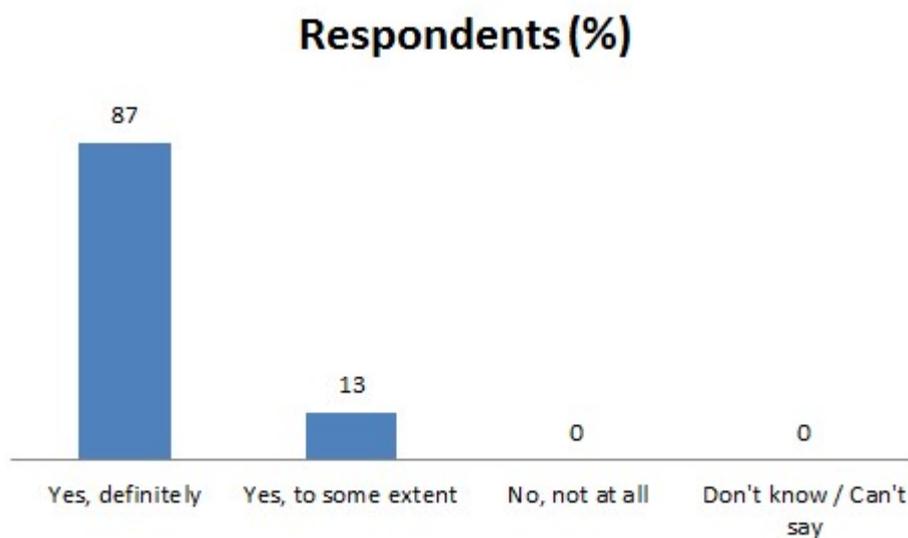
It was identified that 80 questionnaires (20 per 1000 patients) would be required to ascertain a good selection of patients' views.

Questionnaires were given out by the individual GPs following the patient's appointment with a request to complete and put in the survey box held in reception before leaving in order to ensure anonymity.

A total of 115 questionnaires were handed out during the week commencing 3rd March 2014. On 10th March 2014 we had received a total of 105 completed questionnaires, with the first 100 being used to collate the results of the survey.

Consultation Survey Q & A

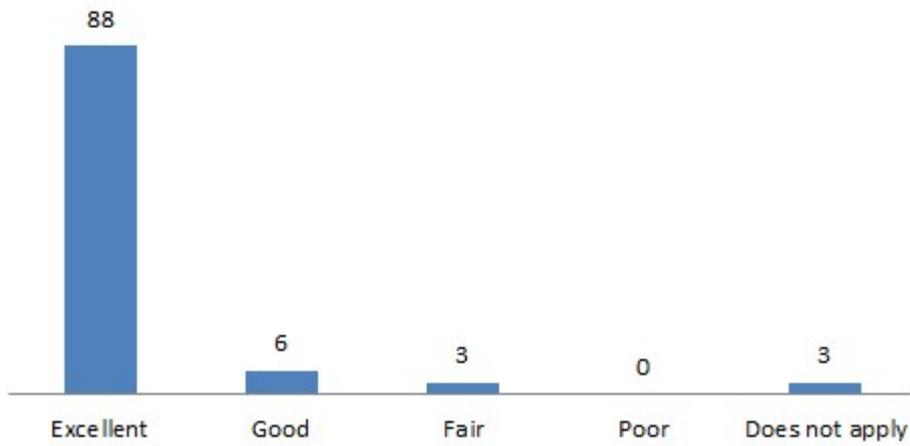
Q1 - Did you have confidence and trust in the GP you saw or spoke to?



How would you rate the service they provided in the following categories:

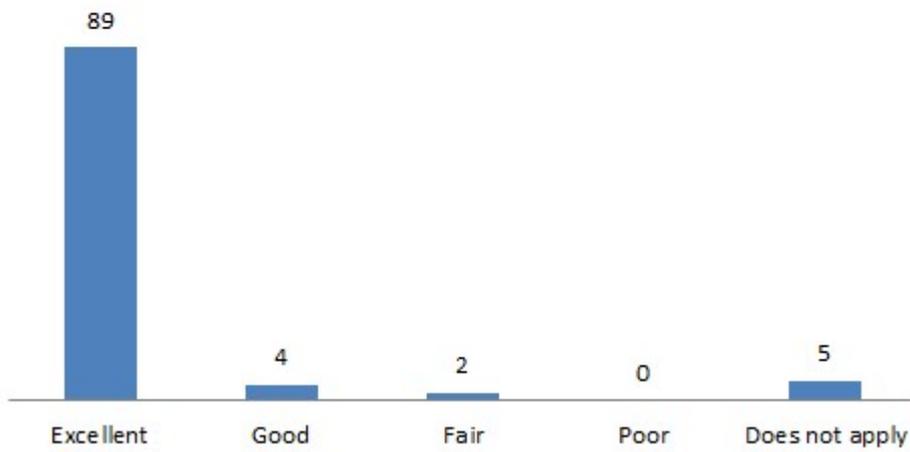
Q2 - Category 1: Giving you enough time

Respondents (%)



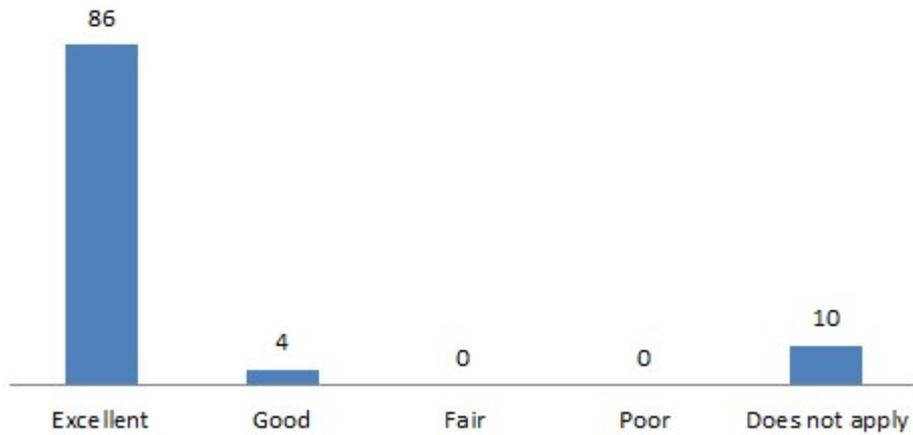
Q3 - Category 2: Listening to you

Respondents (%)



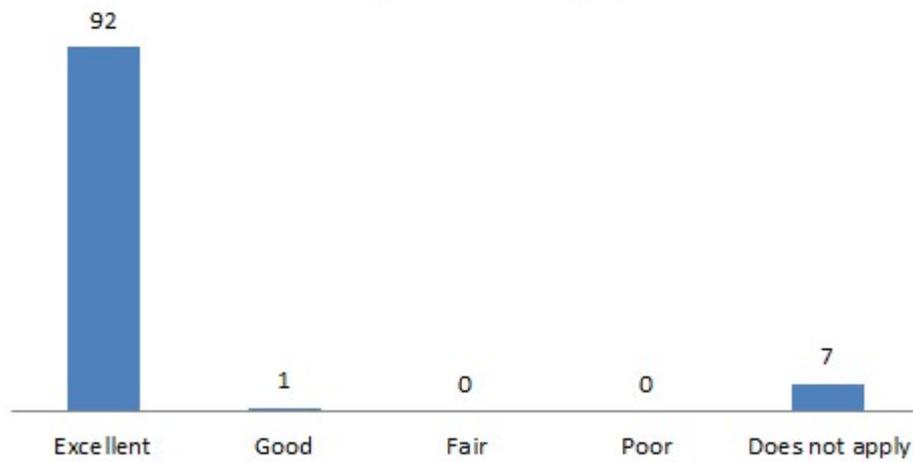
Q4 - Category 3: Explaining tests and treatments

Respondents (%)



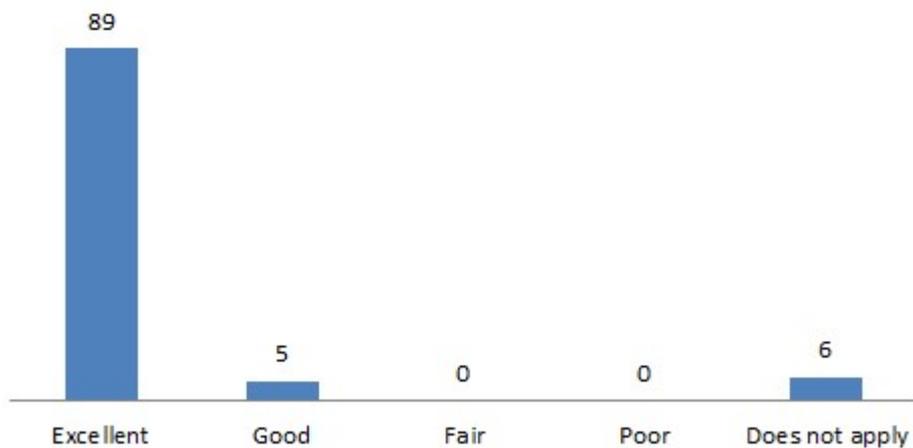
Q5 - Category 4: Involving you in decisions about your care

Respondents (%)

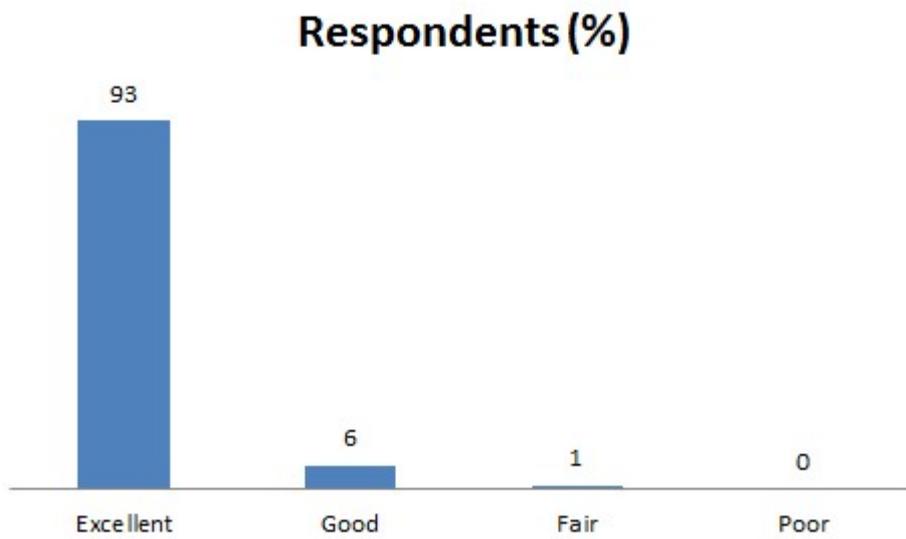


Q6 - Category 5: Treating you with care and concern

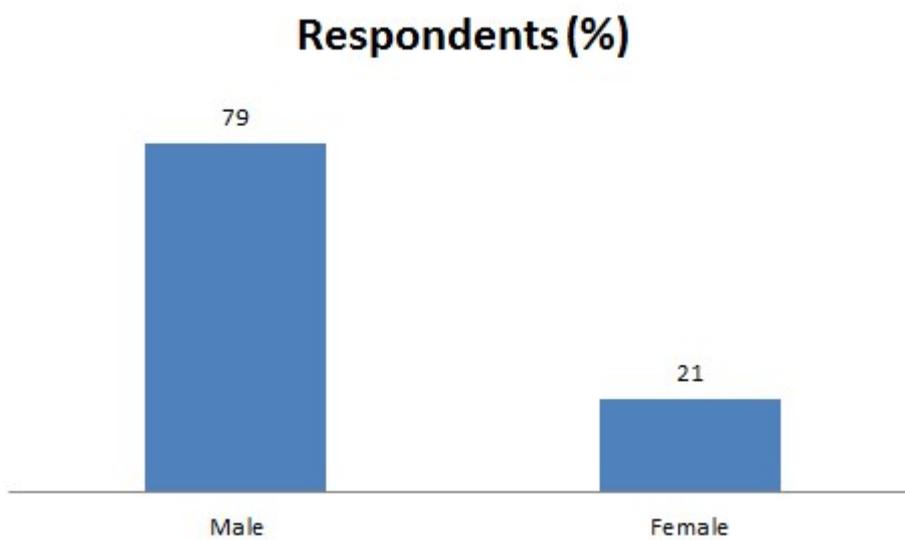
Respondents (%)



Q7 - Overall, how would you describe your experience of your appointment?

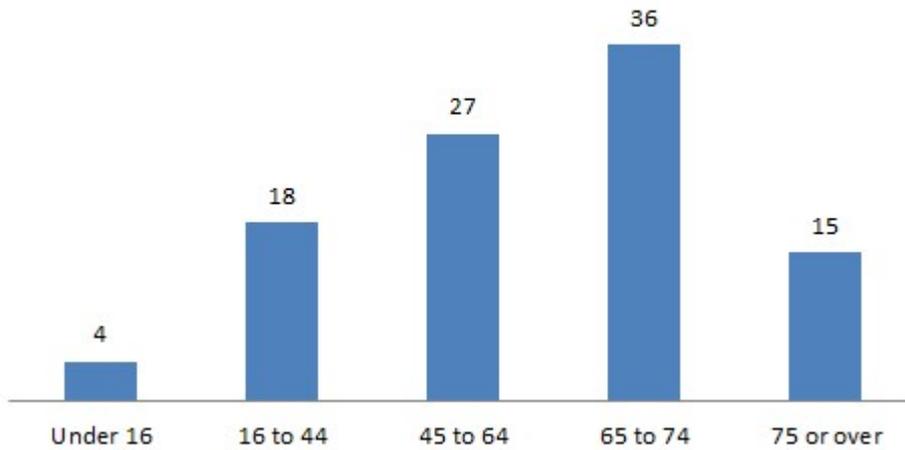


General details about those patients that answered the questionnaire
Q8 - Respondent Gender?



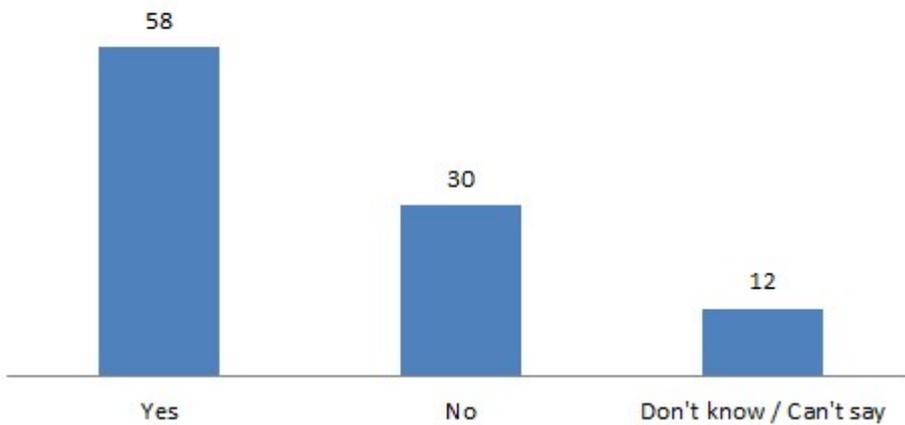
Q9 - Respondent Age Groups

Respondents (%)



Q10 - Do you have a long-standing health condition?

Respondents (%)



Patient Comments

The following is a list of patient comments and suggestions

- "Reception staff always helpful"
- "GP explains what to do and what not to do"
- "Brilliant service all round"
- "Love the new building"
- "Can we have a drinks machine"
- "Need a bigger reception"
- "Great to be able to have blood test, even xray after appointment if needed"