

St Gabriel's Medical Centre

Patient Satisfaction Survey 2017/18

With the support of the patient reference group, the practice devised a questionnaire to establish patient's satisfaction with,:

- Surgery opening hours,
- Getting through to the surgery by phone,
- Making an appointment for a telephone or surgery consultation
- Overall team performance
- Recommending St Gabriel's Medical Centre to friends and family.

During a 4 week period in February / March 2018, the questionnaire was available

- in the waiting room,
- in the entrance porch outside the chemist
- On-line.

There were 424 questionnaires returned and the results were analysed as follows:

- surgery opening hours,
95% were satisfied/ very satisfied
- getting through to the surgery by phone,
77% were satisfied / very satisfied
- making an appointment for a telephone or surgery consultation
76% were satisfied / very satisfied
- overall team performance
95% were satisfied / very satisfied
- recommending St Gabriel' s Medical Centre to friends and family
92% would recommend to family or friends...

The feedback, whilst on the whole is very positive compared to the national average, we are aware of the concerns and frustrations patients experience when trying to get through to us by phone and with making an appointment with us; to this end we intend to take the following actions:

1 Realign working rotas to maximise staff available to answer the phones particularly around busy times in particularly mornings and lunchtimes.

2. Reconfigure the digital phones to implement a queuing system to reassure patients that calls are being dealt with as quickly as possible.

3. encourage more patients to sign up to on-line services so that appointments can be booked and prescriptions can be ordered online, negating the need to phone the surgery which in turn will relieve the pressure for those patients that do have a need to contact us by phone.

For patients wishing to sign up to book or order on line either speak to reception or log onto the practice website and follow the link

www.stgabrielsmc.nhs.uk

4. We will undertake the survey again in 6 months to establish if the changes we have implemented have been affective.

Thank you to all the patients who took the trouble to complete the survey and for the support of our patient reference group.

Patient Satisfaction 2018 424 responses

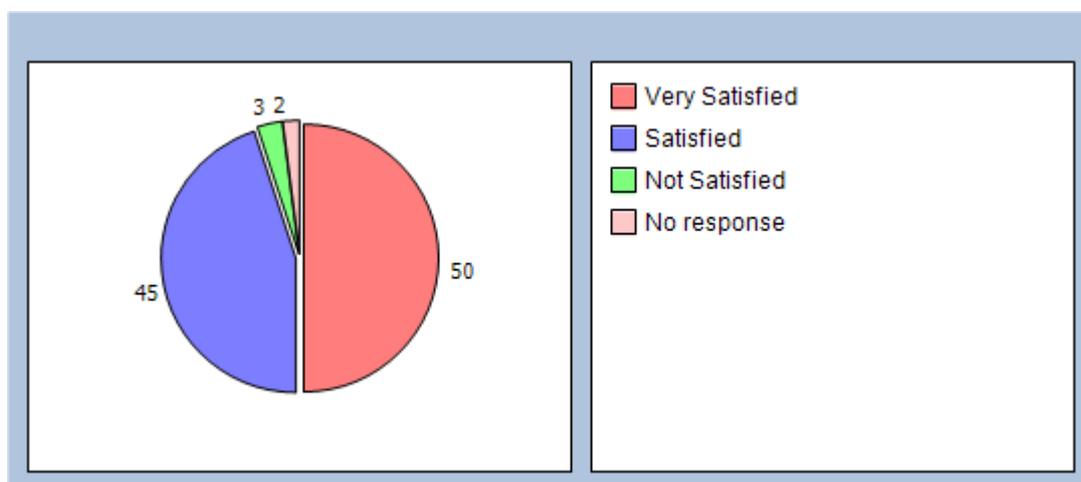
How satisfied are you with the surgery opening hours?

Very Satisfied **50%**

Satisfied **45%**

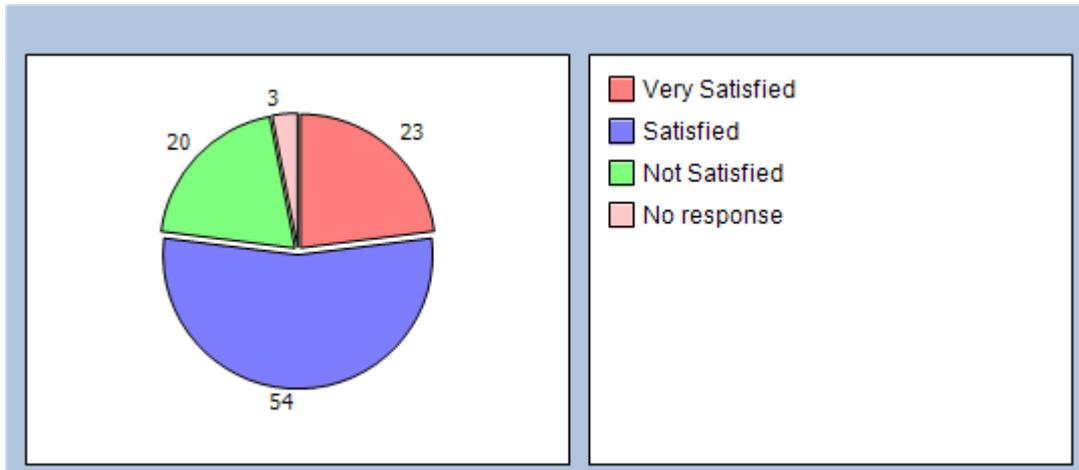
Not Satisfied **3%**

No response **2%**



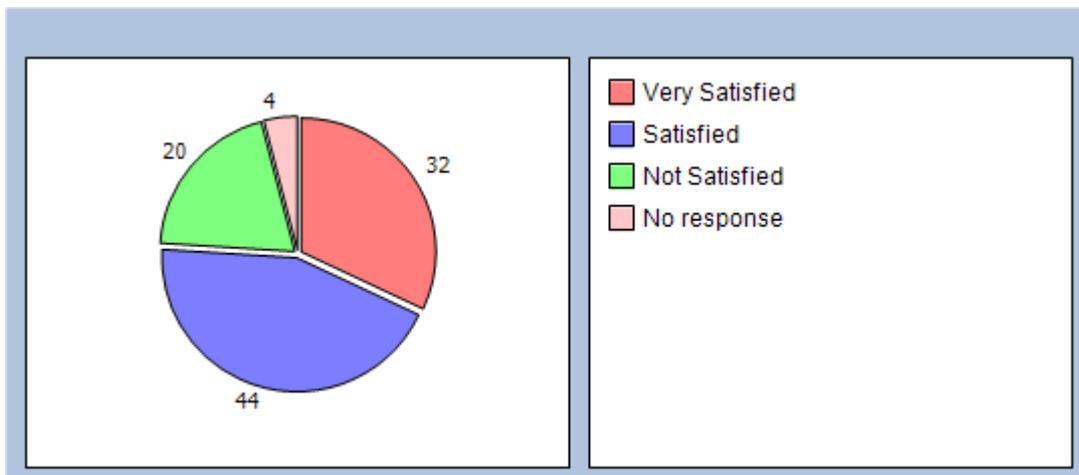
Generally, how satisfied are you with getting through to someone at the surgery by phone?

Very Satisfied **23%**
Satisfied **54%**
Not Satisfied **20%**
No response **3%**



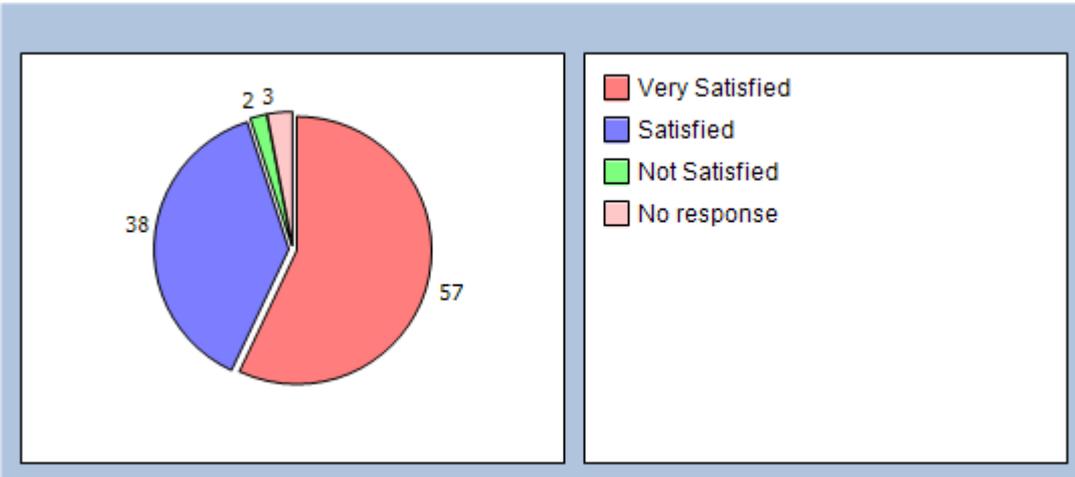
How would you rate your overall satisfaction with making an appointment for a telephone or surgery consultation?

Very Satisfied **32%**
Satisfied **44%**
Not Satisfied **20%**
No response **4%**



How would you describe your overall satisfaction with the team at St Gabriel's Medical Centre?

Very Satisfied **57%**
Satisfied **38%**
Not Satisfied **2%**
No response **3%**

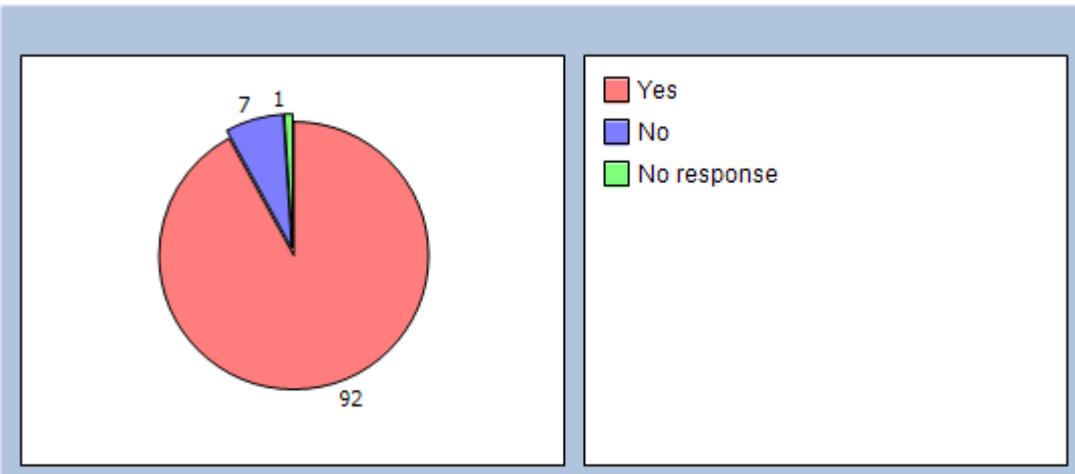


Would you recommend St Gabriel's Medical Centre to friends and family?

Yes **92%**

No **7%**

No response **1%**



Delete Responses