



Queen Square Medical Practice

Patient Survey 2016/17

Summary of Results



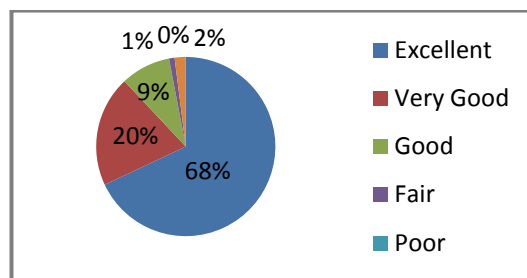
Thank you to all those patients who took time to complete the survey conducted over summer 2016. It was based on topics suggested by our Patient Reference Group (PRG). We had 151 responses of which 126 were handwritten. Responses were from both sexes, across all age groups and ethnicities, and from both our Queen Square and Caton Health Centre sites.

Overall Satisfaction

- **98%** indicated an **overall satisfaction** with the practice of Excellent to Fair, with **88%** rating us Excellent/Very Good.

Excellent to Fair = 98%

Excellent: 68%, Very Good: 20%, Good: 9%, Fair 1%, Poor 0%, Not Stated 2%

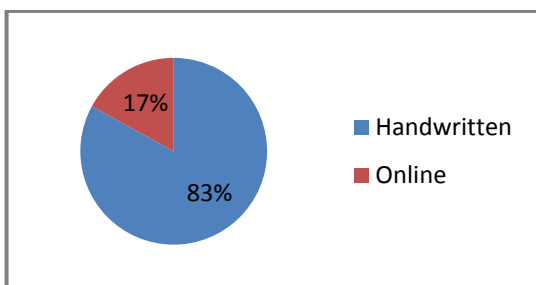


As in previous survey this is a real vote of confidence in the practice and its values of offering high quality accessible care.

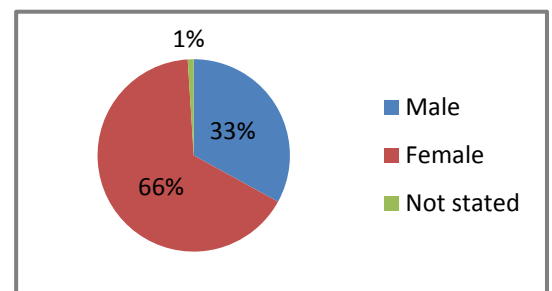
THANK YOU!

- **83%** of our surveys were handwritten and **17%** were done online

Handwritten: 83%. Online: 17%

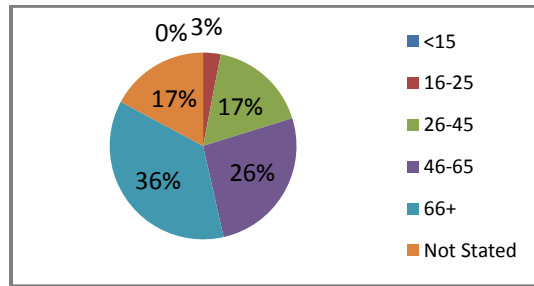


Male: 33%, Female: 66%, Not Stated: 1%



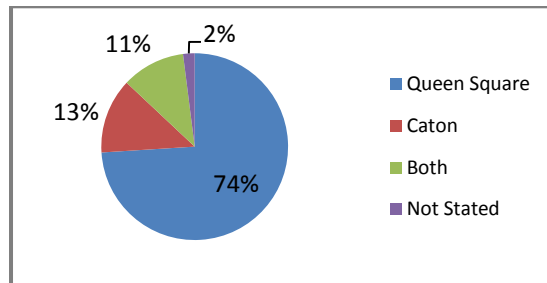
Age

<15: 0%, 16-25: 3%, 26-45: 17%. 46-65: 26%, 66+: 36%, Not Stated: 17%



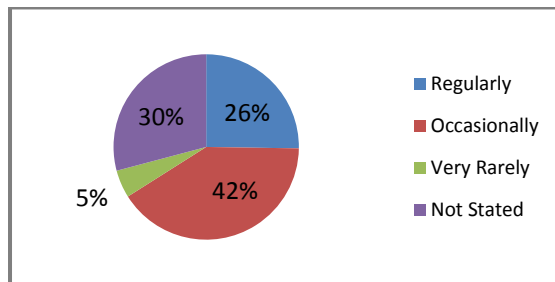
Surgery

Queen Square: 74%, Caton: 13%, Both: 11%. Not Stated: 2%



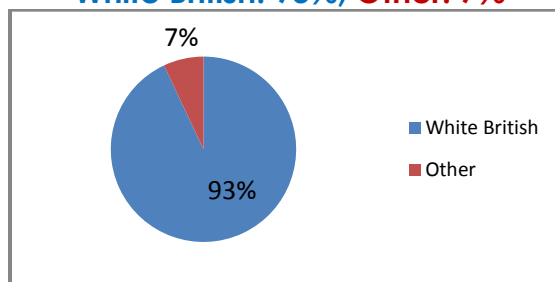
Frequency

Regularly: 25%, Occasionally: 42%, Very Rarely: 5%. Not Stated: 30%

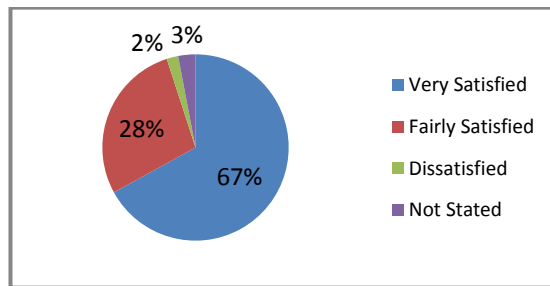


Ethnicity

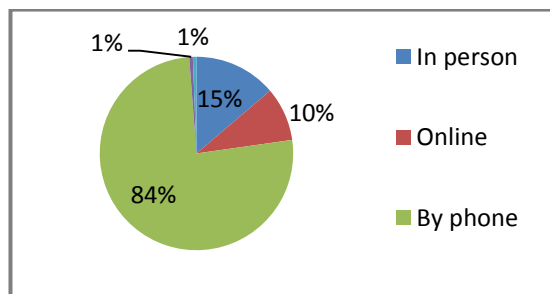
White British: 93%, Other: 7%



Q1. How satisfied are you with the present appointment system at the Surgery?

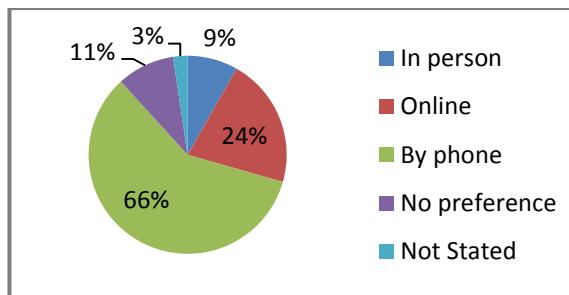


Q2. How do you normally book your appointments to see a doctor or nurse at the Surgery?



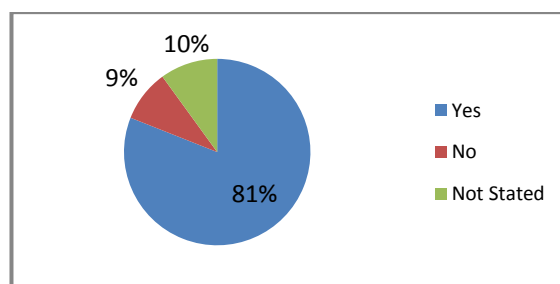
+Total percentages greater than 100% as patients gave multiple answers

Q3. Which of the following methods would you prefer to use to book an appointment at the Surgery?

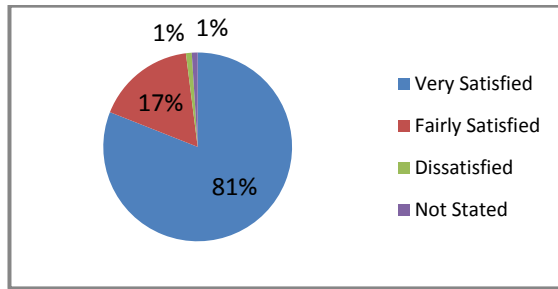


*Total percentages greater than 100% as patients gave multiple answers

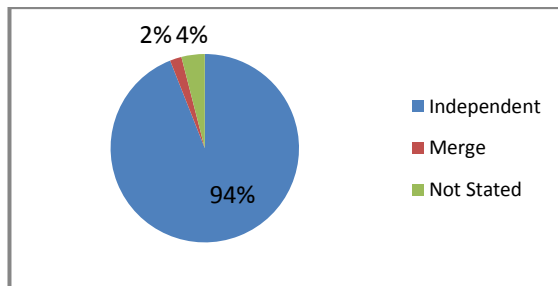
Q4. We currently send text reminders the day before to patients' mobile phones giving details of their appointment at the surgery? Do you think we should continue with text reminders?



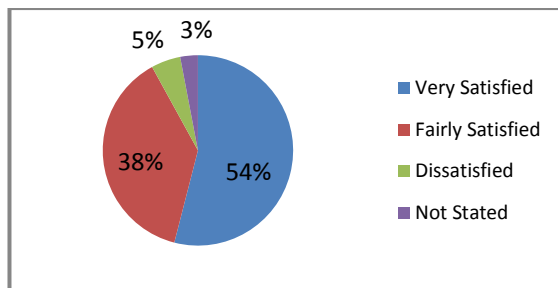
Q5. How satisfied are you with the opening hours at the surgery?



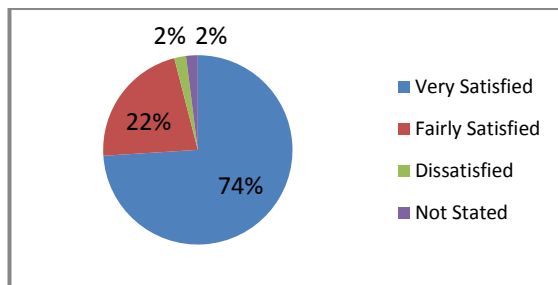
Q6. The practice reserves the right to keep all options open but is interested in what YOU the patient thinks we should do. Which would you prefer?



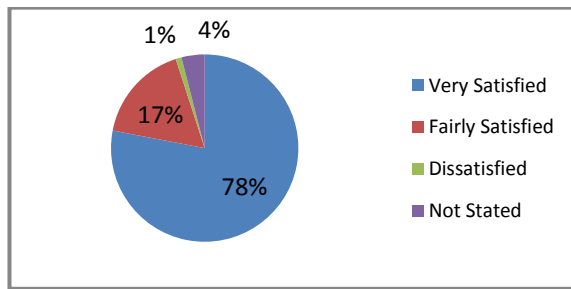
Q7. How satisfied are you at getting through on the telephones?



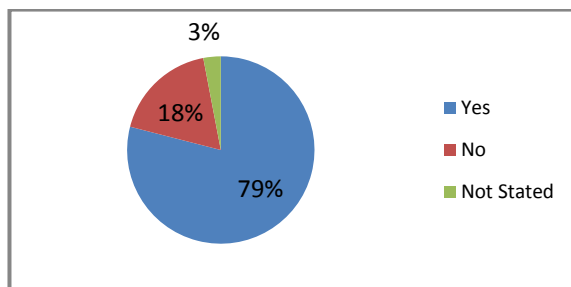
Q8a. How satisfied are you with the receptionists asking you for this additional information?



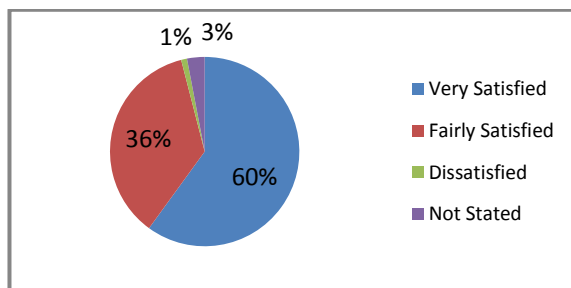
Q8b. How satisfied are you with the information provided to you by the receptionists?



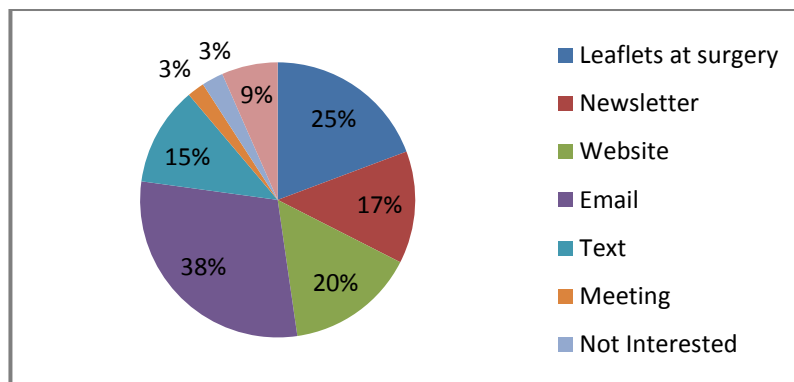
Q9. Were you aware that you can ask for a double appointment?



Q10. How satisfied are you with surgeries running to time?



Q11. How would you prefer to receive this information?



**Total percentages greater than 100% as patients gave multiple answers*

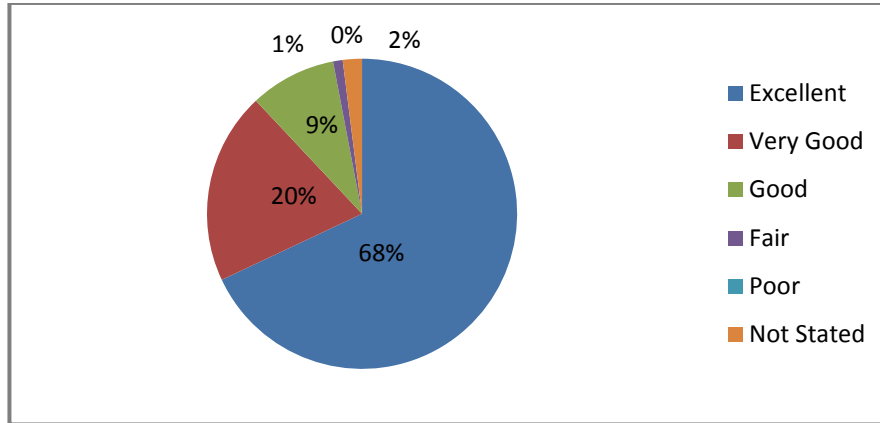
Q12. Please indicate your overall experience with the practice?

Overall Satisfaction

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THANK YOU!

Thank you to our PRG for suggesting topics for this survey.

Thank you to all patients who took the time to complete the survey. There were lots of useful suggestions and comments for us to work through. Overall we have seen good progress following last year's action plan.