PRIORY ROAD SURGERY

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**PATIENT SURVEY RESULTS**

**2016 -2017**

The Practice received 45 out of 50 Questionnaire = 90%

Out of all the questionnaires received back. The Results are as follows:

**1. How likely are you to recommend our GP practice to your friends and family if they**

**needed similar care or treatment?**

|  |  |  |
| --- | --- | --- |
| **REPLY** | **NUMBER** | **%** |
| Extremely Likely | 37 | 82.2% |
| Likely | 8 | 17.8% |
| Neither likely or unlikely | 0 | 0 |
| Unlikely | 0 | 0 |
| Extremely Unlikely | 0 | 0 |
| Don’t know | 0 | 0 |

**2. Were you involved enough in decisions about your care and treatment?**

|  |  |  |
| --- | --- | --- |
| **REPLY** | **NUMBER** | **%** |
| Yes | 40 | 88.9% |
| Np | 0 | 0 |
| Fairly | 4 | 8.9.% |
| Did Not Answer | 1 | 2.2% |

**3. Was the Surgery Clean?**

|  |  |  |
| --- | --- | --- |
| **REPLY** | **NUMBER** | **%** |
| Yes | 43 | 95.6% |
| No | 0 | 0 |
| Fairly | 1 | 2.2% |
| Did Not Say | 1 | 2.2% |

**4. Were the Receptionists Helpful?**

|  |  |  |
| --- | --- | --- |
| **REPLY** | **NUMBER** | **%** |
| Yes | 44 | 97.8% |
| No | 0 | 0 |
| Fairly | 1 | 2.2% |

**5. Is it easy to get an Appointment? (Either by telephone and/or surgery)**

|  |  |  |
| --- | --- | --- |
| **REPLY** | **NUMBER** | **%** |
| Yes | 36 | 80% |
| No | 0 | 0 |
| Fairly | 9 | 20% |

**6. What is your Gender?**

|  |  |  |
| --- | --- | --- |
| **REPLY** | **NUMBER** | **%** |
| Male | 17 | 37.8% |
| Female | 26 | 57.8% |
| Did Not Answer | 2 | 4.4 |

**7. What is your Age Range:**

|  |  |  |
| --- | --- | --- |
| **REPLY** | **NUMBER** | **%** |
| 18 – 24 | 4 | 8.9% |
| 25 – 34 | 9 | 20.0% |
| 35 - 45 | 2 | 4.4% |
| 45 – 64 | 22 | 49% |
| 65 – 75 | 2 | 4.4% |
| Over 75 | 5 | 11.1% |
| Did not Answer | 1 | 2.2% |

**8. What is your Ethnic Group?**

|  |  |  |
| --- | --- | --- |
| **REPLY** | **NUMBER** | **%** |
| White | 39 | 87% |
| Mixed/Multiple Ethnic Group | 1 | 2.2% |
| Asian/Asian British | 2 | 4.4% |
| Black/African/Caribbean  Black British | 2 | 4.4% |
| Other Ethnic Group | 0 | 0 |
| Did Not Say | 1 | 2.2% |

**9. Do you have any of the following Long Standing Conditions?**

|  |  |  |
| --- | --- | --- |
| **REPLY** | **NUMBER** | **%** |
| Deafness or Severe Hearing  Impairment | 1 | 2.2% |
| A Learning Disability | 0 | 0 |
| Blind or Partial Sighted | 0 | 0 |
| I do not have a  Long-Standing Condition | 19 | 42.2% |
| Long-standing Physical  Condition | 7 | 15.5% |
| A Long-Standing Illness:  Asthma, COPD, Cancer, HIV,  Diabetes | 13 | 29% |
| Did Not Say | 5 | 11.1% |

**Findings,**

There was a comment on the survey form that music was too loud.

After contacting our PPG members regarding this issue, we have put a notice in the waiting room saying, “ The music in the waiting room is set at a controlled tone to assist in protecting your privacy when in attendance with

the doctor or with the nurse. Thank you for your patience and consideration.”

Priory Road Surgery PPG

“ Working for patients, Working with patients”