

ETCMC Patient Survey

As a part of the Quality Assessment, 100 patients (50 patients on each site) were surveyed on the morning of 28th of March. Patients who attended the surgery in the morning were requested to fill up the survey questionnaire. The questionnaire was designed based on the areas of interest previously discussed with the PRG. In order to maintain anonymity of the patients the filled questionnaire was dropped in a closed box on completion. Some of our patients completed the questionnaire on line. The questionnaire was analysed the report pasted on the Surgery website.

The following are the results of the survey:

Opening times:

76% of those surveyed were happy with the surgery opening times and 7 % wanted the opening times to be changed. This should be taken into consideration and if possible further increase in the late opening of the surgery should be planned in order to improve access.

Available Appointments;

63 % of those surveyed found the availability and the mix of appointments appropriate. Nearly 20 % were not happy with the availability of the appointments and 17 % were undecided. Considering that the availability of the appointments is one of the major determining factors of the patient satisfaction, this unhappiness should be addressed and access to the surgery improved.

Prescription Collection

70% of our patients were happy with the ease with which they were able to collect their prescriptions. 9 % wanted a change and 21% were undecided. This meant that nearly 1/3rd of patients were not entirely.

Cleanliness of the surgery

The majority of the patients (nearly 88%) were happy with the cleanliness of the surgery. 6% thought that a change was needed and a further 6 % were undecided.

Friendliness of the Staff:

Most of our patients nearly 92 % thought that our staff was very friendly and helpful. 4% of those surveyed wanted an improvement.

Overall:

Overall 83% of the patients were happy with the surgery and 4% wanted a change. 13 % of the surveyed patients were unsure.

Recommendation to Friends and Family:

Nearly 80 % of the patients surveyed would recommend the surgery to their friends and family members. 5 % of the patients refrained from expressing their views and 7 % stated that they would not recommend the surgery to their friends and family.