

South Molton Health Centre - Patient Survey – Nov/Dec 2015

Report

We have been working on improving services for patients who need an appointment on the same day. We surveyed patients who had used our new 'same day team' system on two Mondays at the end of November 2016

Patients seen in the surgery were given a questionnaire to complete and those that had telephone consultations were contacted by post. 31 patients responded

27 made their appointment on the telephone, 2 people came in in person

10 patients saw the Nurse Practitioner, 15 saw the Doctor and 4 saw both clinicians

14 patients said they were not offered the choice between a telephone consultation or a face to face appointment. We picked this up very quickly from the first questionnaires returned and were able to address with reception staff immediately. We want patients to be offered a phone consultation if it will save them a trip to the practice. Later respondents all said they were offered the choice.

	Poor	Fair	Good	Very Good	Excellent
How easy was it to contact the practice on the phone?	1	5	5	10	10
If you came into the practice, How was the waiting time after you actually arrived in the surgery?	1	1	9	9	10
How easy was it for you to access the advice, care or treatment that you needed on this occasion?			4	10	15
How do you rate the advice, care and treatment given by the clinician on this occasion?			3	9	19
Overall, how do you rate the 'same day team' service?		1	2	8	19

Comments were invited and are reported on a separate page.

The practice feels the findings are very positive and is particularly pleased that no-one rated the advice, care and treatment given by the clinician as anything less than good and the majority rated it as excellent. The P3 group will review the report and the comments at its next meeting on 25th February and discuss whether any further improvements could be made.

Melanie Cullen 23 December 2015