

Green Lane Medical Centre

Patient Survey Results 2014

During February and March 2014 we invited our patients to take part in the 2014 Patient Survey. The survey was advertised in the surgery waiting room along with paper copies of the questionnaire and on the website which allowed them to take part in the survey electronically.

Reception Team

Q1, How do you rate the reception team?

Answer Options	2013 Response	2014 Response
EXCELLENT	46%	27%
VERY GOOD	30%	34%
GOOD	16%	27%
FAIR	4%	8%
POOR	4%	3%

- 92% of respondents rated the reception desk staff as good, very good or excellent in 2013 compared to 88% this year.

Contacting the surgery

Q2 How do you rate contacting the surgery by telephone?

Answer Options	2013 Response	2014 Response
EXCELLENT	27%	14%
VERY GOOD	27%	23%
GOOD	22%	28%
FAIR	11%	25%
POOR	14%	10%

- 76% of patients rated the surgery as at least good to get through to the surgery by phone compared to 64% this year

Access to appointments

Q3. If you need to be seen on the same day, were you able to see a doctor on the same day?

Answer Options	2013 Response	2014 Response
yes	54%	54%
no	35%	43%
sometimes	8%	

3% did not answer

Q4. : If no are you offered the next available appointment?

Answer Options	2013 Response	2014 Response
yes	61%	64%
no	6%	9%
Didn't answer	33%	27%

Clinical Care

Q5. What do you think of the Practice Nursing Team?

Answer Options	2013 Response	2014 Response
EXCELLENT	n/a	38%
VERY GOOD	n/a	37%
GOOD	n/a	32%
FAIR	n/a	2%
POOR	n/a	1%

We have no data to compare this year to as it is a new question however 96% of responders were happy with the nursing team

Q6. Thinking about your consultation with the doctor today, how do you rate the doctor in dealing with your medical issues?

Answer Options	2013 Response	2014 Response
EXCELLENT	46%	44%
VERY GOOD	35%	33%
GOOD	11%	19%
FAIR	3%	3%
POOR	1%	2%

The results from the questionnaires indicate that 92% of patients rated the way the doctor dealt with their medical issues as at least good last year compared to 96% this year.

Overall Levels of Satisfaction

Q7 Overall, how satisfied are you with the service at Green Lane Medical Centre?

Answer Options	2013 Response	2014 Response
EXCELLENT	44%	35%
VERY GOOD	33%	34%
GOOD	15%	24%
FAIR	4%	8%
POOR	1%	2%

1 person did not answer (1%)

The results from the questionnaire indicate that 92% of patients rated the service at the surgery as at least good in both years the survey was carried out.

