

Green Lane Medical Centre

Patient Survey Results 2015

During June we invited our patients to take part in the 2015 Patient Survey. The survey was advertised in the surgery waiting room along with paper copies of the questionnaire, on the website which allowed them to take part in the survey electronically. It was also sent out via e-mail..

Reception Team

Q1, How do you rate the reception team?

Answer Options	2013 Response	2014 Response	2015 Response
EXCELLENT	46%	27%	31%
VERY GOOD	30%	34%	31%
GOOD	16%	27%	28%
FAIR	4%	8%	9%
POOR	4%	3%	1%

- 88% of respondents rated the reception desk staff as good, very good or excellent in 2014 compared to 90% this year.

Contacting the surgery

Q2 How do you rate contacting the surgery by telephone?

Answer Options	2013 Response	2014 Response	2015 Response
EXCELLENT	27%	14%	16%
VERY GOOD	27%	23%	13%
GOOD	22%	28%	29%
FAIR	11%	25%	26%
POOR	14%	10%	14%

- 64% of patients rated the surgery as good, very good or excellent to get through to by phone compared to 58% 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	2015 Response
yes	54%	54%	56%
no	35%	43%	34%
Didn't answer	8%		10%

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

Answer Options	2013 Response	2014 Response	2015 Response
yes	61%	64%	62%
no	6%	9%	11%
Didn't answer	33%	27%	27%

Clinical Care

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

Answer Options	2013 Response	2014 Response	2015 Response
EXCELLENT	n/a	38%	45%
VERY GOOD	n/a	37%	29%
GOOD	n/a	32%	19%
FAIR	n/a	2%	7%
POOR	n/a	1%	0%

96% of patients rated the Nursing Team as good, very good or excellent in 2014 compared to 93% this year

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	2015 Response
EXCELLENT	46%	44%	44%
VERY GOOD	35%	33%	34%
GOOD	11%	19%	13%
FAIR	3%	3%	6%
POOR	1%	2%	3%

96% of patients rated the doctors ability to deal with their medical needs as good, very good or excellent in 2014 compared to 91% 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	2015 Response
EXCELLENT	44%	35%	38%
VERY GOOD	33%	34%	32%
GOOD	15%	24%	18%
FAIR	4%	8%	8%
POOR	1%	2%	2%

1 person did not answer (1%)

93% of patients rated the service at the surgery as good, very good or excellent in 2014 compared to 88% this year

