

# PATIENT FEEDBACK SURVEY RESULTS 2023



We recently conducted patient surveys between March to June 2023 for your opinions and feedback to help us identify what we are doing well, if we missed anything or whether there's an opportunity for us to do things better. Based on the report for the results of this survey majority of patients are very happy with the service we provide.

Thanks you to all those that took the time to complete a survey, we will continue to keep those areas we performed well in and look at ways to improve the service we provide. There is a suggestion box at reception of those who missed out on completing a survey and would like to let us know where we can improve.

What you told us	Changes we are making
Getting an appointment that suited you can be difficult sometimes	We are actively attempting to recruit new doctors to join the practice. We also participate in the RACGP Registrar Training Program to teach the next generation of General Practitioner
The time you had to wait to see the doctor after arriving can be frustrating	Since COVID we have noticed that many patients have presented with long lists of issues after having not seen a doctor for longer than usual. We ask that patients please book a suitable appointments length for the number of concerns they have. 1-2 concerns can be addressed in a standard appointment, any more than 3 issues we ask you book a long appointment. Our doctors will endeavour to address as many concerns as possible in one appointment, however they may ask patients to rebook to reduce the wait time for the next patient. Reception are also happy to let you know how many patients are ahead of you, so if they have not already told you please ask on arrival.
Most were overall very happy with the reminders they received for their appointment	The practice has an automated reminder system that sends a text message to patients the day before their appointment. Please make sure your mobile number is up to date with reception to make sure you receive these reminders
Our doctors treated you with respect, made you feel comfortable and listened to what you had to say	The interpersonal skills of the doctors was the area we received the most positive feedback from the surveys. We are very proud of the doctors that work with us and want to make your time with the doctors as accommodating as possible.
We could provide more information about conditions and treatment	The doctors have agreed to provide more information including printouts and details on where you can find relevant and trusted information relating to your condition and treatment.
Our opening hours didn't suit everyone's needs	We understand that those who work sometimes find it hard to get here during our opening hours. We are currently looking at options to extend our opening hours. Telehealth appointments are available for those who are unable to make it to us, do not require an examination and have been to the practice in the last 12 months
Getting into your preferred doctor can be an issue	Please book as early as possible to ensure your doctor of choice. We do leave appointments for emergencies on the day, but these are quickly filled.
The stairs can be a problem for some	For those unable to walk up the stairs at the front of the practice there are 3 car parking spaces at the rear of the practice which is accessed via Hungerford Lane.