

HAMPTON MEDICAL CENTRE – SURVEY REPORT

Introduction:- This survey was carried out using 78 randomly attending patients (with or without appointments), who were given the questionnaire to complete. 3 patients were reluctant to take part because of various reasons – **namely NO TIME.**

Of f the 75 patients,

- A) 66% were female
- B) 84% were aged 16-64
- C) 40% had LTC
- D) Ethnicity wise – equally distributed between White, Asian and Black.
- E) Majority were employed in full or part time work. 15% were in the retired group.

The report is compiled under the following headings:

- I) **The phone system** – The majority found access fair to very good. Not only that more than 80% preferred to book their appointments by phone, and the remainder in person.
- II) **Receptionists** – Once again the majority found the receptionists fair to very helpful.
- III) **Opening times** – It was gratifying to know that about 96% found that the opening times of the surgery satisfactory. Few wished that surgery remained open after 6.30pm or Saturday mornings. The odd one – of course wanted surgery open on Sunday.
- IV) **The GP experience** – 60% of patients preferred to speak or to be seen by a particular GP. Majority were seen on the same day and the rest between 3-4 days. Same applies for seeing **ANY** GP.

The experience of about 85% patients with GP regarding a) time given b) listening to them c) explaining tests and treatment d) involvement in making decisions e) care and concern f) confidence and g) understanding and coping with the health problem were varied from fair to very good.

Nurse experience

66% noted their experience with the nurse from fair to very good. (the reason could be that the locum nurse had to be employed during maternity leave of practice Nurse, who eventually decided to resign. The Locum nurse also works at Local Hospital in maternity department and carried out sessions at the surgery on available days and times.) However, she would be able to carry out regular sessions from April 2013. Hopefully this should improve the experience with the nurse.

Overall Gp practice

As a postscript it was satisfying to note that about 90% found their experience with the GP surgery from good to excellent and would recommend the GP to others.

In conclusion: - This survey showed that the practice is achieving its aim **to deliver optimum medical care to practice population.** One or two areas need attention which will be included in the action plan after meeting with PPG.