

## Survey Results

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## **Report on the conclusion of the Patient Satisfaction Survey** **March 2012**

The virtual patient group was advised that the patient survey was on the website for them to look at and comment on.

On 15<sup>th</sup> March 2012 the Practice staff met to discuss the results and comments provided by the virtual group on the survey.

### **Analysis**

We obtained 55 replies from our patient survey, six had to be discarded because patients had tried to fill them in from their e-mail but they were advised to go to the website.

**Results** - these can be accessed on the website.

### **Actions from the comments from the survey**

There were three main areas that patients identified for addressing:

1. *With regards to opening evenings.*

We do open late on a Thursday evening for both a Doctor and Nurses session. We will re-advertise this with posters in reception and our website.

2. *With regards to getting through on the telephone.*

We have 2 lines which are fully manned at all times during the day. It was agreed that we would consciously make calls as short as possible to enable other callers to get through. As we have recently gone digital we will check with BT if our phone has a menu facility.

3. *We are concerned about the 8% of patients that are never satisfied with their consultations and whom would not recommend us to another person.*

It was felt that we could mention this in our newsletter requesting those patients to contact us and perhaps air their grievances and regain confidence with us.

The following are ideas from further comments:

- Introduction of an electronic self-service system to register arriving for an appointment at the surgery will be introduced April 2012.
- Increase information regarding access to appointments especially our 'extended hours' evening appointments on a Thursday by using our website and advertising throughout the surgery.
- Our new computer system has SMS facility which will help with reminding patients of their appointments which will eliminate DNA rates
- Review our current telephone system as there is no provision at the moment to use a menu option as such or relay information other than the evening/weekend message
- Review our telephone consultations and consider advertising them throughout the surgery and on the website.
- Review of the website regarding promotion of 'other services' apart from those at the surgery that may be appropriate.

The majority of patients were satisfied with the service we provide. From the comments received on the results of the survey the following actions will be taken: