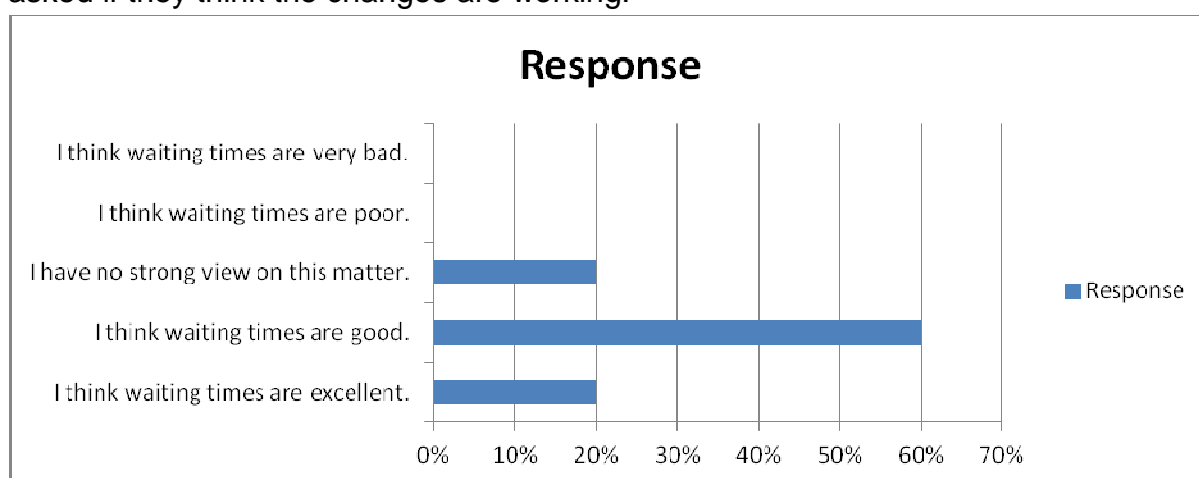


## Village Green Surgery Results of Online Survey Regarding CFEP Improving Practice Questionnaire

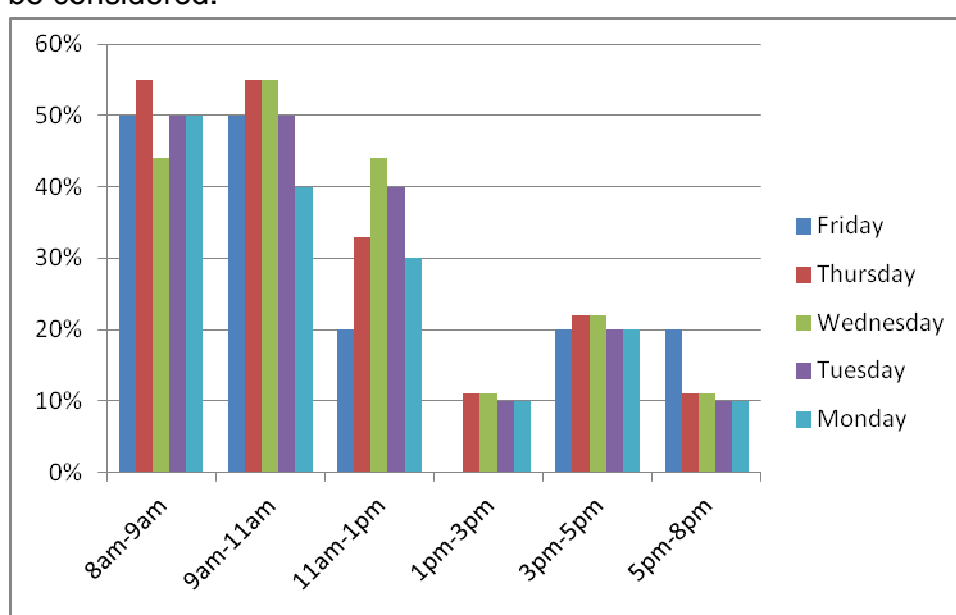
Survey Monkey was used to ask the Patient Reference group questions arising from the Improving Practice Questionnaire produced by CFEP in September 2011.

The following areas were felt to be most appropriate for action, and the survey results are recorded below each question:

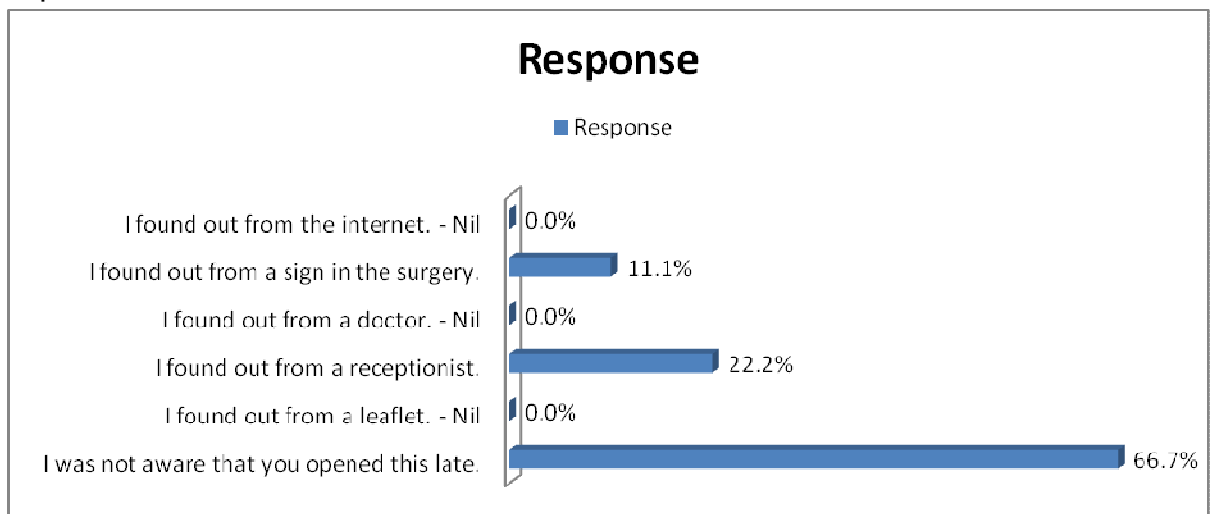
1. **Waiting time in the surgery.** The practice has recently altered the timings of surgeries to try and reduce late running by GP's at busy times. The PRG was asked if they think the changes are working.



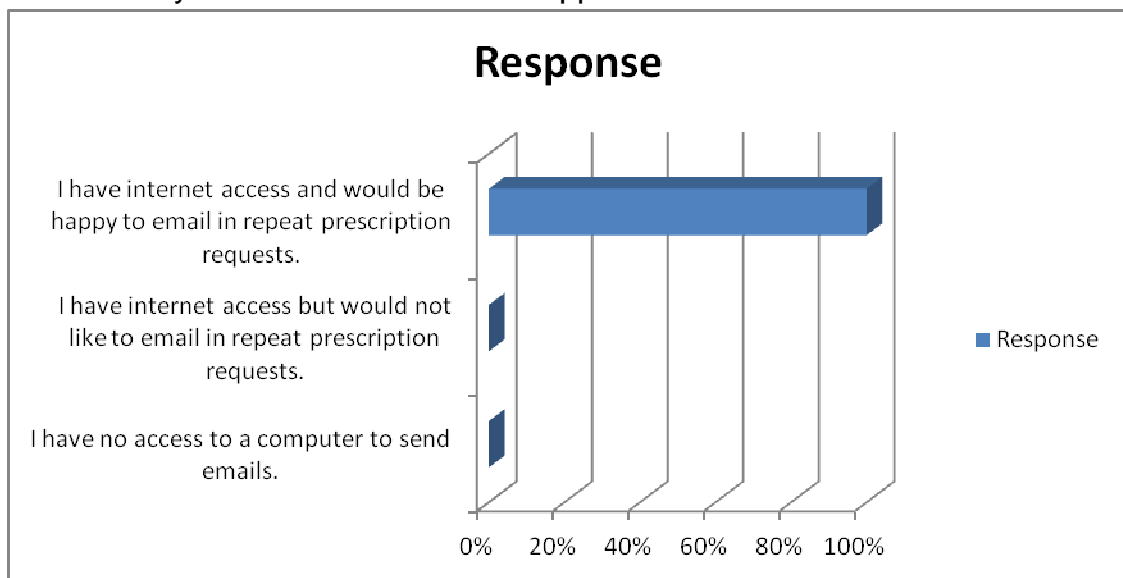
2. **Satisfaction with Availability of Appointments.** The practice now offers numerous late night surgeries, so the PRG was asked when they find most convenient to attend the surgery. A range of options throughout the day was be considered.



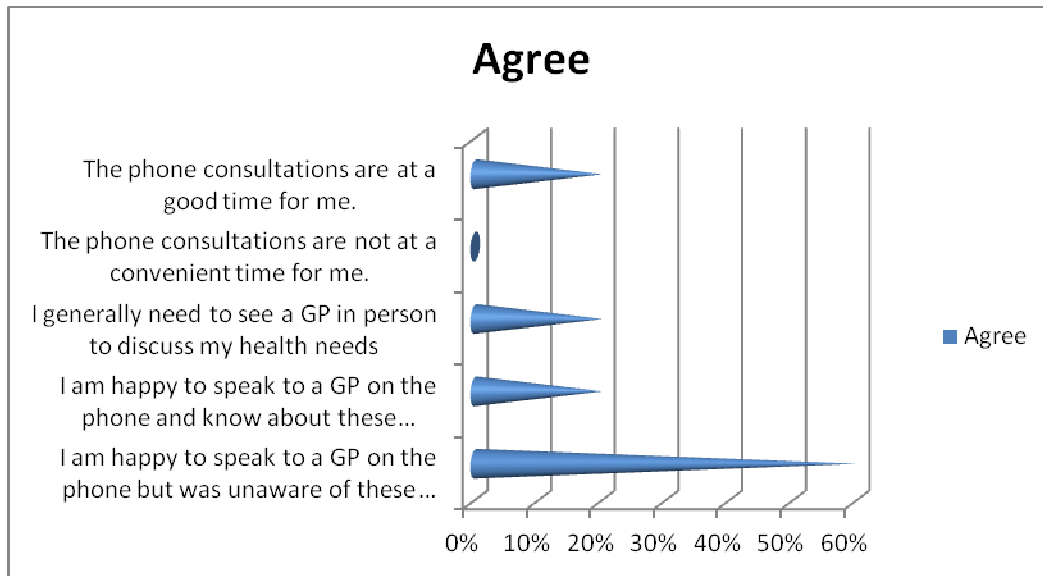
3. **Late Night Surgeries.** The PRG was asked how successful we have been at communicating the availability of these surgeries, and if not how we can improve our communication.



4. **Telephone Access.** The greater use of email may help with telephone access, as hiring extra staff is not an economic solution. The PRG was asked whether they would consider using email to order repeat prescriptions, and whether they use the internet to book appointments.



5. **Speaking to a GP on the Phone.** The low satisfaction on this issue was a surprise, as we have numerous spare telephone consultations every day. The PRG was asked whether they are aware of them, and if they would use them.



6. **Would people recommend us to their family and friends?** The PRG was to be asked this question and given the opportunity to comment on both GPs and Admin staff.

**Responses:**

*Of Course as I have always has excellent service from this practice and have complete faith in the G.P.s*

*Yes. Good doctors.*

*Yes I would, generally receive a good service.*

*Yes. My wife changed to the Village Green from Portugal Place.*

*Yes I would recommend to friends and family.*

*Yes*

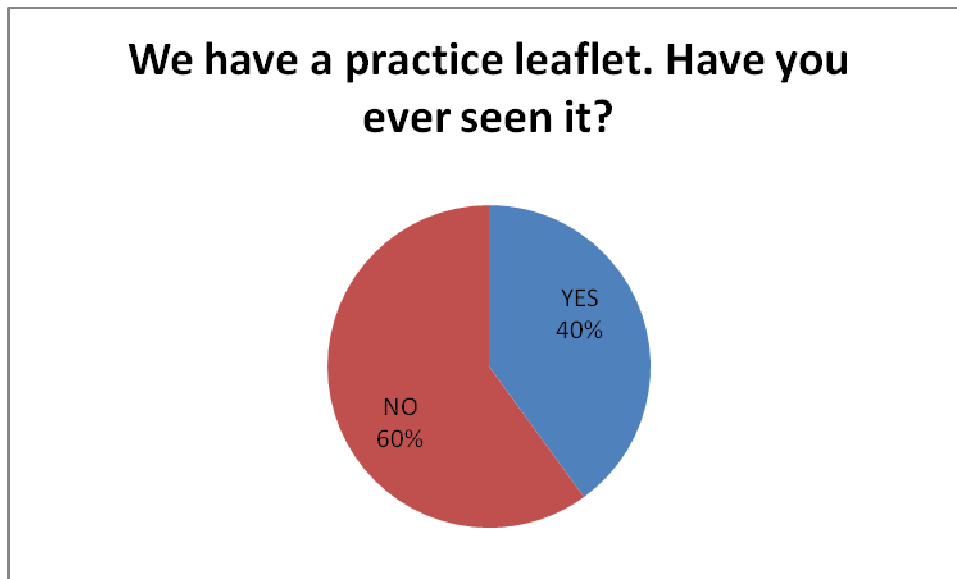
*Yes*

*I most definitely would. I have consistently found that the service offered is excellent and the vast majority of the doctors I have seen have dealt with my conditions and concerns with understanding and professionalism.*

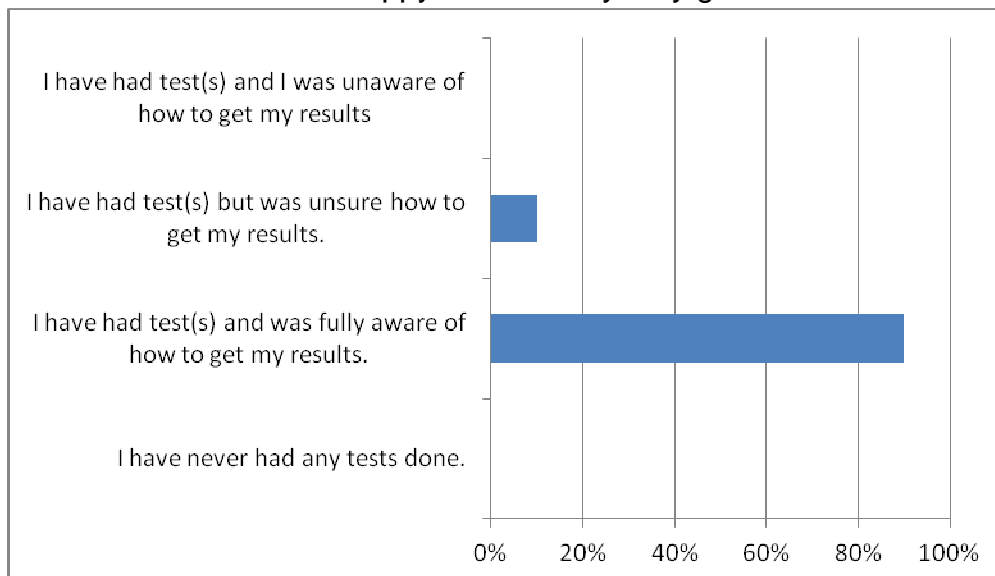
*Yes. I have found the staff very friendly and helpful*

*Yes I would recommend your surgery as I find all of the staff professional, caring and helpful.*

7. **Practice Leaflet.** Are the PRG members aware of it, and what would they like to see on it?



8. **Test Results.** In relation to general satisfaction with our services, the PRG was asked whether it is happy with the way they get results from us.



9. **General Comments.** The survey to the PRG had a comment section for general comments and suggestions.

**Responses**

*Your newsletter is generally quite good. I think it should also be available on the practice website (if it isn't already) and maybe you should consider having a mailing list to send it to patients electronically.*

*I have had problems using the on line appointments so don't bother any more. I would like that service to be more reliable and possibly have more appointments available.*

*Question 5 - Telephone consultations are a good thing but not of any use to deaf or severely hard of hearing patients. Could MSN be considered in these cases?*

*I'm not sure what time span is allocated for a doctor's appointment (is it 10 mins?), but perhaps it could be increased slightly (to say, 15 mins), so that waiting times could be reduced.*

*Not a major issue, but if the surgery intends to continue with the Staff Photograph board, it should be as up to date as practicable. However, I do appreciate the effort it would take to comply.*