**Acocks Green Medical Centre - Patient Satisfaction Survey - March 2018**

**Date**: Monday 6th August 2018

**Audit start date**: 05.03. 2018 – 29.03.2018

**AIM**: To gather and analyse patient feedback relating to patient satisfaction within our reception area and the communication of our services.

**The practice has identified this area as a ‘practice challenge’ due to NHS choices feedback.**

**OBJECTIVES**: To complete a 1 month survey of random patients during March 2018. Offering patient questionnaires to be completed and returned either via the prescription box for anonymity or directly back to reception. Feedback to be reviewed and identify any trends for improvement or continued service

75 questionnaires were given out to patients, 33 were completed and returned with a 44% return uptake.

**FINDINGS**: During the month our results were;

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | Very Satisfied  | Satisfied  | Adequate  | Unsatisfied  | Very Unsatisfied  | N/A |
| Were our receptionists courteous and polite?  | 24 | 8 | 1 |  |  |  |
| Were our receptionists professional in their manner?  | 25 | 7 | 1 |  |  |  |
| Did our receptionists advise about our services in a clear and understandable way?  | 20 | 9 | 1 |  |  | 3 |
| Did our receptionists answer your questions in a clear and understandable way?  | 22 | 8 | 2 |  |  | 1 |
| How was your overall experience?  | 22 | 10 | 1 |  |  |  |

Our findings were that there was no feedback where patients were unsatisfied or very unsatisfied.

Our overall satisfaction was 67% very satisfied, 30% satisfied and 3% adequate.

67% reported that our receptionists answered questions in a clear and understandable manner.

We had 10 positive comments for example:

“Esther and Nathan always very helpful”

“Your receptionists deliver excellent service. Keep up all the good work”

We received 1 negative comment:

“ Very slow with repeat prescriptions”

Overall we feel that our feedback was very positive regarding our reception team and the information they provided to patients was clear and understandable. We encourage our team to keep up the good work and will repeat a survey again in 12 months’ time.

**Next Review planned: 12 months review**

**SIGNED: V BROMAGE**

 **V BURCHETT**

 **Dr T SEN-GUPTA**

 **H ZULFIQAR**