

St Lawrence Surgery

Patient Survey Results 2017

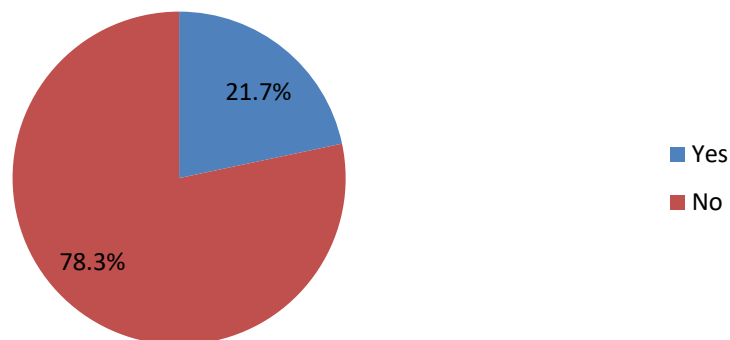
Thank you to all our patients that completed the survey. These were completed both online and in writing at the surgery. 452 Patients completed the survey

91% of patients were very likely or likely to recommend St Lawrence surgery to friends and family if they needed similar care or treatment

Access to the surgery

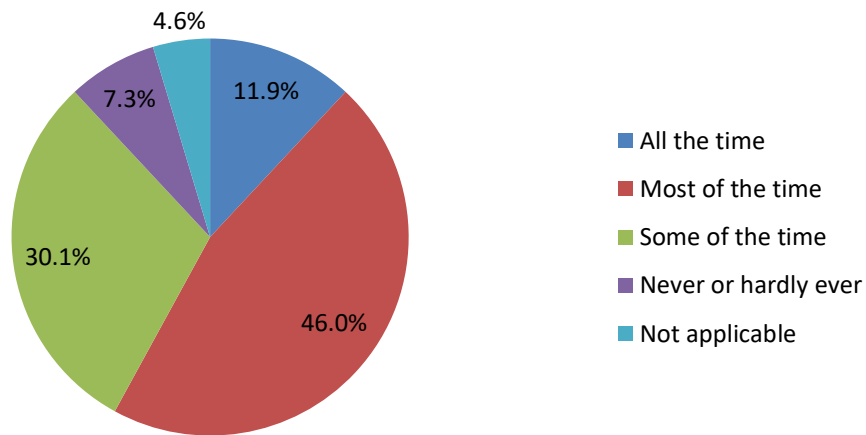
- 22% of patients had put off visiting the surgery because times were inconvenient

In the past 12 months, have you ever put off going to see a doctor because the surgery times at your practice are inconvenient for you?



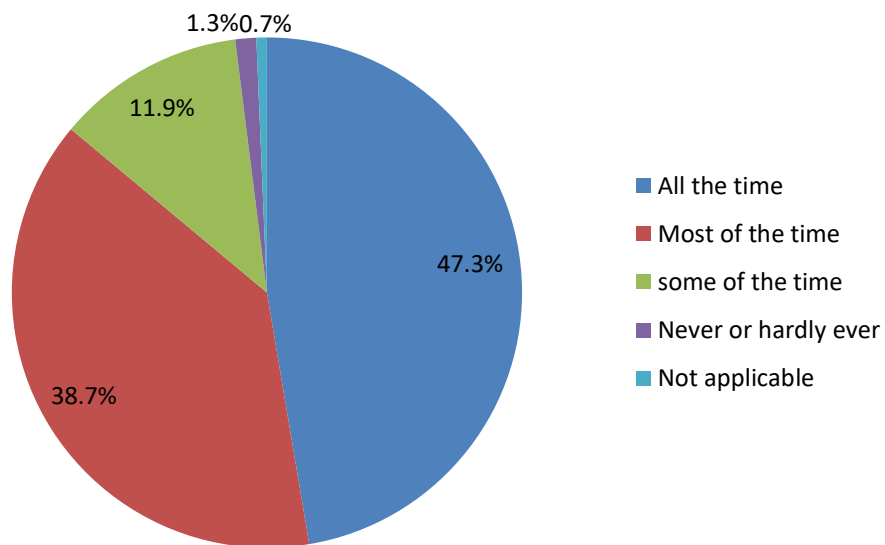
- 58% of patients could get through to the surgery by telephone within a satisfactory time **all** or **most** of the time

Can you get through via the telephone to your GP surgery within a satisfactory time?



- 86% of patients found that receptionists were helpful **all** or **most** of the time

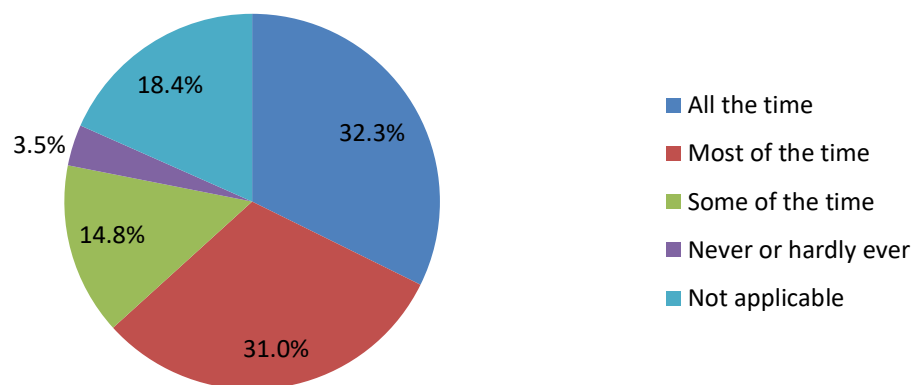
Are the receptionists as helpful as you think they should be?



- 63% of respondents said they were able to seek urgent advice when needed to **all** or **most** of the time
18% said this was not applicable to them

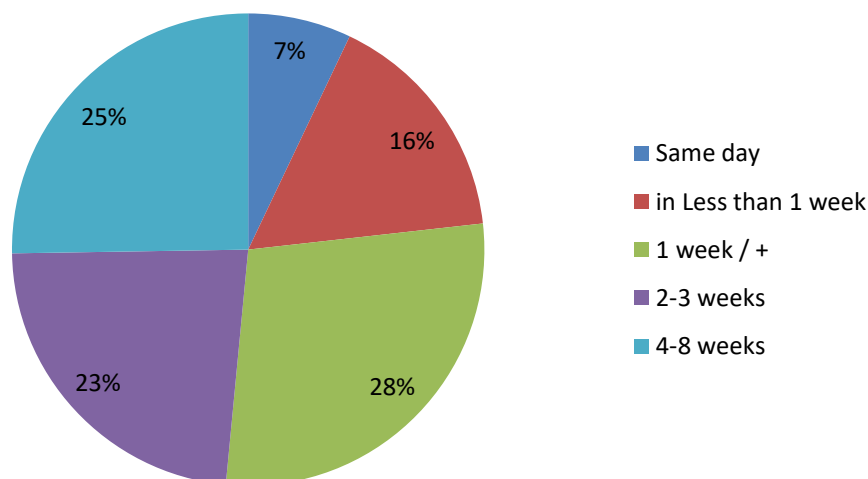
When those who did not require advice are discounted, 78% of patients were able to seek urgent advice **all** or **most** of the time

Are you able to seek urgent advice either by telephone or face-to-face when you need to?



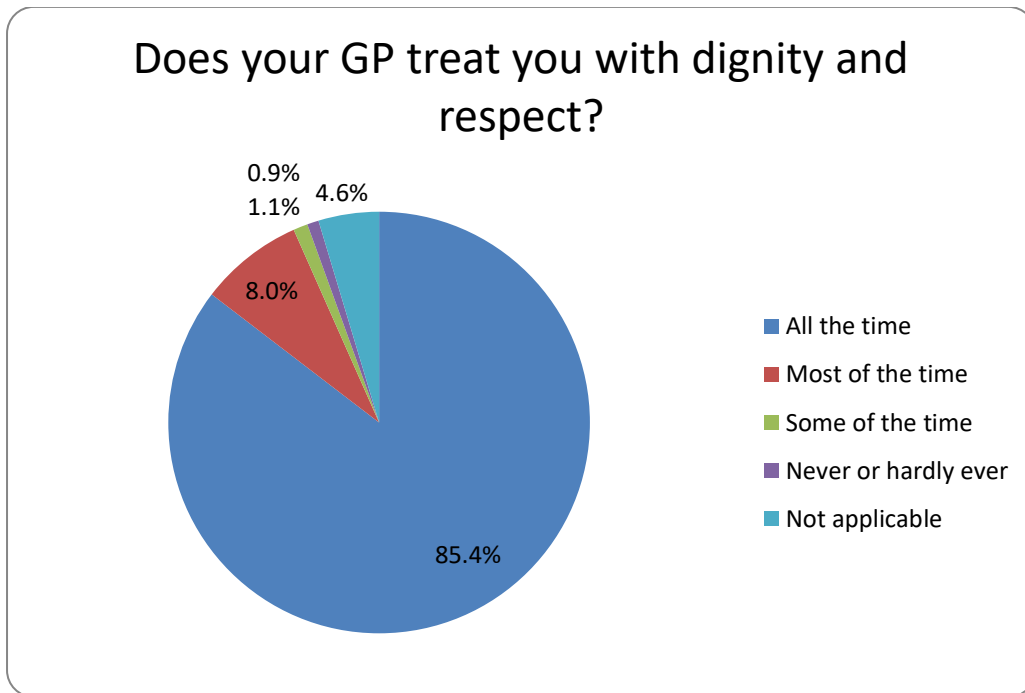
- 184 patients stated how far in advance they would like to be able to book appointments
There was a lot of disparity between when people would like to book appointments for.

How far in advance would you like to be able to book an appointment?

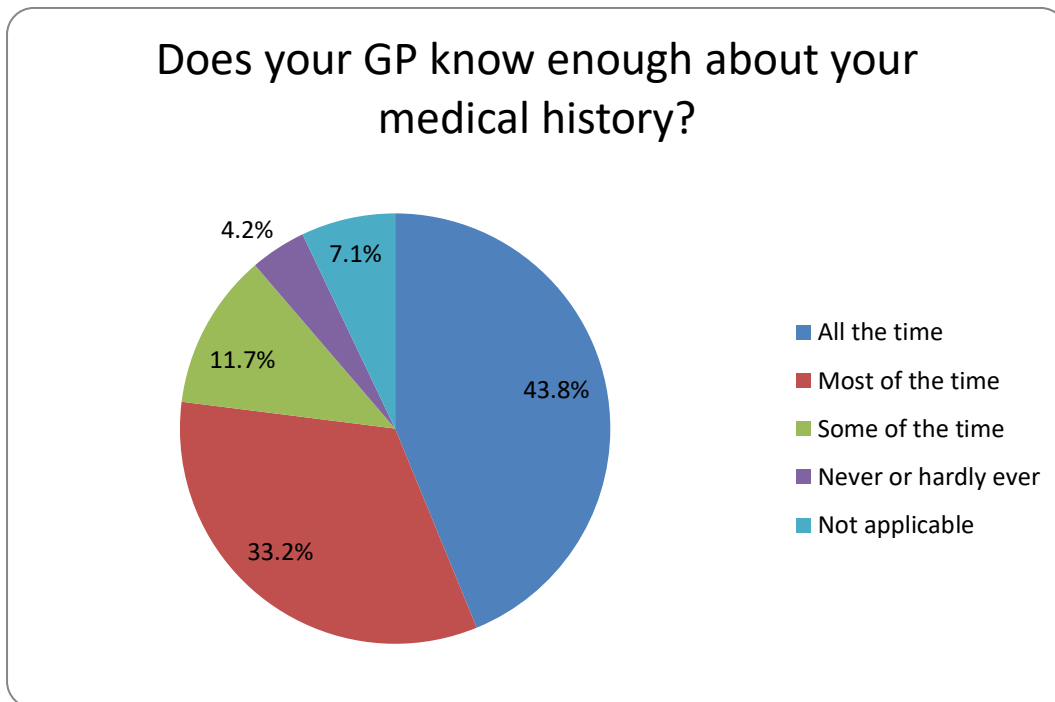


About your Doctor

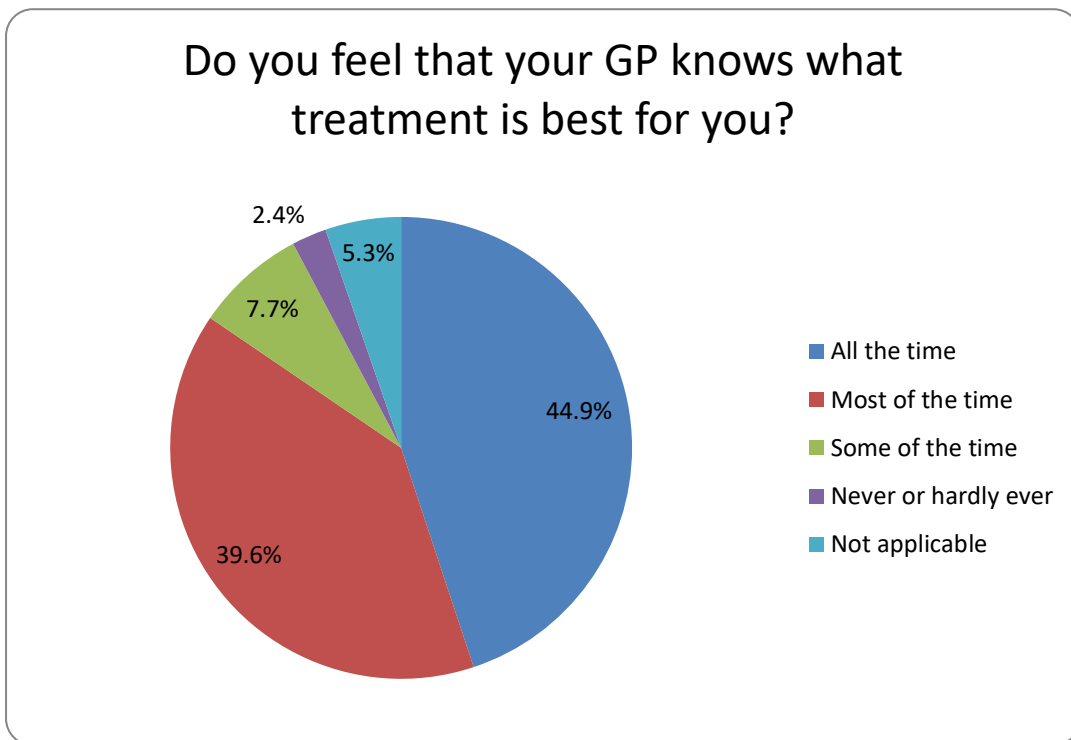
- 93% of patients said their doctor treated them with dignity and respect **all** or **most** of the time



- 78% of patients said their GP knew enough about their medical history **all** or **most** of the time

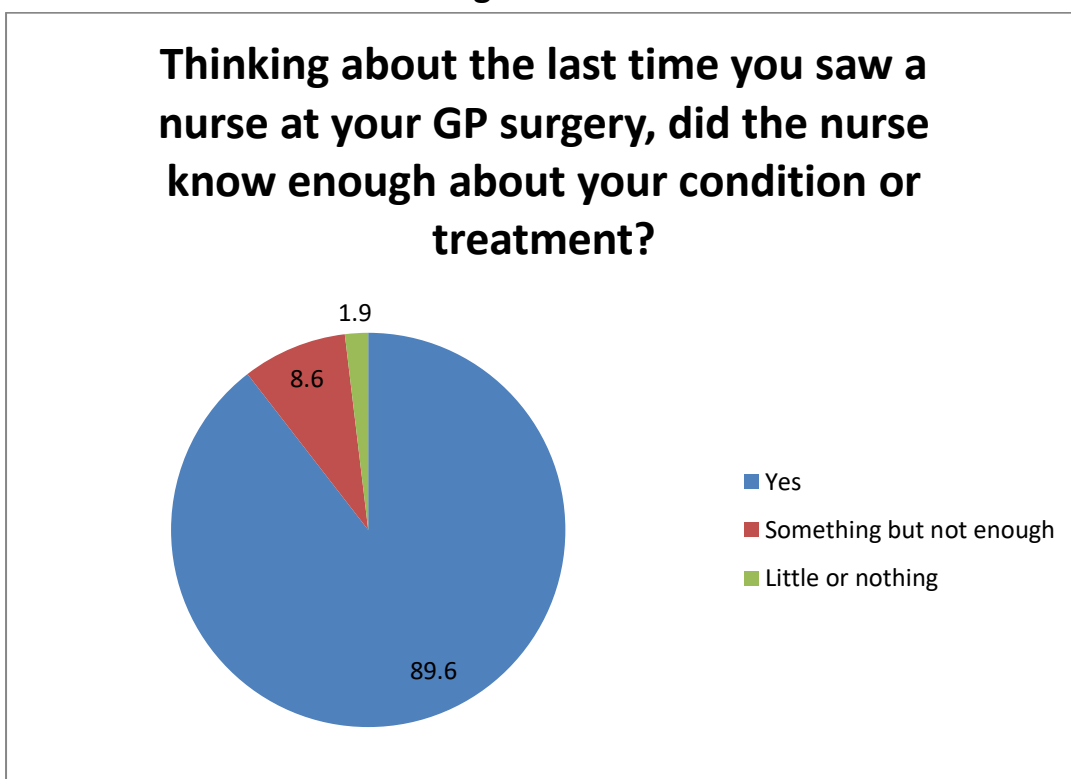


- 85% of patients felt their GP knew what treatment was best for them **all** or **most** of the time

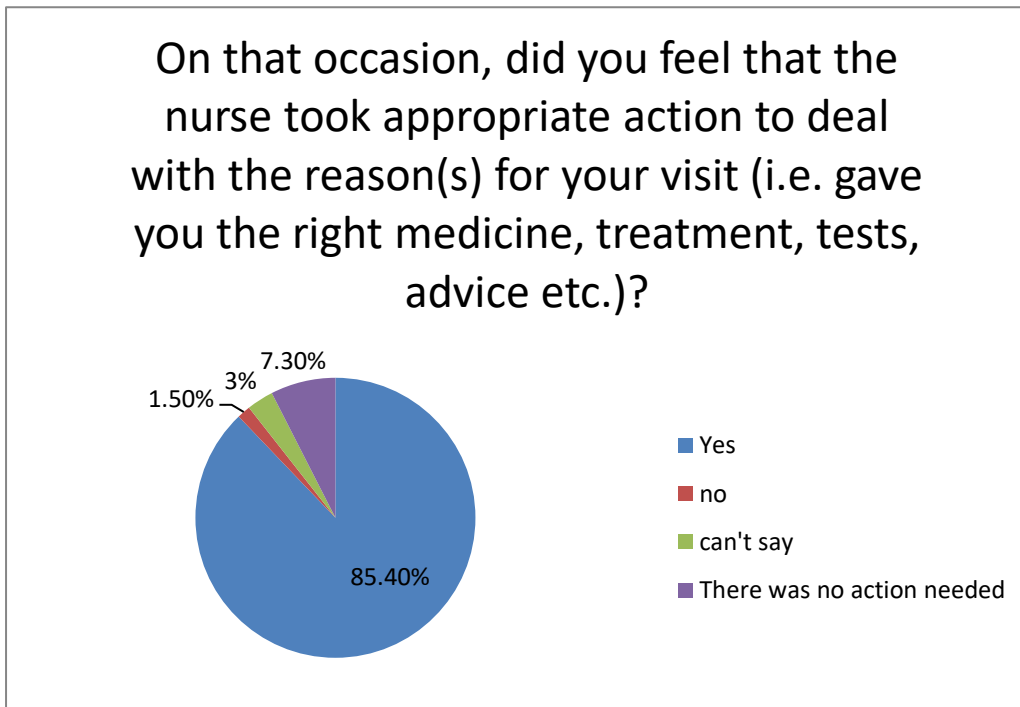


About the Nurses

- 313 respondents had seen the nurses
90% said the nurse **knew enough about their condition or treatment**



- 328 patients answered whether the nurse they saw took appropriate action 85% said **yes** and 7.3% said **no action was required**



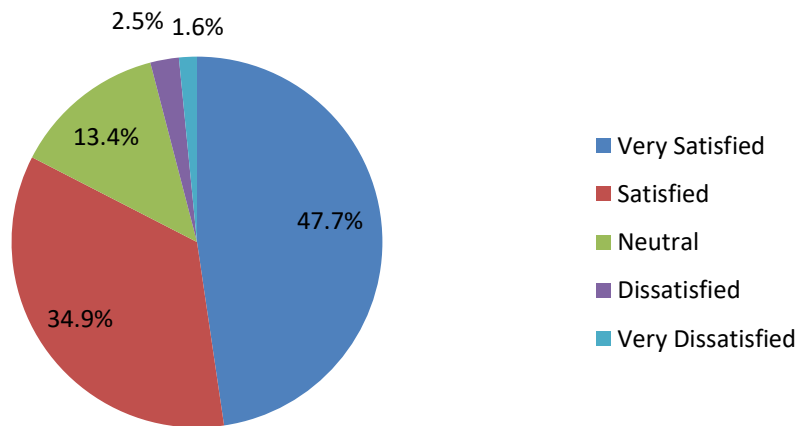
About the paramedics

- 23% of respondents had been seen by paramedics
- Off these 105 patients, 92% found the paramedics help **sufficient**
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Telephone Consultations

- 65% of respondents had had a telephone consultation
- Of these 321, 83% were **very satisfied** or **satisfied** with the outcome of the results

Were you satisfied with the outcome of the telephone consultation?



Patient Education

- 58% of those who had seen the patient information leaflets found they helped them manage their condition better
- Of the patients who had attended information events 41% said they were not useful

Technology

- 93% of patients who use SMS text appointment reminders found these useful