

**Stratton Medical Centre**  
**Patient Satisfaction Survey 2016**

**Number of surveys completed:**

The Patient Participation Group created the patient survey which was completed between 15 – 19 February. The target was 300 completed surveys. In total, 306 were eventually obtained, however 10 were found to be incomplete, in each case the respondent having filled in just one side of the survey. Therefore, a total of 296 surveys form the database for the research.

***Note: All percentages shown have been rounded up or down. Therefore the sum of percentages in each group may not exactly total 100%***

**How easy was it to make an appointment?**

No Response = 17 (6%)

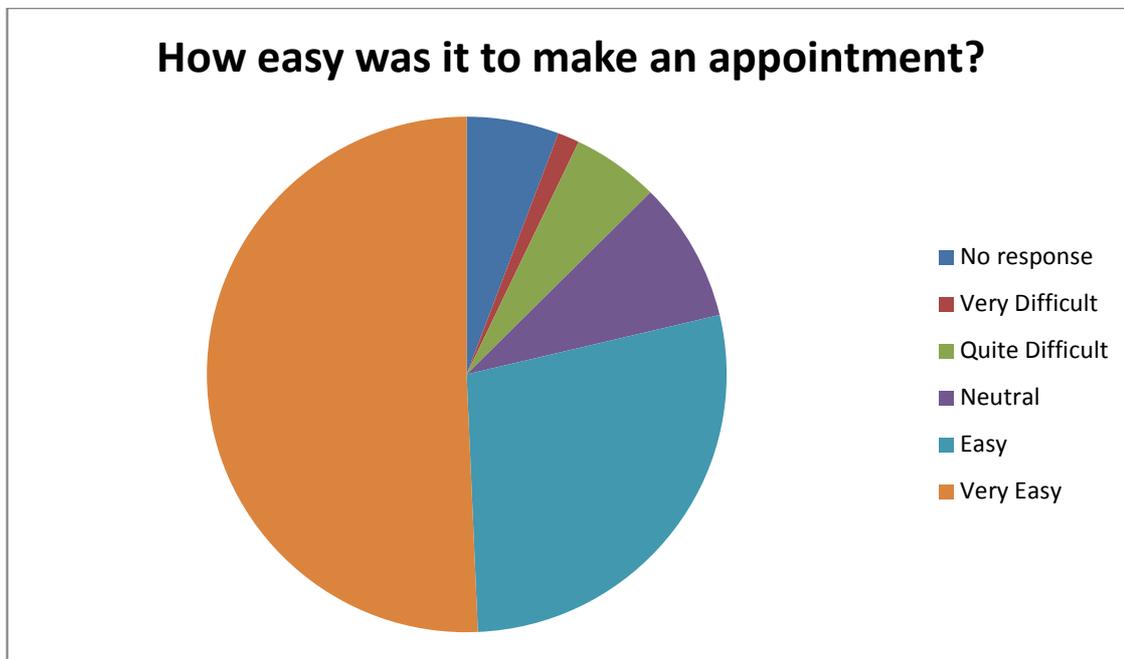
Neutral = 26 (9%)

Very Difficult = 4 (1%)

Easy = 83 (28%)

Quite Difficult = 16 (5%)

Very Easy = 150 (51%)



**Note:** Most of those respondents who failed to answer or gave a neutral response qualified their answer by adding that the appointment had been made for them by the practice.

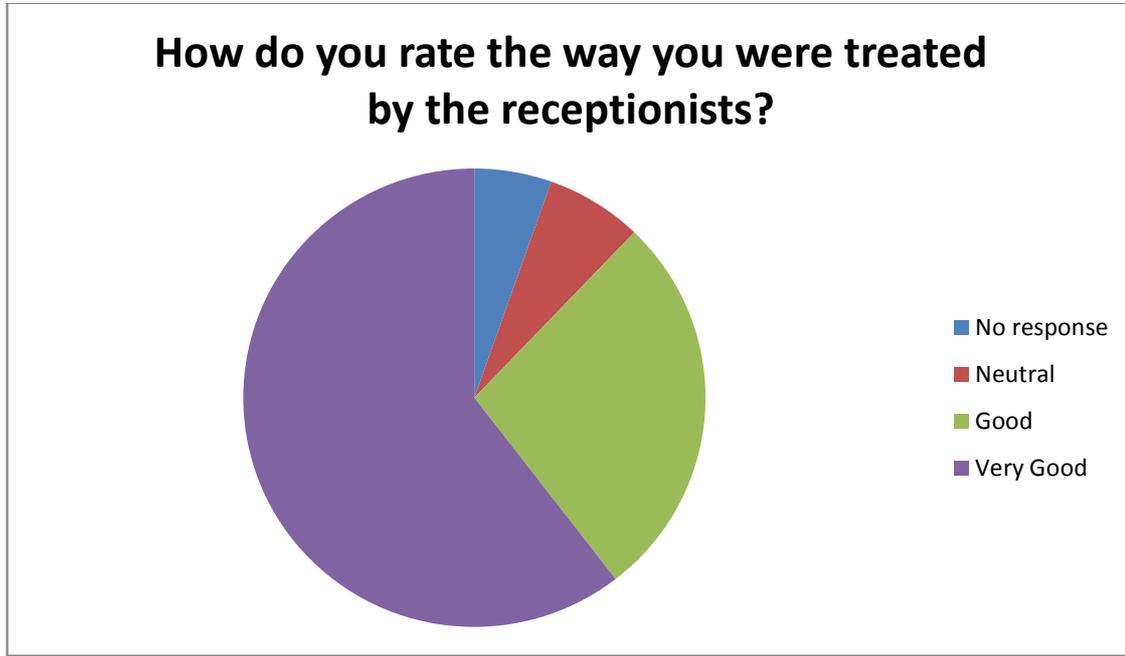
**How do you rate the way you were treated by the receptionists?**

No response = 16 (5%)

Good = 81 (27%)

Neutral = 20 (7%)

Very Good = 179 (61%)



**Note:** Many of those respondents who failed to answer or gave a neutral response qualified their answer by adding that they did not actually speak to the receptionists but used the automatic check in.

**How do you rate the times that the practice is open?**

No response = 1 (0.3%)

Very Poor = 1 (0.3%)

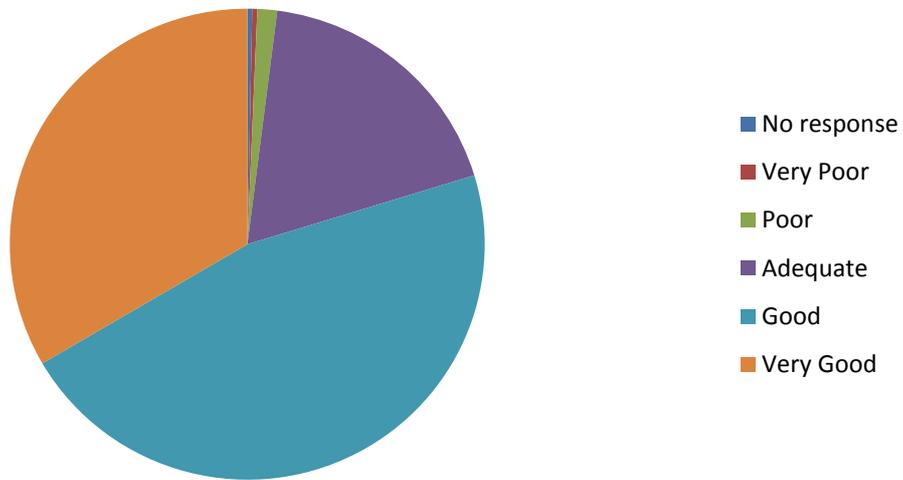
Poor = 4 (1.4%)

Adequate = 54 (18%)

Good = 137 (46%)

Very Good = 99 (33%)

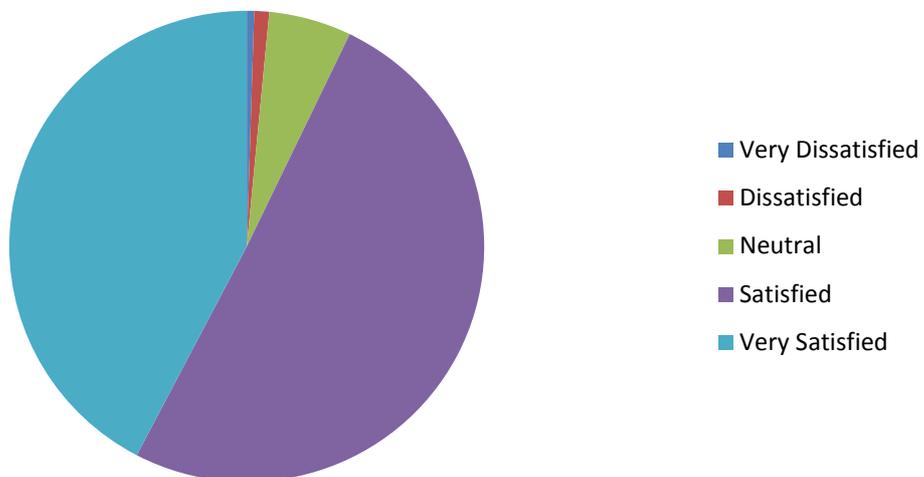
## How do you rate the time that the practice is open?



## All things considered, how satisfied are you with the practice?

Very Dissatisfied = 1 (0.3%)  
Dissatisfied = 2 (0.7%)  
Neutral = 11 (4%)  
Satisfied = 99 (33%)  
Very Satisfied = 183 (62%)

## All things considered, how satisfied are you with the practice



### **What did the practice do well?**

The majority of respondents commented very favourably. Many of the comments were very personal to the individual, e.g. 'Gave me a sharps box', 'Dressings' and 'Showed me how to use the automatic check-in'.

Many people commented on the fact that they were able to get a quick appointment and that the waiting times were reasonable (see below). Several respondents commended the clean, warm and comfortable waiting room and the friendly, pleasant, professional receptionists. Several commented on the kindness / respect shown by all staff.

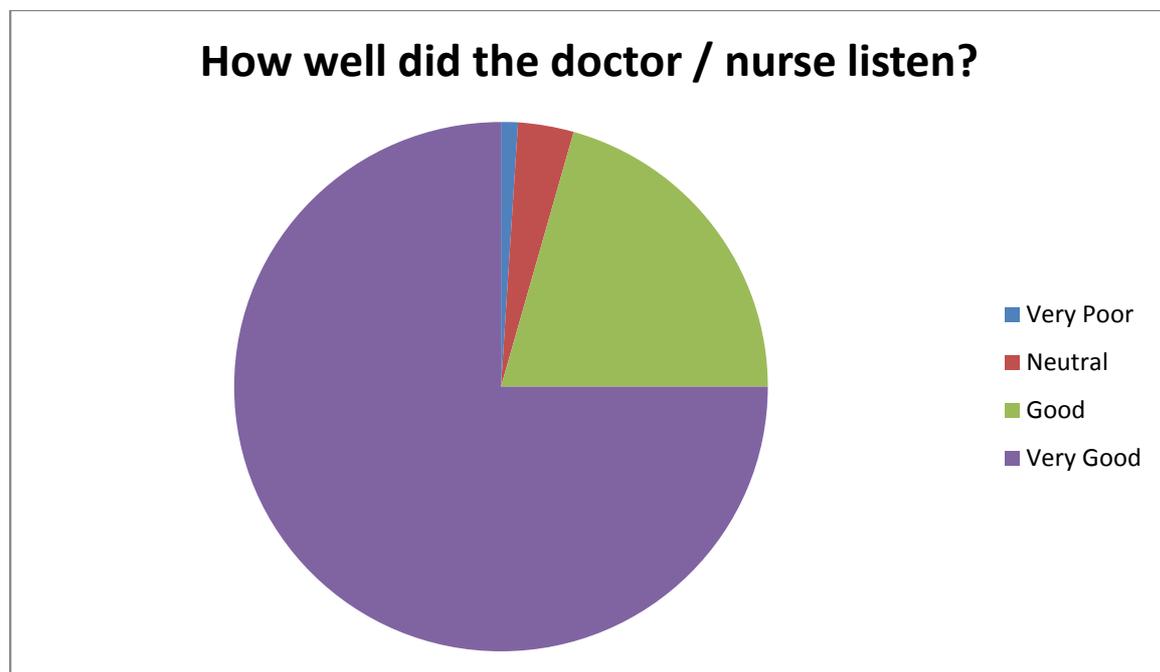
### **What could the practice improve?**

Parking was the main issue for patients.

It was suggested that the waiting room would benefit from music, TV, free Wi-Fi, water, and beverage vending machine.

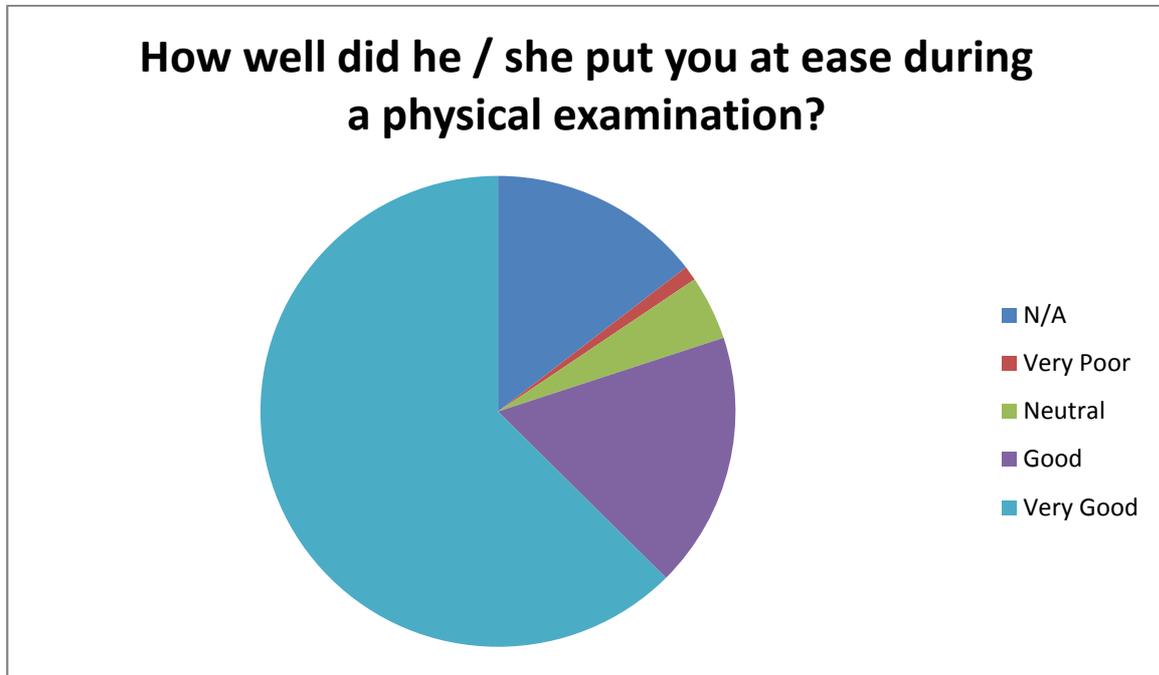
### **How well did the doctor / nurse listen?**

Very Poor = 3 (1%)    Neutral = 10 (3%)    Good = 61 (21%)    Very Good = 222 (75%)



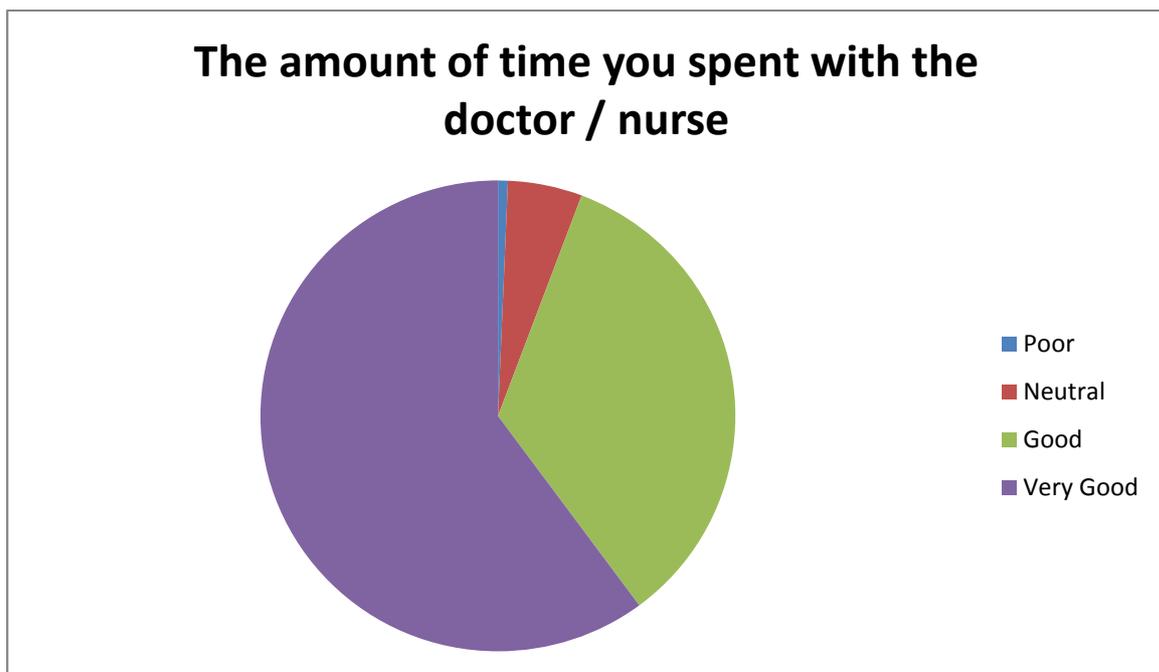
**How well did he / she put you at ease during a physical examination?**

Not applicable = 43 (14%) Very Poor = 3 (1%) Neutral = 13 (4%) Good = 52 (18%) Very Good = 185 (63%)



**The amount of time you spent with the doctor / nurse.**

Poor = 2 (0.6%) Neutral = 15 (5%) Good = 101 (34%) Very Good = 178 (60%)



**How well were any tests/ treatment explained?**

No response = 6 (2%) Poor = 5 (1.7%) Neutral = 8 (2.7%) Good = 78 (26%) Very Good = 199 (67%)

