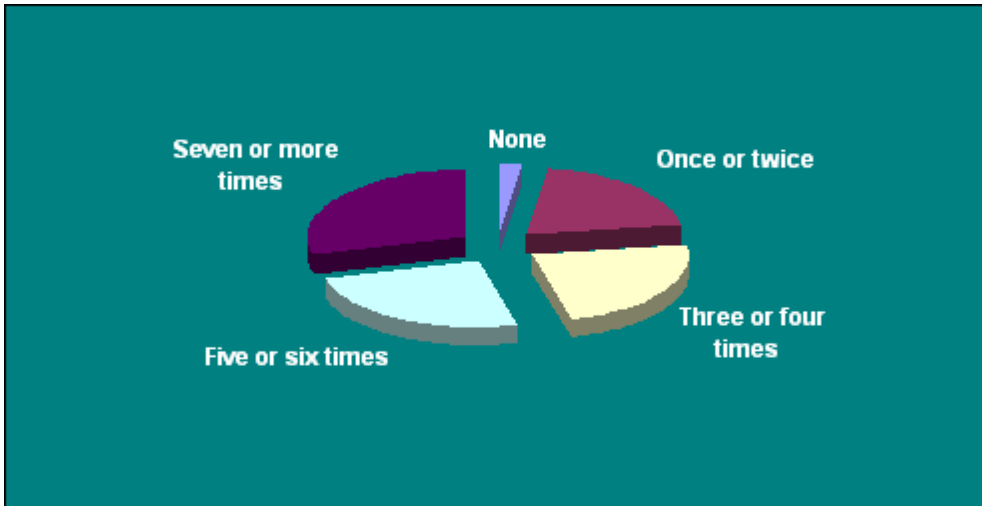
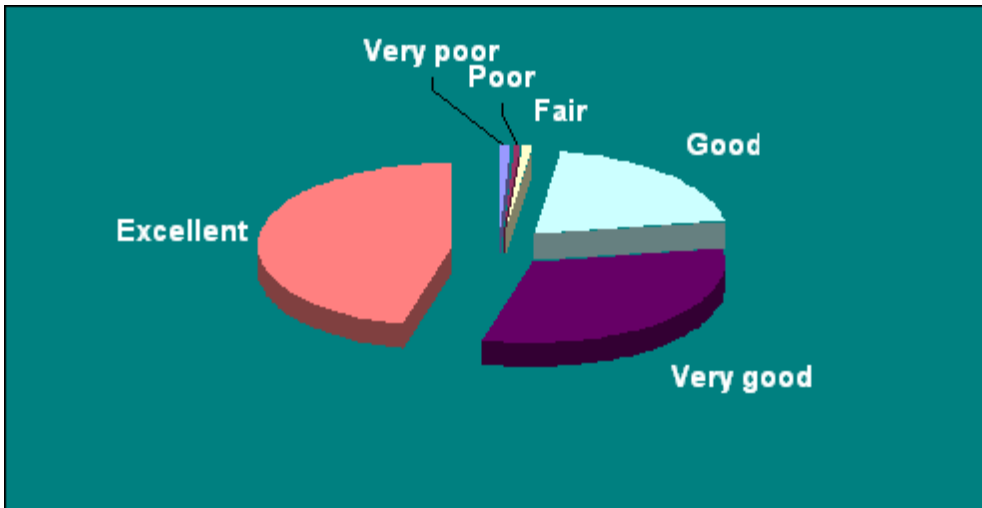


**ROWAN TREE SURGERY
PATIENT SURVEY RESULTS - FEBRUARY 2012**

1 In the past 12 months, **how many times** have you seen a doctor from the practice?

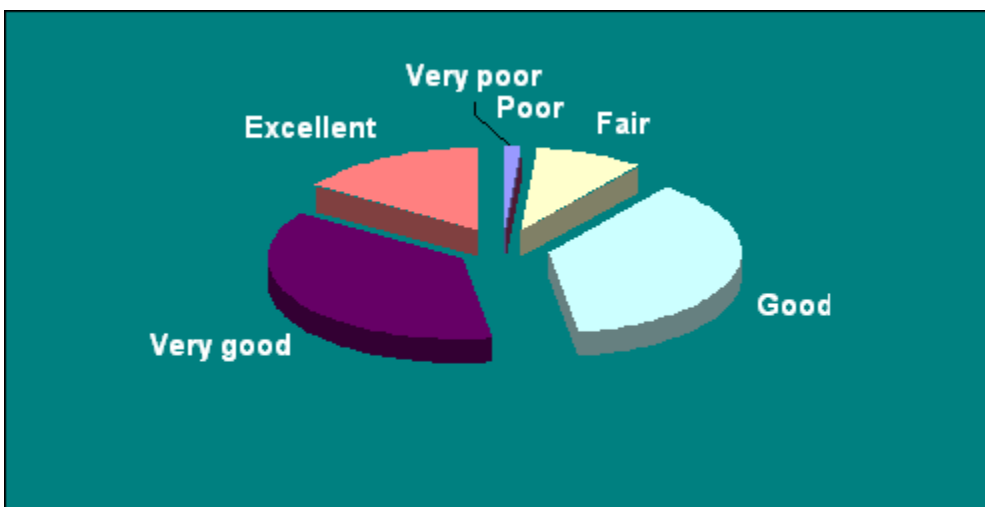


2 How do you rate the way you are treated by **receptionists** at your practice?



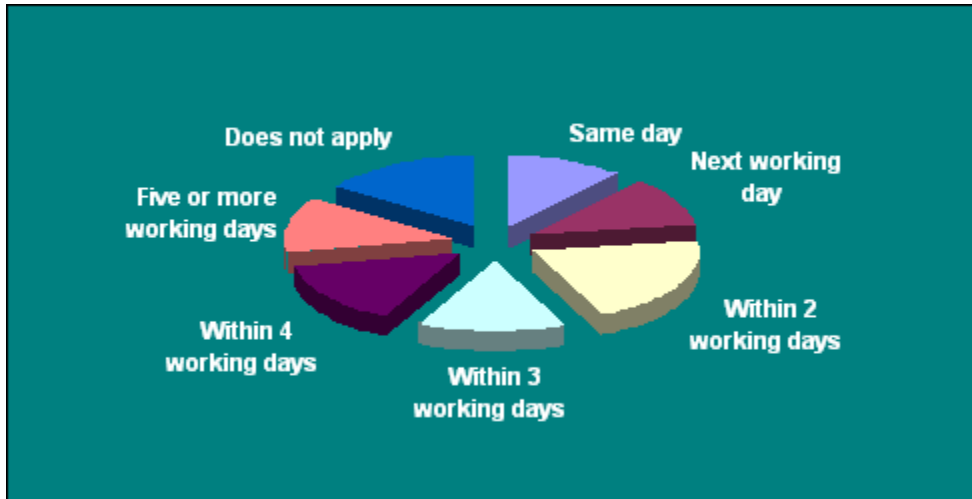
98% of patients who answered this question rated us 'Good' or better.

3 How do you rate the **hours** that your practice is open for appointments?



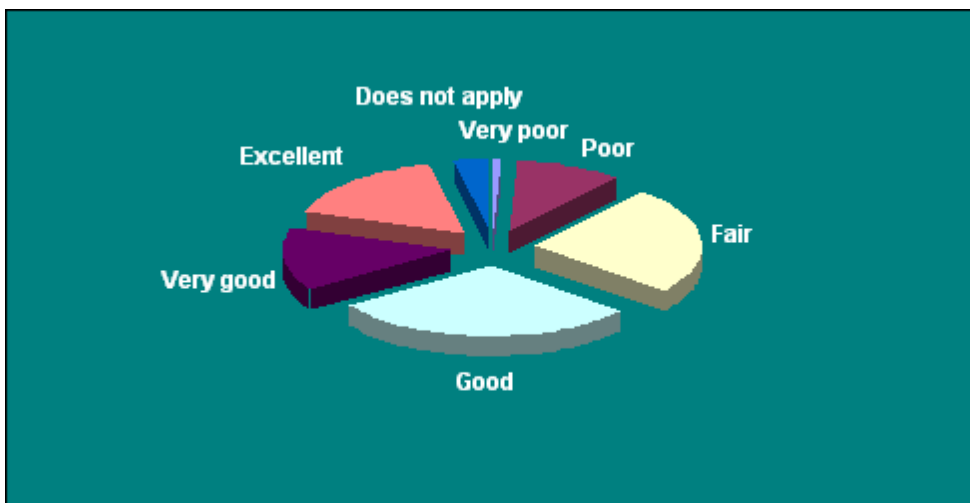
89% of patients who answered this question rated us 'Good' or better

- 4 Thinking of times when you want to see a **particular** doctor:
How **quickly** do you usually get to see that doctor?



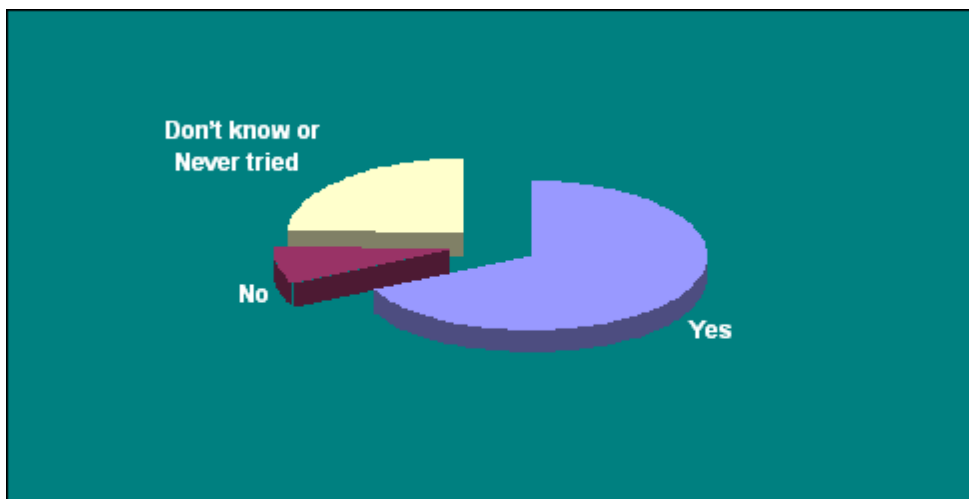
43% of patients who answered this question were able to see the doctor of their choice within 2 working days.

- 5 How do you rate this?



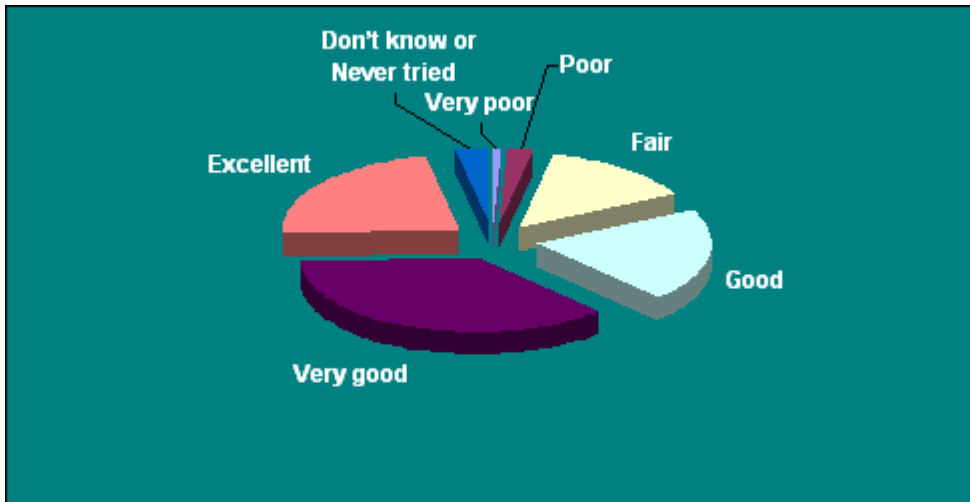
60% of patients who answered question 4 rated us as 'Good' or better.

- 6 If you need to see a GP **urgently**, can you normally get seen on the same day?



89% of patients who had tried to see a GP urgently said they had been able to see one the same day.

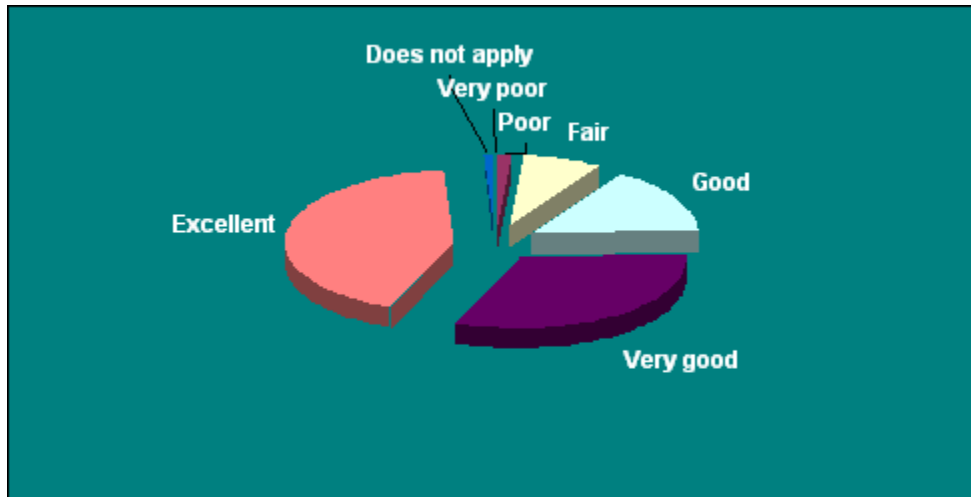
- 7 Thinking of times you have **phoned** the practice, how do you rate the following:
Ability to **get through to** the practice on the phone?



79% of patients who answered this question rated us as 'Good' or better.

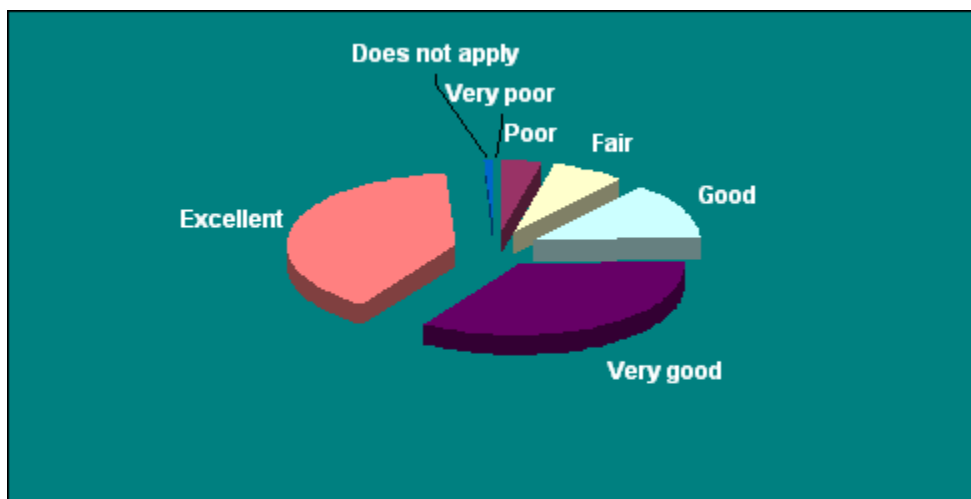
Thinking about **when you consult your doctor**, how do you rate the following:

- 8 How **thoroughly** the doctor asked about your symptoms and how you are feeling?



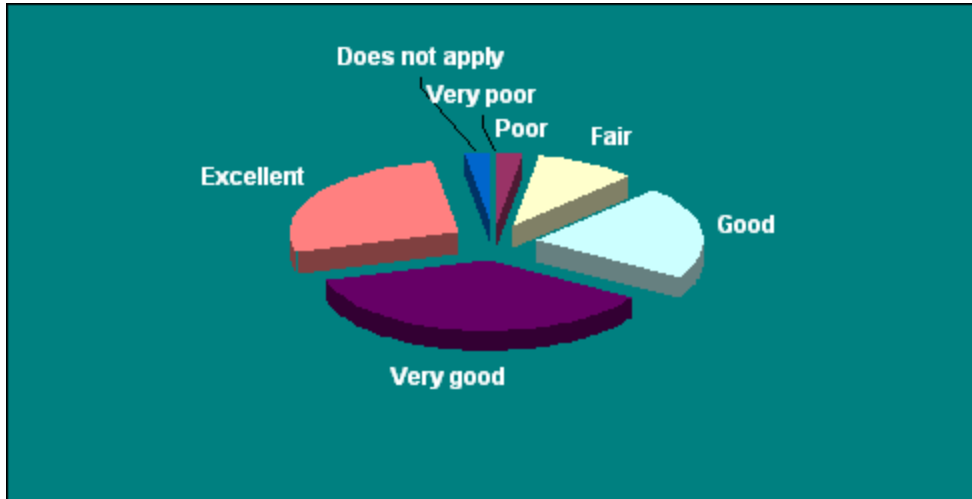
90% of patients who answered this question rated the doctors as 'Good' or better.

- 9 How well the doctor **listens** to what you had to say?



88% of patients who answered this question rated the doctors as 'Good' or better.

10 How much the doctor **involves you in decisions** about your care?



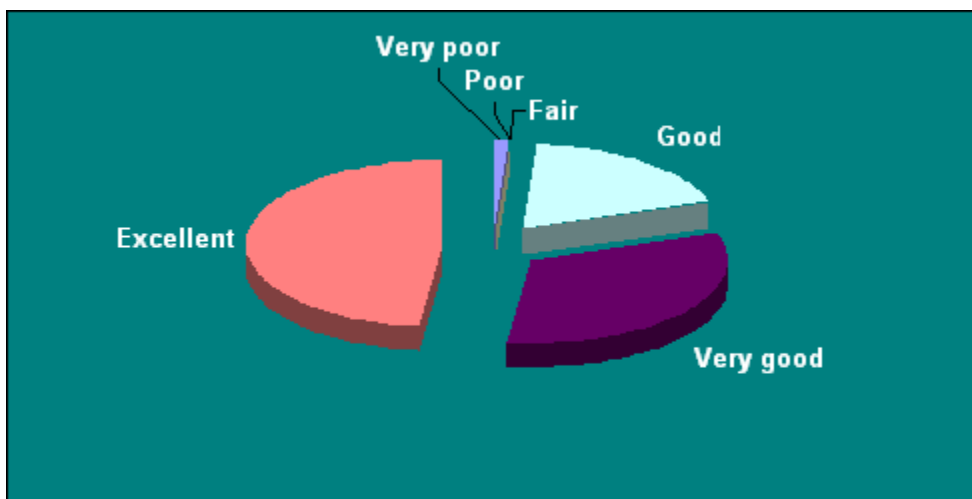
85% of patients who answered this question rated the doctors as 'Good' or better.

11 The doctor's **caring and concern** for you?



86% of patients who answered this question rated the doctors as 'Good' or better.

12 Thinking about the **nurse(s) you have seen**, how do you rate the quality of care they provide?



99% of patients who answered this question rated the nurses as 'Good' or better.

45 of the patients who completed a questionnaire provided 'free text' comments.

Of these, 30 were generally positive comments e.g.....

"Reception staff always polite.Surgery is a good one. Very happy with it since I have been living in the area."

"My husband & I have been with you for years & are very happy"

"My husband has had 5* treatment all through his 2yr illness"

"Excellent surgery in all ways - could not be happier with your service. Thank you."

"This is a wonderful practice. Nothing is ever too much trouble."

There were 2 very negative comments e.g....

"I can understand time & money but the personal touch isn't there anymore."

4 comments were made about waiting times e.g...

"Problems with waiting times"

"Sometimes when waiting at the surgery for my appointment, I have had to wait quite a long time. Once I had to wait an hour & a half."

2 comments were made about the telephone system e.g...

"High cost of phone line. Generally I am happy with the practice."

5 comments were made about the variable level of care shown by the doctors e.g...

"Some doctors better than others"

"Quality of care depends on the doctor you see. "

2 patients asked for a water or coffee machine in the waiting area.

A total of 134 patients (who either came into the surgery or completed a form on-line) completed the survey in February 2012. The demographic make up of these patients is shown below.

