



Patient Experience Survey Results 2017/2018

- **In which areas did the Practice perform well?**

In general the Practice performed very well in all areas. The lower rating scores appeared to be in the area of patient access. All scores were above the national average based on Practices of similar size.

The responses received from the Patient experience survey in conjunction with Friends and Family comments have facilitated the production of an action plan.

This was discussed with the Patient Involvement Group and Medical Equipment Fund on Thursday 21st September 2017.

Patient access to appointments and opening times are always a hot topic.

At the present time the Practice has 4 General Practitioners, 1 GP Registrar and 2 Nurse Practitioners.

Generally patient access is excellent, with acutely ill patients offered same day appointments.

- **Are there any areas which you feel may benefit from further development?**

The Practice continually tries to improve the provision of service for patients.

1. New Web-site
2. New texting service
3. Building improvements
4. Increased training for staff

- **Lovely comments with regards to staff and GPs**
- **Constructive feed-back within the Action Plan.**
- **No real current themes: waiting area and Reception congestion is commented on.**
- **The Practice has great staff and the Practice needs to maintain standards and strive towards excellence.**
- **The MEF/Patient Involvement Group will again support the Practice with a Christmas Coffee morning and Care Fair in the Village Hall as last year's event was very successful. The CCG Patient liaison manager is keen to participate again with many other organisations represented.**

- **Challenges for the future**

1. Being responsive to patient demand
2. Maintaining good patient access
3. Striving for excellent patients safety
4. New GDPR inception

**Discussed at MEF/Patient Involvement
Meeting 21.9.2017**