

Garswood Surgery Patient Questionnaire 2023

Between the months of May and June 2023 we conducted a patient survey for patients of Garswood Surgery.

This survey was available in surgery and with the help of volunteers from our Patient Participation Group and we received a total of 102 completed surveys which is slightly lower than last year.

	N/A	POOR	FAIR	GOOD	VERY GOOD	EXCELLENT
OVERALL SATISFACTION WITH GARSWOOD SURGERY	9%	2%	7%	11%	27%	44%
APPOINTMENTS <ul style="list-style-type: none"> ▶ We asked the patients the following questions regarding their appointment that they had attended the surgery for: ▶ What type of appointment they had attended for? ▶ If the patient was satisfied with the wait time from when they booked the appointment for routine and urgent appointments ▶ If they answered no, why not and what they would prefer the wait time to be? ▶ If the patient had attended for an annual review appointment we asked who they saw for their annual review & if they were satisfied with the clinician they saw for their annual review? If they answered no we asked who they would prefer to have seen for this? 						
TYPE OF APPOINTMENT ATTENDED FOR	ROUTINE	URGENT	ANNUAL REVIEW	N/A OR DIDN'T ANSWER		
	64%	17%	18%	1%		
SATISFIED WITH WAIT TIME FROM TIME OF THE BOOKING APPOINTMENT	YES	NO	<i>n.b When patients were asked regarding wait time for appointments, not all patients completed the questions but of those 83 who did these are the results</i>			
ROUTINE APPOINTMENT	83%	17%				
URGENT APPOINTMENT	74%	26%				
ANNUAL REVIEW APPOINTMENTS	GP	PRACTICE NURSE	PHARMACIST	NURSING ASSOCIATE		
WHO DID YOU SEE FOR YOUR ANNUAL REVIEW?	46%	46%	0%	8%		
Were you satisfied with the clinician who you saw for your annual review?	YES	NO	95% OF PATIENTS WERE HAPPY WITH THE CLINICIAN WHO THEY SAW FOR THEIR ANNUAL REVIEW. THE PATIENTS WHO ANSWERED NO DID NOT STATE WHO THEY WOULD PREFER TO HAVE SEEN			
	95%	5%				
	N/A	POOR	FAIR	GOOD	VERY GOOD	EXCELLENT
THE SURGERY						
THE SURGERY OPENING HOURS	6%	2%	2%	16%	32%	42%
THE COMFORT AND APPEARANCE OF THE WAITING ROOM	6%	0%	2%	12%	30%	50%
THE CLEANLINESS AND SAFETY OF THE WAITING ROOM	6%	0%	0%	8%	27%	59%
RECEPTION TEAM						
THE HELPFULNESS OF THE RECEPTION TEAM	10%	1%	2%	13%	22%	52%
THE INFORMATION PROVIDED BY THE RECEPTION TEAM	11%	3%	3%	11%	20%	42%
CLINICAL TEAM						
WILLINGNESS TO LISTEN CAREFULLY TO YOU	14%	2%	1%	12%	23%	44%
TAKING TIME TO ANSWER YOUR QUESTIONS	15%	0%	3%	9%	25%	48%
AMOUNT OF TIME SPENT WITH YOU	14%	1%	3%	11%	25%	46%
EXPLAINING THINGS IN A WAY YOU UNDERSTAND	17%	1%	1%	11%	22%	48%