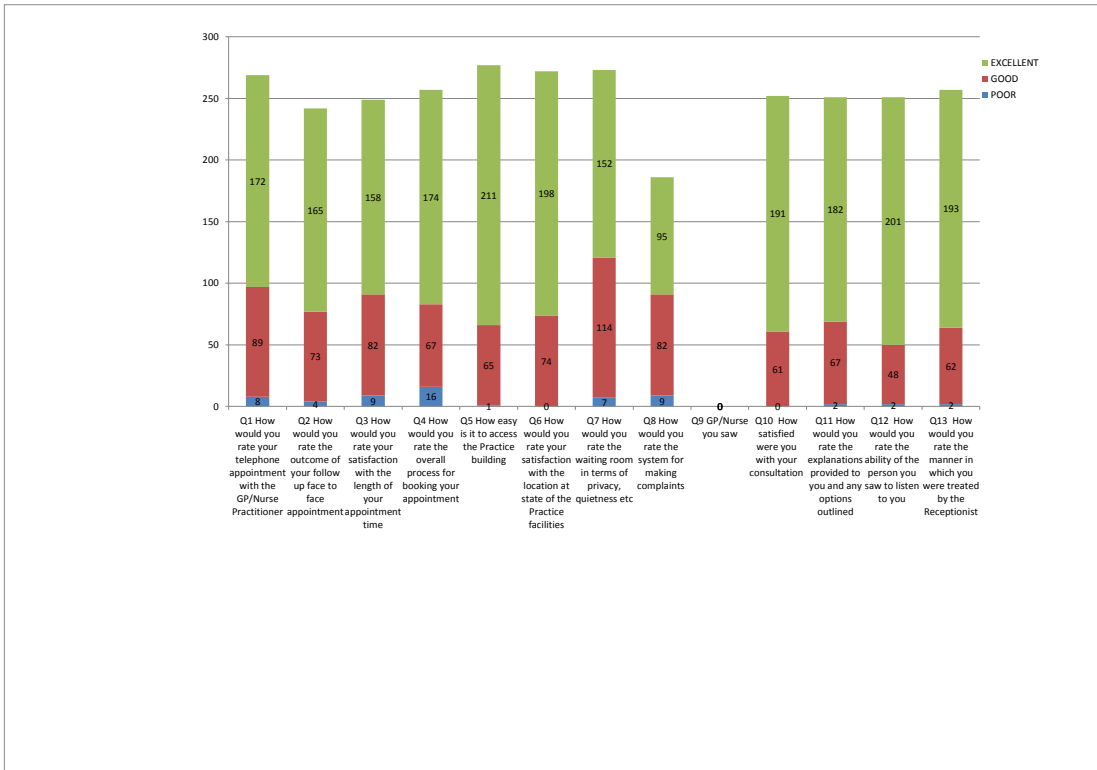
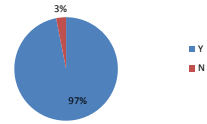


IMPROVING PRACTICE QUESTIONNAIRE RESPONSES				
11/04/2019	POOR	GOOD	EXCELLENT	TOTALS
Q1 How would you rate your telephone appointment with the GP/Nurse Practitioner	8	89	172	269
Q2 How would you rate the outcome of your follow up face to face appointment	4	73	165	242
Q3 How would you rate your satisfaction with the length of your appointment time	9	82	158	249
Q4 How would you rate the overall process for booking your appointment	16	67	174	257
Q5 How easy is it to access the Practice building	1	65	211	277
Q6 How would you rate your satisfaction with the location at state of the Practice facilities	0	74	198	272
Q7 How would you rate the waiting room in terms of privacy, quietness etc	7	114	152	273
Q8 How would you rate the system for making complaints	9	82	95	186
Q9 GP/Nurse you saw	0	0	0	0
Q10 How satisfied were you with your consultation	0	61	191	252
Q11 How would you rate the explanations provided to you and any options outlined	2	67	182	251
Q12 How would you rate the ability of the person you saw to listen to you	2	48	201	251
Q13 How would you rate the manner in which you were treated by the Receptionist	2	62	193	257
	60	884	2092	
	<b>Y</b>	<b>N</b>		
Would you recommend this Practice to your friends and family?	251	8		

Would you recommend this Practice to your friends and family?



YOU SAID ...	
1. Parking at Dipton Surgery is difficult at school pick up & drop off times	
2. Pre-bookable face to face GP appointments should be re-introduced	
3. I don't like telling the receptionist staff my problem	
4. Privacy and noise in reception could be improved	
WE DID ...	
1. We have asked the headmistress of Dipton Colliery School to consider sending a new letter to parents, requesting consideration to our patients by avoiding parking in Dipton Surgery dedicated parking spaces.	
2. To ensure all patients are seen in a timely manner it is necessary to allow our GPs/Nurse Practitioners to book their own face to face appointments by telephone. They will always see patients face to face if it is considered to be appropriate. We have also introduced "AskmyGp" which is an online appointment system. A lot of our patients have told us that they like this new efficient way of dealing with their problems.	
3. NHS England requested that all practices train their reception staff to navigate patients to the most appropriate health care professional, this could be a pharmacist, nurse practitioner or practice nurse etc. To do this receptionist staff ask patients to give a brief indication of their problem. If you have a personal problem that you do not want to disclose please advise the receptionist that your problem is personal and they will book you into the GP for a telephone call.	
4. We understand that privacy and noise in the waiting room can be a problem and to rectify this we intend to set up a telephone hub away from the reception areas. This will reduce the noise and increase confidentiality for all patients. Please ask for privacy at the reception desk if you want to discuss a personal matter and we will take you to a confidential area.	