

Drs A M Lewis & R M Patel

Patient Survey 2011-12

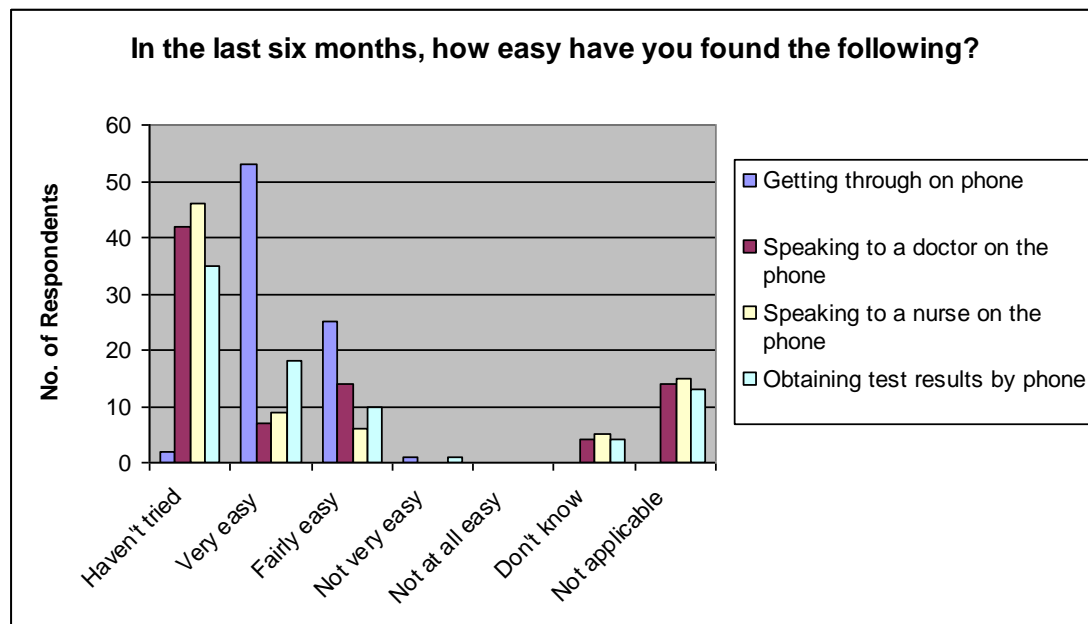
Report and Action Plan

Introduction:

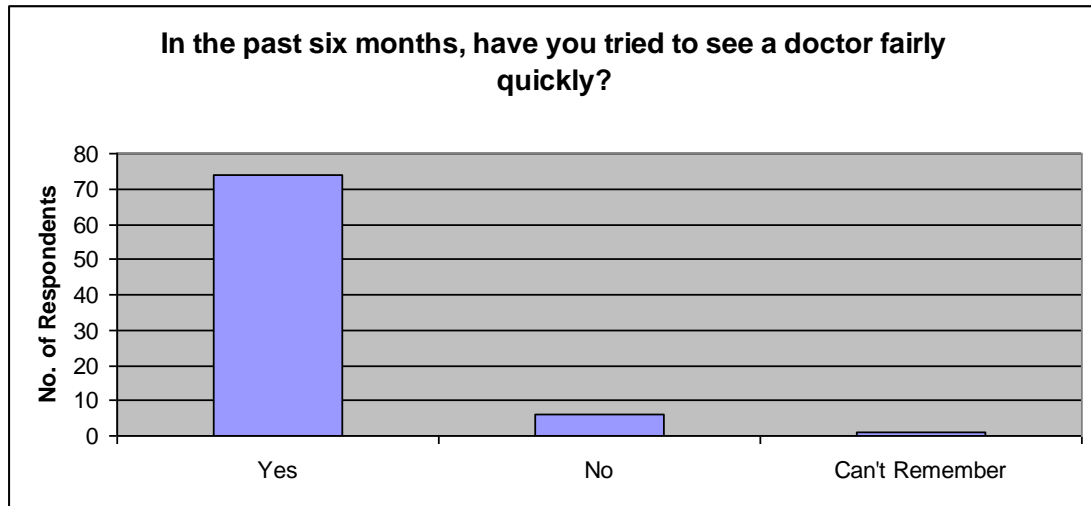
The patient survey was jointly compiled by the Patient Participation Group and representatives of the practice from lists of sample questions previously used in national patient surveys. With hindsight and after analysis of the returned questionnaires it is evident that some of these questions were poorly worded and ambiguous. For meaningful analysis we have had to assume that a non-response to a question was an indication that this question did not apply. We recognise that it would have been better to give the respondent this option. We will amend the survey for 2012-13.

Survey:

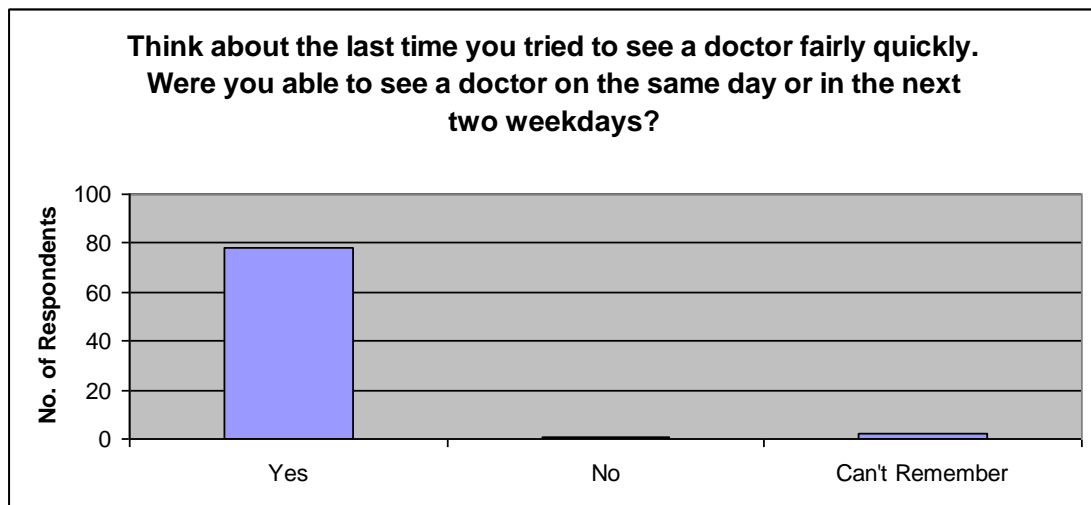
Q1.



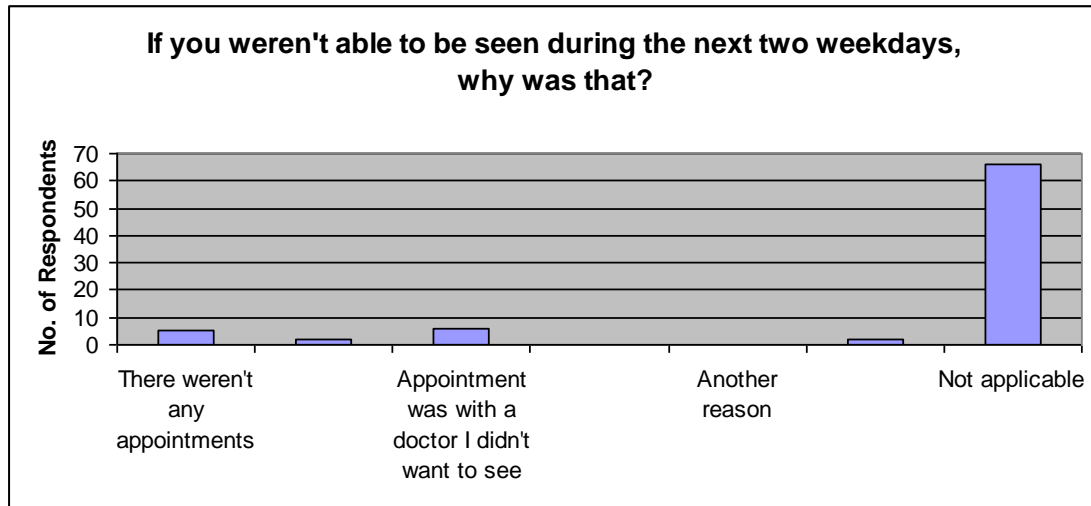
Q2.



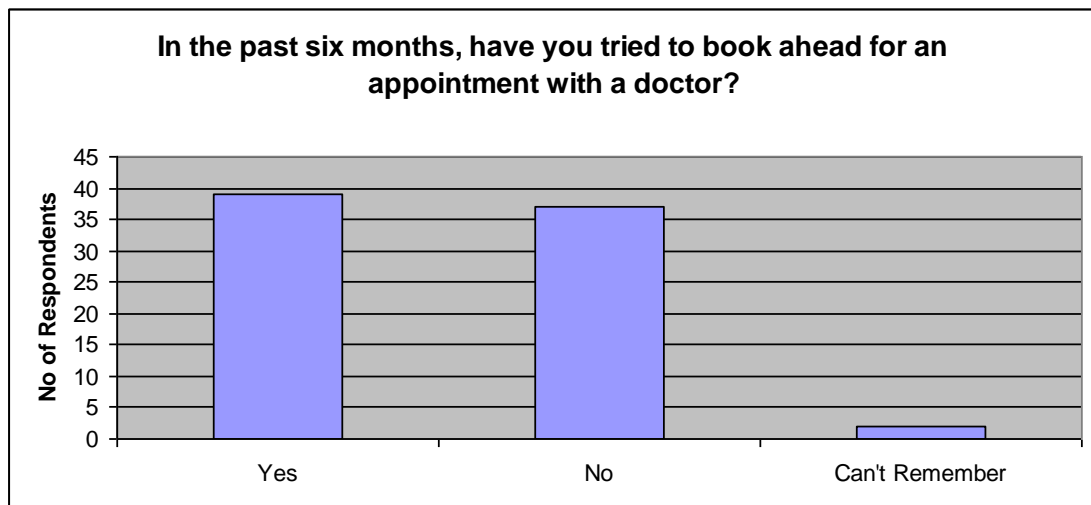
Q3.



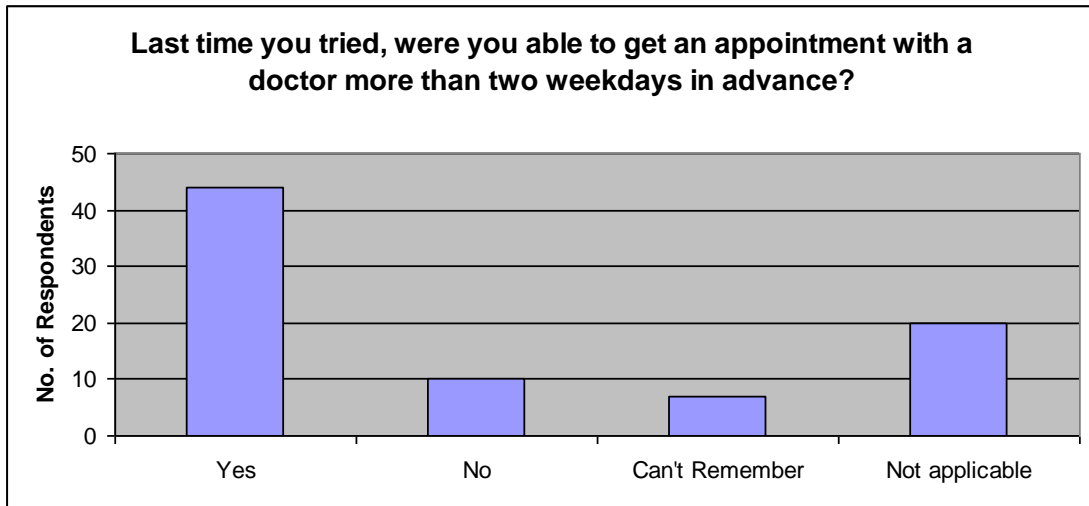
Q4.



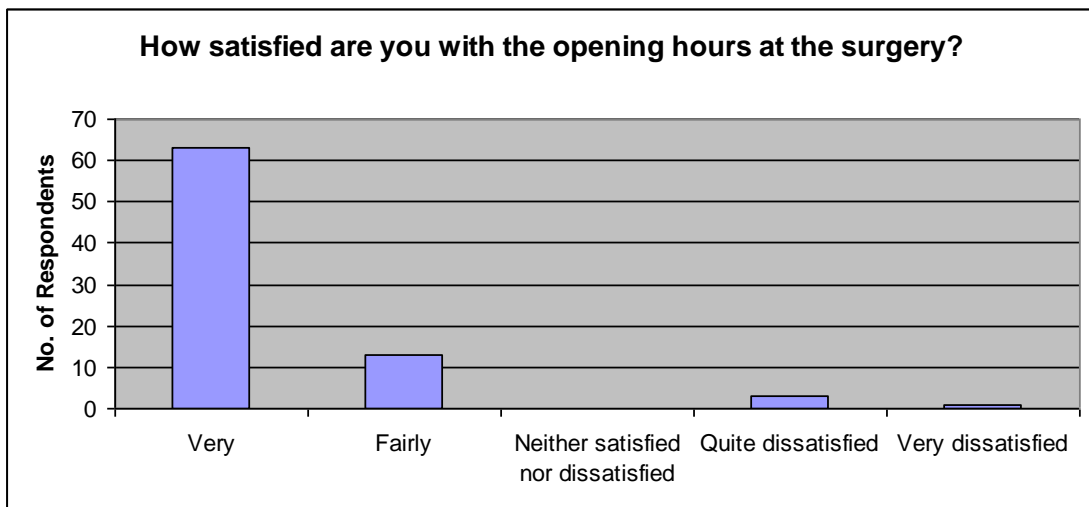
Q5.



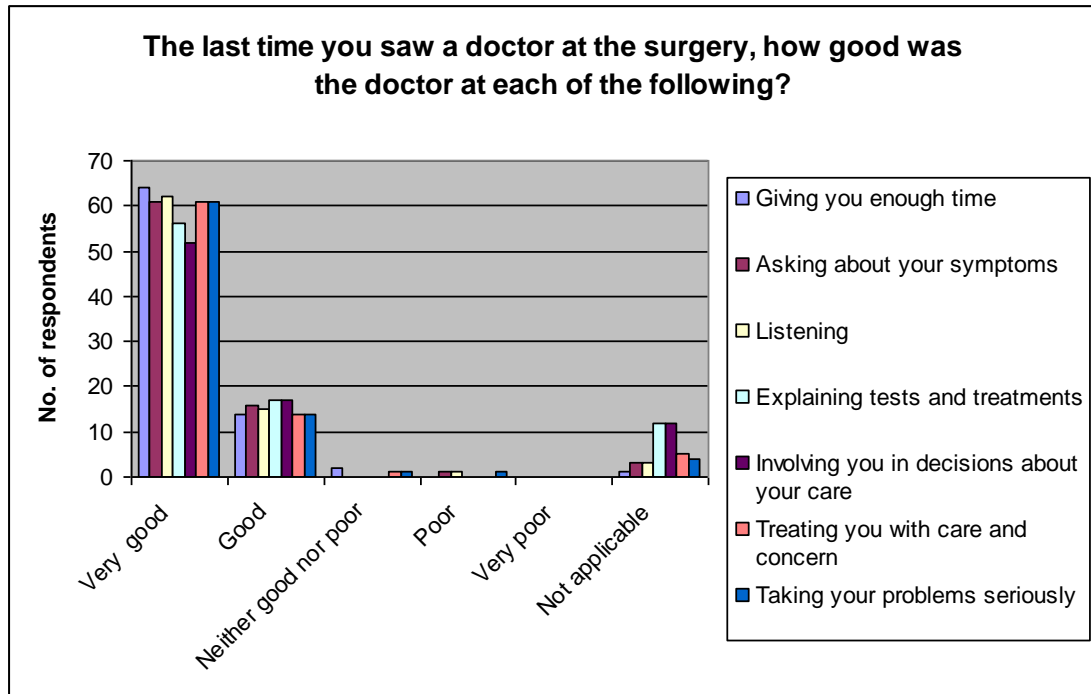
Q6.



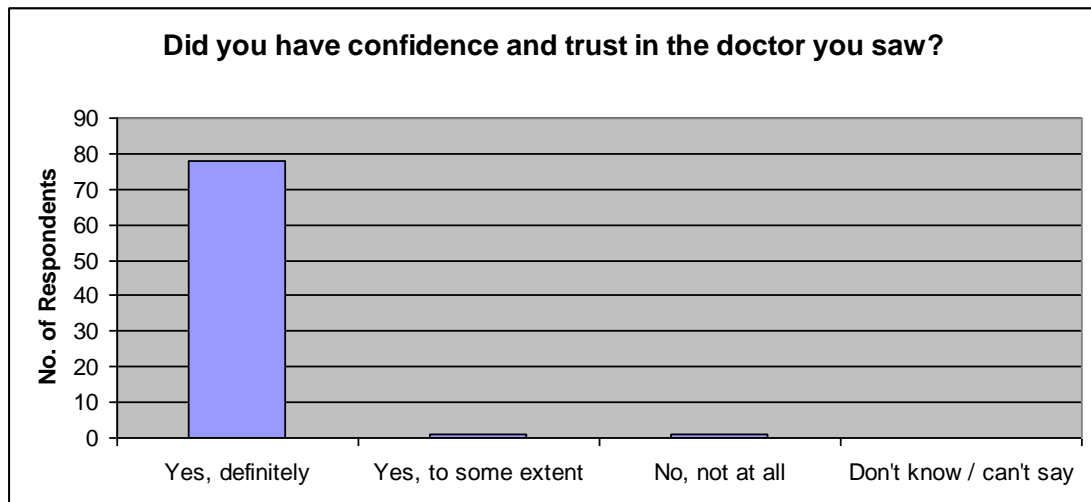
Q7.



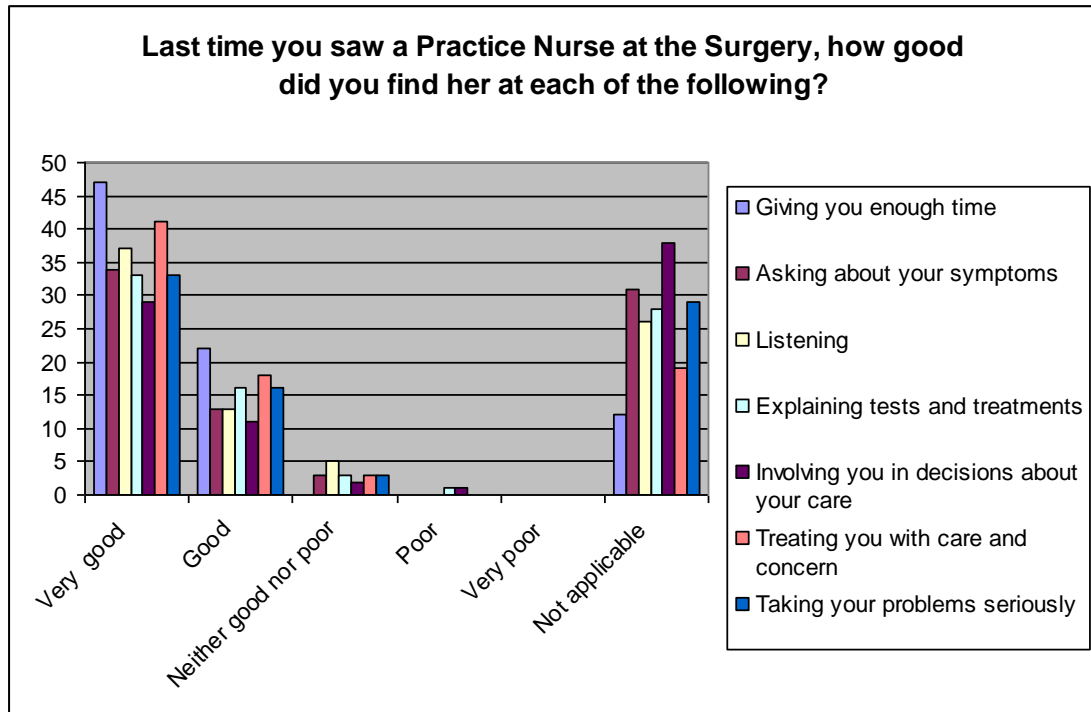
Q8.



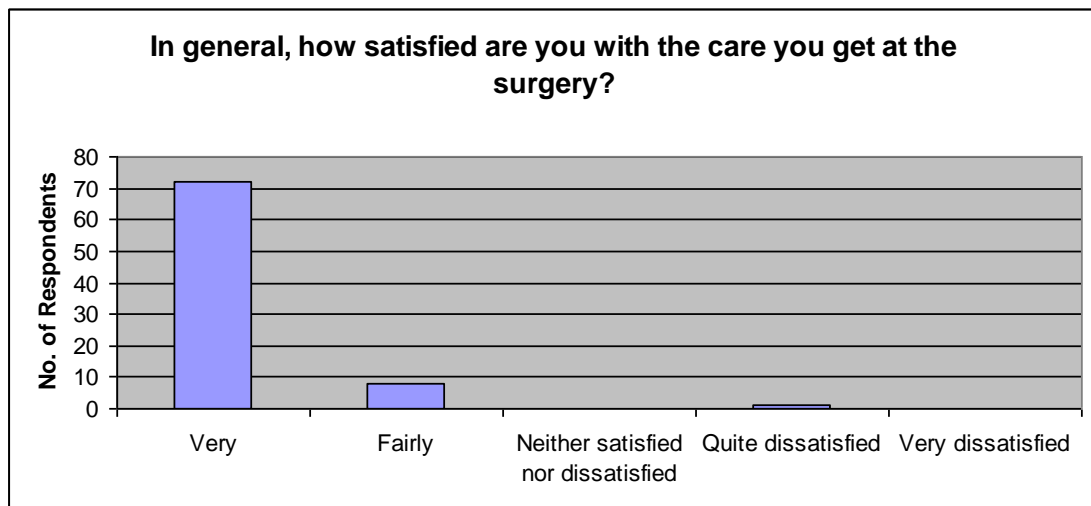
Q9.



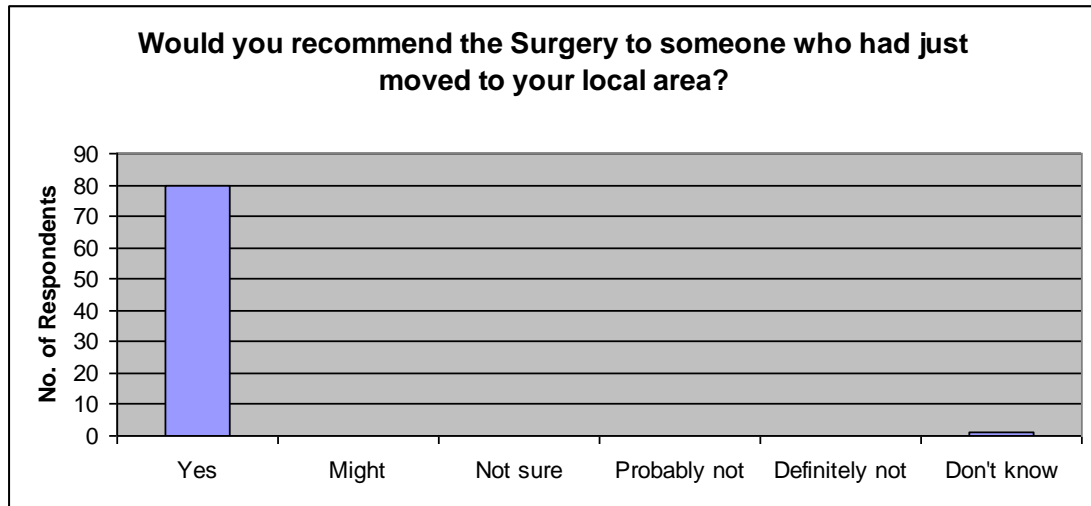
Q10.



Q11.



Q12.



Action Plan:

- 1. By April 2012 the Practice will seek to bring all adult phlebotomy “in house”.**
- 2. From December 2011 the Practice will be providing an additional two hours of appointment time on a Monday evening.**
- 3. As soon as practicable the practice will allow advance booking of appointments via the Practice website.**
- 4. The Practice will request the PCT landlord to provide a sign stipulating that car parking at the surgery is for staff and patients only.**