

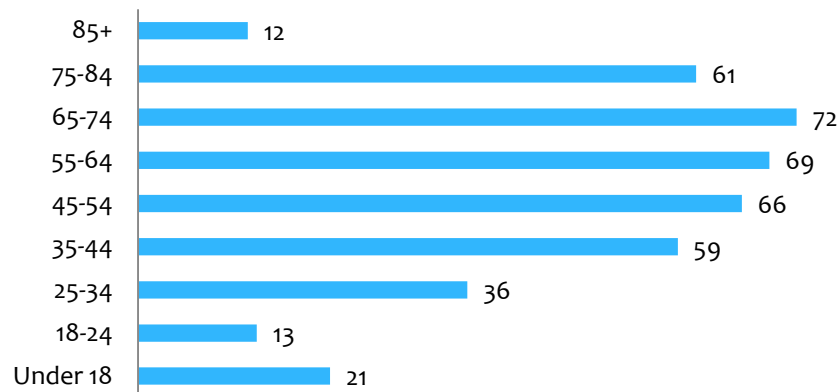
Patient Survey 2015

Rothschild House Surgery

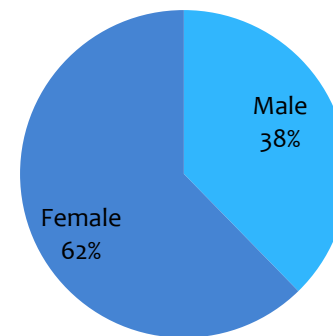
Patient Survey 2015

- * We handed out surveys to 409 random patients over a period of 6 weeks. The age range for these patients was 18-85. Of these 62% were female and 38% male.

Age



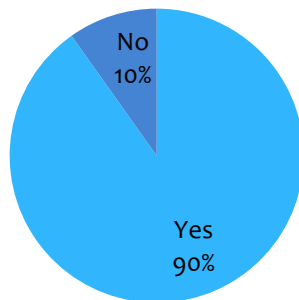
Gender



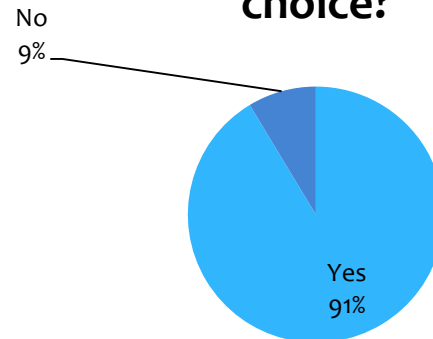
Patient Survey 2015

- * 90% of the patients surveyed said that they were able to get an appointment within 2 days. 91% of these with the doctor of their choice.

Were you able to see a Dr within 2 working days?

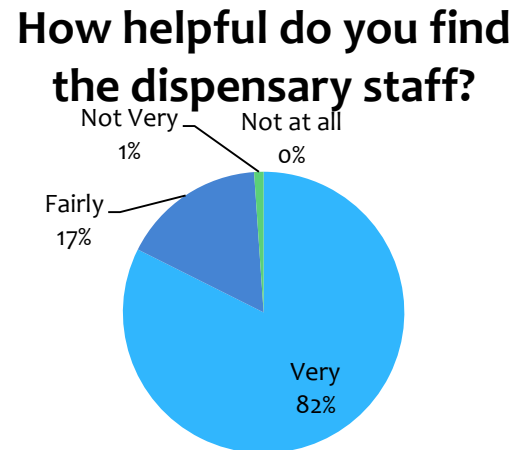
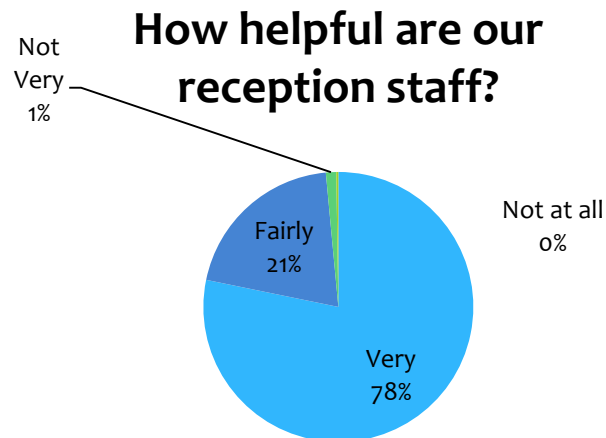


Were you able to get an appt with the Dr of your choice?



Patient Survey 2015

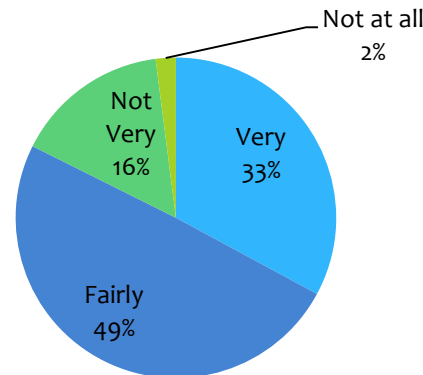
- * Our service scored highly, with 78% of the patients saying reception were helpful and 82% of patients saying dispensary were helpful.



Patient Survey 2015

- * When asked about contacting the doctors secretaries results were mixed. 33% said it was very easy, where as 49% said fairly and 16% not very easy. This might be something we could review, would anyone have any comments on this?

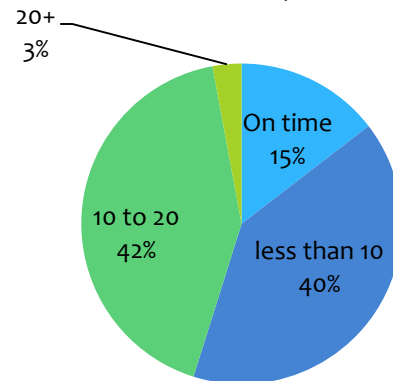
How easy is contacting the Dr's
Secretary



Patient Survey 2015

- * Results for waiting times for doctors varied. 82% said they waited up to 20 minutes and 20% said it was 20 minutes +

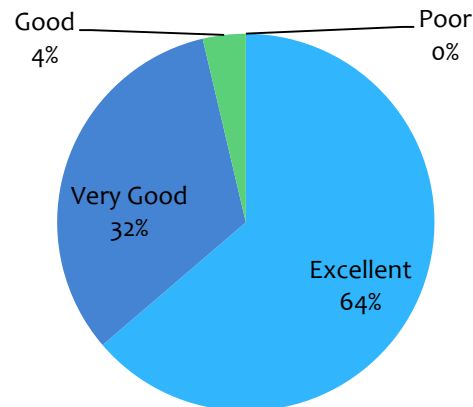
How long do you normally wait (in mins)



Patient Survey 2015

- * Overall the patients seem pleased with the surgery, 64% said we were excellent and 32% very good.

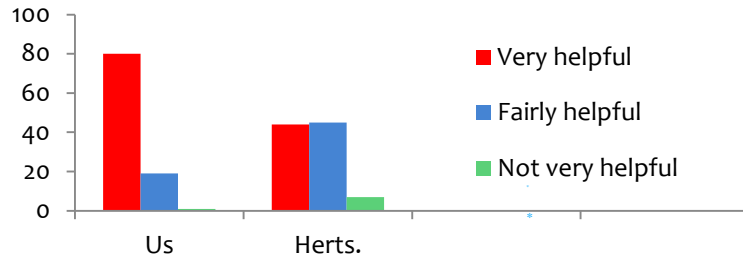
Overall how would you rate the surgery?



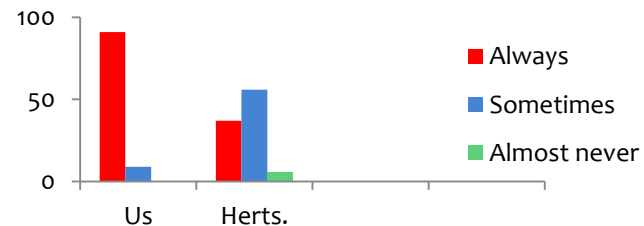
Patient Survey 2015

* Comparing results with the whole of Hertfordshire, we performed well

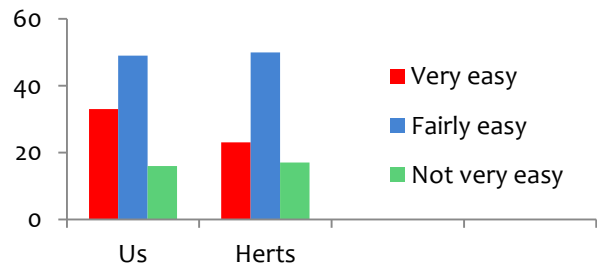
* How helpful are the staff



Seeing a Doctor of choice



* Making telephone contact



Patient Survey 2015

- * Credits:
- * Ian Wainwright - Compiling results
- * Cheryl Wearn – Power point