

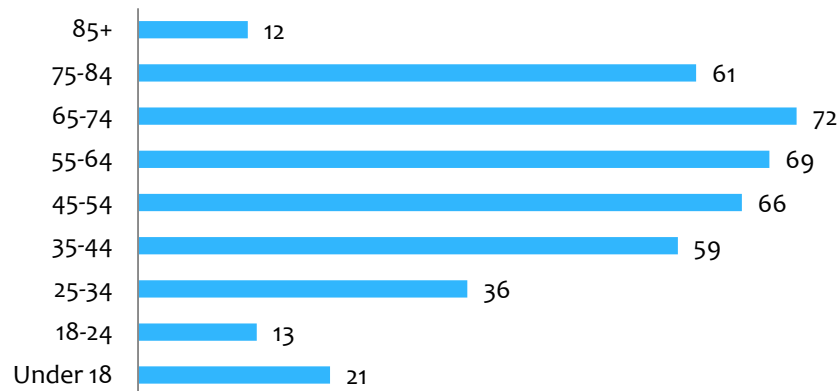
# Patient Survey 2015

## Rothschild House Surgery

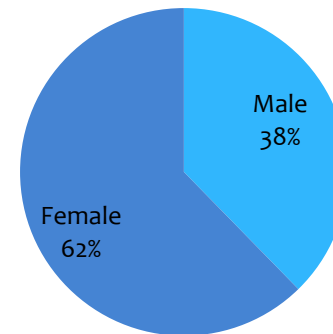
# Patient Survey 2015

- \* 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**



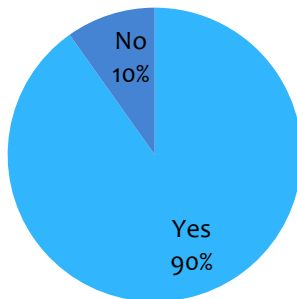
**Gender**



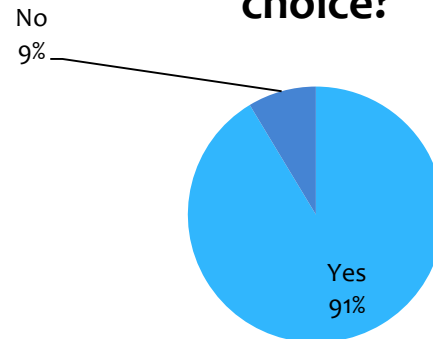
# Patient Survey 2015

- \* 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?**

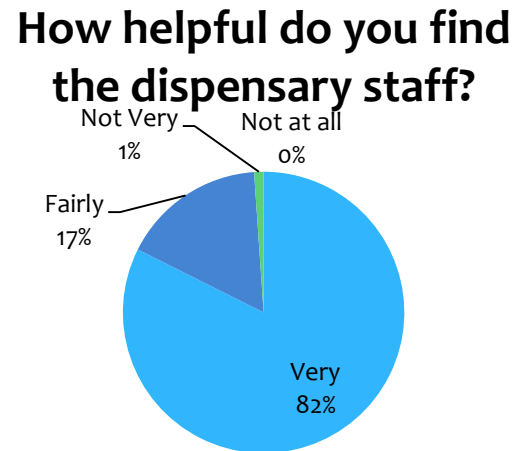
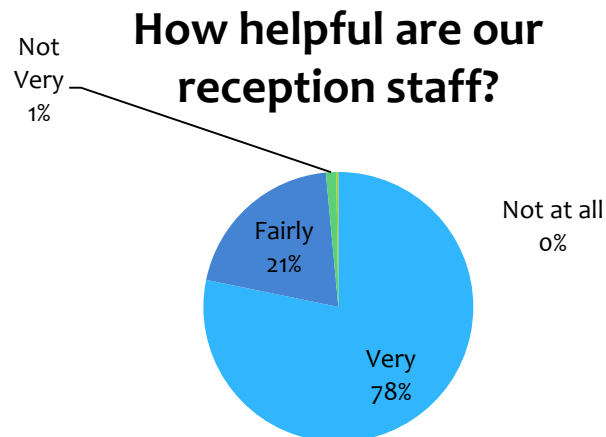


**Were you able to get an appt with the Dr of your choice?**



# Patient Survey 2015

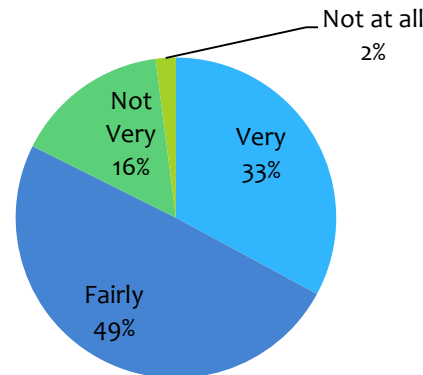
- \* Our service scored highly, with 78% of the patients saying reception were helpful and 82% of patients saying dispensary were helpful.



# 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?

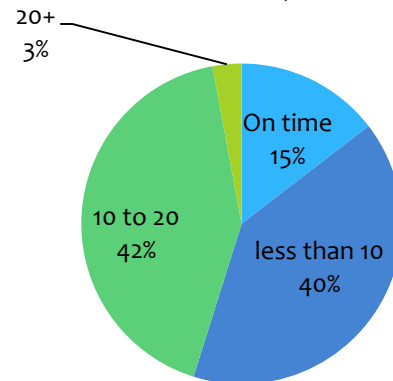
How easy is contacting the Dr's  
Secretary



# 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 +

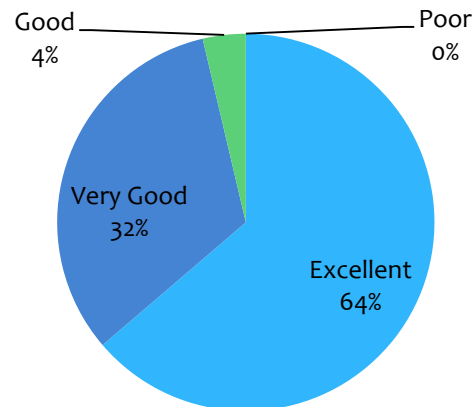
**How long do you normally wait (in mins)**



# Patient Survey 2015

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

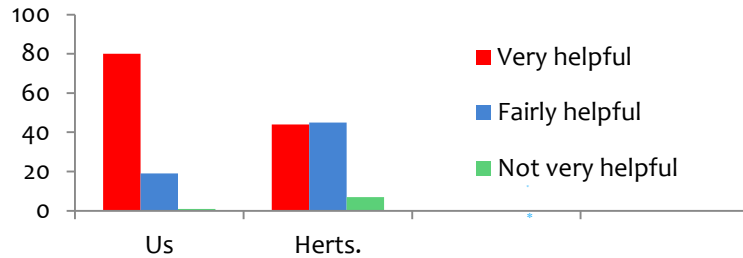
**Overall how would you rate the surgery?**



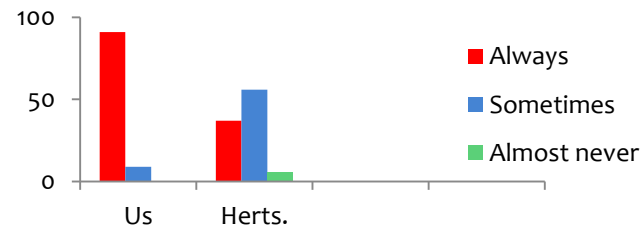
# Patient Survey 2015

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

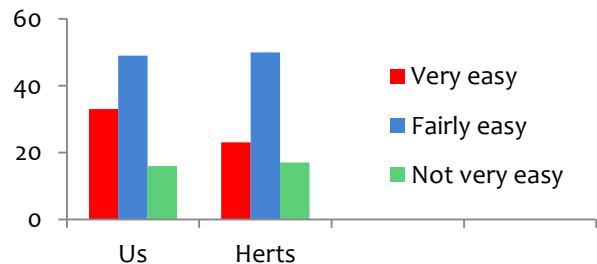
\* How helpful are the staff



Seeing a Doctor of choice



\* Making telephone contact





# Patient Survey 2015

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