**MPMC 2017/2018**

**Survey results based on 100 patients**

**The survey was available in the reception area for patients to complete in March 2018**

|  |  |
| --- | --- |
| excellent | 45 |
| very good | 35 |
| good | 16 |
| fair | 4 |
| poor | 0 |
| very poor | 0 |
| Total | 100 |

**1. How do you rate the way you were treated by our reception team?**

**2. When you last rang the Surgery how easy was it to get through by telephone**

|  |  |
| --- | --- |
| very easy | 18 |
| easy | 39 |
| as expected | 31 |
| poor | 11 |
| very poor | 1 |
| Total | 100 |

**3. How far in advance do you normally get an appointment?**

|  |  |
| --- | --- |
| same day | 36 |
| next day | 4 |
| that week | 30 |
| next week | 30 |
| Total | 100 |

**4. Knowledge and awareness of what practice offers you**

|  |  |  |
| --- | --- | --- |
|   | YES | NO |
| a) Are you aware that phone lines open from 08:00 Monday to Friday? | 92 | 8 |
| b) Are you aware that we have a website? | 96 | 4 |
| c) Are you aware you can book appointments online? | 4 | 96 |
| d) Are you aware you can request repeat medication online? | 4 | 96 |

**5. Thinking about your recent consultation with your Doctor, how do you rate the following?**

1. How thoroughly does the Dr ask about your symptoms and how you are?

|  |  |
| --- | --- |
| very easy | 42 |
| easy | 32 |
| as expected | 24 |
| poor  | 2 |
| poor very poor | 0 |

1. How well does the Dr listen to what you had to say?

|  |  |
| --- | --- |
| very easy | 45 |
| easy | 30 |
| as expected | 20 |
| poor  | 5 |
| poor very poor | 0 |

1. How well does the Dr involve you in decisions about your care?

|  |  |
| --- | --- |
| very easy | 41 |
| easy | 29 |
| as expected | 24 |
| poor  | 4 |
| very poor | 2 |

1. How well does the Dr explain your problem and/or any treatment needed?

|  |  |
| --- | --- |
| very easy | 55 |
| easy | 19 |
| as expected | 22 |
| poor  | 4 |
| very poor | 0 |

1. How do you feel about the Dr's care concern for you?

|  |  |
| --- | --- |
| very easy | 49 |
| easy | 24 |
| as expected | 19 |
| poor  | 8 |
| very poor | 0 |

1. Are you happy with the amount of time the Dr spent with you?
* YES 89%
* NO 11%

**6) Thinking about your recent consultation with your Nurse, how do you rate the fallowing?**

1. How thoroughly does the Nurse ask about your symptoms and how you are?

|  |  |
| --- | --- |
| very easy | 42 |
| easy | 22 |
| as expected | 24 |
| poor  | 0 |
| very poor | 0 |

1. How well does the Nurse listen to what you had to say?

|  |  |
| --- | --- |
| very easy | 46 |
| easy | 20 |
| as expected | 22 |
| poor  | 0 |
| very poor | 0 |

1. How well does Nurse involve you in decisions about your care?

|  |  |
| --- | --- |
| very easy | 39 |
| easy | 22 |
| as expected | 27 |
| poor  | 0 |
| very poor | 0 |

1. How well does the Nurse explain your problem and/or any treatment you needed?

|  |  |
| --- | --- |
| very easy | 43 |
| easy | 19 |
| as expected | 26 |
| poor  | 0 |
| very poor | 0 |

1. How do you feel about the Nurses care and concern for you?

|  |  |
| --- | --- |
| very easy | 44 |
| easy | 19 |
| as expected | 25 |
| poor  | 0 |
| very poor | 0 |

1. Are you happy with the amount of time the Nurse spent with you?
* YES 100%
* NO 0%