**High Street Surgery**

**Patient Survey March/April 2018**

This survey was carried out because the July 2016 National Patient Survey showed that our patients reported lower levels of satisfaction than previously. The practice was below average on its satisfactory scores on consultations with the GPS.

30 Surveys were handed out to patients by Dr Karkera, Dr Karthik, Dr Chaudhuri, Dr Stevens, Dr Lesslie, Dr Mohan and Dr Verma between 05.03.2018 – 25.04.2018

**Aim:**

The aim of this survey was to improve GPs consultations with patients.

**Dr Karkera**

30 Surveys were handed out of which 20 patients returned the form to the surgery.

1. 19/20 = 95% of patients felt that the GP was **very good** at involving them in decisions about their care.

1/20 = 5% of patients felt that the GP was **good** at involving them in decisions about their care.

1. 17/20 = 85% of patients felt the GP was **very good** at explaining tests and treatments.

3/20 =15 % of patients felt that the GP was **good** at explaining tests and treatments.

**Dr Karthik**

30 Surveys were handed out of which 23 patients returned the form to the surgery.

1. 19/23 = 83% of patients felt that the GP was **very good** at involving them in decisions about their care.

4/23 =17 % of patients felt that the GP was **good** at involving them in decisions about their care.

1. 16/23 = 70% of patients felt the GP was **very good** at explaining tests and treatments.

6/23 = 27% of patients felt the GP was **good** at explaining tests and treatments.

1/23 = 3% of patients did not comment.

**Dr Chaudhuri**

30 Surveys were handed out of which 12 patients returned the form to the surgery.

1. 10/12 = 83% of patients felt that the GP was **very good** at involving them in decisions about their care.

1/12 = 8.5% of patients felt that the GP was **good** at involving them in decisions about their care.

1/12 = 8.5% of patients felt that the GP was **neither good nor poor** at involving them in decisions about their care.

1. 9/12 = 75% of patients felt the GP was **very good** at explaining tests and treatments.

3/12 = 25% of patients felt the GP was **good** at explaining tests and treatments.

**Dr Stevens**

30 Surveys were handed out of which 16 patients returned the form to the surgery.

1. 9/16 = 56% of patients felt that the GP was **very good** at involving them in decisions about their care.

3/16 = 19% of patients felt that the GP was **good** at involving them in decisions about their care.

3/16 = 19% of patients felt that the GP was **poor** at involving them in decisions about their care.

1/16 = 6% of patients felt that the GP was **very poor** at involving them in decisions about their care.

1. 8/16 = 50% of patients felt the GP was **very good** at explaining tests and treatments.

2/16 = 13% of patients felt the GP was **good** at explaining tests and treatments.

2/16 = 13% of patients felt the GP was **neither good nor poor** at explaining tests and treatments.

3/16 =18 % of patients felt the GP was **poor** at explaining tests and treatments.

1/16 = 6% of patients felt the GP was **very poor** at explaining tests and treatments.

**Dr Lesslie**

30 Surveys were handed out of which 10 patients returned the form to the surgery.

1. 9/10 = 90% of patients felt that the GP was **very good** at involving them in decisions about their care.

1/10 = 10% of patients felt that the GP was **good** at involving them in decisions about their care.

1. 9/10 = 90% of patients felt the GP was **very good** at explaining tests and treatments.

1/10 = 10% of patients felt the GP was **good** at explaining tests and treatments

**Dr Verma**

30 Surveys were handed out of which 6 patients returned the form to the surgery.

1. 2/6 = 33% of patients felt that the GP was **very good** at involving them in decisions about their care.

3/6 = 50% of patients felt that the GP was **good** at involving them in decisions about their care.

1/6 = 17% of patients felt that the GP was **neither good nor poor** at involving them in decisions about their care.

1. 2/6 = 33% of patients felt the GP was **very good** at explaining tests and treatments.

3/6 = 50% of patients felt the GP was **good** at explaining tests and treatments.

1/6 = 17% of patients felt that the GP was **neither good nor poor** at explaining tests and treatments.

**Dr Mohan**

30 Surveys were handed out of which 12 patients returned the form to the surgery.

1. 12/12 = 100% of patients felt that the GP was **very good** at involving them in decisions about their care.
2. 12/12 = 100% of patients felt the GP was **very good** at explaining tests and treatments.

**Combined results compared with the GP National Survey 2017:**

* + - 1. Do you feel that the last GP you saw or spoke to was good at involving you in decisions about your care?

**Result of the High Street Surgery patient survey of those patients who answered very good or good:** 99 responses. **93/99 = 94%**.

Result of the national GP survey 2017 = 58%

(Local CCG average = 80%)

* + - 1. Do you feel the last GP you saw was good at explain tests and treatments?

**Result of the High Street Surgery patient survey of those patients who answered very good or good**: 99 responses. **91/99 = 92%**

Result of the national GP survey 2017 = 65%

(Local CCG average = 84%)

* + - 1. Do you usually get to see or speak with you preferred GP when making an appointment?

**Result of the High Street Surgery patient survey of those patients who answered always, mostly always or a lot of the time:** 99 responses. **62/99 = 63%**

Result of the national GP survey 2017 = 34%

(Local CCG average = 54%)

**Summary:**

The High Street Surgery survey shows a great improvement in the way patients feel about the GPs ad the practice. We will compare these results with the Nation GP Survey 2018 when these figures become available and both surveys will be discussed at a staff meeting and an action plan will be agreed for the future.