**High Street Surgery**

**Patient Survey**

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 and Dr Chaudhuri between 06/03/2017 – 03/04/2017.

**Aim:**

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

**Dr Karkera**

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

1. 9/12 = 75% of patients usually get to see or speak with their preferred GP.

2/12 = 17% of patients sometimes get to see or speak with their preferred GP.

1/12 = 8% of patients advised they did not have a preferred GP.

1. 9/12 = 75% of patients felt that the GP was very good at involving them in decisions about their care.

3/12 = 25% of patients felt that the GP was good at involving them in decisions about their care.

1. 9/12 = 75%of patients felt that the GP was very good at treating them with care and concern.

3/12 = 25% of patients felt that the GP was good at treating them with care and concern.

**Dr Karthik**

30 Surveys were handed out of which 17 patients returned the form to the surgery.

1. 5/17 = 29% of patients usually get to see or speak with their preferred GP.

8/17 = 47% of patients sometimes get to see or speak with their preferred GP.

3/17 = 18% of patients get to see their preferred GP a lot of the time.

1/17 = 6% of patient never or almost never get to see their preferred GP.

1. 11/17 = 65% of patients felt that the GP was very good at involving them in decisions about their care.

6/17 = 35% of patients felt that the GP was good at involving them in decisions about their care.

1. 12/17 = 71% of patients felt that the GP was very good at treating them with care and concern.

5/17 = 29% of patients felt that the GP was good at treating them with care and concern.

**Dr Chaudhuri**

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

1. 3/6 = 50% of patients sometimes get to see or speak with their preferred GP.

1/6 = 17% of patients get to see or speak with their preferred GP a lot of the time.

2/6 = 33% of patients never or almost never get to see or speak to their preferred GP.

1. 1/6 = 17% 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.

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

1. 4/6 = 66% of patients felt that the GP was very good at treating them with care and concern.

1/6 = 17% of patients felt that the GP was neither good nor poor at treating them with care and concern.

1/6 = 17% of patients felt that the GP was poor at treating them with care and concern.

**Outcome:**

In July 2016 there had been an 18% reduction in respondent’s satisfaction. 64% of patients stated the last GP they spoke to was good at treating them with care and concern. The above survey result shows of those patients surveyed, 88.6% felt the GP was good or very good at treating them with care and concern.

Another survey will be handed out by each GP in December, this will also include Dr Stevens and the Locum GPs.