

BERWICK SURGERY

NATIONAL PATIENT SURVEY

JANUARY – MARCH 2017

The Practice undertook a review of the National Patient Survey. We looked at all areas that the practice scored highly in and shared this with the practice team.

We also looked at areas for improvement. We then created an action plan and review dates for these actions.

This was all shared with the whole practice team on 16/01/2018

The number of surveys sent out was 263 with the number of responses being 104. This gave our practice a completion rate of 40%

			Review date
What the Practice does best			
70% of respondents find it easy to get through to this surgery by phone		National average is 70%	July 2018
84% of respondents describe their overall experience of this surgery as good.		National average is 85%	July 2018
89% of respondents find the receptionist at this practice helpful		National average is 87%	
Area for Improvement		Action	To be completed by:
Getting through by telephone system	70% find it easy to get through to this surgery by phone	Training for receptionist to answer calls promptly. Patient self check-in board in place to ease off pressure from receptionist who can be dealing with answering telephone calls	Review date March 2018

Waiting time to be seen	46% feel they don't normally have to wait too long to be seen	All Clinicians to start their clinics promptly so that there are no delays in seeing patients.	Review Date March 2018
Treating them with care and concern	77% say the last time they saw Nurse was good at treating them with care and concern.	More Nurses appointments available now to improve service and give 100% care	Review Date March 2018