

# 2015/16 Patient Survey

## Dr Victoria Muir's Practice

In December 2015 we conducted a patient survey, offering the survey to all patients who attended a clinic over a two week period. In total, we received 191 responses.

This report sets out the results of this survey.

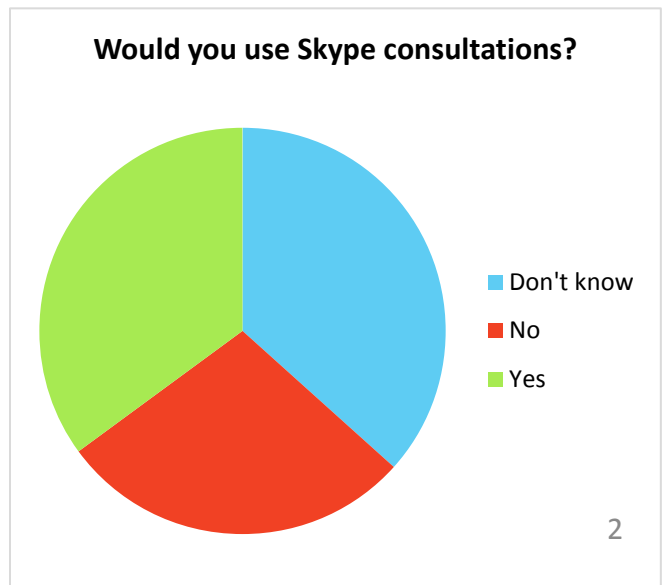
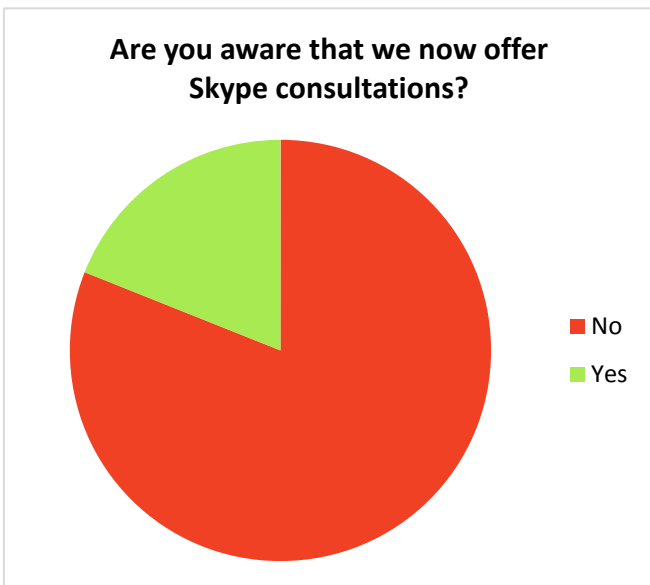
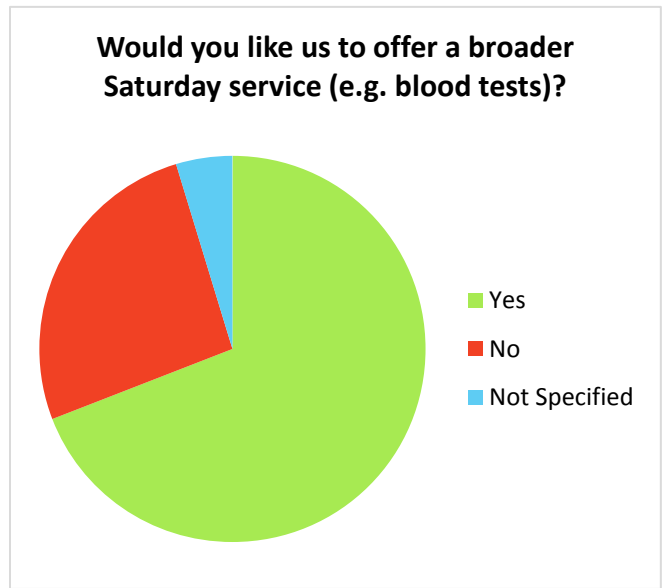
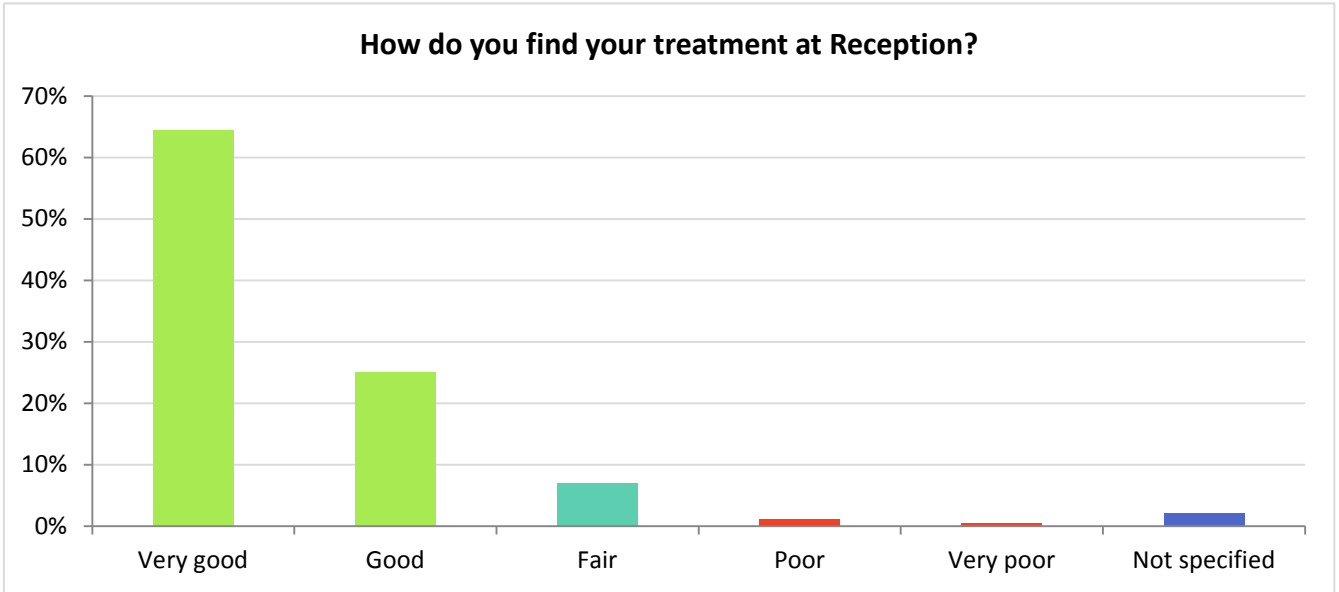
### **Key findings:**

- Patients are very happy with our Reception service
- Most patients (97%) are satisfied with our opening hours
- Many patients (68%) would like us to offer a broader Saturday service, such as holding blood test clinics
- Some patients (36%) would use our Skype consultations
- Patients access information about our services in a variety of ways, primarily through the practice website (40%)

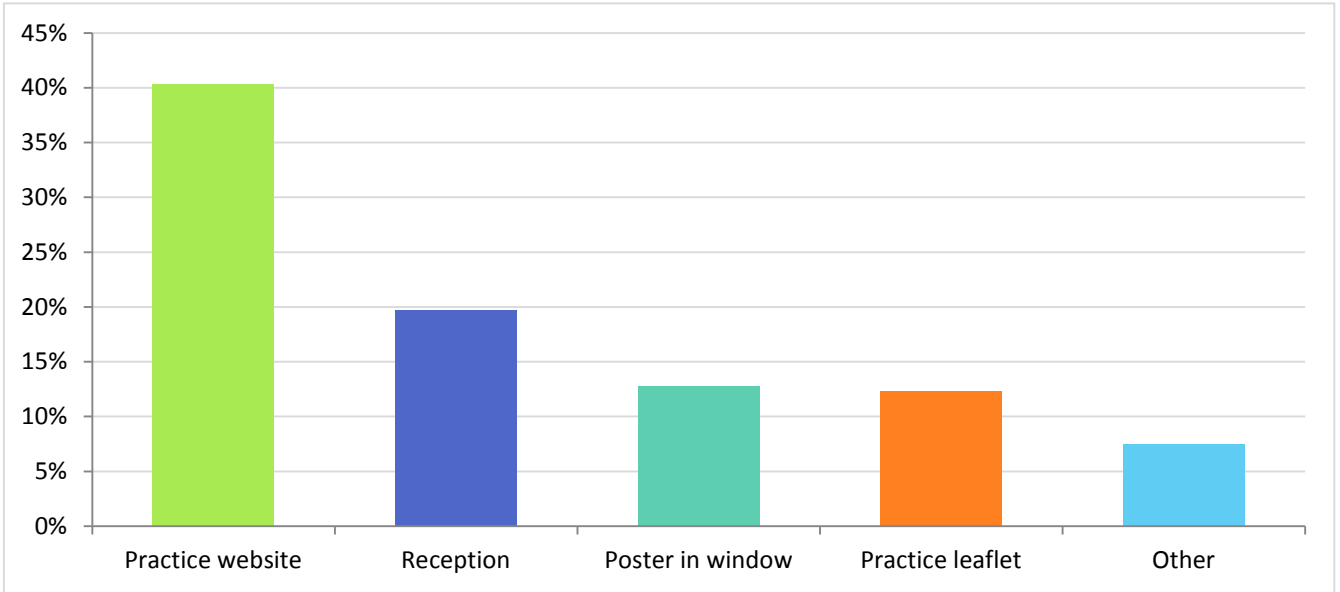
The practice's Patient Participation Group met on the 11<sup>th</sup> of February to discuss the report and give additional feedback. At this meeting we agreed to look into making the following improvements over the next year:

1. A broader Saturday service (with blood tests)
2. More advertising about Skype consultations
3. Consider adding a report online about the number of patients who DNA appointments
4. Consider moving the Baby Clinic to the mornings
5. Redecorate the practice (the preference was something more interesting than magnolia!)

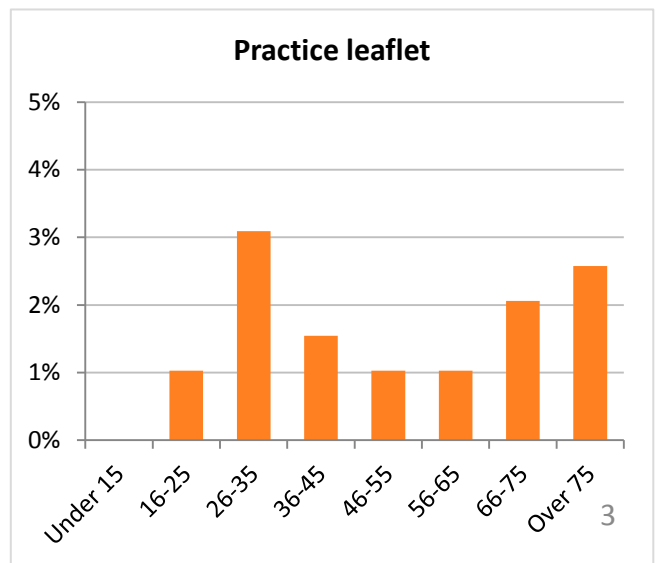
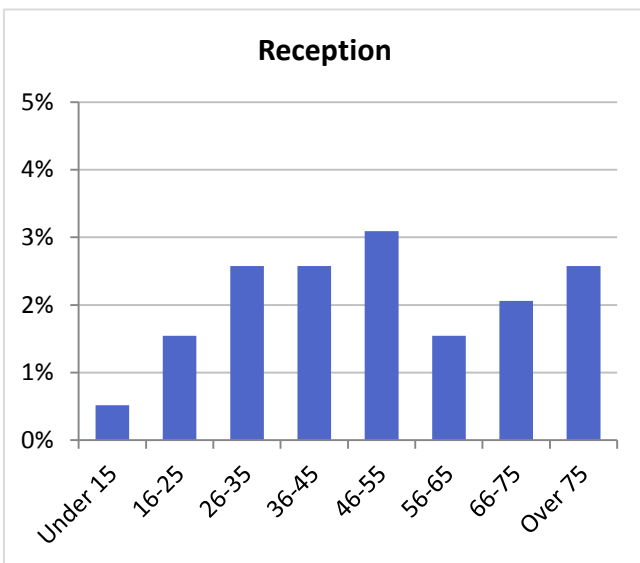
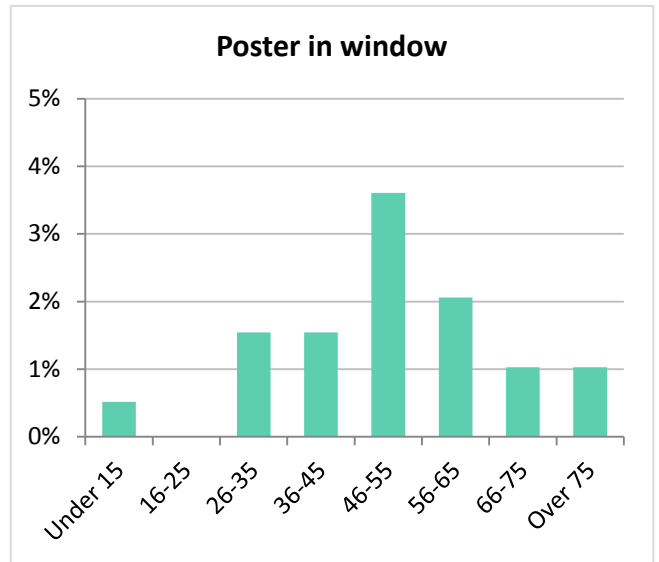
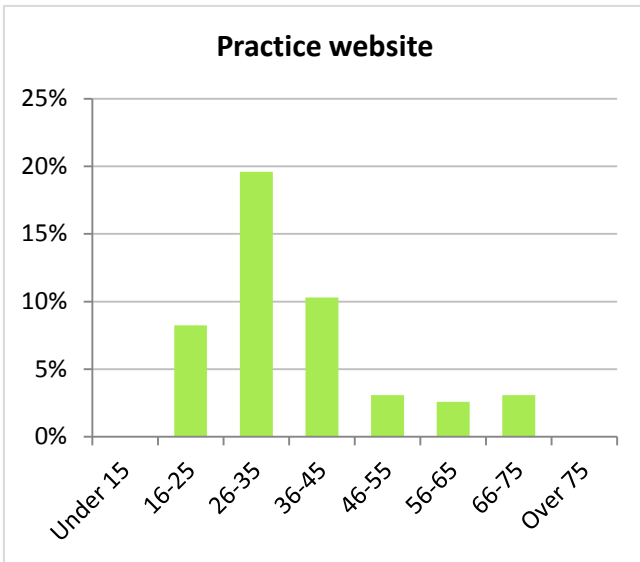
# What do patients think about our current service?



# How do patients find out about our opening times and services?



## By age group:



If patients could ask for one improvement to our practice, what would it be?



### Responses:

- None
- More comfortable seating and clean carpet
- Not necessary, ok as it is.
- The waiting area need renovation
- I think receptionists need to be more friendly
- Nicer reception (new sofas?)
- Refurbished entrance space
- Printed results or letters issued regarding results for records. More communication with private consultants
- More time slots available?
- Give more time to each patient during the consultation
- Nothing
- Google Hangout consultations as well, not everyone uses skype
- Reception needs painting
- Saturday service
- Premises could do with re-decorating
- More smiling at reception
- Try to adhere to appointment times, wait is too long sometimes
- Better deco!!
- Less delays sometimes
- More friendly on the phone!
- More information who the doctors are
- More facilities on site. I realise space is a problem but some surgeries offer nursing services. The practice nurses here are rarely available
- Saturday hours
- Free Wi Fi
- Referrals take a long time to get. I really need to push for this and can take months and months of pain before diagnosis and treatment

## Improvement responses, continued:

- Comfortable seating
- New carpets and waiting room chairs would be lovely!
- Re-decorate! The dedicated staff deserve it. I am sure local artists would be happy to make donations as well
- More info on website about who to go to for what issue/need, I've booked the wrong app before and felt bad for wasting time
- More phone lines/receptionists during rush hours
- For reception not to be so dogmatic on having to have Vimi do blood tests - I am out of London now - thus Vimi is not in on Friday. I have had to travel into London for a flu jab
- Longer opening hours till 8pm
- Better seating
- More modern premises
- Sometimes waiting times can be long BUT it is good that the doctors take time and don't rush you so you can't have both!
- I can't think of anything
- Too soon to say
- More time with the doctor
- It could be refurbished, look nicer, more welcoming, cleaner
- Painting waiting area, new floor
- A spruce up - refurbishment
- Longer consultations
- A timely reminder for blood tests/ a general check up (it should happen every so often)
- A text if appointments are running particularly late
- Phones answered more efficiently and helpfully (sometimes brusque and asked to hold for ages)
- Trying to get an appointment when needed
- An indicator advising waiting time and where I am in queue
- Give earlier appointments for urgencies
- Do not interrupt patients when they are trying to explain their problems - just cause you already know "its nothing"
- Better seats in waiting area!
- Décor
- If possible the elderly should not be required to go downstairs
- Not sure if norm, but on one occasion I needed GP and nurse appointment close together and was unable to book nurse appointment on time
- Couldn't think of anything
- Telephone appointments
- Kinder receptionist - not to be ignored when going to the desk
- Dr Muir having more appointments! (One has to call several days in advance, she is generally v booked if you call a day before etc)
- Better receptionists - more polite and informed
- Pushchair access could be improved. Toilet facilities for babies downstairs
- Longer appointment times
- Receptionists to listen more when on phone and try not to be so rushed. Hard sometimes I know!
- seating; very bad for posture/back
- The lift in working order

**Do you have any additional comments on the service we currently provide, or additional services you would like us to offer?**



**Responses:**

- Excellent Service
- Baby Clinic should be offered in the morning during the winter time
- Think it's great
- You're doing a good job
- Its fine
- Very happy
- Perhaps some holistic advice? i.e. massage, herbal, acupuncture
- All is good
- Otherwise, everyone in the reception is super nice!
- Have only recently joined but everything seems excellent so far
- I wish the NHS would offer health checks, I believe preventative medicine is very important
- Very good doctors
- More availability at weekends with Dr Albany and Dr Oley
- Everything is good, I like the text message conformation of appointments
- Service is excellent
- I think a de-stressing class/clinic (perhaps at a local community centre/gym) would help in many cases
- Very pleased with service
- One of the best surgeries I've been to
- I'm very happy with the services the practice offers.
- All good
- Found it very good
- It is a well run practice
- I think you are doing really well
- The online booking service is very convenient
- My family could not be happier with this practice, Dr Muir is fantastic and everyone extremely efficient
- Everything is fine
- This practice is excellent - availability of appointments - quality of doctors - friendliness. Please continue!!

## **Additional comment responses, continued:**

The practice already offers a high standard of care

All ok

Brilliant service

Generally very good, staff are very experienced

Excellent service when you get to doctor/nurse

Some of the reception staff very rude!

Don't think it needs improvement, I've always been alright here

New to practice and had excellent service so far

faster referrals to other doctors (specialists) I have had an cyst infections for 3 years and did not get a referral to minor surgery to remove it. It had to get severely infected before I was offered proper help!

Always happy with the service provided

I have to say that sometimes one receptionist is/can be quite rude. However this could be down to being very busy and, knowing this, I don't personally take offence. In person all are lovely.

Perfect

A smile once in a while

I think I'm very happy with the practice

Great service

Very friendly nurse

This is the very best surgery in London, thanks for everything

I've only been a patient for a couple of weeks but everything has been great so far!

I am extremely impressed with Dr Lazari's professionalism and tenderness.

Good on availability of appointments

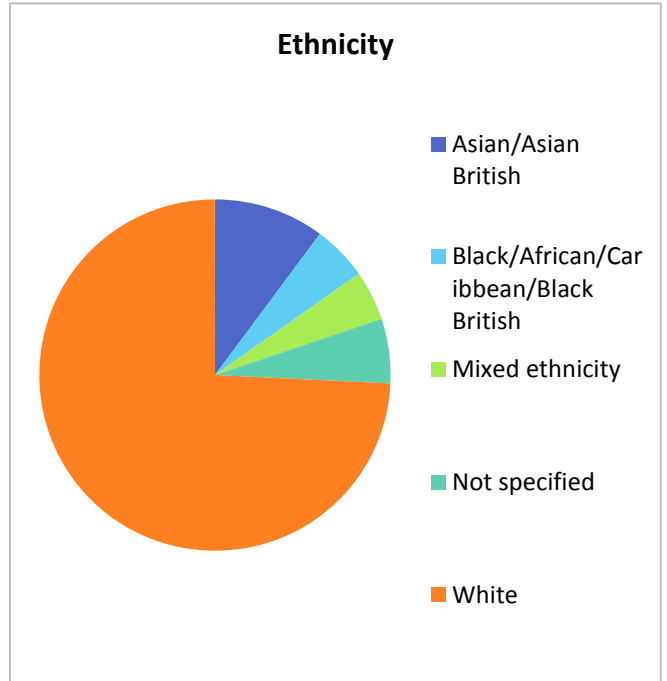
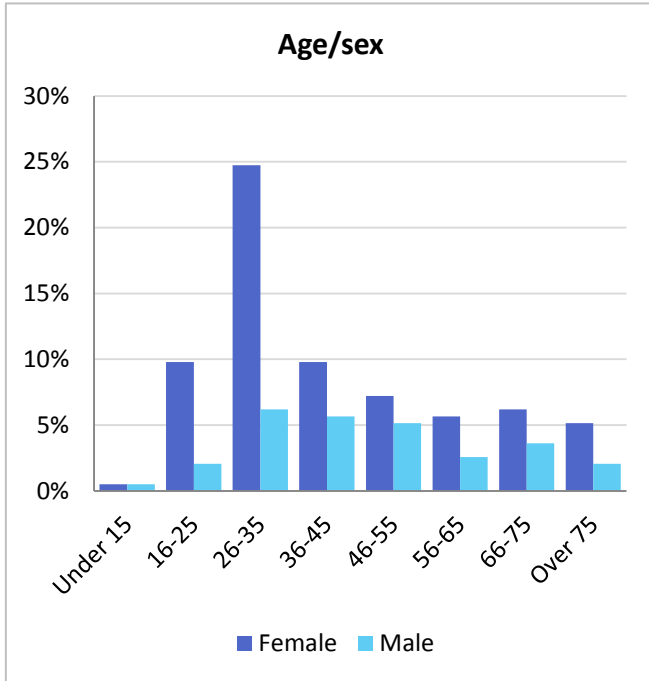
LOVE online appointment booking service

Great practice! Thank you for everything

I am a new patient so unable to answer honestly.

The service is always done with sending good manners

## Who responded to the patient survey?



## How does this compare to our whole practice population?

