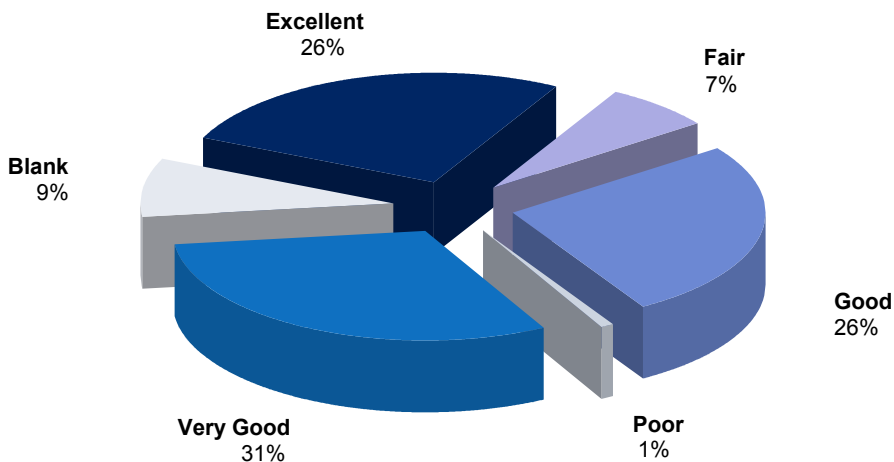


83%

of patients rated this practice as **good**, **very good** or **excellent**



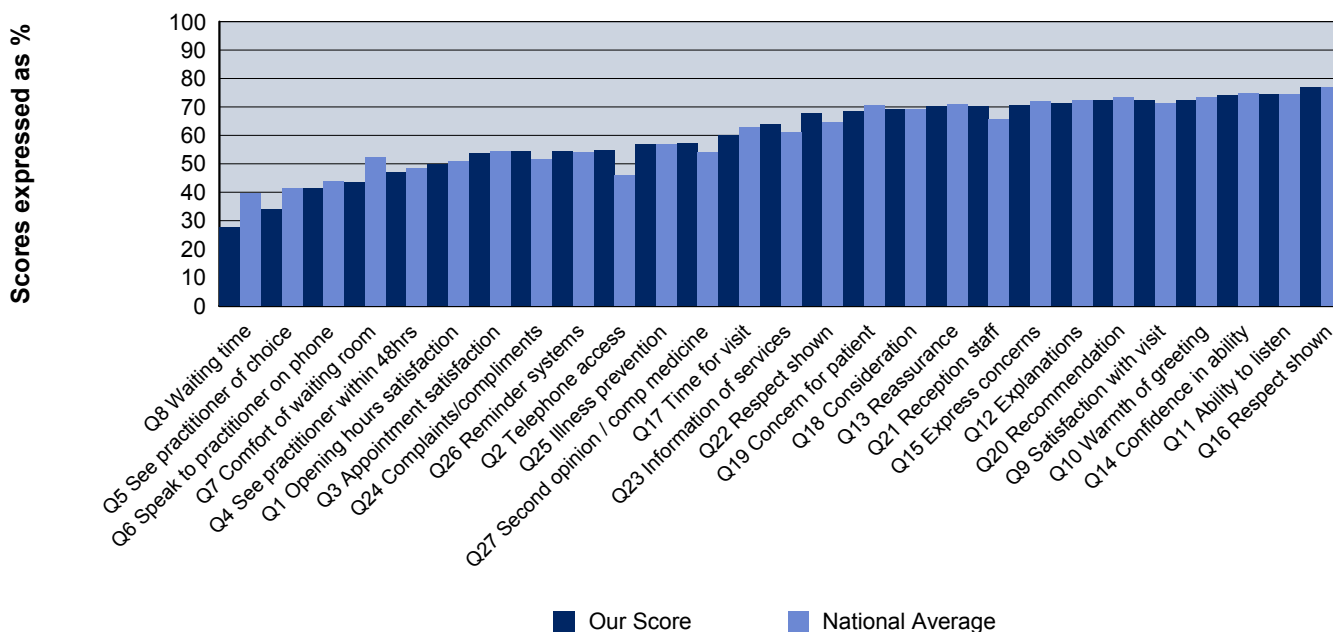
Thank you for your participation in this survey

Patient Experience Survey Results 2008/2009 Elm Hayes Surgery



"Striving towards excellence"

Overall practice scores



The results of this survey will help us to provide the best possible service for you



PATIENT SURVEY 2008



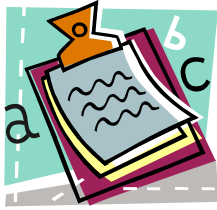
Thank you to all patients who completed our Patient Survey.

General Comments in the survey revealed that patients would like to see the following;

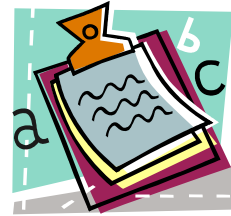
- Improved patient calling systems
- Background music
- Links to physiotherapists and other services
- Improved patient information
- Increased comfort in the waiting room
- Improved facilities for children in the waiting room
- Better car parking facilities

“Many of these points will be addressed when we move to our new surgery at Salisbury Road. We hope to move in August 2009 and if you have any comments or suggestions regarding the new surgery, please could you pass these on to our team.”

Thank you.



PATIENT SURVEY 2008



Thank you to all patients who completed our Patient Survey.

Question 1

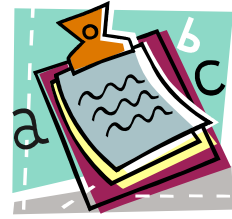
- The survey results showed that out of 230 patients surveyed 26 thought that opening hours were excellent, 75 – very good, 89 - good, 21 – fair, 1 poor, and 18 patients did not comment.

“Please note that we now offer a range of early morning and late evening appointments from 8am-6:30pm and also Saturday morning appointments for commuters and our working population who are unable to attend the surgery during normal opening hours. These appointments are for routine matters only and we continue to offer emergency appointments every day both morning and afternoon.”

Thank you.



PATIENT SURVEY 2008



Thank you to all patients who completed our Patient Survey.

Question 6

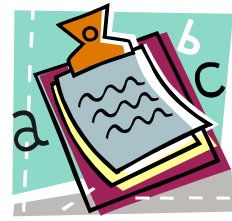
- The survey showed that 45 patients did not know that they could contact the surgery and request a telephone call from the Doctor for medical advice.

“If you would like to speak to a Doctor for medical advice, please ask our receptionists. A Doctor may not always be available to take your call immediately but will call you back at the end of their surgery.”

Thank you.



PATIENT SURVEY 2008



Thank you to all patients who completed our Patient Survey.

Question 7

- The survey results showed that out of 230 patients surveyed 13 thought that waiting times were excellent, 34 very good, 82 - good, 67 – fair, 14 poor, and 20 patients did not comment.

“Please note that our Doctors make every effort to run their appointments to time. However, if you are attending for an emergency appointment there can be delays if a doctor is called out to an emergency or has to admit a patient to hospital. We are looking at ways to deal with our emergency surgeries to improve this problem.”

“Please also note that our emergency appointments are 5 minute slots for immediate problems and should not be used to discuss follow ups or request repeat medication. This will assist the doctors with keeping to time.”