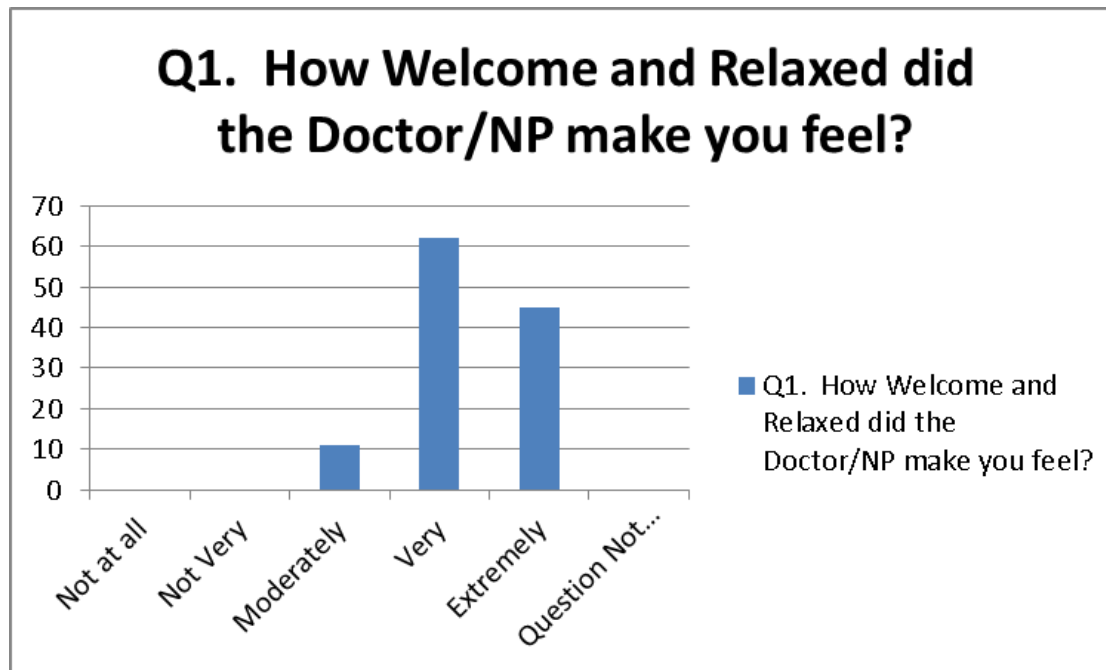


Somerset Bridge Medical Centre – Patient Survey Results

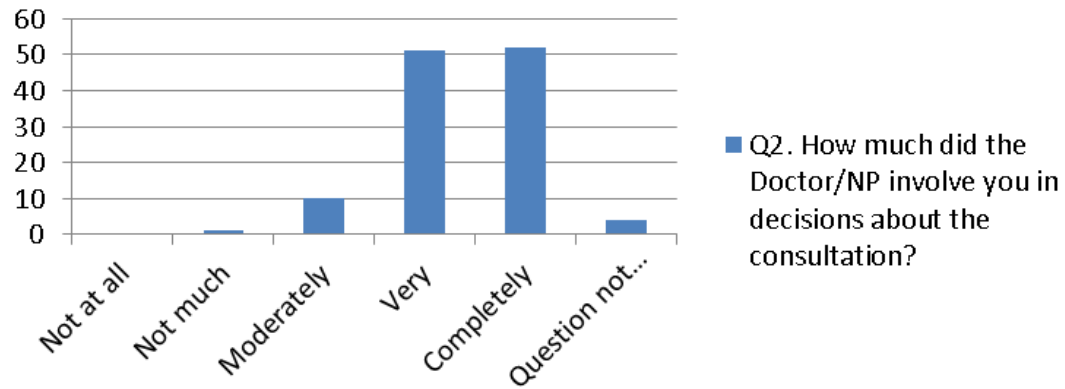
- Survey undertaken for a period of 2½ weeks during December 2013.
- A total of 118 patients completed the survey – a sample size of approximately 3.1% of the practice population

Question 1



Question 2.

Q2. How much did the Doctor/NP involve you in decisions about the consultation?



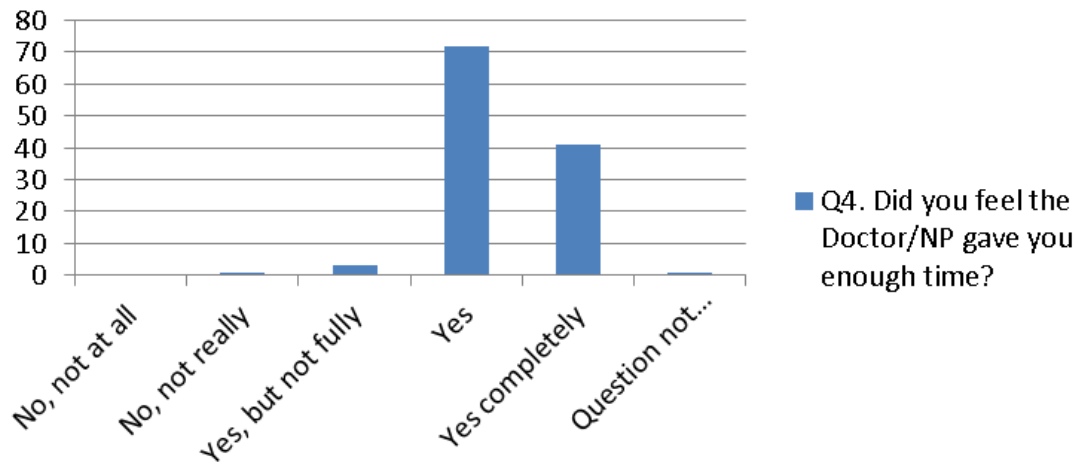
Question 3.

Q3. How good was the Doctor/NP at listening to you?



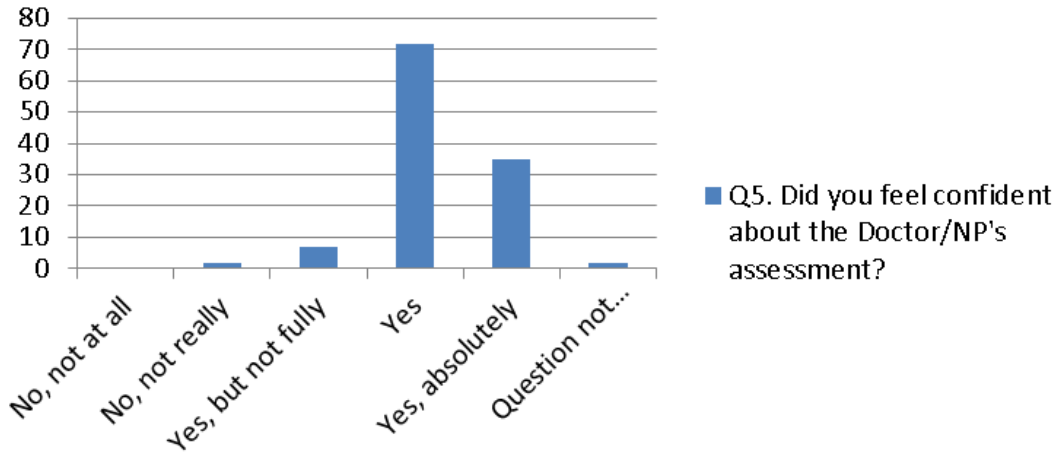
Question 4.

Q4. Did you feel the Doctor/NP gave you enough time?



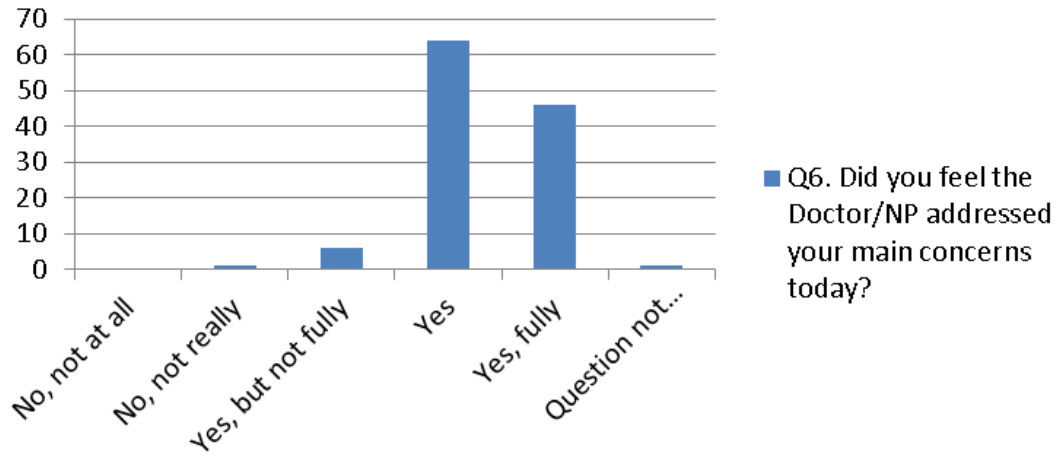
Question 5

Q5. Did you feel confident about the Doctor/NP's assessment?



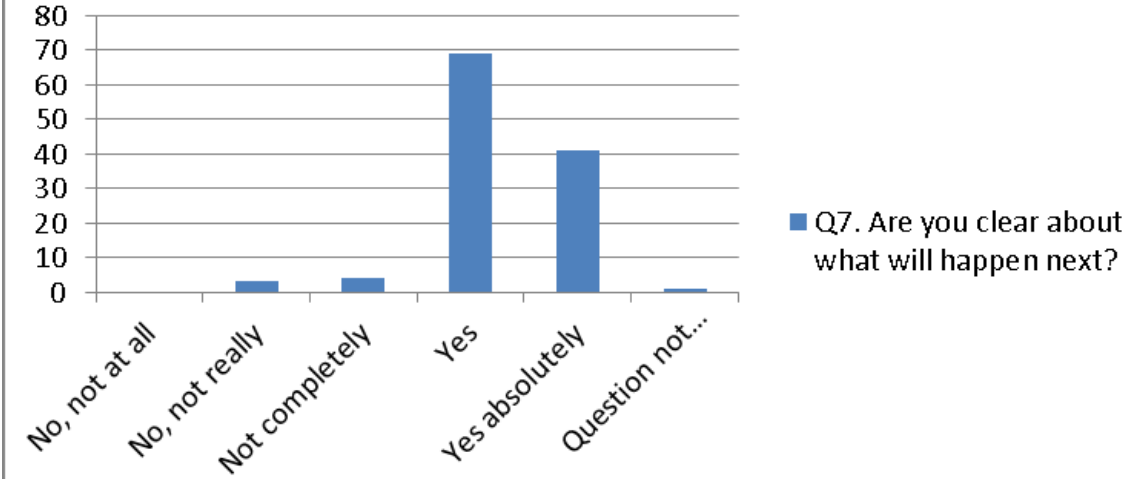
Question 6.

Q6. Did you feel the Doctor/NP addressed your main concerns today?



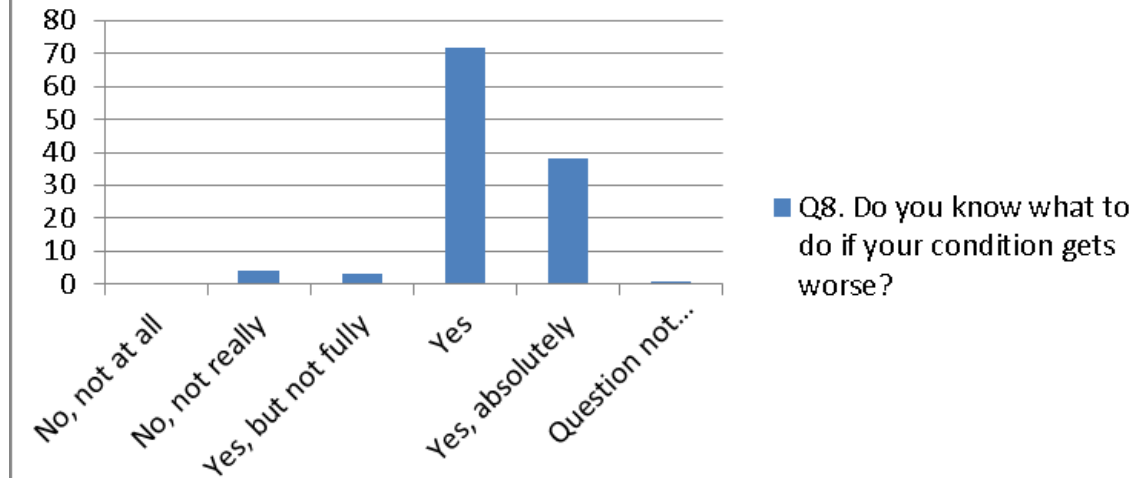
Question 7.

Q7. Are you clear about what will happen next?



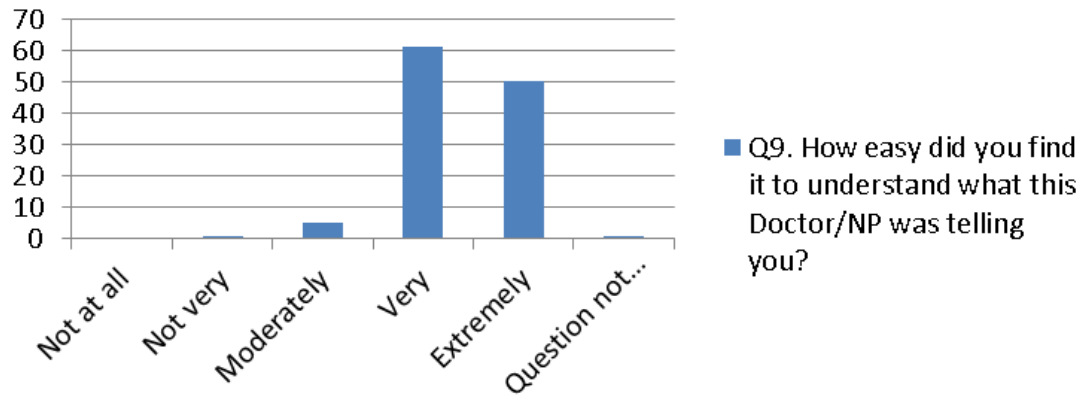
Question 8.

Q8. Do you know what to do if your condition gets worse?



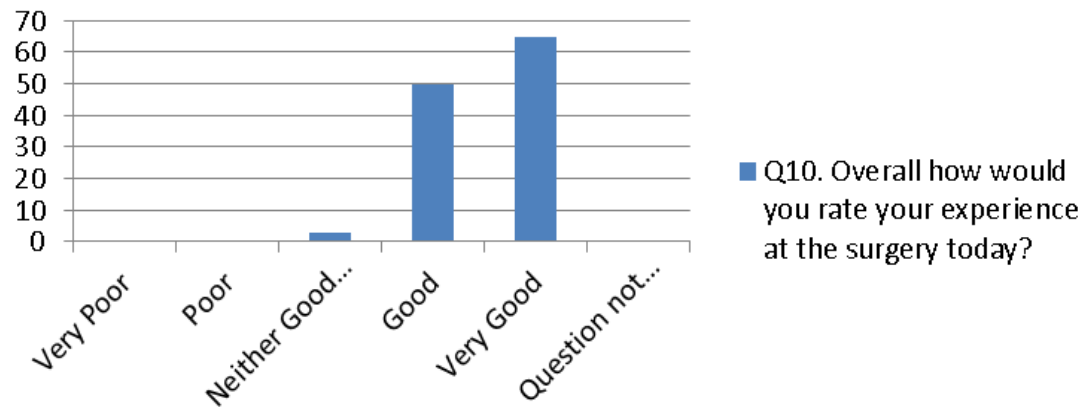
Question 9.

Q9. How easy did you find it to understand what this Doctor/NP was telling you?



Question10.

Q10. Overall how would you rate your experience at the surgery today?



Positive Comments

"I always go away feeling very reassured after seeing Dr. Ahkter"

"The doctor was lovely + very friendly (Allison Williams). Almost a GP apparently".

"Very happy with the services".

"Service has been friendly but professional. I felt listened to and given proper attention"

"I never have any problems if I explain myself fully"

"I find that the surgery is always very accommodating regarding appointments and they always try to fit you in where they can. Thank you".

"It was the nurse practitioner that I saw she was lovely and very helpful"

"Thank you all. Sometimes struggle to get appointments - BUT - ALL staff. Friendly/curteous. Thanks"

Negative Comments

"More up to date magazines needs replacing more"

"I feel for a nice purpose built surgery and the amount of new homes in the surrounding area that more doctors should be on duty. When I ring for an appointment it is very difficult, the receptionist will say its busy, but compared to other practices it is not. Practices i have been with previously have more GP's on duty. The GP's service is good but definitely needs more GP @ the Somerset Bridge surgery"

"1. Doctor was late by 10 minutes. 2. Patient full name is displayed on visual LED screen, thought this is private information. Why is it displayed to public? In waiting area? 3. Patient is asked to confirm sensitive information in public area. 4. Unsure how to complete/submit self-referral forms. Had to re-ask" .

"To listen to what we say!!"