

Patient Survey 2017: The Results

We would like to thank all those who took the time to complete the Patient Survey this year, we are always looking at ways in which we can improve the service we provide to our patients and your feedback is much appreciated.

The Patient Survey 2017 was completed by 490 patients registered across all three branches of Stanford Medical Centre collectively.

What we concluded from the results:

- Overall patients were pleased with the services our GPs provide, including being treated with dignity and respect and taking patients problems seriously. Patients have commented they sometimes feel rushed, and would like more time with the GP.
- Overall patients were pleased with the services our Nursing team provide, patients felt the nurses were able to take their time, and made patients feel at ease. It was commented that patients would like more information on any tests being carried out, and can sometimes feel in the dark.
- Overall patients were pleased with the services our Reception team provide, this category has improved greatly since the 2016 survey, as a result of training with the reception team and the feedback provided. Patients would like to see the members of the team smile more, even when working under pressure. Patients would like to be informed about the varying options to them when booking an appointment by the reception team.
- Patients would like to be better informed on the extra services Stanford Medical Centre Provides, including the weekend and evening clinics, and the online services.
- Patients had a better awareness of the range of services our nursing team provides, an overall increase from last year's figures. Patients who stated they were not aware of services felt that text and email updates would improve awareness.
- Patients at the Stanford Medical Centre and Islingword Road site said they were able to access GP appointments within a reasonable time frame to suit their needs, figures show an increase from the 2016 survey.
- Patients using the Cockcroft Surgery would like to see more availability to suit those who can only attend in the afternoon.

- Better promotion of continuity of care is needed; patients are not always asked which GP they prefer to see.
- Patients had a positive awareness on appointment access, however a better understanding of the appointment set up would increase availability for patients.

What our patients would like to see happen:

- Better sign posting within the surgery – focused posters and displays
- Information on services and practice updates provided via email and text
- Better access to results/results line for the working population
- Information guides on how to use the online services
- To modernise/update the practice website – clear and concise signposting
- More time with the clinician
- More availability for appointments at the Cockcroft Surgery

What to expect to see over 2017:

- Practice newsletter – the patient newsletter will be available every four months at each of the branches, available to view on the website and will be emailed to patients for whom we have email contacts
- A review of the Practice Information Leaflet
- Patients will receive email and text updates on services and seasonal campaigns
- Poster and display reviews within the practice – we are hoping to work with our Patient Group to provide the best information possible
- Online access campaigns, working to improve awareness and the uptake for online access, we will work towards providing a how-to guide for our patients
- Review of our Practice Website – user friendly format and better signposting to services