**Sheppey Healthy Living Centre Patient Survey Report 2016**

A patient survey was handed out to 85 patients from the 15th to the 25th of November 2016. Patients were asked to complete the survey and give their feedback on how the surgery is run and the service provided at Sheppey Healthy Living Centre.

1. **Who did you consult with today?**

Of the 85 patients who completed the survey 65 saw the Doctor, 17 the Nurse and 2 saw another health care professional. 1 patient left this question unanswered.

1. **If you telephoned to make your appointment, how long was it before your call was answered?**

28 patients had their telephone calls answered within 0-1 minutes, 28 had theirs answered in 1-2 minutes and 10 stated theirs was not answered at first attempt. For 13 patients this was not applicable as they booked their appointment in person and 6 patients left this question unanswered.

1. **How long in advance did you book your appointment for this visit?**

41 patients booked their appointments on the day; 3 patients booked it the day before. 20 patients booked it 1-2 weeks beforehand, 10 patients booked it 2-7 days previously and 2 left the question unanswered.

1. **Were you seen on time by the Doctor or Nurse you were seeing?**

28 patients were seen on time and 3 were seen early for their appointments. 37 patients were seen within 15 minutes of their original appointment time and 9 more than 15 minutes after their appointment. 3 were seen more than 30 minutes after their original time and none had to rebook. 5 did not answer this question.

1. **How would you rate the service given by the receptionist?**

Of the 85 patients who completed the survey 63 felt the service given by the receptionist was excellent and 21 thought it was good. 2 felt it was average and 0 patients felt it was either poor or very poor.

1. **How would you rate the practice premises?**

22 patients rated the practice premises as excellent, 49 rated it as good and 14 as average. 0 patients rated the practice premises as poor or very poor.

1. **How much confidence did you have with the Doctor, Nurse or HCA you saw today?**

46 patients were absolutely confident with the Doctor or Nurse they saw and 35 were confident. 3 were neither, 1 did not have much confidence and 0 patients had absolutely no confidence in their Doctor or Nurse.

1. **Were you satisfied with the outcome of your visit today?**

Of the 85 patients who completed the survey 48 were very satisfied, 32 were satisfied and 3 were neither. 2 patients were unsatisfied and none were very unsatisfied.

**Outcome of the survey**

The feedback from the survey was very positive; almost all patients were confident or absolutely confident with the Doctor or Nurse they saw. Again almost every patient was either satisfied or very satisfied with the outcome of their appointment; this is very encouraging for the surgery. With regards to appointments a large majority of patients were seen on time or within 15 minutes of their original time, and 3 were even seen early. As I’m sure patients can appreciate we endeavour to keep the clinic running on time, but sometimes some appointments take longer than others and this is not always possible.

**What the surgery is doing to improve**

A large number of patients had their calls answered within the first 0-2 minutes and some were not successful at first attempt. There are usually 2 receptionists answering the phone continuously at busy times to reduce patient waiting times. The centre currently has 1 phone line into it and it is not something we are able to expand.

The overall score for the practice premises was good. The practice can identify that it shares the overall premises with the Sheppey Leisure Centre and we are not responsible for their decoration. The practice itself currently has a redecoration programme in place; the waiting area has been re decorated and new flooring. We are in the process of re decorating the clinical rooms and re flooring them.

In the survey patients were asked if they wanted to join the patient engagement group. Patients who provided us with their name and contact number will be contacted nearer the time with a date of the next meeting. If any other patients wish to join please let reception know.

**Patient comments**

Below are a few patient comments about the practice and its staff:

*“Receptionists always accommodating, doctor very knowledgeable a good practice all round”*

*“Dr Teriba is probably the best Doctor I have ever been under. He has been fantastic with me”*

*“Clean waiting area and staff are polite and friendly”*

*“It has always been a good experience visiting this surgery- todays visit was no exception”*

*“The Nurse was fantastic she went above and beyond what she needed to do”*

**Sheppey Health Living Centre would like to thank all patients who took the time and gave their feedback on the patient survey. The feedback is very helpful and informative in improving the surgery’s services.**