**PRACTICE SURVEY**

The NHS is getting lots of bad press at the moment however here at St Margaret’s we have lots of positive things to report following our survey that patients took part in during December and early January.

We would like to thank everyone who took the time to complete the survey either on line or in here in the surgery, your input is important to us if we are to improve the services we offer and the way that the surgery is run.

**This shows that we do still have some work to do as we are aiming for the percentages to be above 80%**

|  |  |
| --- | --- |
| **These are the main comments that were made by patients and our practice outcomes** | |
| Patient comment | Practice Outcome |
| Automated Telephone Booking | We now offer on line booking alongside telephone |
| Appointments were an issue when I worked full time | We are looking at how this could be improved |
| Additional telephone lines to help early morning | We have 4 lines coming in to the surgery, all manned first thing in the morning |
| Better Car Parking | We are looking at what can be done to improve this |
| It is very difficult to see the doctor | We do offer more advanced appointments now |
| To have a number of appointments for advanced booking | We now offer approximately 25 appointments daily that are available to be booked in advance |
| One GP to work of an evening | Will be discussed at a future practice meeting |
| Re-mark disabled spaces, requested before | Planned to be done by the end of March |
| Even emergency appointments not available sometimes and we have to go to A&E | We now have emergency appointments available every day and the walk in centre is suggested if not |
| On Line booking would be helpful | Now offer on line booking |
| Both telephone and on line booking are good | Both are an option |
| Could prescription be sent to Olton Pharmacy | We are able to send prescriptions to any local pharmacy |
| I sometimes can’t see my own GP because she is part time but I have no problem seeing other GP’s | All other GP’s are full time |

**HERE IS A SELECTION OF POSITIVE COMMENTS THAT WE HAD ABOUT THE PRACTICE:**

I am very happy with the efficiency and the way I am dealt with

No suggestion for improvement

Does not need improvement I have been a patient for 7 years and have always felt respected

[](http://images.google.com/url?q=http://www.inspiredservices.org.uk/VP/clipmainpeopl.htm&sa=U&ei=4tMNU_ToKInR7AaOo4AY&ved=0CEAQ9QEwCQ&usg=AFQjCNFmA-gTglN4T3npKDq7UGgNYtTpPA)

Receptionists, nurses and doctors at practice are very kind and helpful

The service has improved over the last few months

Telephone appointments are helpful

Doing fine as it is thank you

OK as it is

You do marvellous!

These results are available in full at the practice and will also be available to view on line very shortly.