**The Island Surgery Patient Survey Results – October 2023**

1. **When you recently TELEPHONED the surgery:**

**How easy was it to get through to the surgery when you telephoned?**

Very easy 40% fairly easy 52% not easy 8%

1. **Did the care navigator tell you their name?**

Yes 81% No 9%

1. **When you recently VISITED the surgery:**

**How did you find the level of tidiness and cleanliness in the reception area?**

Good 90%Acceptable 10% Unacceptable 0%

1. **How was the level of Patient Confidentiality in the reception area and waiting room?**

Good 46%Acceptable 48% Unacceptable 6%

1. **How polite and approachable were the care navigators when you visited or telephoned the surgery?**

Good 83%Acceptable 15% Unacceptable 2%

1. **How would you describe your overall experience of making an appointment?**

Good 54%Acceptable 38% Unacceptable 8%

1. **The last time you had an appointment at the practice, how good was the healthcare professional at giving you enough time?**

Good 81%Acceptable 19% Unacceptable 0%

1. **During your last general practice appointment, did you have confidence in the healthcare professional you saw or spoke to?**

Yes 98% No 2%

1. **On what basis was your consultation?**

Face to Face 67% Telephone 33% Online Consultation 0%

1. **Overall, how satisfied are you with the services provided by the surgery?**

Satisfied 69% Fairly satisfied 29% Not satisfied 2%

A big thank you to all who took the time to complete our patient survey your comments are extremely useful and help us to make improvements to our services.

The Practice discussed ways in which we can increase appointment availability for patients. The Practice has recently started an online consultation service where patients can complete an online consultation form for medical and administrative help and advice. The surgery has arranged two long term locum GPs to help increase appointment availability and continuity of care. The Practice has placed an advertisement to employ a salaried GP.

The Practice will continue to look at ways in which we can reduce waiting times to see a clinician. We are now advertising each month the number of patients who did not attend (DNA) their appointment and the number of clinical hours and appointments wasted which could have been given to another patient.

The Practice will continue to remove frequent non-attenders from the practice register.

We have added an educational video to our Practice screen which explains which type of medical conditions each clinician can assist patients with and explains why it is not always necessary or appropriate to see a GP rather than another clinician.

Our care navigators continue to be trained in triage to help them direct patients to the most appropriate clinician.