**The Island Surgery Patient Survey – July 2022 RESULTS**

Thank you for taking the time to complete our survey your comments are extremely useful and help us to make improvements to our services.

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 41% not easy 10%

1. **Did you find the receptionists *telephone manner* polite and approachable?**

Good 74%Acceptable 21% Unacceptable 5%

1. **Did the receptionist tell you their name?**

Yes 74% No 26%

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

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

Good 83%Acceptable 15% Unacceptable 2%

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

Good 55%Acceptable 38% Unacceptable 7%

1. **How polite and approachable were the receptionists when you visited the surgery?**

Good 76%Acceptable 21% Unacceptable 3%

1. **How satisfied are you with the surgery opening hours?**

Satisfied 70% fairly satisfied 25% not satisfied 5%

1. **Would you recommend this practice to a neighbour or friend?**

Yes 91% No 9%

*The survey highlighted that patient’s still feel the need for a higher level of confidentiality at the reception area for patients wishing to discuss personal matters with the receptionist. The practice did make a larger free space area at reception last year, and will be discussing this problem with the PPG group members to see if the practice can do anything else to help maintain patient confidentiality.*