



The Island Surgery Patient Survey Results 2019

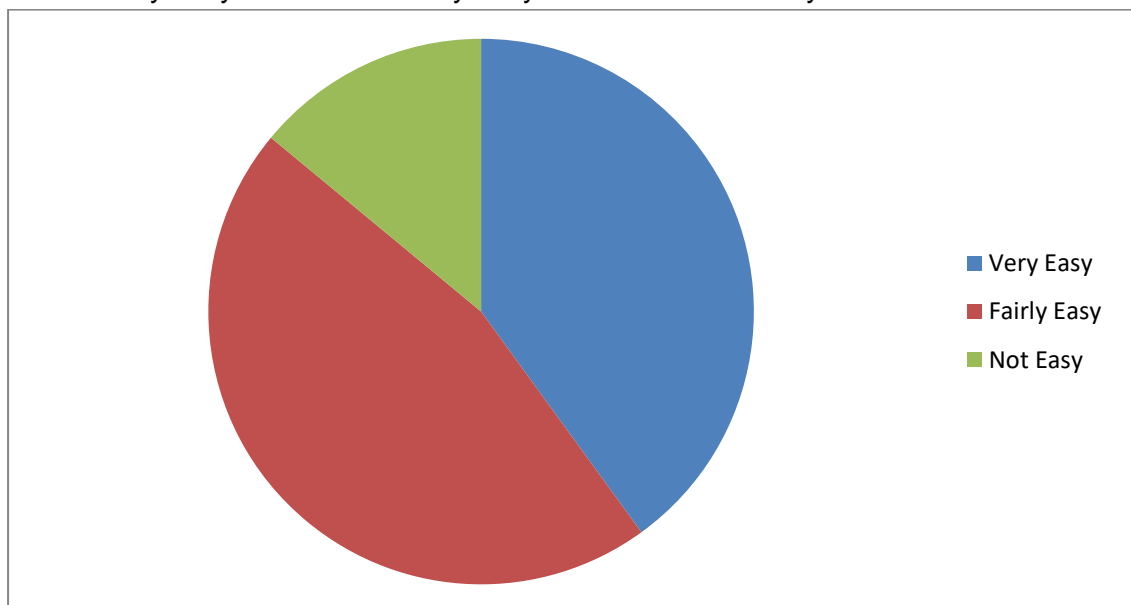
The survey ran for 2 weeks during September 2019

3 GPs and 3 nurses were asked to give out survey sheets to patients. Survey sheets were also given out by the reception desk.

The Survey was discussed with the PPG members prior to being released in September 2019 and all members were happy for the practice survey to be based on reception services.

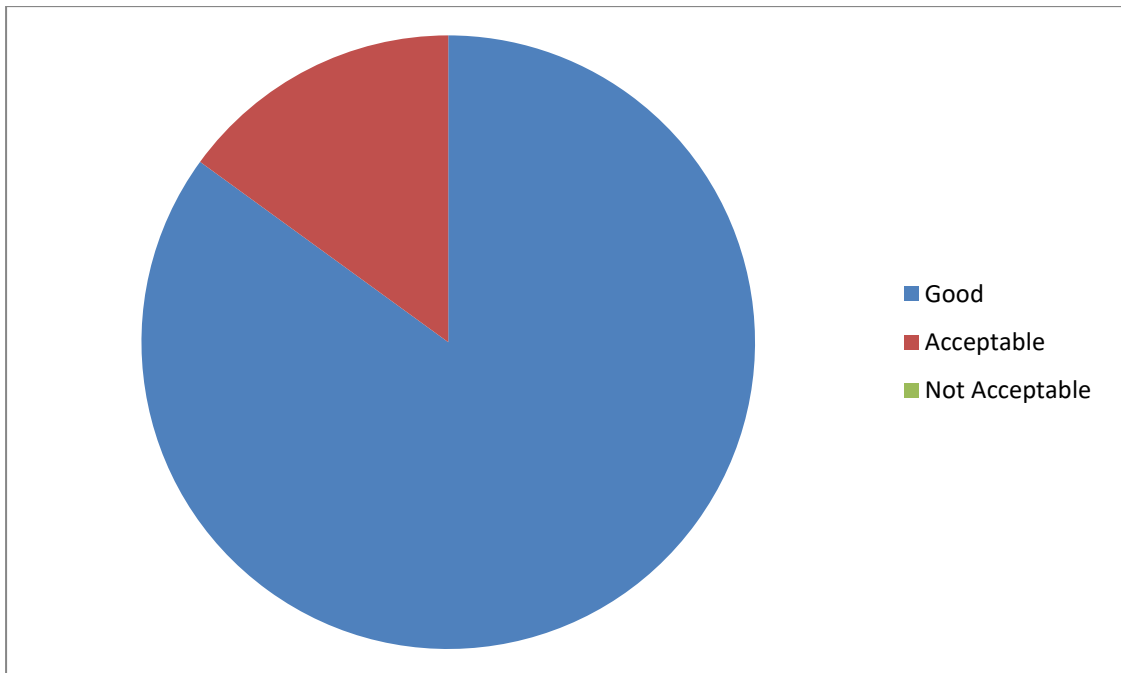
**1. When you recently *TELEPHONED* the surgery:
How easy was it to get through to the surgery when you telephoned?**

Very easy = **40%** Fairly easy = **46%** Not easy = **14%**



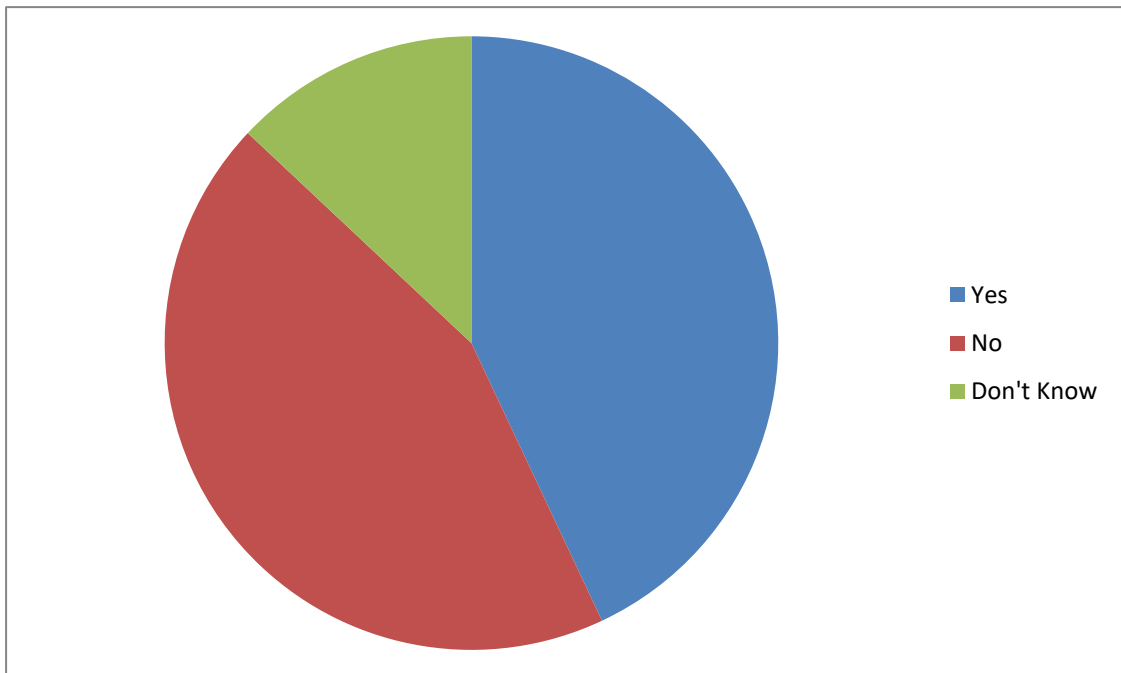
2. Did you find the receptionists telephone manner polite and approachable?

Good = 85% Acceptable = 15% Not acceptable = 0%



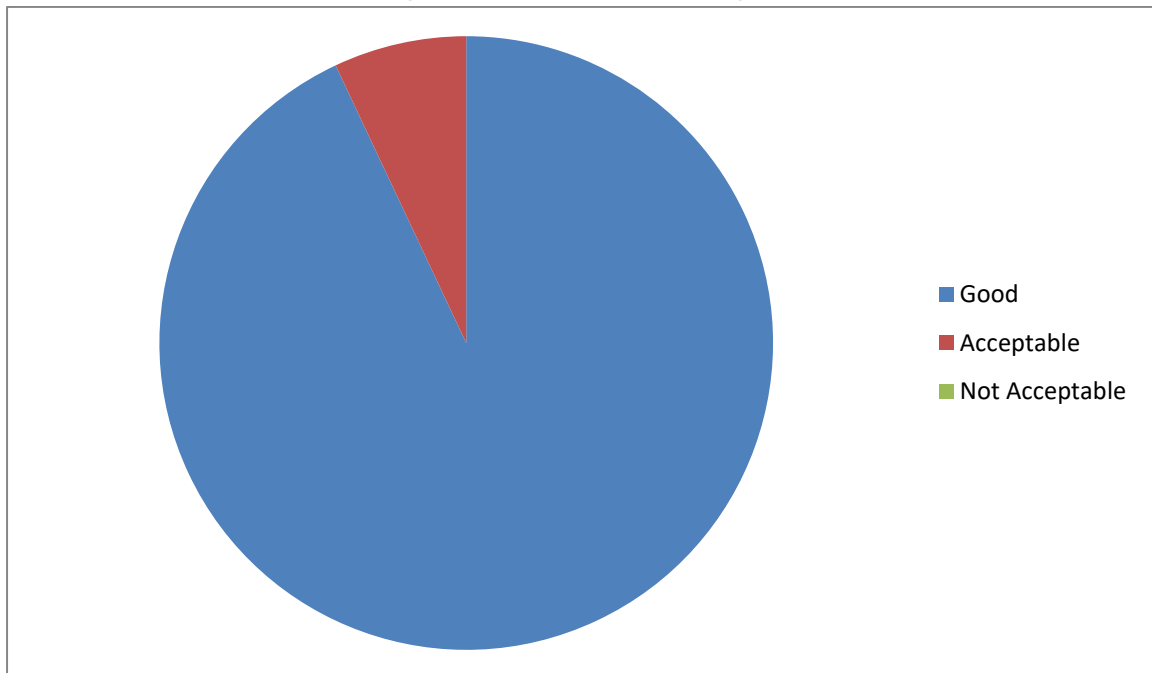
3. Did the receptionist tell you their name?

Yes = 43% No = 44% Don't Know = 13%



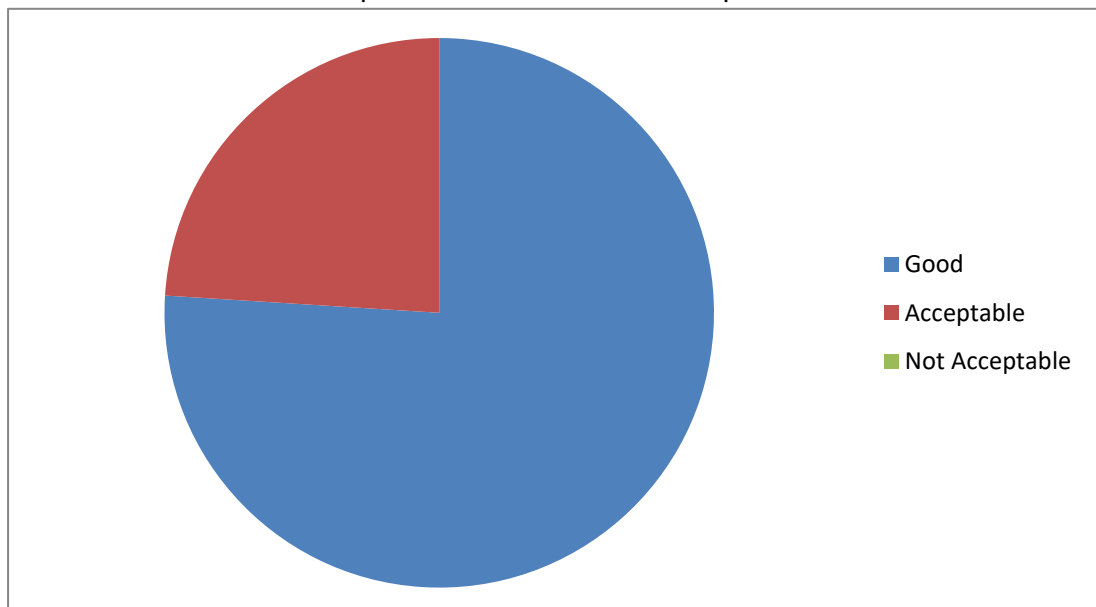
**4. When you recently VISITED the surgery:
How did you find the level of tidiness and cleanliness in the reception area?**

Good = **93%** Acceptable = **7%** Not acceptable = **0%**



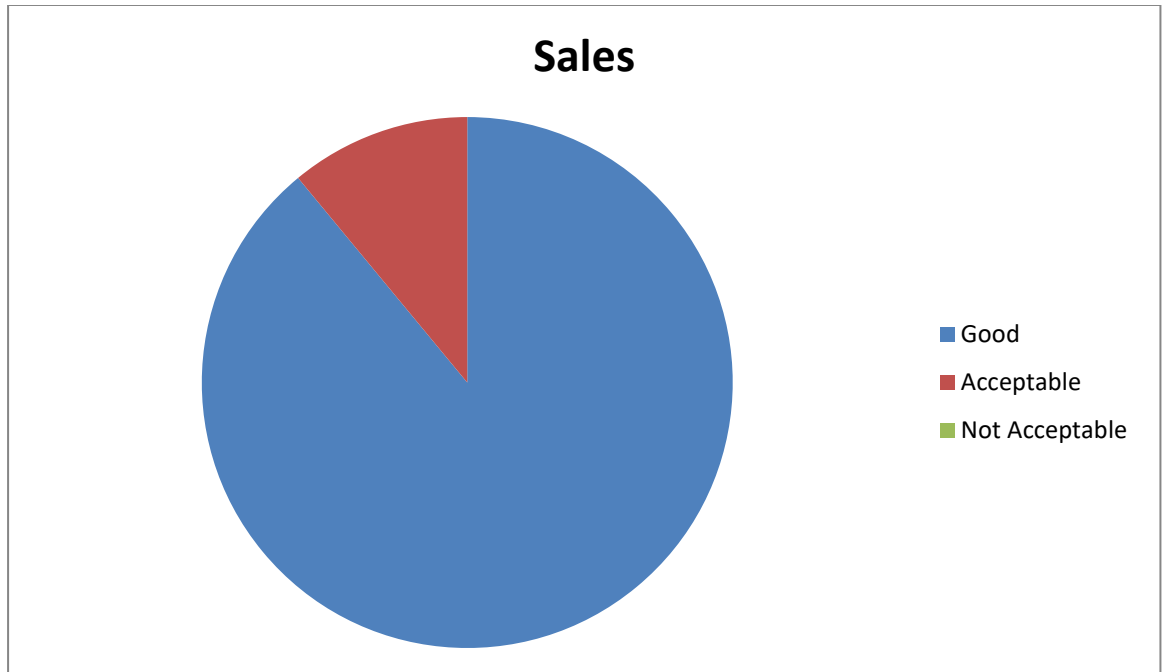
5. How was the level of Patient Confidentiality in the reception area and waiting room?

Good = **76%** Acceptable = **24%** Not acceptable = **0%**



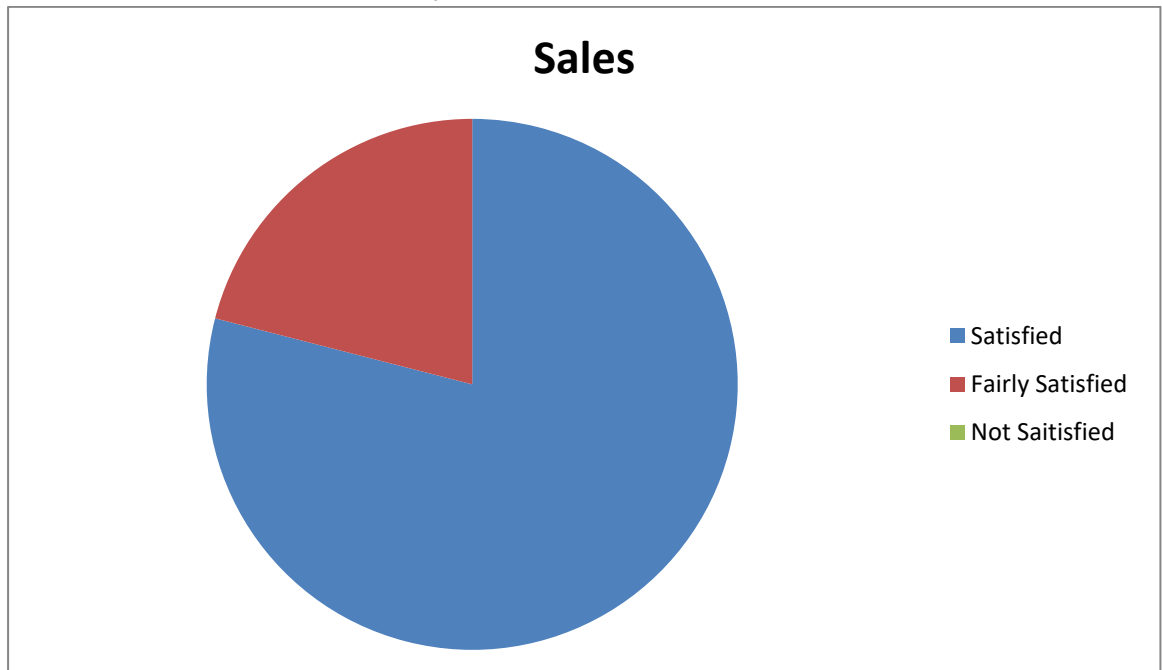
6. How polite and approachable were the receptionists when you visited the surgery?

Good = **89%** Acceptable = **11%** Not acceptable = **0%**



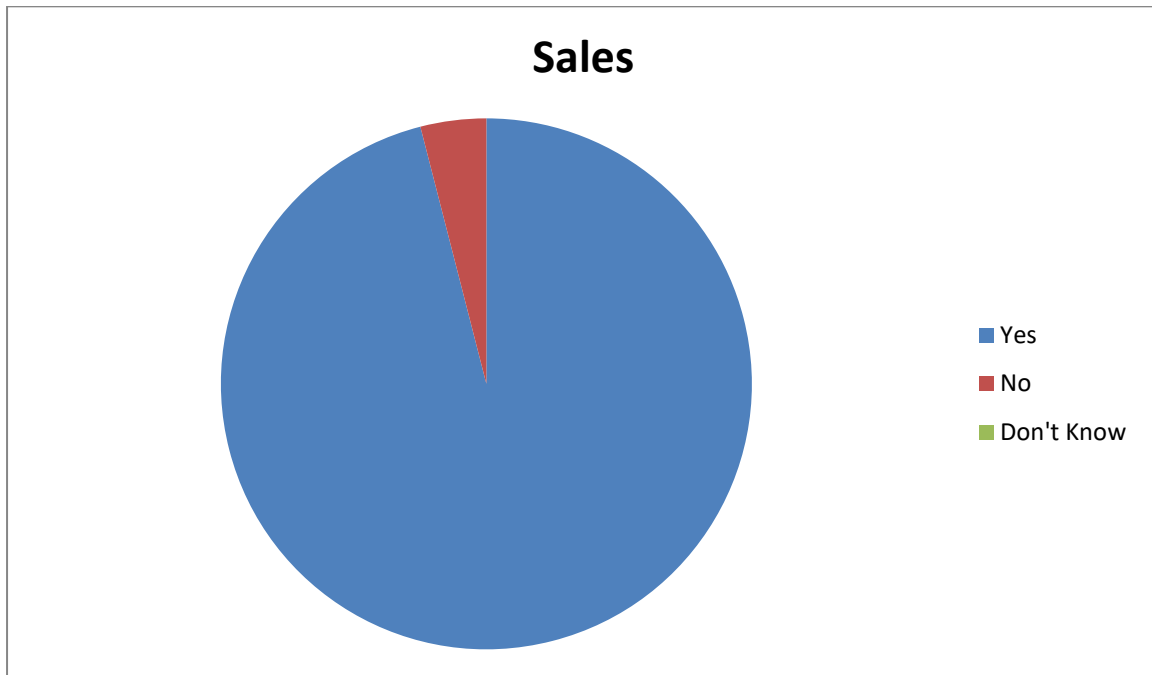
7. How satisfied are you with the surgery opening hours?

Satisfied = **79%** Fairly satisfied = **21%** Not satisfied = **0%**



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

Yes = **96%** No = **4%** Don't Know = **0%**



Following the results of the report the surgery have agreed on the following changes:

1. All staff members should give their name when answering the telephone with immediate effect
2. The telephone system will be reviewed with the possibility of a change in provider if the current system proves unfit for purpose and if it is financially viable to do so. If the current telephone system is fit for purpose then the surgery will review the amount of telephone operators available during busy periods.