

## **Annual Patient Survey 2015 – Action Plan**

### Summary of findings

- Are you satisfied with care received from Doctors and Advanced Nurse Practitioner? **YES - 99%**
- Are you satisfied with care received from Nursing Team? **YES – 97%**
- Do you find our Reception Team helpful? **YES – 99%**
- Do you find our Dispensary Team helpful? **YES – 96%**
- Are you happy with Open Access Morning Surgery? **YES – 96%**

( sample size - 699 responses )

### Commentary:

The findings of this survey would seem to indicate a very high level of satisfaction amongst our patients with the both the standard of clinical care they receive as well as the general service they receive. Perhaps the most significant finding, from our point of view, is the high level of support for the Open Access Morning Surgery. This is something that sets us apart from most other surgeries and guarantees access on the day at the expense of sometimes a variable wait to be seen. We are aware that this service is treasured by our patients and is something that we would hope to be able to continue.

As far as an action plan is concerned – the results of this survey would tend to suggest we continue doing what we currently do.