

**Dr Mohan and Associates**  
**Patient Survey 2014-15**  
**Action Plan**

Survey Question	Survey results	Action Plan	Deadline
<b>How do you rate the way you are treated by the receptionists at the practice</b>	Out of 33 patients surveyed, 10 felt the service was excellent, 15 very good, 5 good, 2 fair and 0 very poor	Overall the patients were happy with the way they were treated by the receptionists. No patient identified priority as an issue. These figures are an improvement on our last years survey which showed 1 of patients surveyed identified priority as an issue. Most of our receptionists have had training in Customer Care and will have update training last year. Our new staff has also attended a Customer Care workshop.	
<b>Appointments</b> a. How do you rate the hours that the Practice is open for appointments.	Out of 33 patients surveyed, 2 felt the opening hours were excellent, 8 very good, 14 good, 6 fair, 2 poor and 1 very poor	0 patients identified priority as an issue compared with 2.82% last year. Our current opening hours are 8.30am to 6.30pm Mon, Tue, Wed and Fri and 8.30am to 1.30pm on Thurs. Additionally we are open for extended hours on Tuesdays until 8pm. There has been no suggestion this year on opening hours.	December 2015
<b>Appointments</b> b. If you need to see a GP urgently, can you normally get seen on the same day	Out of 33 patients surveyed 13 were seen on the day, 12 were not and 8 did not know	As the majority of our patients were able to see a GP urgently, this will not be a priority at present. We have already increased our morning sessions by half an hour for each GP. This year, on top of that, we are offering a minimum of 10 protected appointment slots per week for urgent appointments. Plus we have telephone consultations where patients can speak to the GP.	
<b>Thinking of the times you have phoned the practice, how do you rate your ability to get through to reception on the phone.</b>	Out of 33 patients surveyed, 0 felt the telephone service was excellent, 7 very good, 11 good, 9 fair, 6 poor and 0 very poor	6 patients identified priority as an issue. Compared to of 12 patients who identified priority as an issue last year, there is a significant improvement. During the year we have employed additional reception staff during peak times in order to increase the speed at which we answer incoming calls. Plus in the evening there is one more staff available to help if the reception is busy.	

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<p><b>Clinical Staff</b>  a. How do you rate the way you are treated by the GPs in the practice</p>	<p>Out of 33 patients surveyed, 7 patients felt the way they were treated by the GP was excellent, 14 very good, 8 good, 4 fair, 0 poor and 0 very poor.</p>	<p>Overall the patients surveyed were happy with the way they were treated by the GPs in the practice – 0 patients identified priority as an issue.</p>	
<p><b>Clinical Staff</b>  b. How do you rate the way you are treated by the Practice Nurses</p>	<p>Our of 33 patients surveyed, 10 patients felt the way they were treated by the Practice Nurse was excellent, 12 very good, 10 good, 1 fair, 0 poor and 1 very poor</p>	<p>Overall the patients surveyed were happy with the way they were treated by the Practice Nurses in the practice. 0- patients identified as an issue.</p>	
<p><b>All things considered how satisfied are you with the practice.</b></p>	<p>Out of 33 patients surveyed, 12 were very satisfied with the practice, 9 were satisfied, 5 were neutral, 5 were fairly unsatisfied and 2 were very unsatisfied.</p>	<p>7 patients identified priority as an issue. This is compared to 17 of patients who identified priority as an issue last year. We are happy that Practice has shown improvement in this area but will continue to monitor the issues identified from this years' survey and, when we run our next survey in 2015/16, we will compare the satisfaction figures.  Please see attached graphs.</p>	

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<b>Sex of Patients Surveyed</b>	
Male	Female
17	16

<b>Age Group of Patients Surveyed</b>			
18-30	31-50	51-70	71+
5	17	8	3

<b>Ethnicity of Patients Surveyed</b>					
White British	Black/Black British	Asian/Asian British	Chinese	Mixed Race	Other
19	5	4	0 (0%)	2	3