

# Leighton Road Surgery

## Patient Satisfaction Survey

The PPG would like to thank everyone who took part in the Surgery Patient Satisfaction Survey. The results reflect the level of patient frustration in the previous 6 months. However, the Surgery has been working with the Bedfordshire Clinical Commissioning Group (BCCG) to rectify the known issues and the findings of the Care Quality Commission (CQC) Inspection. There are now more non urgent appointments available on-line, better coverage by GPs and more receptionists. The Surgery is in advanced discussions with the East London Foundation Trust (ELFT) regarding the management of the Surgery contract with NHS England.

Q1



When phoning the Surgery in the last 6 months, how easy was it to get through?

Answered: 734 Skipped: 2

ANSWER CHOICES	RESPONSES	
Very easy	1.77%	13
Easy	9.40%	69
Neither easy nor difficult	9.81%	72
Not easy	27.25%	200
Very difficult	48.64%	357
Not applicable	3.13%	23
<b>Total Respondents: 734</b>		

Q2



When contacting the Surgery in the last 6 months, how was the handling of your query by the staff?

Answered: 730 Skipped: 6

ANSWER CHOICES	RESPONSES	
Polite	29.59%	216
Helpful	31.78%	232
Informative	6.85%	50
Appropriate question were asked	17.12%	125
None of these	11.64%	85
Not applicable	3.01%	22
<b>TOTAL</b>		<b>730</b>

Q3



## How helpful do you find the Reception staff

Answered: 724 Skipped: 12

ANSWER CHOICES	RESPONSES	
Extremely helpful	16.30%	118
Very helpful	38.26%	277
Somewhat helpful	34.53%	250
Not so helpful	8.01%	58
Not at all helpful	2.90%	21
<b>TOTAL</b>		<b>724</b>

Q4



## How do you normally book an appointment?

Answered: 728 Skipped: 8

ANSWER CHOICES	RESPONSES	
By phone	61.68%	449
In person	16.48%	120
Online account	18.13%	132
Mobile phone App	0.55%	4
Website	3.16%	23
<b>TOTAL</b>		<b>728</b>

Q5



Statement "It is easy to get an appointment with a Doctor"?

Answered: 708 Skipped: 28

ANSWER CHOICES	RESPONSES	
Strongly agree	0.71%	5
Agree	8.19%	58
Neither agree nor disagree	14.27%	101
Disagree	32.63%	231
Strongly disagree	44.21%	313
<b>TOTAL</b>		<b>708</b>

Q6



Based on your last visit to see a doctor, how were the following dealt with? Please tick each column as appropriate.

Answered: 708 Skipped: 28

	VERY POOR	POOR	NEITHER GOOD OR POOR	GOOD	EXCELLENT	N/A	TOTAL	WEIGHTED AVERAGE
Gave enough time	2.72% 19	7.01% 49	18.31% 128	52.65% 368	16.31% 114	3.00% 21	699	3.75
Asked about your symptoms and needs.	2.01% 14	7.18% 50	12.07% 84	53.74% 374	21.84% 152	3.16% 22	696	3.89
Listened to you	2.30% 16	6.47% 45	11.65% 81	52.81% 367	23.74% 165	3.02% 21	695	3.92
Explained test and treatments	2.90% 20	6.52% 45	16.52% 114	43.77% 302	17.68% 122	12.61% 87	690	3.76
Involved you in decisions about your care	2.45% 17	5.91% 41	18.73% 130	43.23% 300	17.58% 122	12.10% 84	694	3.77
Treated you with care, concern and understanding.	3.34% 23	4.50% 31	18.72% 129	46.01% 317	23.37% 161	4.06% 28	689	3.85

Q7



Statement "It is easy to get an appointment with a Nurse"?

Answered: 709 Skipped: 27

ANSWER CHOICES	RESPONSES	
Strongly agree	7.76%	55
Agree	36.25%	257
Neither agree nor disagree	29.62%	210
Disagree	16.36%	116
Strongly disagree	10.01%	71
<b>TOTAL</b>		<b>709</b>

Q8



Are you registered to use on-line services?

Answered: 718 Skipped: 18

ANSWER CHOICES	RESPONSES	
Yes	74.93%	538
No	22.28%	160
I would like to register for the services	2.79%	20
<b>TOTAL</b>		<b>718</b>

Q9



How likely are you to recommend the Surgery to your friends and family?

Answered: 718 Skipped: 18

ANSWER CHOICES	RESPONSES	
Extremely likely	3.90%	28
Likely	17.83%	128
Neither likely nor unlikely	24.09%	173
Unlikely	27.02%	194
Extremely unlikely	25.49%	183
Don't know	1.67%	12
<b>TOTAL</b>		<b>718</b>

Q10



When would you prefer to have an appointment?

Answered: 716 Skipped: 20

ANSWER CHOICES	RESPONSES	
Morning	23.88%	171
Afternoon	11.03%	79
Late night (6:30 p.m. to 8:30 p.m.)	16.20%	116
Saturday	3.21%	23
Sunday	0.98%	7
Not bothered when	44.69%	320
<b>TOTAL</b>		<b>716</b>