

## **Objective of Survey:**

**To assess the knowledge and understanding of the services offered by the Practice and their relationship to other medical services in the area.**

**The patient members of the Patient Liaison Group talked to 143 patients in August 2005, this comprised of male and female, young and old.**

The members of the survey group were surprised and delighted by the openness and frankness of those interviewed. Inevitably comments were not confined to the objectives of the survey. The overview is that they were interesting and helpful, and should be useful to the professional and administrative staff at the practice.

**Points raised at the interview: -**

### **Information**

Knowledge of the wide range of services available at the practice was limited. People focused on what they needed to know.

1. Information on the notice board was fragmented. Better presentation would be an improvement. Patients were anxious for more information that caused them anxiety: Prostrate Cancer, MRSA.
2. There was some confusion on the advice available for MMR Vaccine.
3. Young mothers were keen to have information on Playgroups.
4. Patients with computing access would appreciate greater use of the website.

### **Professional and Administrative Staff**

1. The professional staffs were praised for their caring and courteous attitude.
2. Little was known of the role of the Nurse Practitioner. Females, when aware of this would be happy to see her.
3. The receptionists were well informed and helpful.

### **The Practice Services**

1. The appointment system and in particular the hours of operation under the New Contract caused problems for those who worked outside the area covered by the practice. The question of a late evening session was raised.
2. Everyone was unaware of the Walk in Centre in Guildford.
3. There were some problems with the repeat prescription system.
4. Queries were raised about blood testing.

### **The Surgery**

1. The waiting area has a pleasant environment.
2. Younger people mentioned young peoples magazines and toys.
3. The question of whether a water fountain could be provided was raised.

### **Heath End**

1. A sizeable number of those interviewed had attended Heath End previously. The majority welcomed the extended range of services, not surprisingly; others still felt the loss of proximity and free parking.

### **General Conclusion**

The personal interviews added weight to the conclusions of the last year's questionnaire survey, which rated the practice highly. Observations and ideas from the patients can be a factor in the consolidation of this high level of satisfaction.

These matters were raised at a recent meeting of the Patient Liaison Group and discussed.



**DOWNING STREET SURGERY**

**PATIENT LIAISON GROUP**

**AUGUST PATIENT SURVEY**