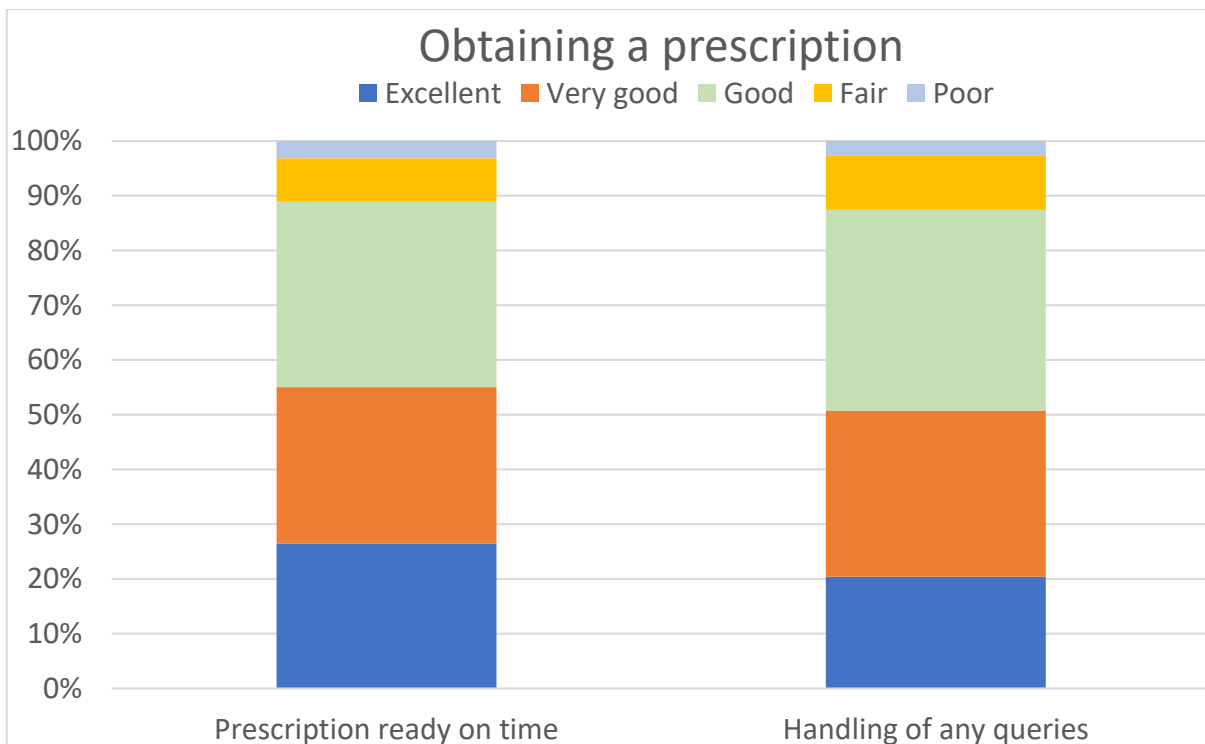
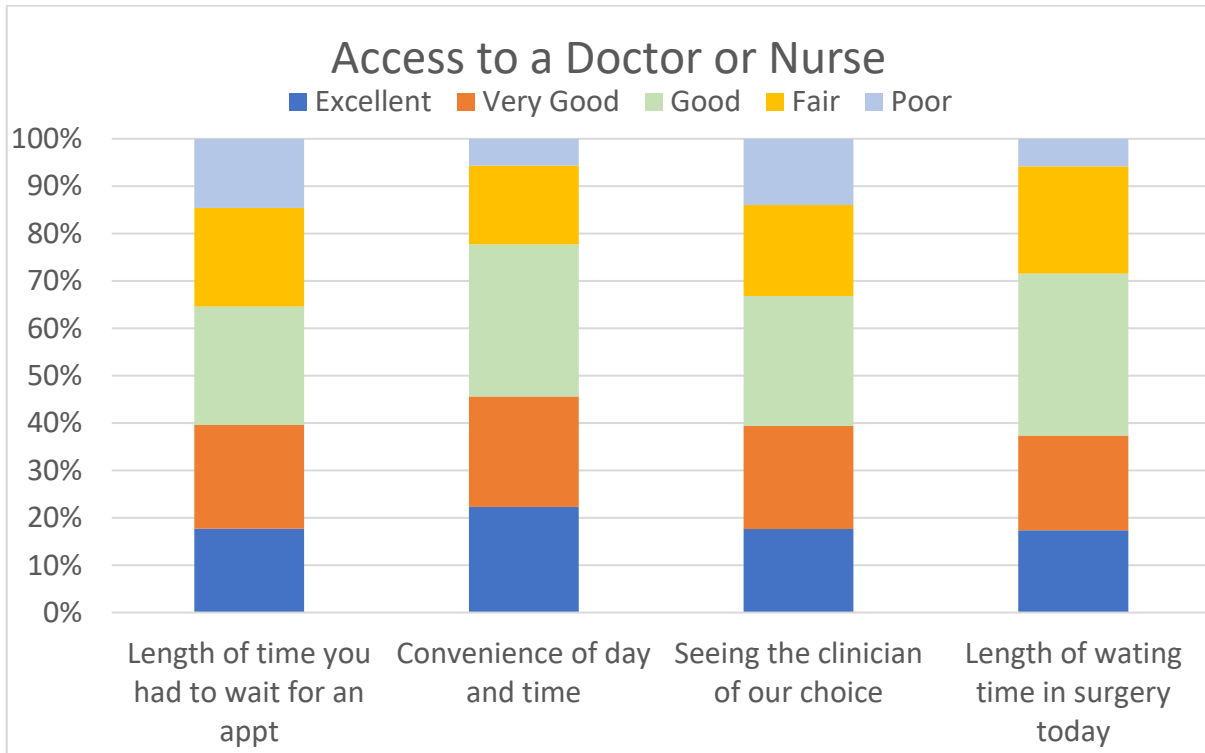


# Elgar House Patient Survey 2018

Patient questionnaires were handed out to patient over a period of 4 weeks, posted out to patients who had been for an appt and sent by email to our vPPG.

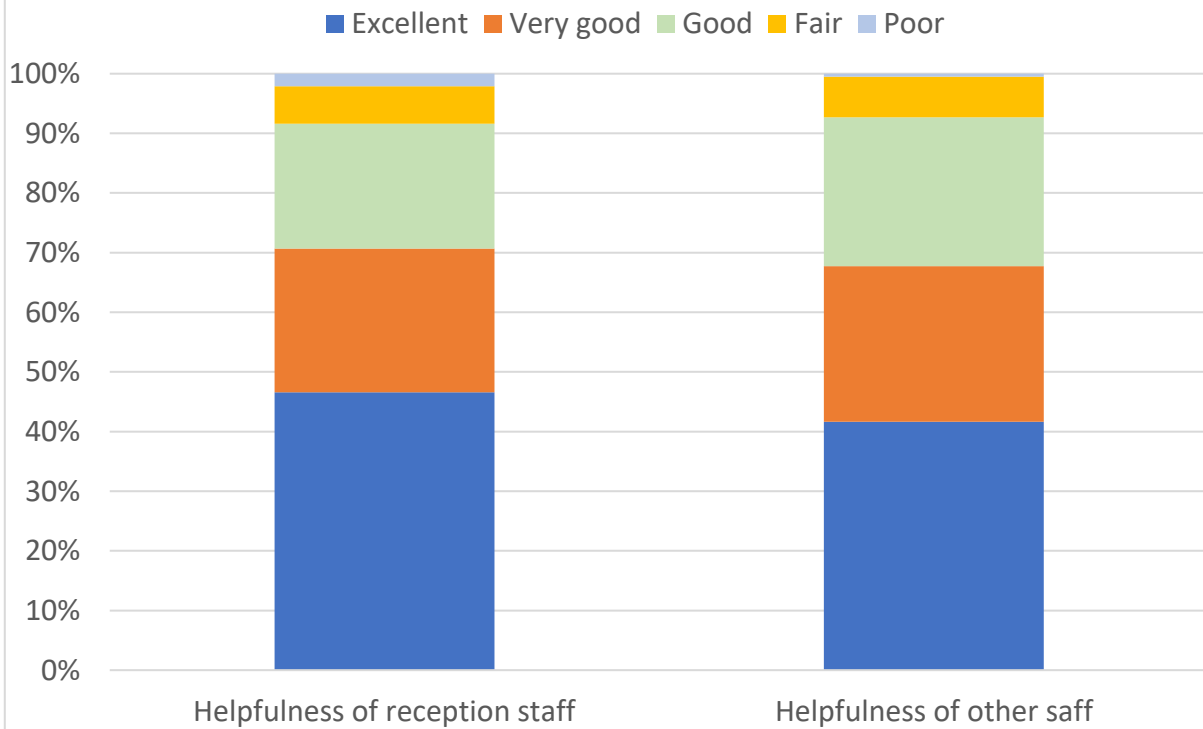
191 questionnaires were returned.



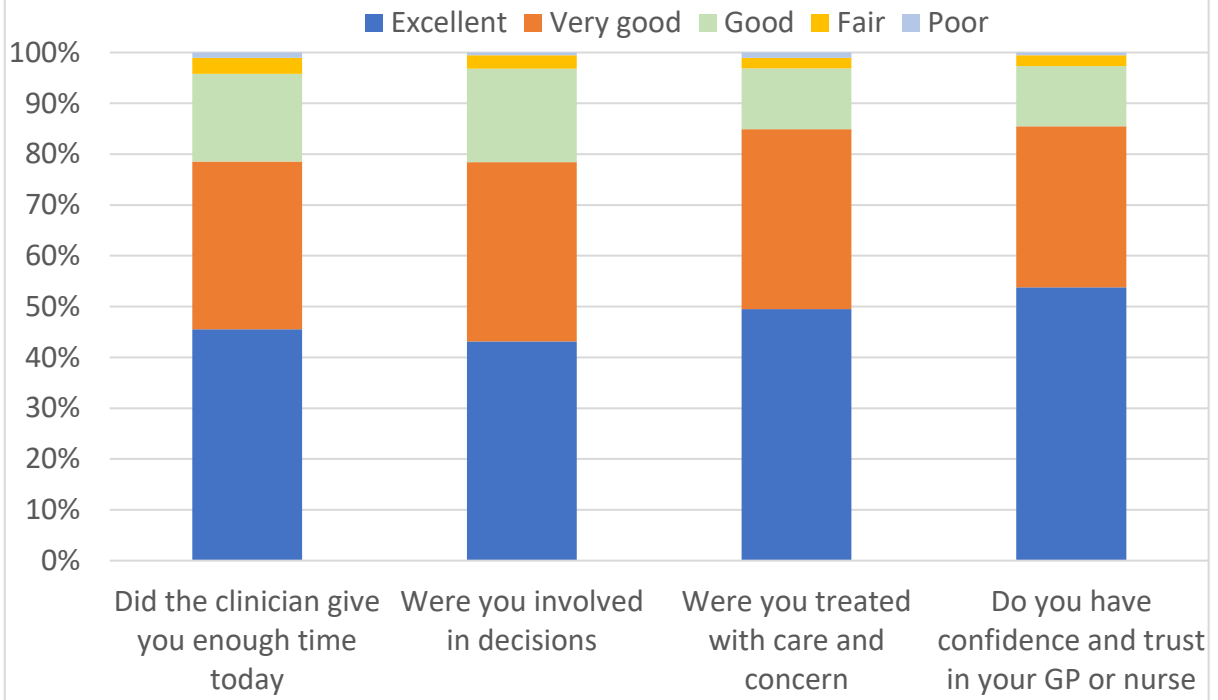
## Obtaining test results



## About our staff



## About your appt today



## Overall satisfaction with the surgery



## **Comments about making appointments**

- Can be difficult to get through at times.
- Has been difficult but now better with online services.
- Difficult to keep to one GP therefore continuity of care difficult.
- Unhappy with appt system and having to give info to non clinicians
- Waiting time – sometimes.
- Online appt and prescription system is excellent – I always use it.
- Facility to book appts online is excellent.
- Phone lines can be constantly engaged.
- Waiting time for an appt too long.

## **General comments**

- Always been happy with doctors and staff. Very helpful.
- Change the chairs.
- People are becoming numbers and are treated shabbily – it appears to be epidemic.
- High costs of certain things eg holiday cancellation form.
- Been at Elgar House for a very long time and generally receive an exceptional service.
- I am very happy with the treatment and care I have received.
- Email system for non urgent queries would be good.
- Took 5 months to get an appt with Dr Shah.
- Very happy with the practice and would hate to have to move to another.
- All the medical, nursing and clerical staff have my respect and support.
- All doctors are excellent.
- Seeing Dr of your choice is difficult.
- Would like all my prescriptions to start and end on same day.
- Drs run over all the time but we are only given 10 mins to be late.

## **Comments about GPs**

### **Dr Pike**

- Experienced good listener – never rushes you.

### **Dr Dior**

- Easy to talk to. In good hands – thank you.

### **Dr Newman**

- Very pleasant to deal with and thorough.

### **Dr Smith**

- Since his arrival at this surgery the quality of patient care and medical expertise has increased.

### **Dr Shah**

- He is friendly welcoming and has time to see you. He listens and is a brilliant Dr.

### **Dr Kondratowicz**

- Listens and does not make me feel like I am wasting time.

### **Dr Bulchandani**

- A very kind GP.

### **Dr Bergin**

- Caring and listens to me – a good GP.

## Nursing staff

- Very welcoming and put me at my ease.
- Impressed by the way I was looked after today.

## Reception and admin

- 10/5 for helpfulness! 😊

## What we do well

- 90% of our patients rated us good, very good or excellent for overall satisfaction.
- 97% of our patients rated us good, very good or excellent for treating them with care and concern.
- 89% of our patients said their prescription was ready on time.
- 91% of our patients rated our reception staff good, very good or excellent for helpfulness.
- 89% of our patients are aware that they can book a telephone consultation with their GP.
- 96% of our patients are aware that we have emergency appts every day.

## What we need to improve

- 15% of our patients felt the waiting time for an appt was poor.
- 14% of our patients felt the ability to see the GP of their choice was poor.
- 12% of our patients were not aware that all GP appts are available to book online.
- Patients commented it was sometimes difficult to get through on the telephone.