



## Patient Feedback Summary – October 2020

We thank our patients for participating in our 2020 Customer Feedback Survey. Please find below a summary of the results.

- We received 152 responses to the survey.
- **“Experience of the interpersonal skills of the clinician at your last visit.”**
  - Nearly **70%** of all responses scored **“Excellent”** for:
    - Treated you with respect
    - Understood your personal circumstances
    - Had enough time to talk about the things that were important for you
    - Told you all you wanted to know about your condition
    - Showed sensitivity to your concerns
- **“Experience with reception staff at your last visit.”**
  - Almost **70%** of all responses scored **“Excellent”** for:
    - Staff were welcoming upon your arrival
    - Were professional in dealing with you
    - Considered your needs when making an appointment
    - Were courteous and polite

*We only scored 50% “Excellent” for “Seeing the clinician of your choice.”*
- **“Making an appointment and waiting to see a clinician at your last visit.”**
  - Averaged around **60%** of all responses scored **“Excellent”** for:
    - Seeing the clinician of your choice
    - Getting an appointment for a time that suited you
    - Getting reminders for your appointment

*However, we only scored 40% “Excellent” for “Getting an appointment for a time that suited you” and 30% “Very Good.”*
- **“Experience of the way clinicians communicated with you at your appointment.”**
  - Nearly **70%** of all responses scored **“Excellent”** for:
    - Helped you understand your medical condition
    - Explained the purpose of tests and treatment
    - Helped you understand what to do when you went home
    - Really listened to what you had to say
    - Guided you on how to take medicines correctly
- **“Experience of the information given to you by clinicians at your last visit.”**
  - Over **60%** of all responses scored **“Excellent”** for:
    - The amount of useful information given about your condition
    - The amount of useful information given about your treatment
    - Information about side effects of any treatment
- **“Experience of privacy at your last visit.”**
  - Nearly **70%** of all responses scored **“Excellent”** for:
    - Privacy in the waiting area
    - Privacy when you were Examined
    - Being able to discuss personal issues that were sensitive

*However, responses for “Asked your permission before another clinician came to the appointment” only scored 55%.*
- **“Experience of the way your clinician worked with other health professionals at your last visit.”**
  - Just over **50%** of all response scored **“Excellent”** for:
    - The clinician was aware of advice you had received from other health professionals
    - Gave the right amount of information to other healthcare professionals
    - Choice about which other professionals to see
- **“Thinking about your experience with the general practice over the past year.”**
  - Over **60%** of responses scored **“Excellent”** for:
    - Being able to see a doctor at the clinic when you needed urgent care
    - Being able to see the doctor of your choice
    - Providing your test results in an understandable way

*However, only 55% responded “Excellent” and 20% “Very Good” for “Information about where to get medical care when the clinic is closed.”*