

# Dr Sharma's Surgery

Patient Forum

# Introduction

- Welcome
- Who's Who
- Purpose of the Patient Forum
- Results of 2010/11 National Patient Survey

# National Patient Survey 2010/11

- Ipsos MORI administers the GP Patient Survey on behalf of the Department of Health (DH).
- Every quarter, a different sample of adult patients registered with a GP will receive a questionnaire
- 862 questionnaires were sent to adult patients registered with the practice
- 316 were returned completed. The response rate for this practice is 37%.

# 8 Key Performance Areas

- **48 hour booking**
- **Booking ahead**
- **Seeing a preferred doctor**
- **Ease of getting through on the phone**
- **Satisfaction with opening hours**
- **Satisfaction with overall care**
- **Discussing health problem with a doctor or nurse**
- **Ease of getting an appointment with a practice nurse**

## **Highest performing areas compared with PCT average**

- My practice nurse was good at explaining tests and treatments
- My practice nurse was good at involving me in decisions about my care
- I found it easy to speak to a nurse on the phone

## **This practice's lowest performing areas compared with PCT average**

- I found it easy to get test results on the phone
- I found it easy to get through on the phone
- I have had enough support from local services to help me manage my long-term health condition

What do you think?

How can we improve?