

# Ightenhill Medical Centre Patient Survey 2018-2019

## Results Form

### A. Some questions about you

Q1. How old are you ?

15 or younger	0	55 - 64	11
16 – 24	1	65 - 74	9
25 – 34	13	75 - 84	1
35 – 44	4	85 and over	2
45 – 54	7		

Q2. Are you male or female?

Male	21
Female	27
Prefer not to say	0

### B. General Satisfaction

Q3. What, do you think is the best thing about this GP practice?

See comments

Q4. What *one* thing would you like us to do to improve your experience of this GP practice?

See comments

Q5. Would you recommend this GP surgery to someone who has moved into the area?

Yes	44
No	4

Q6. How would you rate your experience of the following?

(10 is high and 1 is low) Score each one from 10 -1.

Reception Area	Doctors	Nurse and HCA	Receptionists
1-4 = 12	1-4 = 2	1-4 = 1	1-4 = 6
5-7 = 7	5-7 = 6	5-7 = 5	5-7 = 6
8-9 = 29	8-9 = 40	8-9 = 42	8-9 = 36

### Comments

Q3

The majority of comments indicate that almost all think that the staff and manager are good and helpful. The doctors also have a good report. Many like the availability of appointments. The locality also is of importance to the residents. From the comments on the replies it appears that the staff is the best thing about the Practice.

Q4

Several commented that there is no privacy at reception and they do not like being asked for the reason for wanting an appointment either in practice or on the phone as it can be heard in the waiting area.

There were also several comments that there is too much loud noise from the reception office.

There were several comments that the reception area was too cold and that it needed a “facelift”. There was also a comment that it would be useful to have something for young children to play with in reception.

A comment that had never been risen before was that the entry doors to the practice are very heavy and difficult for bringing in prams and the elderly also find them difficult. Automatic doors had been suggested or a disabled button to press.

There were several comments about cleanliness all around the practice. Several replies said that there was **nothing to be done to improve the Practice.**

This year we had a very good response over the 3 weeks we carried out the survey. All the forms were fully completed. We feel that this is because the survey is short and easy to complete.

### Actions

We have now employed a new cleaner so the cleanliness issue is resolved. Reception area is on hold as there may be structural changes in the practice. We are however trying to tidy the area and keep leaflets and posters up to date with current health issues taking priority and all old material removed

**THANK YOU ALL FOR HELPING US BY TAKING PART IN THE SURVEY**