



## **Patient Experience Survey Results 2019/2020**

### **In which areas did the Practice perform well?**

In general, the Practice performed very well in all areas. All scores were higher than the national and CCG average based on Practices of similar size.

The responses received from the Patient experience have facilitated the production of an action plan.

The survey will be discussed at the Medical Equipment Fund AGM 2020.

99% of patients felt their needs were met during their last general practice appointment which was excellent. Patients not always seeing a practitioner of their choice had been highlighted.

At present the Practice has 4 General Practitioners, 1 GP Registrar and 2 Nurse Practitioners. Acutely ill patients are offered same-day appointments.

### **Are there any areas which you feel may benefit from further development?**

The Practice continually strives to improve the provision of service for patients:

- Building Improvements
- Increased training for staff
- Practice Face Book

### **Challenges for the future:**

- Continuing to be responsive to patient demand
- Embracing on-line consultations
- Maintaining excellent patient access
- Maintaining excellent patient safety
- Coronavirus Pandemic

Practice Manager  
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