



The **Poplars** Medical Centre

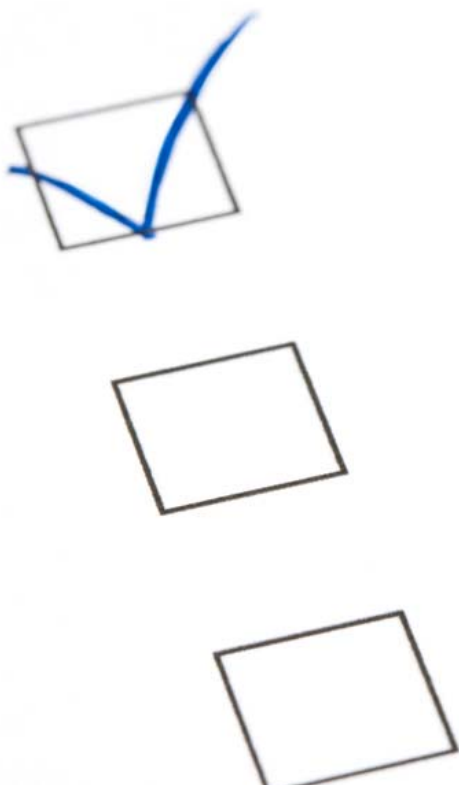
EST. 1926

www.thepoplarsmedicalcentre.co.uk

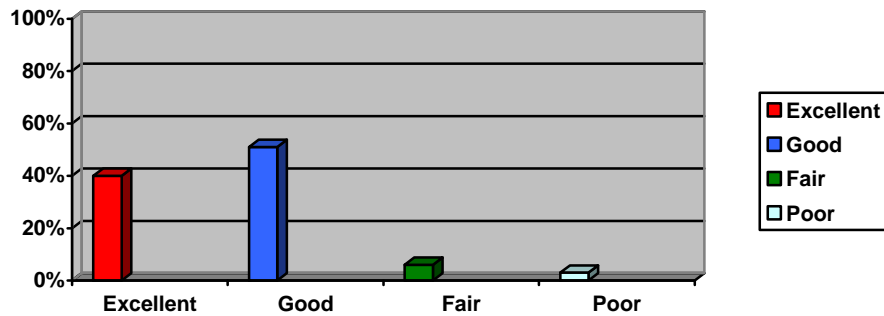


Patient Questionnaire Results

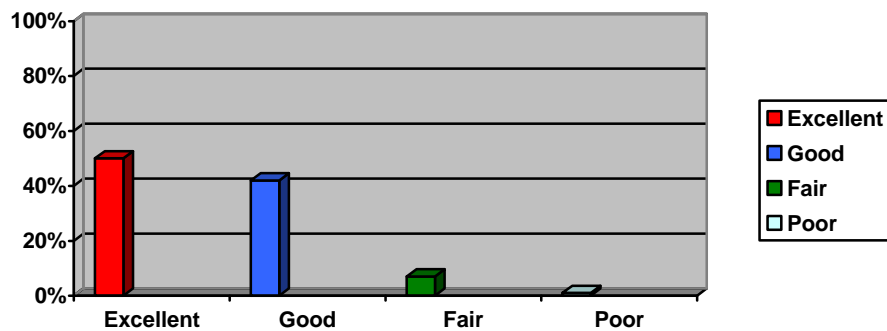
April 2012- March 2013



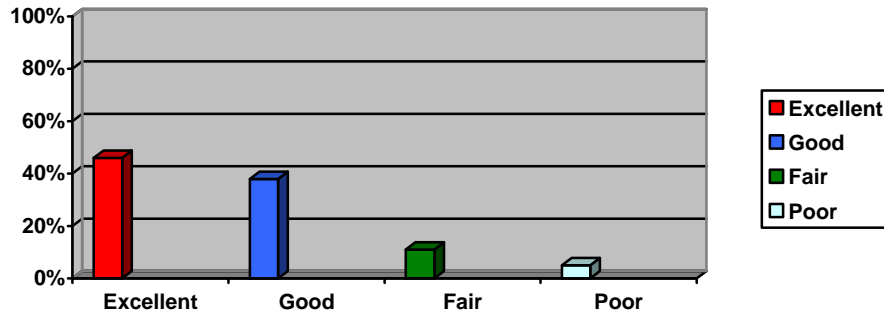
How well did you rate the existing opening times at the practice?



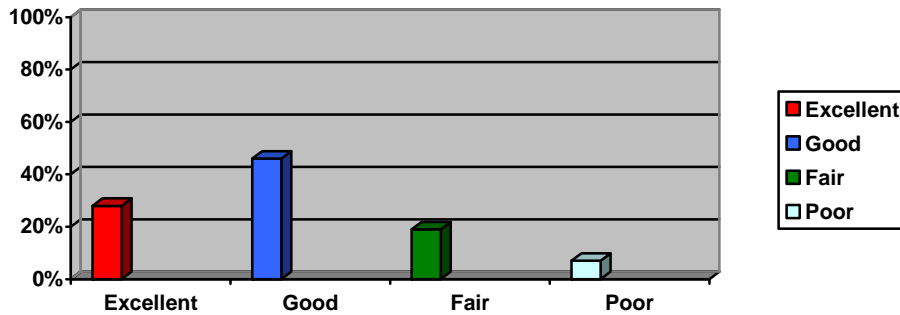
How well did you rate the practice premises?



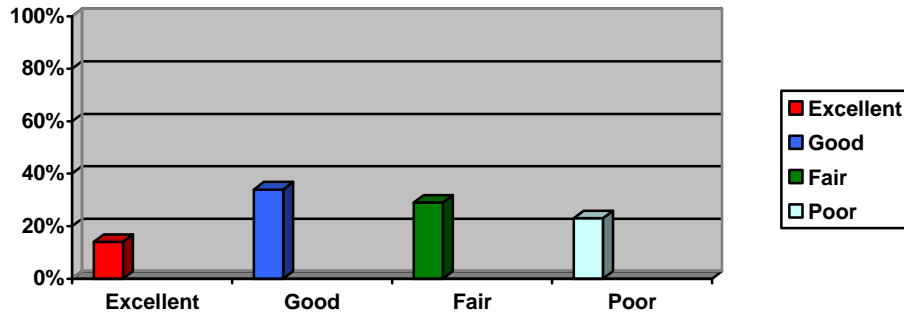
How well did you rate your experience with our receptionists?



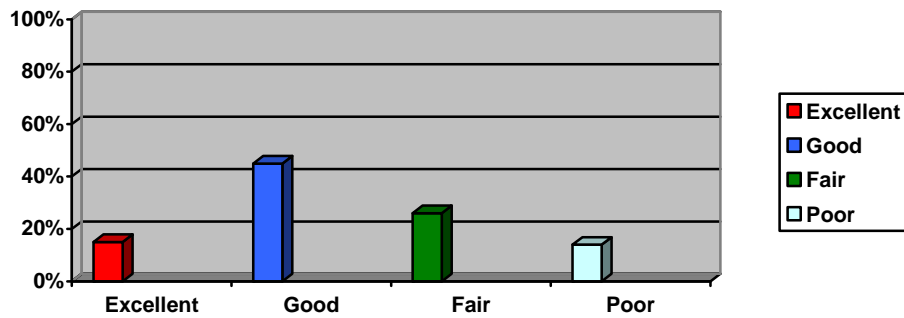
How well did you feel your confidentiality was maintained in our reception area?



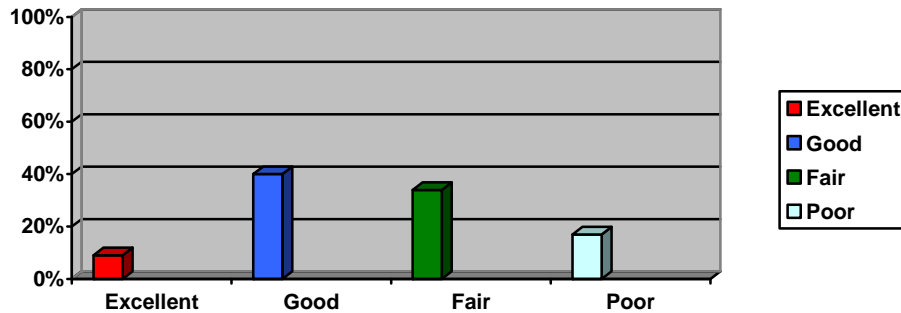
How did you rate the availability to see a specific doctor?



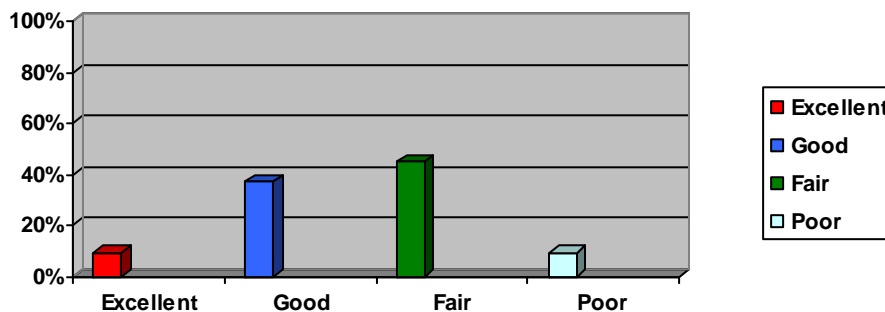
How did you rate the availability to see any doctor?



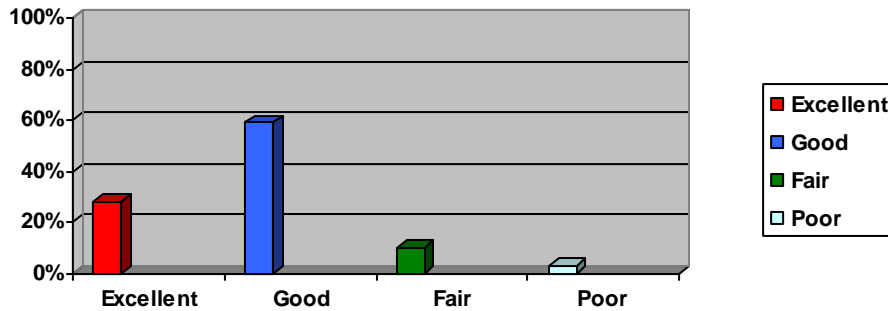
How did you rate the ability to get through to the practice on the telephone?



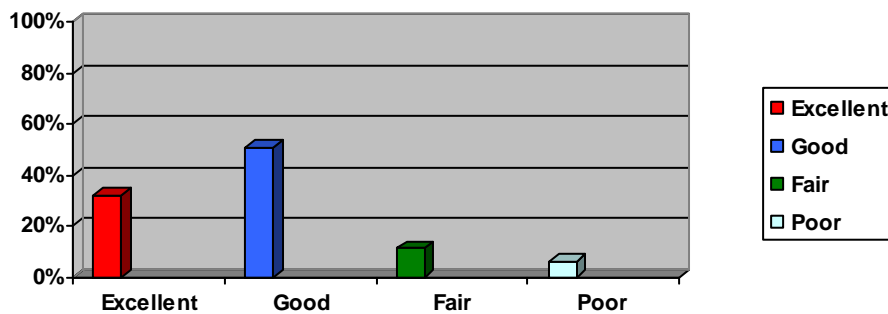
How well did you rate the automated telephone service for booking appointments?



How well did you feel you were involved in decisions about your healthcare?



How satisfied overall were you with the practice?



ACTION PLAN

Following these results and the discussions with the patient participation group we are planning the following actions:

1. Confidentiality

The group felt that patient's confidentiality was being affected at the reception desk as other patient's who were waiting were very close to the reception desk and there wasn't enough privacy.

The practice has tried to rectify this problem by putting up signs on the desk asking patients to please wait away from the reception desk until they are called, this has had some success but has not fully solved the problem.

The practice will be undergoing further refurbishment and this includes new flooring in the main waiting area, it is proposed that markers will be put on the flooring to indicate where patients should wait when queuing at the reception desk.

2. Patients wishing to speak to reception staff in private

It was mentioned that some patients do not wish to discuss their problems at the main reception desk if they are of a sensitive nature.

The practice has a separate reception area which is for wheelchair users, but this can also be used for patients wishing to speak privately to the receptionists.

3. Staff photographs and name badges

The group felt they would like to have all the doctors and practice staff to have a notice board in the reception with their photographs on. They also felt they would like the staff to have name badges so they knew who they were dealing with.

The practice discussed this matter and have opted not to have photographs of the staff on display in reception. Photographs of the GP's are available on the website, but the practice staff didn't want their photographs on display, a large majority of our staff live locally and didn't feel this was appropriate, however we are looking into the idea of name badges for the staff, just to include their first names.

From the survey results it would seem the majority of the practice population is very satisfied with the service they receive from the practice.