



The **Poplars** Medical Centre

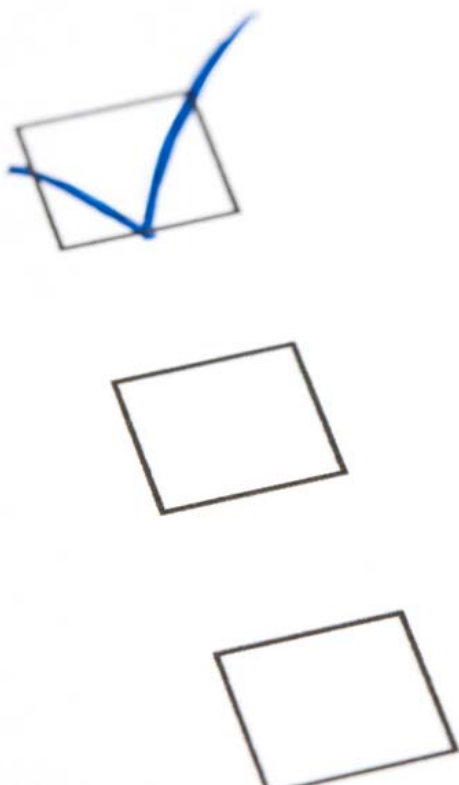
EST. 1926

www.thepoplarsmedicalcentre.co.uk



Patient Questionnaire Results

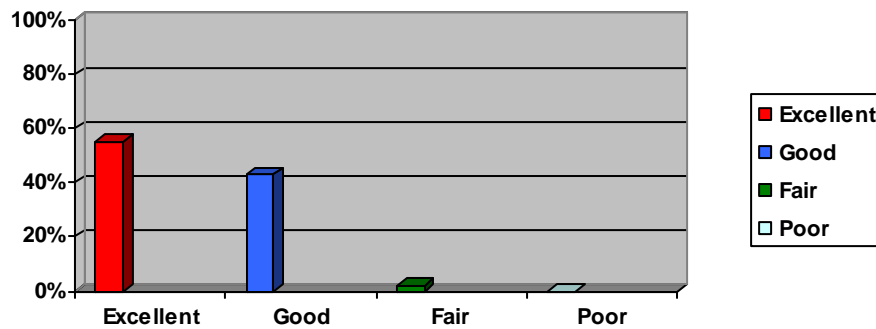
April 2011- March 2012



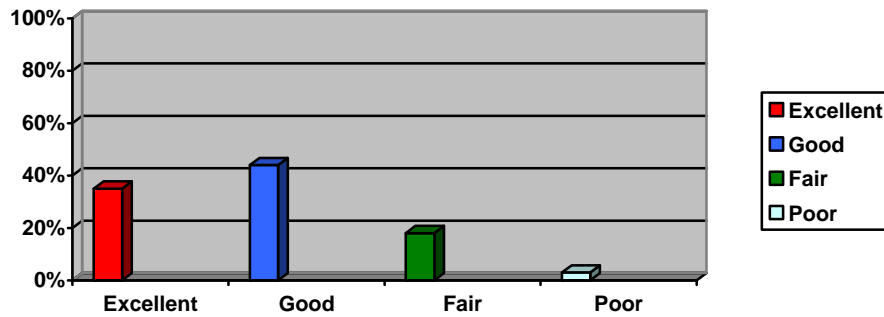
How well did you rate the existing opening times at the practice?



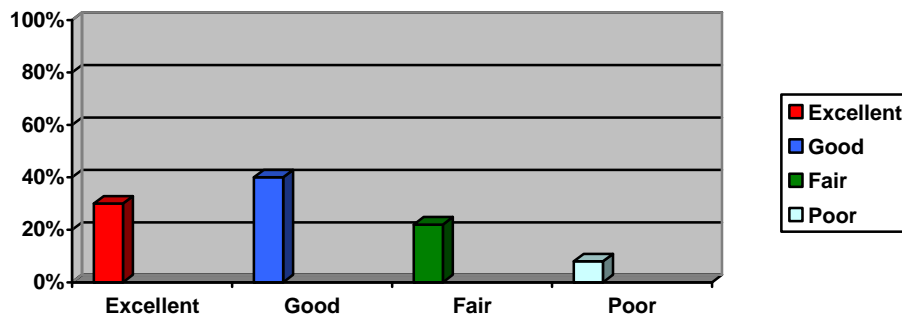
How well did you rate the practice premises?



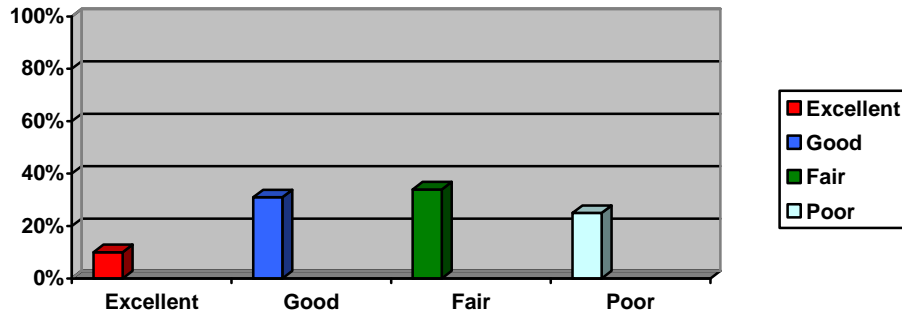
How well did you rate your experience with our receptionists?



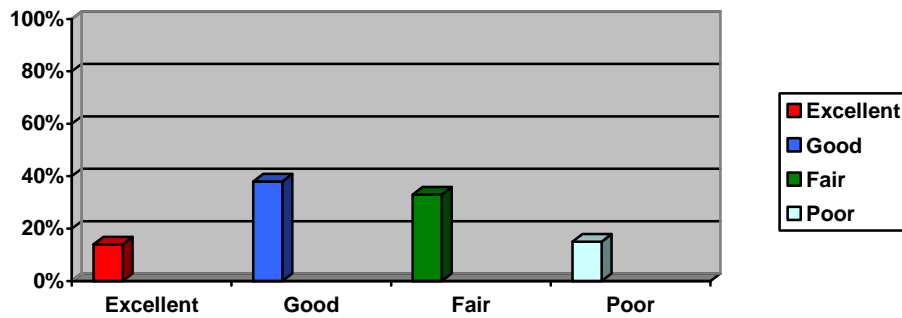
How well did you feel your confidentiality was maintained in our reception area?



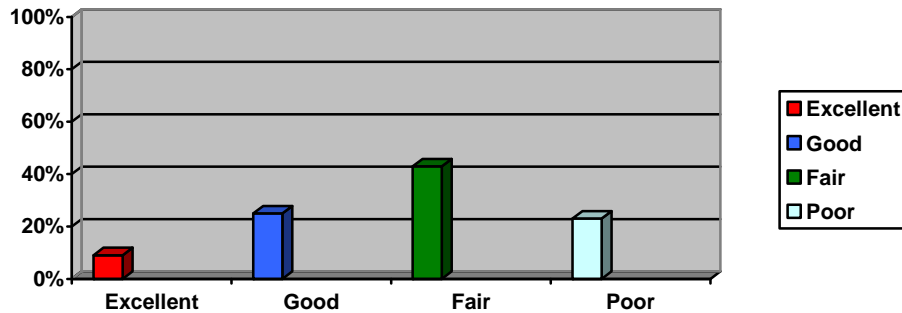
How did you rate the availability to see a specific doctor?



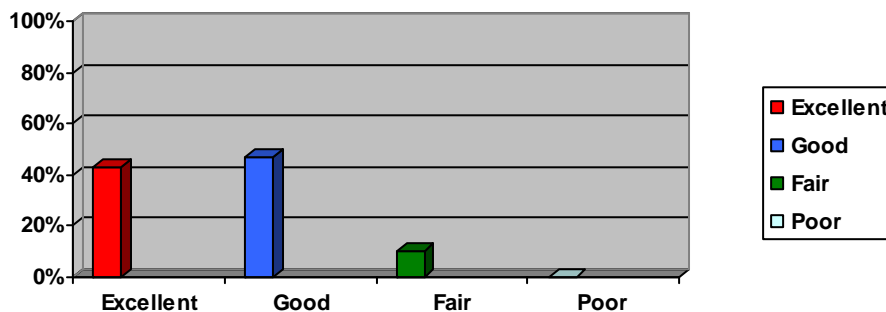
How did you rate the availability to see any doctor?



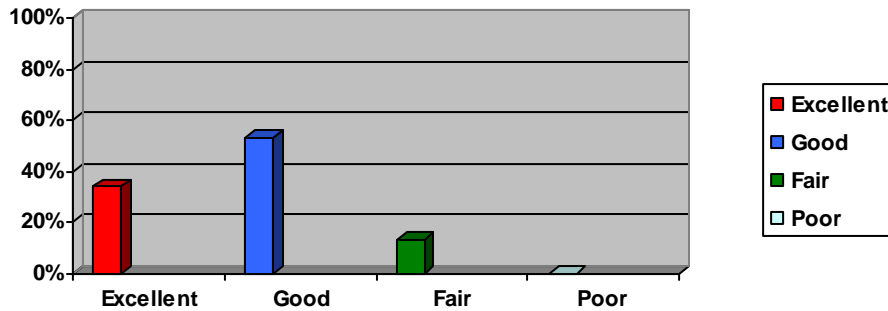
How did you rate the ability to get through to the practice on the telephone?



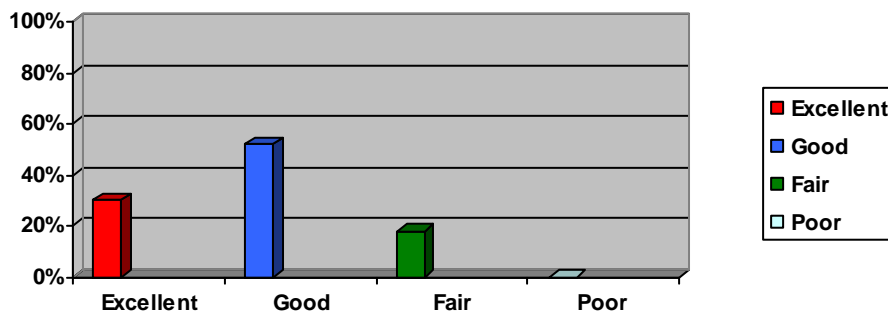
How well did the doctor explain your problem(s) or treatment?



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



How satisfied overall were you with the practice?



The practice has discussed the results of the patient survey and have agreed 3 actions from the results.

1. **Contacting the Practice**

The practice has taken on board the comments regarding getting through to the practice via the telephone and have now installed 2 new telephone lines to enable ease of access. This means we now have 6 telephone lines coming into the practice.

2. **Confidentiality**

We are looking to establish a queuing system at the practice which allows patients to have an increased level of confidentiality at the reception. We also have a patient check in system operating in the reception area and this does reduce the number of patients queuing at the reception desk.

3. **Availability to see Doctors**

We have recently employed 2 new doctors at the practice and from 1st April 2012 Dr Kyaw from Victoria Medical Centre will also be joining the existing GP's at the practice. This will mean we will have a total of 8 GP's working at the practice, which will enable you to have a choice of both male and female GP's.