

Wychbury Patients Participation Group

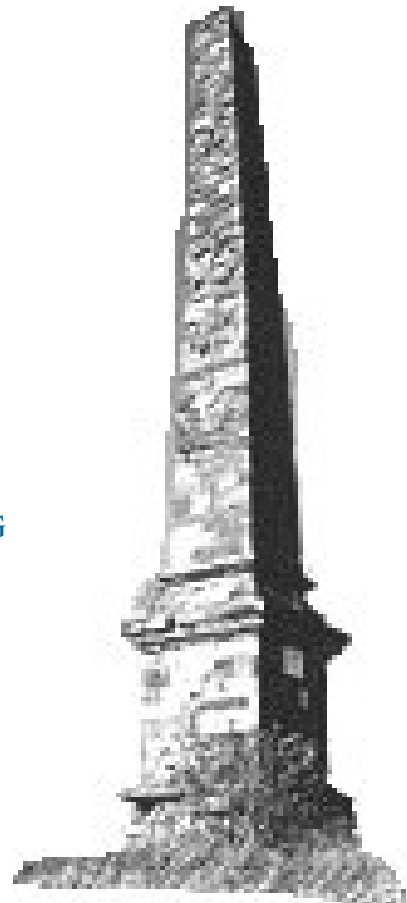
# Patient Survey Results

December 2017

Results for Doctor D

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## Assessment of Doctor D

### Summary

The survey was conducted jointly by Wychbury Patients Participation Group (PPG) and the Wychbury Medical Group. It relates to the performance of doctors at the practice as assessed by patients accessing services between October – December 2017.

Patients were invited to give their assessment of how they felt their GP appointment went based on scoring the consultation as very good, good, poor or very poor.

### Patient Survey Form

| Questions about your appointment   | Please <u>circle</u> the box that applies for each question |      |      |           | Comments |
|--|---|------|------|-----------|----------|
| The opportunity given to express my concerns or fears  | Very Good   | Good | Poor | Very Poor |          |
| Doctor or nurse's consideration of my personal situation in deciding a treatment or in advising me | Very Good   | Good | Poor | Very Poor |          |
| My confidence in the doctor or nurse's ability   | Very Good   | Good | Poor | Very Poor |          |
| Doctor or nurse's concerns for me as a person  | Very Good   | Good | Poor | Very Poor |          |
| Amount of time given to me at this visit   | Very Good   | Good | Poor | Very Poor |          |
| The extent to which I felt reassured after the consultation  | Very Good   | Good | Poor | Very Poor |          |
| The recommendation I would give to others about this doctor or nurse                               | Very Good   | Good | Poor | Very Poor |          |
| Which Doctor/Nurse did you see today?  |   |      |      |           |          |
| How might the doctor or nurse you saw today improve his or her service to you in the future?       |   |      |      |           |          |

## Assessment of Doctor D

The charts below show the results for Doctor D and the results for all the doctors in the survey.

| Question   | Very Good | Good | Poor | Very Poor | Total Return |
|--|-----------|------|------|-----------|--------------|
| The opportunity given to express my concerns or fears  | 10        | 5    | 0    | 0         | 15           |
| Doctor or nurse's consideration of my personal situation in deciding a treatment or in advising me | 11        | 4    | 0    | 0         | 15           |
| My confidence in the doctor or nurse's ability   | 12        | 3    | 0    | 0         | 15           |
| Doctor or nurse's concerns for me as a person  | 12        | 3    | 0    | 0         | 15           |
| Amount of time given to me at this visit   | 11        | 4    | 0    | 0         | 15           |
| The extent to which I felt reassured after the consultation  | 11        | 4    | 0    | 0         | 15           |
| The recommendation I would give to others about this doctor or nurse                               | 12        | 3    | 0    | 0         | 15           |

| Doctor D      | 2014  | 2015  | 2017  |
|---------------|-------|-------|-------|
| Average Score | 91.2% | 92.9% | 93.8% |

### Practice Average 2017 90.8%

#### Practice Results 2017

| Question   | Very Good | Good | Poor | Very Poor | Total Return |
|--|-----------|------|------|-----------|--------------|
| The opportunity given to express my concerns or fears  | 116       | 66   | 3    | 1         | 186          |
| Doctor or nurse's consideration of my personal situation in deciding a treatment or in advising me | 124       | 58   | 3    | 1         | 186          |
| My confidence in the doctor or nurse's ability   | 131       | 52   | 2    | 1         | 186          |
| Doctor or nurse's concerns for me as a person  | 128       | 56   | 1    | 1         | 186          |
| Amount of time given to me at this visit   | 118       | 64   | 2    | 2         | 186          |
| The extent to which I felt reassured after the consultation  | 120       | 62   | 1    | 3         | 186          |
| The recommendation I would give to others about this doctor or nurse                               | 126       | 55   | 2    | 3         | 186          |

## Assessment of Doctor D

### Patient Comments

Question - How might the doctor or nurse you saw today improve his or her service to you in the future?

