

Wychbury Patients Participation Group

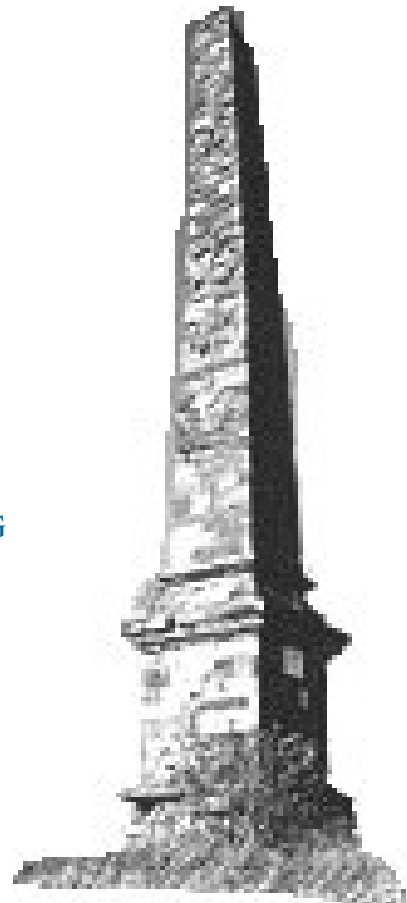
Patient Survey Results

December 2017

Results for Doctor J

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Vice Chair/Secretary, Wychbury PPG



Assessment of Doctor J

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 J

The charts below show the results for Doctor J 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	9	6	0	1	16
Doctor or nurse's consideration of my personal situation in deciding a treatment or in advising me	7	8	0	1	16
My confidence in the doctor or nurse's ability	10	5	0	1	16
Doctor or nurse's concerns for me as a person	11	4	0	1	16
Amount of time given to me at this visit	9	6	0	1	16
The extent to which I felt reassured after the consultation	9	6	0	1	16
The recommendation I would give to others about this doctor or nurse	9	6	0	1	16

Doctor J	2014	2015	2017
Average Score	90.0%	95.3%	86.2%

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 J

Patient Comments

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

Nothing – no complaint at all, always pleasant and helpful

N/A

Doctor J

Not any

None

Due to see Doctor J who had said I had to make appointment to see them, arrived and was told it had been cancelled – Very bad service. I had planned my day 2 weeks prior due to work & family – Very poor service