

Wychbury Patients Participation Group

Patient Survey Results

December 2017

Results for Nurse M

Prepared by: **Bill Beardow**

Vice Chair/Secretary, Wychbury PPG



Assessment of Nurse M

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 June – December 2015.

Patients were invited to give their assessment of how they felt their Advanced Nurse Practitioner (ANP)/Nurse/Health Care Assistant (HCA) 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 Nurse M

The charts below show the results for Nurse M and the results for all the ANPs/Nurses/HCAs in the survey.

Question	Very Good	Good	Poor	Very Poor	Total Return
The opportunity given to express my concerns or fears	9	13	0	0	22
Doctor or nurse's consideration of my personal situation in deciding a treatment or in advising me	11	11	0	0	22
My confidence in the doctor or nurse's ability	13	9	0	0	22
Doctor or nurse's concerns for me as a person	8	13	0	0	21
Amount of time given to me at this visit	7	15	0	0	22
The extent to which I felt reassured after the consultation	7	14	0	0	21
The recommendation I would give to others about this doctor or nurse	16	6	0	0	22

Nurse M	2014	2015	2017
Average Score	-	-	86.7

Practice Average 2017 91.4%

Practice Results 2017

Question	Very Good	Good	Poor	Very Poor	Total Return
The opportunity given to express my concerns or fears	100	58	0	0	158
Doctor or nurse's consideration of my personal situation in deciding a treatment or in advising me	107	52	0	0	159
My confidence in the doctor or nurse's ability	116	44	0	0	160
Doctor or nurse's concerns for me as a person	105	55	0	0	160
Amount of time given to me at this visit	93	65	1	0	159
The extent to which I felt reassured after the consultation	100	57	1	1	159
The recommendation I would give to others about this doctor or nurse	118	40	0	1	159

Assessment of Nurse M

Patient Comments

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

