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Dear Patient

PATIENT SATISFACTION SURVEY - 2007

Thank you for taking part in the Patient Survey which took place in the Autumn of 2007. Questionnaires were distributed to a random selection of patients for completion in the surgery. The questionnaire was designed to find out patient views on access, including availability of appointments, waiting times, telephone access, communication skills, continuity of care and the range of services available.

The partners and staff at Milford Medical Centre are proud of the results and feel confident that it is a true reflection of the work that is put in by both clinical and administrative staff. However we do acknowledge that there is always room for improvement and continue to strive to provide patients with the best possible care.

As a result of last year's survey we decided to focus on improving telephone access. We have re-organised our working pattern to enable more staff to be able to answer the telephones and we were very pleased to note the 2007 survey has shown a marked improvement in your satisfaction with phoning through to the Practice.

Question	Milford Achievement (ranging from very poor – excellent)
Satisfaction with receptionists	96% Good – excellent 40% excellent
Satisfaction with opening hours	77% Good – excellent, 74% Very good - excellent
Satisfaction with availability of particular doctor	74% Good – excellent
Satisfaction with availability of any doctor	83% Good – excellent
Satisfaction with waiting times at practice	69% Good – excellent
Satisfaction with phoning through to the practice	69% Good – excellent
Satisfaction with how well doctor listens	94% Good – excellent, 66% Very good - excellent
Satisfaction with doctor's patience	90% Good – excellent
Satisfaction with doctor's caring and concern	92% Good – excellent, 66% Very good – excellent
Overall satisfaction with practice	78% Very satisfied – completely satisfied

Please also see a few of your remarks made in the survey:

Everyone at the practice is helpful in dealing with me.

I feel that I get the best health care from this practice.

A caring attitude from all including reception staff.

I come knowing I am going to be listened to and not rushed.

Anne Metcalf
Practice Manager January 2008