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Practice Manager: Anne Metcalf

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 Wistaria Surgery 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 work 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	Wistaria Surgery Achievement (ranging from very poor – excellent)
Satisfaction with receptionists	91% Good – excellent
Satisfaction with opening hours	72% Good – excellent
Satisfaction with availability of particular doctor	62% Good – excellent
Satisfaction with availability of any doctor	68% Good – excellent
Satisfaction with waiting times at practice	61% Good – excellent
Satisfaction with phoning through to the practice	65% Good – excellent
Satisfaction with how well doctor listens	94% Good – excellent 45% - excellent
Satisfaction with doctor's patience	91% Good – excellent 46% - excellent
Satisfaction with doctor's caring and concern	93% Good – excellent 51% - excellent
Overall satisfaction with practice	81% very satisfied – completely satisfied

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

The service cannot be bettered.
All staff are friendly and caring.
All the care I receive from this practice has been excellent.
In general I think the surgery is a very good practice.
Up to date surgery – excellent access to your doctor.

Anne Metcalf
Practice Manager January 2008