

## Rookery Patient Survey Analysis: June 2021

Firstly a massive thanks to everyone who took the time to complete the survey. We had 1348 questionnaires completed in the week that the survey was active which is a phenomenal response and far more reflective of patient opinion than any other survey we have held.

We hope you found the questionnaire simple and easy to answer. The object was to get a quick snapshot of where the Practice is as the country (hopefully) continues to return to some semblance of normality. Moving forward the plan is that we will try to consult with you further on other matters so that we can be better guided by your views.

The results of the survey are as follows:

1. **Due to the COVID pandemic the Practice has had to move to a predominantly telephone-based consultation system. How satisfied have you been with this?**

**76% satisfied / 24% dissatisfied**

*The system that we had to put in place was dictated by Government guidelines so, unfortunately, we didn't have any say in this. It is good to see that three-quarters of patients considered it be a good workaround.*

2. **Thinking about the routine appointment system (not triage), what would be your preferred option moving forward?**

**10%: Telephone / virtual system**

**49%: Happy for a clinician to decide whether I need to be seen in person or can be dealt with over the phone**

**41%: I would always prefer to see the clinician face-to-face**

*It is clear that, once Government operating guidelines allow, we need to get the right balance of face-to-face and telephone appointments in place. It is probably going to be the case that the number of patients allowed in the Practice at any given time will continue to be restricted for a while so there will probably need to be a 'telephone-first' approach for some time to come.*

3. **How satisfied are you with our triage system (this is when you think you may require same day treatment, and have been called back by a member of the duty team)?**

**93.5% Satisfied**

*Of course, we are really pleased with that feedback so thank you.*

4. **Please rate the standard of care you receive from the doctors**

**86 % Good or above**

*Thanks again for positive feedback. We will be trying to drill down into the reasons why you not have voted Good or above in the future*

5. **Please rate the standard of care you receive from the nurses**

**93.5% Good or above**

*It goes without saying that we are delighted with this and are so glad that you rate the level of service you get from the nurses so highly.*

**6. Please rate the standard of care you receive from the reception team**

**82% Good or above**

*I am sure you will appreciate that this has been a very difficult period for the practice and the Reception team have had to adapt to rapidly changing directives from NHS England as well as trying to ensure that patients continue to receive the appropriate treatment. The fact that they have managed to score 82% Good or above is quite an achievement at such a difficult time. That said, we will seek further feedback about areas for improvement in future questionnaires.*

**7. Please rate the standard of care you receive from the dispensary team**

**85% Good or above**

*As with the Reception team, it has been a period of change for the Dispensary with a number of new instructions affecting how they have been able to work. They have also launched a delivery service from scratch over the past 12 months which an increasing number of patients are now using. It is pleasing that they have had such positive feedback in the midst of all of this.*

**8. Please rate the Practice website ([www.rookerymedicalcentre.co.uk](http://www.rookerymedicalcentre.co.uk))**

*Of those who reported that they were aware of it and used it, **90%** found it useful which is very pleasing. We try to update it as much as we can and the overwhelmingly majority of the information and news on there is posted by the Practice team so we are pleased that it has some use for most of you.*

*The website is going to get a makeover to try to make it an even better resource so please look out for that!*

**9. The practice now has a Facebook page to communicate news and events. How useful do you find this?**

*Well, over 50% of respondents either do not subscribe to Facebook or the Practice page so perhaps it is not as omnipresent as we think it is!! Of those who are aware of our page **83%** found it helpful which is encouraging.*

*We have only really started using Facebook more regularly as a way to keep patients updated on the COVID vaccine roll-out and advice on how to keep safe. It is another way of communicating and is useful for its immediacy in conveying information but we will always use it in conjunction with our website and text messaging.*

**10. Thinking about the Practice as a whole (including clinical and non-clinical staff) how do you rate the overall quality of service?**

**84% Good or above**

*A reasonably pleasing overall score but we want to push this above 90%. There will be further consultation on the areas we need to improve.*

Thanks again for completing the survey and my very best wishes to you.

Scott  
Practice Manager  
7<sup>th</sup> June 2021