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## GP Patient Survey results and Action Plan

Our most recent survey was completed by *GP Patient Survey in 2016*. For full results please go to <https://gp-patient.co.uk>  
224 Survey were sent out  
124 were sent back

These are some of the results from the survey

87%	found it easy to get through to the surgery by phone
94%	found the receptionist helpful at the surgery
91%	were able to get an appointment or able to speak to someone the last time they tried
95%	said the last appointment they got was convenient
90%	when last seen by their GP were given enough time and found the GP good at listening to them
96%	had confidence and trust in the last GP they saw or spoke to
91%	said the last GP they saw or spoke to was good at involving them in decisions about their care
92%	Describe their overall experience of this surgery as good
100%	Had confidence and trust in the last nurse they saw or spoke to

The results of the patient survey were discussed at a practice meeting. The results were encouraging and we compared well with national averages on most items.

After reviewing our patient's responses it was noted that our lowest scoring result was to contact the surgery by phone. Our new telephone system has an answering machine facility which puts patients in a queue. Our busiest times are 8.00am until 8.30am and we have the telephone fully covered at this time.

As all our staff are part time communication is vital with the surgery staff. To enable staff to be updated we have regular reception meetings informing staff of any changes this is reflected in the high percentage of patients who found our receptionist helpful.

The survey showed 100% of patients who replied stated that they had confidence in our nurse. Our nurse and HCA have worked here for many years and have gained the confidence and trust of our patients.

We are a pro-active surgery and encourage our patients to be involved in their own well-being and self-management with our continued support giving our patients the confidence to take a little control we feel our patients are a lot more satisfied in any decisions made as they are discussed jointly between patient and clinician.

91 % of patients replied stated they are able to get an appointment or speak to someone which 95 % of patients said this was also at a convenient time to them. If a patient requests a same day appointment and there is none available they will be offered a telephone consultation or a message will be taken to be dealt with by the GP that day. If an urgent appointment is deemed necessary then they will be seen on the day as an extra.

Our appointments offered to patients are usually within 48 hours of contact from the patient; however we do offer appointment up to 3 months in advance at patient's request.

The Family Doctors would like to thank everyone who participated in the above survey. We will continue to provide all our patients with the best possible care and endeavour to listen to any comments and suggestions provided.

We hold a Patient reference group throughout the year. We welcome all patients to attend these groups to enhance the services we offer. We also have a comments and suggestion box in reception

