



Survey Results

Manor Road Surgery

2019

Our Doctor

Dr Marianne Ford

MBBS, FRACGP, Dip. Med, mFMed

- 100% of patients feel at ease during physical examinations.
- 100% of patients feel involved enough in their care.
- 100% of patients feel the doctor explained their problems/treatment adequately and all patients surveyed felt that they had enough information.
- 100% of patients felt that they had enough or a reasonable amount of time with the doctor.
- 97.5% of patients who needed to be seen urgently, were able to get an appointment on the same day.

Our Nurses

Mrs Frances Finch—RGN

Mrs Zaneta McKenzie—BSc Nursing

- 92.5% of patients were able to be seen by the nurses within 10 minutes of their appointment time.
- 100% of patients felt that the nurses listened well to their concerns.
- 100% of patients surveyed felt that the quality of care was excellent or good.

Our Receptionists

Mrs Angela Hill (Practice Manager)

Mrs Angela Pointer (Administrator/HCA)

Mrs Suzanne Oliver

Ms Diane Chittenden

Miss Jade Lawrence

Mrs Dorothy Simmons

Mrs Chloe Charters

Miss Laura Thomsett

- All patients were satisfied with the help given by the receptionists and 86.5% were very satisfied.
- 94% of patients surveyed thought their experience of our surgery was excellent or very good.
- 91.5% of patients surveyed would definitely recommend our surgery to other people they know, and 8.5% probably would.

Information Summary

29.5% of patients said that they still don't know that we have a late night surgery.

This percentage has improved from last years' 38%. We continue to put this information on the practice website and in the practice leaflet and there is a poster in the waiting room.

21.5% of patients said that they didn't know that we had a text message reminder service.

This percentage has improved from last years' 25%. We continue to ask patients for their mobile telephone numbers so they can receive a text message reminder. It is also mentioned on our new patient questionnaires.

35% of patients said they would like to find out more about our services by text.

This percentage has increased from last years' 23%. We have increased this service from last year to include asking patients' their smoking status as well as flu invites and text reminders for appointments. We are limited by the CCG for how many texts we can send. They also ask us to keep these text messages short which will limit what information we can give to patients in this format.

19% of patients said they didn't know that they could book appointments online and order medication.

This percentage has improved from last years' 27%. We have done a lot to promote this service and it is now starting to show.

61% pf patients said they didn't know that there are 2 websites.

This has increased from last years' 59% which is disappointing. We continue to have posters up in the waiting room and it is in the practice leaflet.