



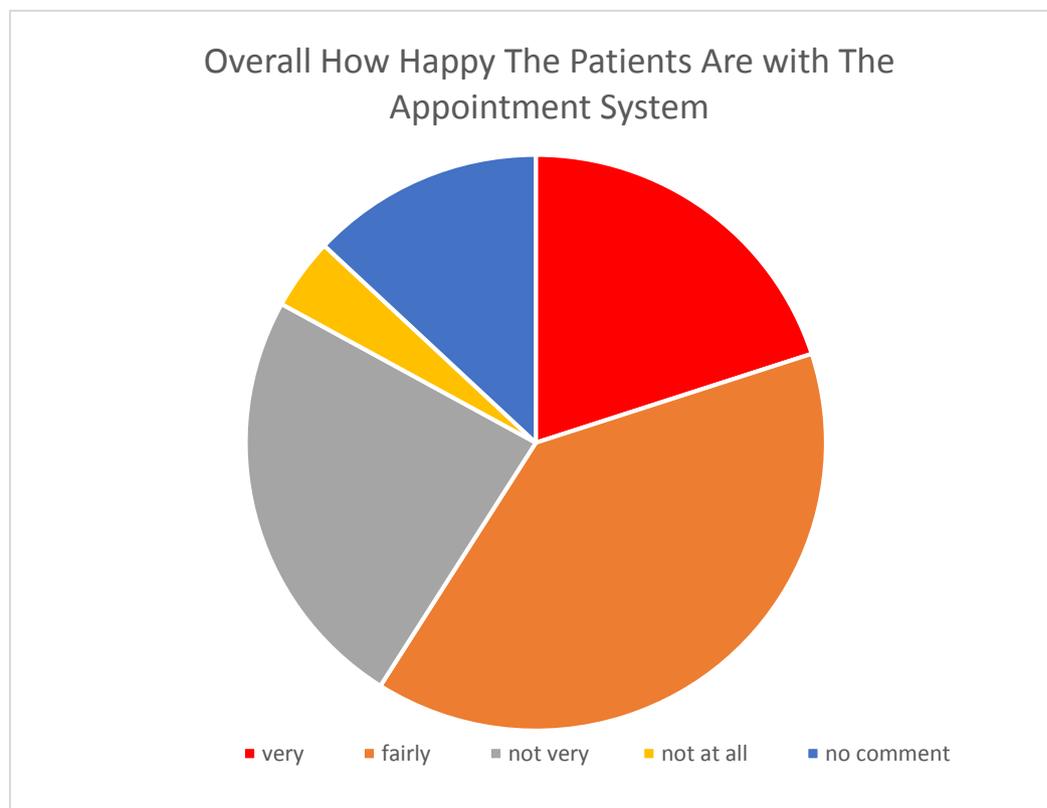
Patient Participation Group
RICHMOND MEDICAL CENTRE
MOOR LANE
NORTH HYKEHAM
LN6 9AY

Results from the survey conducted in the surgery between 28/02/20 and 11/03/20

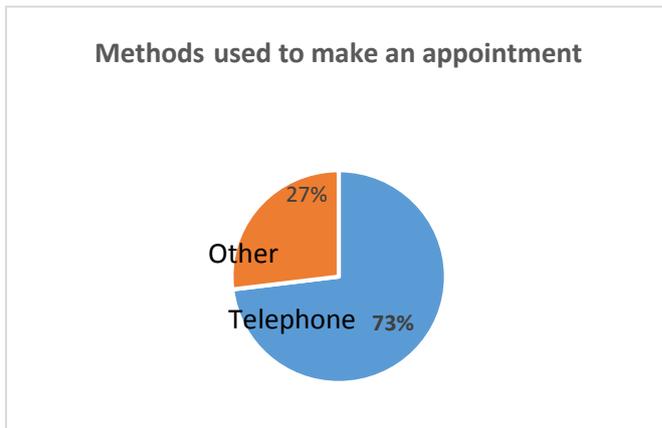
As we are a newly formed Committee we thought it would be good to get the patient opinions of the Medical Centre.

During 2019 Mori Poll conducted a patient survey at all the Doctors surgery's in our area and we thought it would be a good base to allow us to compare and analyse any changes in the opinions of the patients.

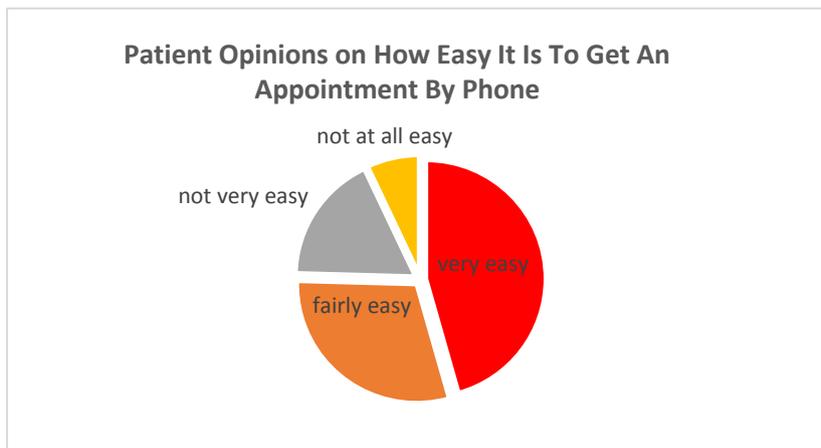
During March 2020 The Patient Participation Group, with the backing of the Medical Centre decided to conduct our first short survey, on appointments. Following the analysis of the 91 completed questionnaires we are pleased to share with you our findings.



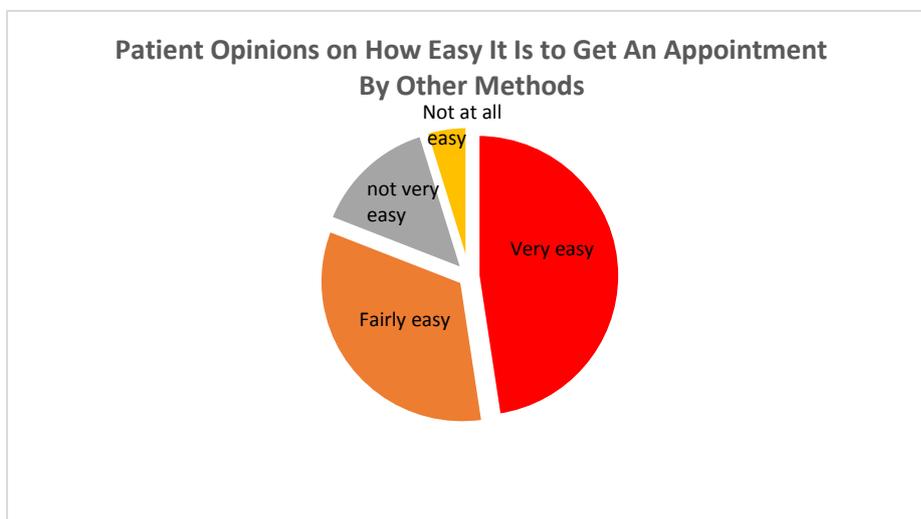
We asked the participants how they booked their appointments:

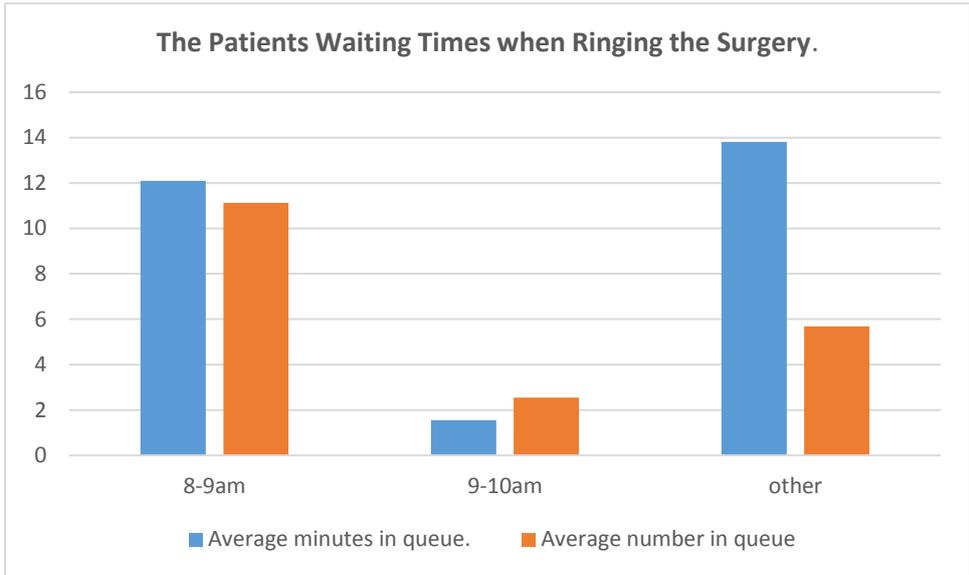


As expected telephone bookings set the trend, but the other categories included the internet, walk-ins and follow up appointments.

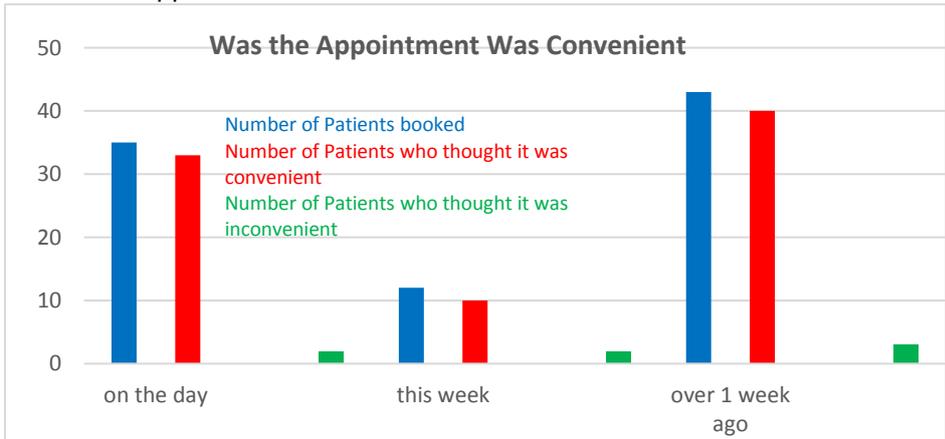


The questionnaire highlighted that nearly 50% of patients said it was very easy to make an appointment which ever method they used. 30% of patients phoning said it was fairly easy, and 33% of patients said it was fairly easy using other methods. 17.5% of patients phoning and 14% of patients using other methods said it was not very easy.

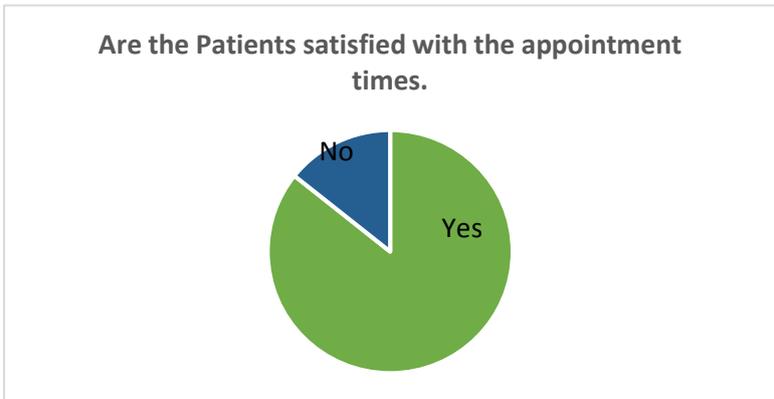




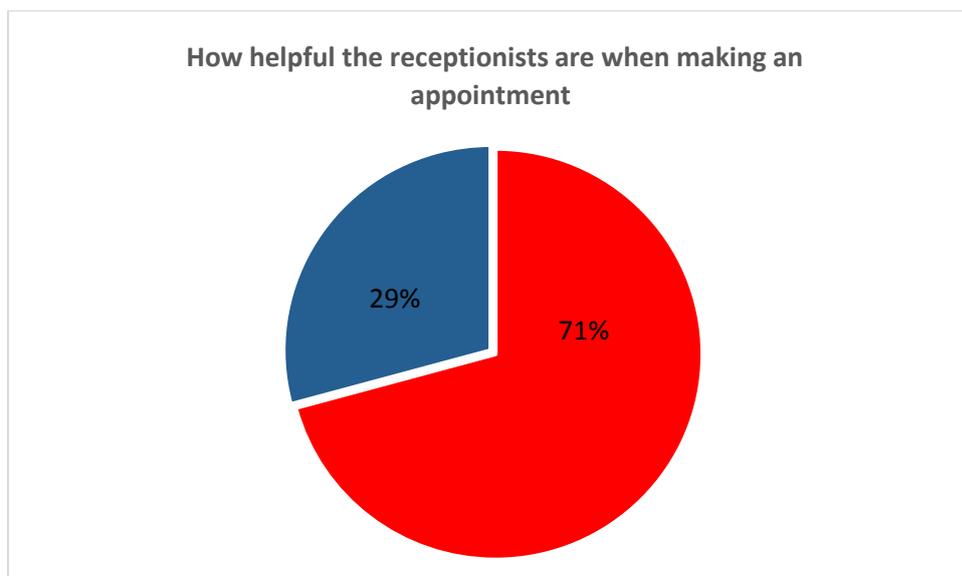
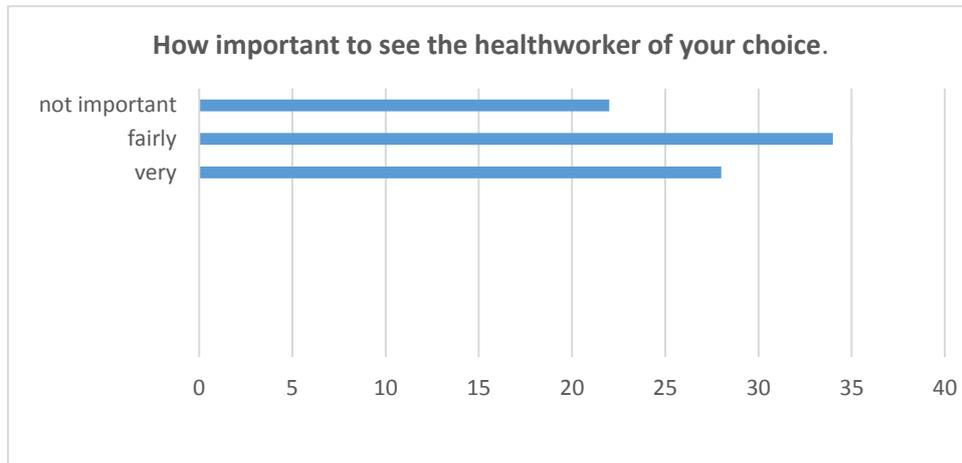
95% of Patients considered their appointments to be convenient, 50% of patients were **not** offered alternative appointments.



Only 60% of patients said they knew the practice dedicated appointment times, 79% were satisfied with the appointment times.



The majority of patients thought it was fairly important to see the health worker of their choice but only 22% requested to see one.



CONCLUSION

The surgery results from our survey reflects that in 2019 45% of patients thought it was easy to get through on the phone compared with 30% in our survey. The Mori poll suggested that 88% of patients thought the receptionists were helpful compared with 71% saying very helpful and 29% said fairly helpful in our poll. 72 (79%) patients said they were satisfied with the appointment times a

rise of 17% but 40% didn't know the appointment times. Whilst 73% think its important to see a healthcare worker of their choice only 22% had asked for a preferred healthcare worker.

Whilst the Covid-19 pandemic has changed the way the surgery currently runs it is reassuring that the practice was making significant progress to improve the appointment system.