

Marple Cottage Surgery

Results of Patient Priorities Survey: 2012-13

As part of our commitment to involving our patients in the development of the practice we asked patients to prioritise what “topics” the forthcoming patient questionnaire should focus on.

With the help of Marple Cottage Patient Forum we created a patient priorities survey which publicised in the practice waiting rooms / reception desk, and sent to the practice ‘Virtual’ Patient Reference Group. The results of the survey of detailed below.

Thank you for everyone who contributed.

Patient Priority Topics	% respondents	Ranking
Quality of customer service	69.77	2
Satisfaction with opening times	69.77	2
Ease/speed of getting an appointment	69.77	2
Ease of getting through on the telephone	65.12	3
Ability to see preferred GP	62.79	4
Waiting times	46.51	6
Quality of consultation	69.77	2
Your understanding of your consultation	69.77	2
Communication with patients	74.41	1
Health promotion	44.18	7
Online services	39.53	8
Premises	44.18	7
Practice involvement with GP and medical student training	34.88	9
Community service	48.88	5
Out of hours care	65.12	3