

# Marple Cottage Surgery

## Results of online Patient Priorities Survey - Sep 2011

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 list of "topics" based on previous external and in-house surveys, along with suggestions for new questions (see Q3).

A patient priorities survey was created and publicised in the practice waiting rooms / reception desk, via the practice website, and sent to all patients with a registered email address or signed up to the practice Virtual Patient Reference Group. The results of the survey of detailed below.

We will be working with the Marple Cottage Patient Forum and the Virtual Patient Reference Group to develop a list of questions based on the topics below, and will inform patients as soon as the Patient Questionnaire has been developed.

Thank you for everyone who contributed.

**Question 1: Previous national patient surveys asked questions about the topics below. If you would like to be asked questions in the new practice survey about any of these topics please tick the appropriate box.**

Ease / speed of getting an appointment	65	73.03%
Ease of getting through on the telephone	45	50.56%
Ability to see your preferred GP	64	71.91%
Satisfaction with practice opening hours	53	59.55%
Waiting times	44	49.44%
Overall satisfaction	49	55.06%
None of the above	7	7.865%
Not Answered	0	0%

**Question 2: Previous in-house surveys conducted by the practice included questions based on the topics listed below. If you would like questions in the new patient survey to be based on any of these topics please tick the appropriate box**

Quality of customer service	50	56.18%
Quality of your consultation	61	68.54%
Your understanding of your consultation	55	61.80%
None of the above	8	8.989%
Not Answered	0	0%

**Question 3: Marple Cottage Surgery and Marple Cottage Patient Forum have suggested some other topics. If you would like questions in the new patient survey to be based on any of these topics please tick the appropriate box**

Communication with patients	59	66.29%
Health promotion	49	55.06%
Online services	64	71.91%
Practice involvement with GP and Medical Student training	24	26.97%
Community services e.g. treatment room, district nurses	37	41.57%
Out of hours care	54	60.67%
Home visit policy	40	44.94%
None of the above	5	5.618%
Not Answered	0	0%