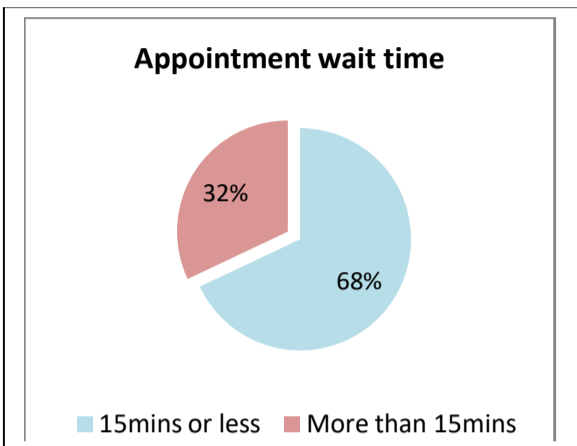


DUNCAN STREET PRIMARY CARE CENTRE

PATIENT SURVEY 2015/16



What the practice does best

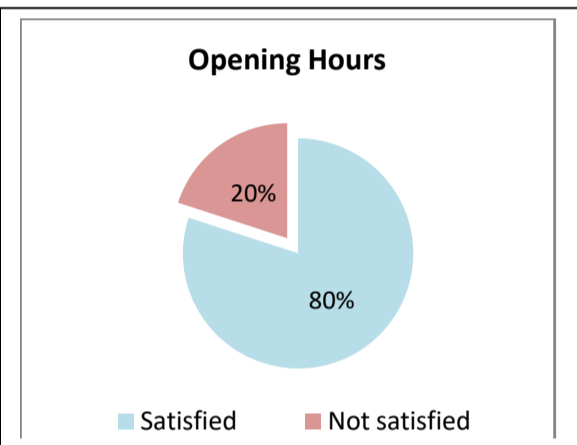


68% of patients usually wait 15mins or less after their appointment time to be seen.

Local (CCG) average: 64%

National average: 65%

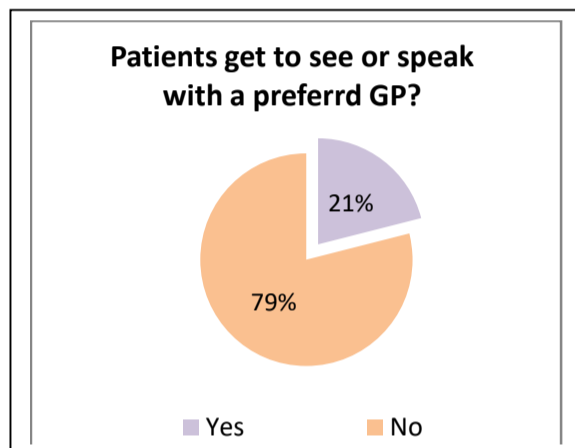
What the Practice could improve- You said, we did



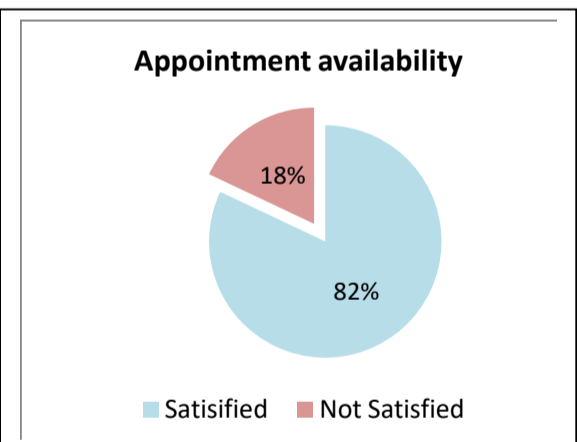
80% of patients are satisfied with the Surgery opening hours.

Local (CCG) average: 77%

National average: 76%



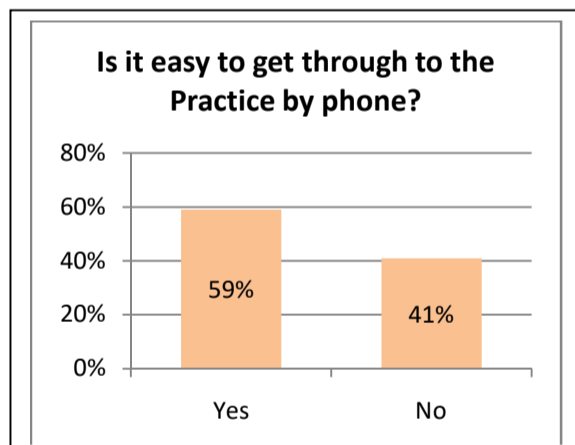
We have reviewed the advanced booking system for GP's and will offer patients the opportunity to book with their preferred GP if possible.



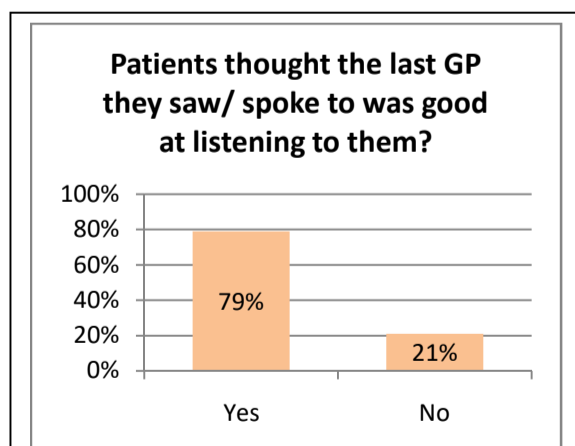
82% of patients were able to get an appointment or speak with someone the last time they tried.

Local (CCG) average: 80%

National average: 85%



We now have all members of our Administration and Reception staff answering the telephone during busy periods.



Our GP's have attended communication skills training.

- 93% of patients stated the last appointment they got was convenient.
- 92% of patients stated that the last Nurse they saw was good at treating them with care and concern.
- 80% of patients stated that they found the Receptionists helpful
- 89% of patients stated they had confidence and trust in the last GP that they saw.

