

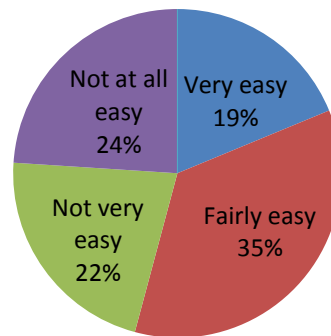
## HIGHBRIDGE MEDICAL CENTRE

### Patient survey – January 2012

The survey was conducted throughout a whole week in January 2012. All patients who attended the practice either for a GP or nurse consultation or who visited the practice to collect prescriptions or deal with any queries were encouraged to participate in the survey. The surveys were anonymous and, in the case of consultations were given to patients to complete after leaving the consultation.

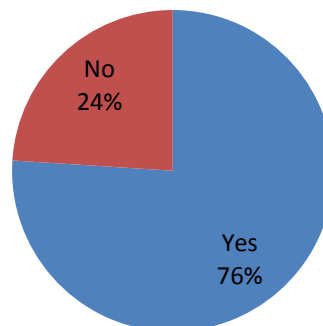
This survey was designed specifically to address issues highlighted during the last national patient survey (April 2010 to March 2011)

Generally how easy is it to get through someone at the surgery by phone?



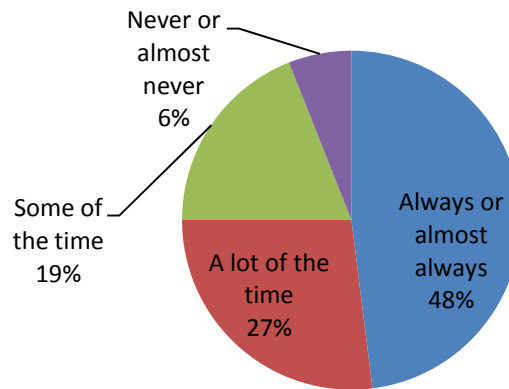
54% of patients found it either very easy or fairly easy to get through on the phone. This was an improvement on the most recent result in the national survey (April 2010 to March 2011), which found only 50% of patients found it either very easy or fairly easy to get through on the phone. However this does indicate that this is an area where improvement is still required.

Is there a particular GP you prefer to see?

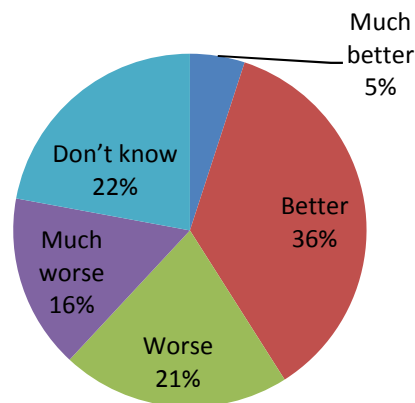


This was higher than the most recent result in the national survey (April 2010 to March 2011), which found 70% of patients preferred to see a specific GP.

How often do you speak to or see the GP you prefer?

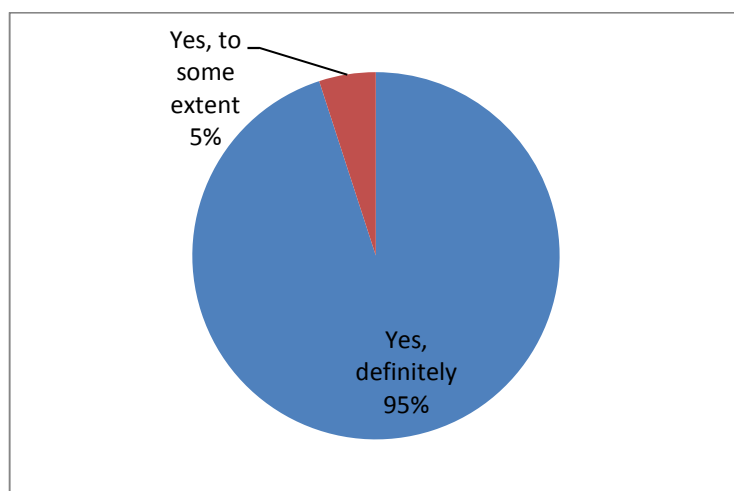


We asked this question due to the changes in appointment system where in future patients will be encouraged to see their regular GP wherever possible to promote continuity of care. The new appointment system is only in month 4 so this data is being used for benchmark information. Compared to the previous appointment, is our new appointment system and our continuity of care....



Again this question has been used as a benchmark for the new appointment system. In hindsight, it would have been beneficial to have asked patients this question whilst the old appointment system was in operation as few patients found this to be satisfactory. The result as they stand are equally divided between those who find it better and those who find it worse than the previous system. The practice will continue to monitor this.

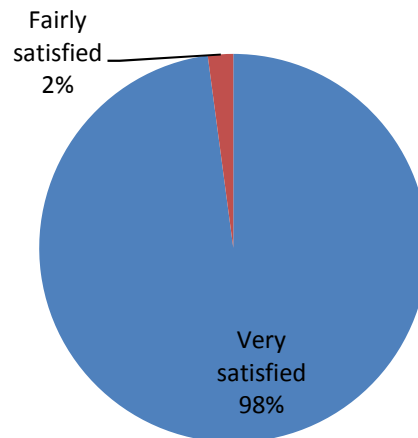
Did you have confidence in the doctor?



In the most recent result in the national survey (April 2010 to March 2011), a total of 94% of patients responded 'yes, definitely' or 'yes, to some extent' in response to this question. At that time 64%

responded yes definitely, which has improved to 95%.

If you saw a nurse overall, how satisfied were you with the nurse you saw?



In the most recent result in the national survey (April 2010 to March 2011), a total of 76% of patients rated our nurses as 'very good' or 'good' in treating patients with care and concern. The practice feels that this is an equivalent question and demonstrates the quality of service provided by our nursing team.