**Dr.Malik Practice**

**Kent Elms Health Centre**

**The results of the survey are summarized in the following section:**

Report Questions – patients were asked about booking experiences and the care received from the Doctor or the Practice Nurses on the day of appointment.

**Sample and Methodology**

100 questionnaires were printed and were made readily available on the reception counter for patients to take part in Dec 2013.

The questionnaires were also actively offered to patients attending the surgery, either to be completed whilst in the practice or taken away and returned at a later date. The receptionists explained briefly what the questionnaire was about and answering any questions patients may have. Only 70 questionnaires were returned completed and these were then analyzed in-house.

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| Questions | Yes | No | Poor | Satisfactory | Good | Very Good | Excellent | No reply |
| Are you generally happy with the surgery | 70Yes |  |  |  |  |  |  |  |
| How would you rate your experience at Dr.Malik’s Surgery today |  |  |  | 3 | 9 | 14 | 41 |  |
| Did you feel the time with the Doctor/Nurse was adequate? Was the outcome of your visit ailment resolved to your satisfaction? | 68 Yes |  |  | 1 |  |  |  | 1 |
| Do you feel the appointment waiting time is satisfactory? | Yes  64 |  |  | 5 |  |  |  | 1 |
| Are you happy with the Reception staff, and the advise and support the provide? | Yes 69 |  |  | 1 |  |  |  |  |

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| **Other comments:** |
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* Very happy with the service we receive from the surgery
* whole team are helpful and willing to help me and my children. I have no complaints at all.
* always appreciate being able to obtain a prompt appointment.

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| * - I feel that the practice has improved for the better than previously |
| - satisfied with care and helpfulness from doctors and staff |
| - generally a great service- well done |
| - I have no reason to complain; always received good service | |
| * I - am very pleased with the service I receive | |
| - excellent as normal | |
| - getting appointment within 24 hours & good service- hope this is kept this way | |
| - I am very satisfied with everything the surgery gives | |
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| **Staff:** | |
| * The doctors always spend time you need and follow up. The reception staff are always helpful and always sort out appointments. Very cheerful! | |
| * I feel Dr Malik is a very hardworking and caring doctor. I have always been very satisfied with the way he has looked after my husband and I | |
| * Dr Malik has given husband and myself excellent service | |
| * Dr Malik always listens | |
| * Doctors and surgery are efficient and helpful | |
| * Dr Vucha was lovely | |
| * Always very pleased with the polite and professional help given by Ann | |
| * Emma is the best. | |
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| **Improvements to be made:** | |
| * not happy | |
| * waiting times could be improved | |
| * staff mannerism could be improved over the phone and not so abrupt at times when talking. | |
| * we find it very difficult to arrange an emergency appointment on the same day even when calling at 8:00am. | |

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