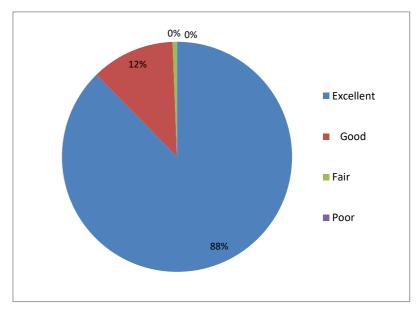
GP PATIENT SURVERY PERFORMANCE: APRIL 2021 [GP NATIONAL SURVEY QUESTIONS]

Number of Questions: 18

-	Excellent	Good	Fair	Poor	Total
Total No. Patients	284	38	2	0	324
1	16	2	0		18
2	17	1	0	0	18
3	16	2	0	0	18
4	17	1	0	0	18
5	14	4	0	0	18
6	14	3	1	0	18
7	15	3	0	0	18
8	15	3	0	0	18
9	15	2	1	0	18
10	16	2	0	0	18
11	17	1		0	18
12	17	1	0	0	18
13	17	1		0	18
14	16	2	0	0	18
15	14	4	0	0	18
16	16	2	0	0	18
17	15	3	0	0	18
18	17	1	0	0	18



COMMENTS / ACTIONS / SUGGESTIONS [Practice Manager] - Use at practice meetings / Staff Meetings and MUST BE EVIDENCED.

88% of our patients feel we are providing an excellent service and 12% feel we are good. This is a team improvement and well done for a good effort. We believe we can further improve these results so please continue to ask as many patients if they are happy with our services and our surgery and all feedback will be shared with the team and at our next scheduled PPG meeting. Lets take the fair responses and turn them around to a good or excellent. These will be discussed in the next staff meeting.

One patient rated our services as fair for Choice of appointment and one patient rated fair for waiting time. I know we are trying our very best to ensure we offer choice of appointment but due to unavailability of GP we are unable to do this some times. We try our best to be in time but waiting time depend on the patient's problem to be sorted out. Specially if the patient to be reffered urgently due to