Hamilton Practice

Patient Survey 2008/9

We would like to thank all the patients who kindly completed one of our questionnaires in September/October 2008.

Responses indicated a marked improvement in almost every aspect of care from the previous year.

Your Comments

- Most of you said you were very satisfied with our receptionists and satisfaction had improved year-on-year.
- Plus, most of you feel satisfied with our opening hours and this had improved year-on-year.
- More of you were now satisfied with the availability of a particular doctor.
- Most of you were satisfied with the availability of any doctor and this had improved year-on-year.
- Most of you were now satisfied with waiting times at the practice and this had improved year-on-year.
- Most of you were satisfied with phoning through to the practice and this had improved year-on-year.
- Most of you state that you are very satisfied with the overall care provided by the doctors & nurses and this had improved year-on-year
- Most of you continued to be satisfied with the ability to understand / cope with a problem after visiting a doctor.
- The vast majority of you were very happy with the Practice overall.

- However, a majority of you had concerns about:

The availability of a *particular* doctor or nurse although this had improved from last year.

Phoning through to a doctor or nurse for advice.

Our Response

- In response to your feedback from last year & this

A new full-time partner was appointed in September 2008 to replace a part-time partner which will help increase the availability of a particular doctor & the ability to phone through to a doctor or nurse for advice.

By January 2009 our nurses will have completed various training enabling them to see more patients with more conditions.

From the 31st December 2008 the practice will be offering additional extended hours from 6.30pm – 8.30pm every Monday evening to complement the existing extended hours on Tuesday mornings from 7.30am which have proved very popular to patients.

We will also be meeting with our patient group to discuss the survey and consider any further improvements between now and February 2009.