

## Patient Reference Group (PRG) – Survey Results

Thank you to all members of the PRG who responded to our first online survey. 47 members were surveyed and 39 responded.

### We asked:

*Which of the following areas would you like the Practice to focus on in our annual patient questionnaire?*

*Opening Times*

*Practice Environment*

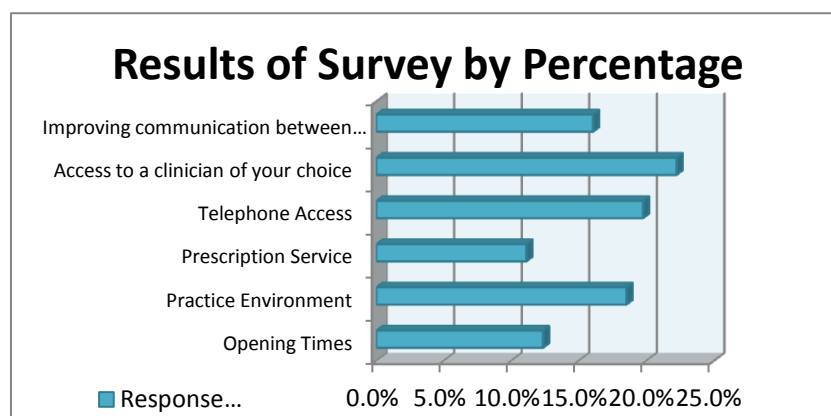
*Prescription Service*

*Telephone Access*

*Access to a clinician of your choice*

*Improving communication between the practice and the patient*

### This is what you said:



Your representatives thought that our top two priorities should be:

1. Access to a clinician of your choice *and*
2. Telephone Access

### Our Next Steps:

As a practice we will be discussing various options open to us. We will put forward our ideas and suggestions to the PRG in order to seek their agreement for any service changes.

To aid our decision making process, your input will be essential and therefore we will be surveying the whole practice population early in 2012 for your views. The PRG will help us form the right questions to ask and we would ask that you spend a few minutes answering our questions, so that we can get a good feel for how you would like our service to look.

If you would like to have your say and feel that you can contribute to our Patient Reference Group, we would glad to hear from you. All we need is your email address. You can find out more information on our website at:

[www.fitzalanmedicalgroup.com/prg.php](http://www.fitzalanmedicalgroup.com/prg.php)

## Survey Data Sheet:

Patients surveyed 47  
Respondents 39  
Survey type: email / on-line using: www.surveymonkey.com  
Survey opened: 8<sup>th</sup> November 2011  
Survey closed: 15<sup>th</sup> December 2011

Survey Question/s and results:

### **Which of the following areas would you like the Practice to focus on in our annual patient questionnaire?**

---

	Response Percent	Response Count
Opening Times	25.6%	10
Practice Environment	38.5%	15
Prescription Service	23.1%	9
Telephone Access	41.0%	16
Access to a clinician of your choice	46.2%	18
Improving communication between the practice and the patients	33.3%	13
	Respondents	39

Additional Comments from respondents:

Showing 4 text responses

No responses selected

Difficulty in contacting the surgery

23/11/2011 19:22 [View Responses](#)

While most of the girls in reception are polite and helpful it becomes clear that several of them lack a certain customer friendly graciousness. I would like to commend the Polish lady who never fails to be polite.

22/11/2011 11:25 [View Responses](#)

Appointment Booking

16/11/2011 16:51 [View Responses](#)

make it easier to book appointments

14/11/2011 22:42 [View Responses](#)