



## **Patient survey results (January – June 2018)**

We have received over 50 pieces of feedback over the last six months, many thanks to patients who took part in our survey or have written to us.

We are delighted in this set of results which shows us averaging 'excellent' in key areas of patient importance such as 'your experience of making an appointment' and 'putting you at ease'.

Our patients say they are 'extremely likely' to recommend us – thank you 😊

The word cloud represents patient comments - **the larger the font size the more times the words appeared.**

Patient feedback also provides an opportunity to be even better & some of your comments have already been addressed;

**Car Parking;** the top car park is strictly patient only - staff have been invited to use Chew Rugby Club for parking to ease pressure on the availability of limited spaces.

### **Areas we are working on to support our rural patients;**

We are running more out-reach clinics at Chew to provide local access to services. The recently introduced Parkinsons Assessment clinic means that patients can be seen here instead of travelling to hospital.

We are mindful that our patients are rural without good links to public transport. Please inform our friendly Receptionists if you need both a GP and blood test appointment and we will do our best to book this at the same time.

We really do welcome your views, please also let us know if you would like to join our volunteer Patient Participation Group.

**Helen Harris, Practice Business Manager - August 2018**