

Penryn Surgery Patients Representative group 2015 survey results summary

Overall comments

The same basic questionnaire has now been used for the last four years. This year we have added four new questions about online services. Unfortunately, one question was omitted in error. The sample demographics show some minor changes with a higher proportion of female patients and patients age 18 to 40 being seen.

About the practice

Overall satisfaction is high with small increases over the last year in all areas surveyed.

About the staff

The high overall satisfaction was again slightly higher. The comments expressed, with a very few exceptions are general satisfaction with all staff.

About the health professional you saw

Overall the satisfaction with all the consultations remains very high. Again only 4% of patients, who minded who they saw, did not see the doctor of their choice. However the satisfaction rating of these consultations was very close to those patients who did see the doctor of their choice.

Summary of written comments

As before, the comments made on the questionnaires were all looked at and grouped to see the principle issues on our patient's minds. The overall impression was of a great degree of satisfaction with all the services and running of the surgery.

There were 365 comments (2015 - 300). Some of the comments fell into more than one category.

140 (20014 – 104) stated patients were pleased with the services offered and did not see any need for change

- 23 (2014 – 24) concerned about the 8am phone call block
- 18 (2014 – 23) concerned about the lack of pre-bookable appointments
- 6 (2014 – 12) concerned about lack of book on the day appointments
- 4 (2014 – 12) not seeing the doctor of their choice
- 23 (2014 – 10) late running of surgeries
- 13 (2014 – 10) parking issues
- 21 (2014 – 18) wanted Saturday and weekend appointments
- 9 (2014 - 17) wanted more late afternoon appointments
- 1 (2014 – 5) wanted more early morning appointments
- 4 (2014 – 7) wanted longer appointments
- 2 (2014 – 3) wanted more Mawnan Smith appointments
- 0 (2114 – 3) wanted more early morning nurse appointments

In the other comments there were four concerns about reception, two about mental health services, the length of our phone message, Stithians being closed for two afternoons and the delay in receiving xray results. There were a few suggestions such as a display of photographs of staff, a display to advise on late running of surgeries, provision of more services such as eye, sexual health, minor injuries, weight control and podiatry clinic in the surgery. There was an impression that some of our patients are not fully aware of the pre-bookable and on line booking appointments.