

Patient Survey 2018

The Practice recently conducted a survey to ascertain if patients were aware of the Self-Check-in facility with the waiting area. It is anticipated the results of this survey will help us ascertain the reasons why patients do not use the screen. The full results are available within 'Survey Results' on the right hand side of this page.

Part of this survey included the following questions 'Would you recommend the practice to someone who has just moved into the locality?' & the reasons why they gave this score. We are extremely pleased to report the following:

96% of patients are - Extremely likely to likely to recommend Old School Surgery

0% of patients are - Neither likely or unlikely to recommend Old School Surgery

0% of patients did not know if they would recommend Old School Surgery

0% did not respond to the question

A total of 79 comments were provided regarding the service provided by the practice. A total of 72 of these comments were extremely positive, which is reassuring when General Practice is under immense pressure. A few comments related to difficulty in obtaining appointments within the practice or difficulty getting through on the telephone. The practice introduced on-line services, such as, making appointments, ordering repeat medication & cancelling appointments enabling access to these services 24hrs per day, 7 days per week. Many patients are now registering for these services when they join the practice and are routinely make appointments and order repeat medication on-line.

Unfortunately demand for our services continues to increase which has placed the surgery in a position where we have been forced to introduce dedicated times for requesting repeat prescriptions. This change will take effect from 1 April 2018. It is anticipated that this will place less demand on our telephone system outside the dedicated time frame enabling greater access as well as enabling our administrative team to complete important tasks in a safe and efficient environment.

We would like to sincerely thank everyone who took part in our survey; your feedback and ongoing support is always very much appreciated.