Risedale Surgery – Patient Survey 2015

Risedale Surgery would like to thank all of the patients who took time to

participate in the recent Family and Friends Survey.

We received 48 responses over a 1-week period; the survey was available in the waiting area.

The surgery opted to keep the survey short so only had 3 questions in the survey with an area for comments.

1. Do you know you can make an appointment for the Doctor to telephone you?

Yes No

1. Do you know how to access urgent care at the Surgery?

Yes No

1. How would you prefer to make appointments?

In Person By Phone Online

**Question 1 Yes: 37 No: 11**

**Question 2 Yes: 20 No: 28**

**Question 3 In Person: 5 By Phone: 40 Online: 3**

**NHS Friends and Family Test**

How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?

**Extremely likely: 28**

**Likely: 16**

**Neither likely or unlikely: 3**

**Unlikely: 1**

**Extremely unlikely: 0**

**Don’t know: 0**

Positive comments:

1. I have been with this practice from day 1. Always been treated well. Excellent staff – have always seen a Doctor/Nurse when needed, which is what I think you need these days.

A lot of friends in different surgeries wait days for a reply from phone calls, never mind getting an appointment!

1. Always good friendly help and advice. Dr Jolliffe exceeds hours to make it possible to get an appointment after work or late.
2. Have always services provided by this practice in my own case to date, been very good in view of the amount of patients it has to deal with.

Points to improve/ recommended comments:

1. Sometimes it’s difficult to get an appointment and have waited days to get one.
2. Not a lover of telephone appointments.