

PATIENT SATISFACTION QUESTIONNAIRE SURVEY RESULTS 2018

This year 212 questionnaires were sent by email of which 114 were opened. Of these, 30 patients clicked through to the on line form of which 25 questionnaires were completed and returned. The open rate was 56.4% of which the click rate was 16.8%. 18% clicked to download the PSQ pdf whilst 79% went through to complete the online form.

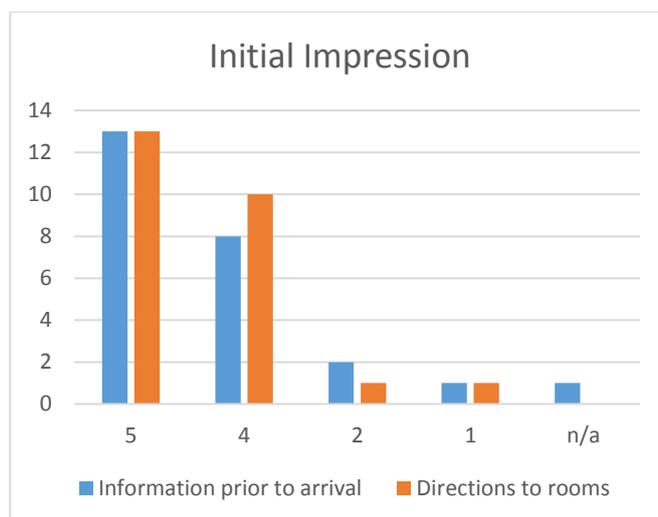
All respondents said that they would recommend us.

Across all categories patients predominately scored either 4 or 5 (5 being excellent). This result demonstrates that we are providing our patients with a level of service that we feel proud offering. All respondents thought we were staying the same or getting better.

Below is a breakdown of the various areas, including the ways we are looking at improving our Practice.

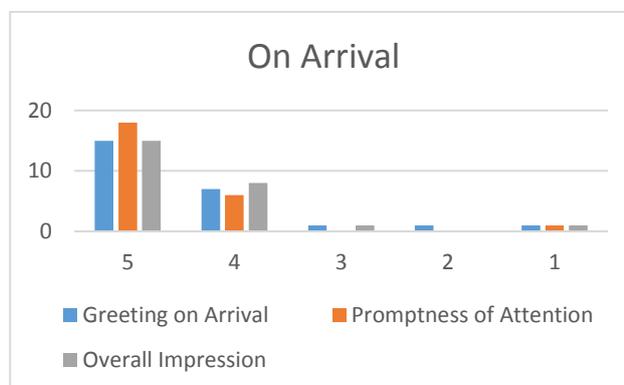
Initial Impression

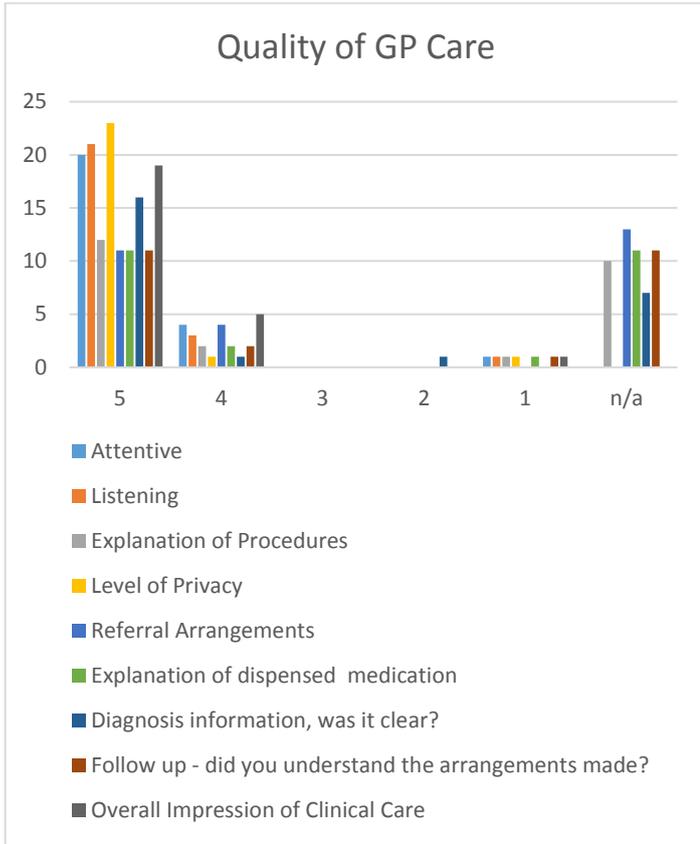
The initial impression of our Practice which included the information provided prior to arrival and directions to the Practice scored very highly with the overall score rating being either 4 or 5.



On Arrival

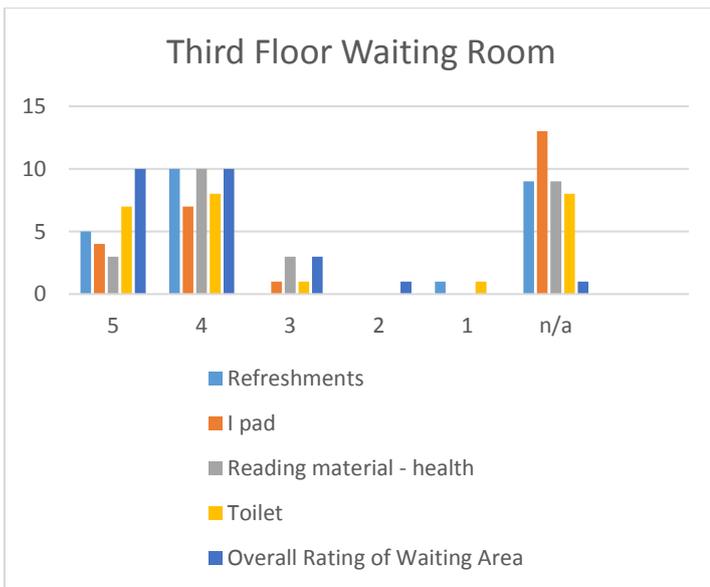
The majority of respondents scored the Practice highly with regard to their 'on arrival' experience, rating us predominately with 4s and 5s in this section.





Quality of GP Care

This chart demonstrates the totals given for attentiveness, listening, explanation of procedures and level of privacy as well as the explanation of diagnosis, referrals and medication (where applicable.) We take pride in providing a high standard of care and this is reflected by the large percentage of people that scored the GP as either a 4 or 5.

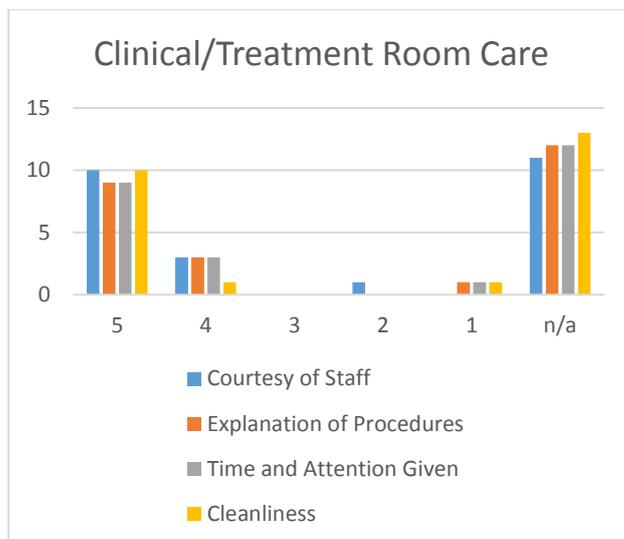


Third Floor Waiting Room

The overall impression of the third floor waiting area was good. Patients scored mainly 4s or 5s throughout this section.

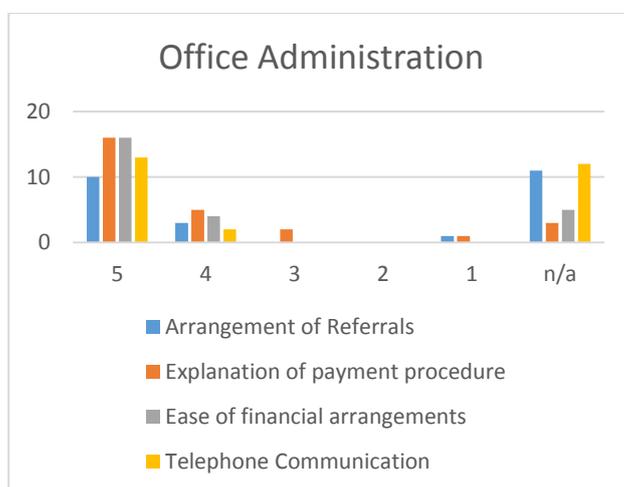
Treatment Room Care

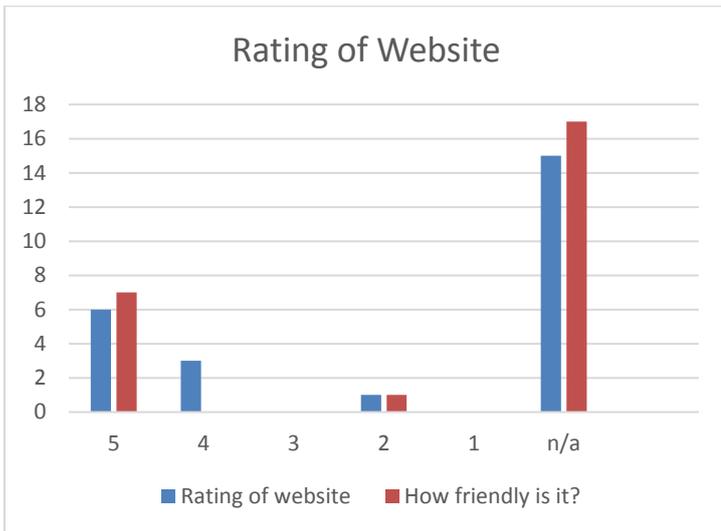
This section was not applicable to all patients. However for those that it did apply to, the rating was high with the courtesy of staff and cleanliness mainly receiving a score of 5.



Office Administration

We continue to strive to provide excellent administration to our patients and the majority believed that the quality of office administration was excellent with the arrangement of referrals and telephone communication receiving a score of either 4 or 5.





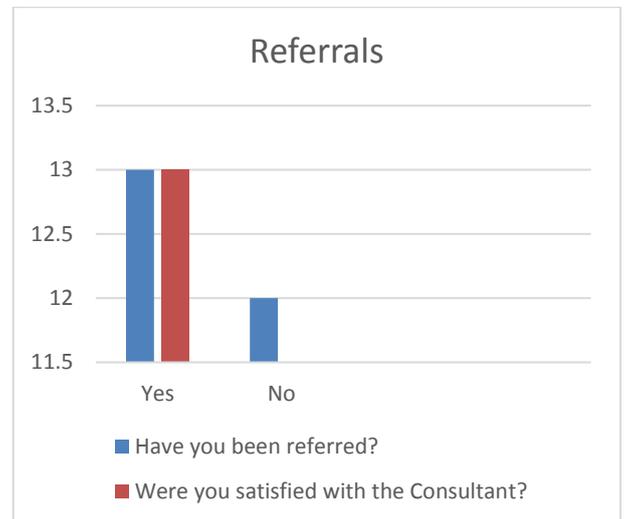
Website

Our website provides a range of information on the services we provide as well as the ability to order repeat prescriptions, sign up as a new patient, find details on our fees and read about medical news which may be of interest.

From the Survey 10 respondents showed they had visited our website recently.

Referrals

Where appointments had been made to consultant colleagues, overall respondents were satisfied with the referral.



We believe in providing a caring and efficient service to our patients. Our aim is always to make our patients' health our priority and your experience at the Practice a relaxed and pleasant one. This year's PSQ Survey reflects the positive experience by a group of patients who completed the Survey.

We always welcome suggestions to improve our service together with your experience at the Practice and would like to thank all those patients who took the time to complete the Survey to provide these results.

It is very much appreciated and valued but more importantly for the revalidation of your doctor.

This report is also available on our website: www.drjackedmonds.co.uk

[Dr Jack A T Edmonds MB BS FRCGP](http://www.drjackedmonds.co.uk)
 120 Harley Street LONDON W1G 7JW
 020 7935 5050

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