



The Haven Surgery Patient Survey Action Plan 2018

What this practice does best?

97% of respondents find it easy to get through to this GP Practice by phone.

(Local CCG average 75%, National average 70%.)

88% of respondents are satisfied with the GP practice appointment times available.

(Local CCG average 66%, National average 66%.)

92% of respondents describe their experience of making an appointment as good.

(Local CCG average 72%, National average 69%.)

What this practice could improve?

90% of respondents were involved as much as they wanted to be in decisions about their care and treatment during their last GP practice appointment.

(Local CCG average 95%, National Average 93%.)

92% of respondents had confidence and trust in the healthcare professional they saw or spoke to during their last GP practice appointment.

(Local CCG average 96%, National average 96%.)

87% of respondents felt the healthcare professional recognised or understood any mental health needs during their last GP practice appointment.

(Local CCG average 91%, National average 87%.)

®The above findings and full patient survey results have been discussed with the practice Patient Reference Group.

®The areas the practice has done well in is much higher than the national average.

®The areas the practice could improve in is either the same as the national average or only slightly lower.

®Since the 3 lowest areas for our practice includes the actual appointment itself, further clinician specific feedback from patients will be sought after their consultations with all clinicians, with space for free text comments which are more valuable in identifying areas of improvement.

®All staff will attend an update on mental health awareness.