

Archway Surgery Survey Results March 2013

The patient group and patients of Archway Surgery completed a survey and the results are as detailed below:

Satisfied with the practice cleanliness	99% Very Happy 1% Happy	'The door was a bit shabby, but it looks much better'. 'The GP room needs decorating'
Satisfied with confidentiality at reception	100% Very Happy	The ladies are always respectful and do not shout.
Satisfied with access to a GP	97% Very Happy 3% Happy	'Would be great is the GP did a late night or early morning as commute'
Satisfied with access to Nursing team	100% Very Happy	'The nurses are fabulous; I have received the best care'. 'The nurses are first class'
Satisfaction with the Practice appointment system	98% Very Happy 2% Happy	'They have never let me down yet, feel very lucky' 'I only use the online service and it is great'.
Overall satisfaction with the practice	99% Very Happy 1% Happy	'The whole team is fantastic' 'If all surgeries were like yours the world would be a far nicer place to live in'.

Additional comments made:

'I think my responses speak for themselves, very happy'.

'Very happy'.

'The team have been very respectful of my choices, I am very comfortable being a patient'.

'Decorate and it will be perfect'.

Action Plan

Recent repairs have been made to the leaking roof therefore the main consulting room will be decorated. We aim to have this fully completed in the upcoming months.

Patient chairs have recently been replaced as this was raised in a previous survey.

A new nurse will be joining the team therefore increasing the nursing availability at Archway Surgery.

The team at Archway surgery would like to thank all of our patients for taking part in our survey and for their patience while the maintenance work has been completed.