General Practice Patient Survey 2019

Reservoir Road Surgery

**Summary**

The practice identified a pattern of concerns that were raised during each PPG meeting.

The practice agreed to establish a survey comprising questions identified as the key priorities as follows:

* Overall satisfaction
* Appointments and alternative solutions if can’t get an appointment
* Quality of care provided
* Continuity of care

 It was decided to keep the survey to one sheet of A4 which made it easier to handle and collect responses and the survey could also be completed online via links on the Practice website

 In total there were **161** respondents.

Experience:

Q1. How would you describe your experience of your GP PRACTICE?

**CARE**

Q2. How would you rate this practice on each of the following?

Q3. Except in emergencies, do you prefer to see the same GP?