



*RVMP- Patient Survey results for
2019*

69 respondents,(38% up on last year) over 2 weeks, morning and afternoon surgeries.

Question 1- How well does the Doctor make you feel at ease?

Poor to Fair	Fair	Fair to Good	Good	Very Good	Excellent	Outstanding
0%	9%	6%	17%	34%	25%	9%

Question 2 – Is the Doctor polite and considerate to you?

Poor to Fair	Fair	Fair to Good	Good	Very Good	Excellent	Outstanding
3%	1%	10%	14%	33%	32%	7%

Question 3 – How good is the Doctor at listening to you?

Poor to Fair	Fair	Fair to Good	Good	Very Good	Excellent	Outstanding
0%	6%	6%	22%	31%	23%	12%

Question 4 – How well does the Doctor do in fully understanding your concerns?

Poor to Fair	Fair	Fair to Good	Good	Very Good	Excellent	Outstanding
4%	7%	7%	25%	24%	19%	4%

Question 5 - Does the Doctor give you enough time?

Poor to Fair	Fair	Fair to Good	Good	Very Good	Excellent	Outstanding
3%	6%	9%	22%	28%	22%	10%

Question 6/7- How well does the Doctor do in assessing your condition?

Poor to Fair	Fair	Fair to Good	Good	Very Good	Excellent	Outstanding
1%	9%	9%	17%	27%	25%	12%

Question 8 – Does Doctor show care and compassion

Poor to Fair	Fair	Fair to Good	Good	Very Good	Excellent	Outstanding
1%	4%	9%	14%	23%	29%	13%

Question 9 -How good is the Doctor in involving you in decisions about your care

Poor to Fair	Fair	Fair to Good	Good	Very Good	Excellent	Outstanding
1%	9%	6%	19%	27%	26%	12%

Question 10 – How helpful do you find the Reception staff

Poor to Fair	Fair	Fair to Good	Good	Very Good	Excellent	Outstanding
6%	4%	4%	13%	34%	26%	%

Question 11 – How easy is it to get through on the phone?

Poor to Fair	Fair	Fair to Good	Good	Very Good	Excellent	Outstanding
10%	6%	15%	25%	25%	16%	3%

Question 12 – How easy is it to get an appointment on the same day?

Poor to Fair	Fair	Fair to Good	Good	Very Good	Excellent	Outstanding
12%	12%	12%	26%	19%	16%	3%

Question 13 – How easy is it to pre-book an appointment?

Poor to Fair	Fair	Fair to Good	Good	Very Good	Excellent	Outstanding
6%	12%	10%	14%	28%	23%	7%

Question 14 – How satisfied are you with Surgery hours?

Poor to Fair	Fair	Fair to Good	Good	Very Good	Excellent	Outstanding
1%	6%	1%	23%	32%	30%	7%

Question 15 – Are we currently open at times that are convenient to you?

Yes	No	Don't know
91%	1%	8%

Question 16 – Overall, how would describe your experience of the GP?

Poor to Fair	Fair	Fair to Good	Good	Very Good	Excellent	Outstanding
0%	3%	6%	20%	31%	28%	12%

Question 17 – Would recommend your GP Surgery to someone who has just moved into the area?

Yes	No	Don't know
88%	6%	6%

Question 18 – Are you Male or Female?

Male	Female	Other
45%	55%	

Question 19 – How old are you?

Under18	18to24	25to34	35to44	45to54	55to64	65to74	75to84	85+
1%	1%	7%	16%	10%	16%	34%	10%	1%

Question 20 – What Ethnic group are you?

White	Mixed	Asian/ British	Black African/ Caribbean/ British	Other Ethnic Group
88%		12%		

Comments

- Notice Board not updated
- Website needs updating
- What service does the Practice offer, ie Weight Clinic, Baby Clinic
- No list available of Services
- Maybe Female GP?



- This survey applies to 3 members (male) of my family, 60,63 & 84 years of age who are all patients
- Keep doing what you are doing
- Good Practice, excellent
- Excellent Practice, outstanding GP, Nurse and Reception Team
- Privileged to be a patient of Dr Ibrahim