

YORK HOUSE MEDICAL CENTRE

PATIENT SURVEY 2008/9

WE WOULD LIKE TO THANK EVERYONE WHO TOOK PART IN OUR
PATIENT SATISFACTION SURVEY DURING 2008/9

YOUR COMMENTS

OVERALL THERE WAS A VERY POSITIVE RESPONSE FROM PATIENTS TO THE SERVICES PROVIDED BY THE PRACTICE AND THE CARING, EFFICIENT, HELPFUL AND POLITE ATTITUDE OF THE STAFF AND DOCTORS.

Some patients found waiting times from appointment to seeing the doctor after arrival in the practice was too long.

Communication of new initiatives/services from the practice to the patients needs to be improved

There still needs to be some improvements made to the telephone system and answering calls.

OUR RESPONSE

We will continue to audit waiting room times – bring audits to partners meetings to discuss ways of improving how we work to benefit the patients and work more efficiently.

We will ensure that we communicate changes in the practice via the Patient Participation Group after discussion in their meetings this information will be made available to patients via our website at yorkhousemedicalcentre.co.uk on posters in the waiting rooms on the electronic notice boards and by updating our practice leaflet regularly.

Telephone system will continue to be updated regularly to give maximum efficiency, and manpower will be diverted from other tasks at busy times to aid quick and efficient answering of telephones