

Question	Patients Comments	I don't know	Strongly Agreed	Agreed	Disagreed	Strongly disagreed	Total %	What we have done
You are happy with the quality of care provided in this practice?		0.90%	54.00%	41.10%	3.10%	0.90%	100.00%	As a training practice it is imperative that our clinical staff are very well qualified and we pride ourselves in keeping abreast of current clinical issues. Our GPs and Nurses regularly attend training and development courses, and our administration staff are also included in any training which helps to improve the level of care we offer.
You are happy with the service provided by the nurses in this practice?		5.30%	58.60%	33.80%	2.30%	0.00%	100.00%	One of our Practice Nurses is currently studying for her prescribers qualification. This will increase the number of minor illness appointments, enabling her to prescribe medication, allowing our GPs to deal with more urgent requests.
I am happy to see the Practice Nurse for minor ailments?		1.80%	52.70%	39.70%	4.90%	0.90%	100.00%	Many minor illness have been treated successfully by our practice nurse. Patients have had more access to appointments, and given medication where appropriate, without the need for a Doctors appointment.
I usually see the Doctor of my choice?		4.90%	28.80%	45.70%	17.00%	3.60%	100.00%	We appreciate that it can be difficult for patients to see the doctor of their choice, and there are many reasons for this. Levenside is a training practice and we usually have two registrars at any given time, and they are usually with us for a period of 18months in total. It is understandable that patients build a relationship with them, and are then disappointed when they move on. Last year we had several Maternity Locums, which again meant using different doctors. Moving forward we have taken on a new GP partner who will join the team in May, and will reduce our need for Locums. This coupled with the increase in nurses minor illness appointments, will mean that it will be possible to offer the doctor of your choice, where possible.

Our whole team is friendly and approachable?		1.80%	46.60%	44.40%	6.30%	0.90%	100.00%	We have a weekly administration meeting where we discuss all issues regarding the care of our patients. The Practice Manager will address any problems, or events which have taken place during the past week, and without placing blame, we share our experiences and discuss how we can improve on the way situation is handled. General practice is a very fast and varied environment, where no two days are the same. However, we try to learn from mistakes to ensure a more positive outcome in the future.
We respect and honour patient confidentiality?		12.60%	50.20%	34.50%	2.70%	0.00%	100.00%	We received several comments regarding patient confidentiality at the reception area and in the waiting room. As a direct result of this we have added floor stickers asking people to wait and respect the person being seen at the desk. We have also introduced sound proofing screens in the waiting room to prevent conversations being overheard.
Your Prescription is processed in an efficient and timely manner		2.30%	57.80%	35.00%	3.60%	1.30%	100.00%	We are introducing a new telephone systyem on the 20th April 2017, which we hope will be beneficial to our patients.We have changed the voice message on our prescription line to promote our online service and have included a leaflet with all of our prescriptions to inform as many patients as we can . If more people use the online service, which incidentally is more efficient and less susceptible to error, the knock on effect should be that our telephone lines will be quieter and the whole process could be streamlined.
I am always treated with dignity and respect		0.00%	59.30%	34.40%	5.00%	1.30%	100.00%	We would hope that all of our staff have the knowledge and experience to treat our patients in this way. We held a dedicatated training session on communication with our admin team, to re enforce the standards we expect. If for any reason you feel that this has not been your experience, please advise either the practice Manager Amanda Brooks or Deputy Practice Manager Joan Gray.
I would recommend Levenside Medical Practice to my friends and family		3.10%	56.50%	36.80%	2.70%	0.90%	100.00%	The practice is growing each year and we now have over six thousand patients, thank you for your support. We have formed a Patient Participation Group, and have now met on two occasions which have been both enlightening and useful for both parties. We plan to share the outcome via our quarterly news letter.
I like the online booking appointment system		51.80%	26.40%	18.60%	2.30%	0.90%	100.00%	We are constantly looking for ways to promote and improve our website and whilst we have had a few hiccups recently, we believe that this service will vastly improve both the accessibility for patients and the reduction in administration, and will also reduce the margin for error.