

Scott Park Surgery
205 Western Approaches
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Patient Experience Survey Report

Friends & Family Test Survey

Tuesday 30 December 2013

SCOTT PARK SURGERY

Friends & Family Test Survey Practice Report

Contents

Report Structure

Sample and Methodology

Summary of Results

- 1. Report Question**
- 2. Open Ended Comments**
- 3. Summary**
- 4. Questionnaire**

Report Structure

The results of the survey are summarized in the following section:

1. Report Questions – patients were asked about specific experiences or were asked for specific information.

Sample and Methodology

260 questionnaires were printed and were made readily available at the reception counter for patients to take part from November to mid-December 2013.

The questionnaires were also actively offered to each patient by the receptionist to be completed preferably, in the surgery and posted in the ballot box or handed in. The completed questionnaires were then analysed in-house.

The Friends & Family Test survey is designed for adults at least 16 years of age.

Summary of Results

1. Report Question

	How likely are you to recommend our GP practice to friends and family?	Number of Responses	% of Responses
1	Extremely likely	162	63
2	Likely	81	31
3	Neither likely nor unlikely	4	2
4	Unlikely	5	2
5	Extremely unlikely	3	1
6	Don't know	3	1
Question Total:		258	100

2. Report - Open Ended Comments

Q: How likely are you to recommend our GP practice to friends and family?

Response: Extremely likely

- Excellent doctor and very helpful staff
- Everyone is so kind and caring
- Quick appointments and doctor who listens
- You are always likely to get a quick appointment
- Quick, friendly service. Appointments readily available
- Very good practice and doctor
- I'm very pleased with the care I get from all concerned
- I feel my GP is a true family practitioner. I really appreciate that my GP knows myself and my family. I appreciate that I can get an appointment when I need one. My GP listens to my concerns and acts appropriately.
- I have been coming for many years and have always been happy with the surgery
- Having been under the care of the Scott Park Surgery for the last 17-18 years. I would thoroughly recommend it to others. The staff are very efficient and friendly, always trying to fit you in if your needs are urgent. Dr. Ng is a very good doctor who I have complete trust in, always treating you in a very professional manner and arranging hospital appointments immediately if necessary. Residents of Eastwood should consider themselves very lucky to have the Scott Park Surgery looking after their health need[s]
- Dr. Ng [is] very straight talking [and] takes time to explain things
- He [Dr. Ng] is extremely good
- Doctor is very attentive, ready to listen and most helpful and understanding
- Dr. Ng always listens and is the best doctor we have ever had. We always have confidence with him and he always gives you sound advice and cares about you. All staff, from our lovely nurses and receptionists, are always very polite and helpful. We couldn't have any better. It's a lovely surgery, really can't fault anything. We also like it not being a group practice so you get to seeing Dr. Ng each visit
- Always very helpful staff, who try to make appointments that fit in with working people. Excellent nurse too
- Always get good service, from booking the appointments to seeing the doctor. Staff are very friendly and will help where necessary
- The ladies in the reception are always kind and helpful and the practice nurse is excellent
- Always positive and helpful
- Prompt appointments. Doctor takes his time with patients to understand problems. Friendly staff
- Always happy with GP giving time, rather than rushing. Receptionists all very friendly
- Very good care and attitude
- Very friendly staff/ nurses. GP very thorough and explains things very well. We are very happy here. Long delays, but that is because GP does not rush patients
- I have had positive experiences. I have recommended family previously
- Can always get appointment when calling + very good Doctor Ng
- Quick, efficient service from Doctor & staff
- Dr is friendly, thorough & patient. Staff are friendly and appointments are usually easily obtainable
- I have had very good care and always manage to have appointments within 48hrs
- Dr. Ng listens to patients & does his very best for them. He does not rush them out. The nurse on duty is very pleasant & helpful as are the receptionists. Very happy with the practice

Response: Likely

- Doctor always takes time with his patients
- Excellent service and attention. Staff very pleasant
- Always received good service and compassion
- Friendly, efficient and good care and attention received
- Ease of booking appointments
- Doctor is good, listens & helpful, but this takes time, which can results in waiting times being long
- All pleasant staff and Dr. Ng is always so helpful. Easy to get an appointment
- Quick service, can always get appointment
- Good service. Appointments usually available same day
- There is a good, friendly and welcoming atmosphere and the doctor does not rush you
- Quite easy to get appointment however, sometimes waiting a while[sic]when doctor is running late
- Doctor always takes time with his patients
- Good, friendly surgery. Shame about waiting times though
- I am happy with the service
- Dr. Ng is friendly and efficient and you do not have to wait too long for an appointment
- Reception staff and Catherine [nurse] are all extremely friendly
- Doctor [is] very patient and polite; waiting times sometimes an issue
- It's a friendly atmosphere and relaxed
- I have never had a bad experience at this practice and the advice is always good
- Feel that you are treated correctly, but waiting times could be better

Response: Neither likely nor unlikely

- Most of my friends don't live in Eastwood
- My family all use same doctor
- Doctor is great, but time keeping a problem and [the waiting area] not very child friendly with all leaflets and not toys

Response: Unlikely

- Already have their own GPs
- No friends or family live close by
- Appointments running late. This surgery would benefit from having another doctor

Response: Extremely unlikely

- Don't have family who are not already patients

Response: Don't know

- Don't really use a doctors [sic]

3. Summary

Based on the number of positive responses to this survey, it can be seen that a vast majority of people (94%) would be likely to recommend this GP practice to their friends and family. From a sample of the open ended comments, presented above, many patients praise this practice for its friendly, helpful staff and its availability of appointments. Dr. Ng is seen as a caring and thorough GP and patients are satisfied with the service they receive here. Comments from the very small number of negative responses indicate that patients are less likely to recommend this practice if their family or friends already have a doctor or if they do not live locally.

4. Questionnaire

SCOTT PARK SURGERY

How likely are you to recommend our GP practice to friends and family? Tick one box below



Extremely
likely

Likely

Neither
likely or
unlikely

Unlikely

Extremely
unlikely

Don't
know

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What is the main reason for your answer? Please write below

How likely are you to recommend our GP practice to friends and family? Tick one box below



Extremely
likely

Likely

Neither
likely or
unlikely

Unlikely

Extremely
unlikely

Don't
know

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What is the main reason for your answer? Please write below