

# MEIR PARK SURGERY AND MEIR PRIMARY CARE CENTRE

## RESULTS OF A PATIENT SURVEY HELD ON

**14/3/2012 -27/3/2012**

The Practice held a PPG meeting and it was decided that the following questions would be asked.

1. Can you usually get an appointment within 3 days
2. When you ring the surgery are you able to speak to someone immediately
3. Are you aware that the Surgery operates a Triage Service
4. Are you aware that the Practice Provides specialist clinics e.g. Asthma, Diabetes, smoking etc
5. Do you feel that weekend opening is a good idea?
6. How satisfied are you with the service provided by the team at Meir Park and Meir Primary Care Centre.

The questionnaires were given out randomly at both Meir Park and Meir Primary Care Centre over a period of two weeks.

A total of 50 questionnaires were distributed.

Results of the survey:

[Type text]

Q 1	Can you get an appointment Within 3 days?	Yes 41 No 9
Q 2	Are you able to speak to someone immediately	Yes 36 No 14
Q3	Are you aware the surgery Operates a Triage service	Yes 30 No 20
Q4	Are you aware the Practice Provides specialist clinics	Yes 36 No 14
Q5	Do you feel that weekend opening is good?	Yes 44 No 6
Q6	How satisfied are you with the service provided by the team at Meir Park	Extremely satisfied 11 Very Satisfied 25 Satisfied 12 Somewhat satisfied 2 Dissatisfied. 0

Some comments received were:

“The surgery is difficult to access at 8.30.”

“The walk in clinic will be very useful and the staff are always very helpful”

“The Staff are friendly and helpful and the surgery is very active to any clinical needs.”

“Dr Sarin in a good Doctor

“The Doctor at the Surgery is extremely approachable”

“Weekend opening is not a good idea because the Doctor needs a break”

“Happy with the service from the Practice”

[Type text]

[Type text]