

Introduction

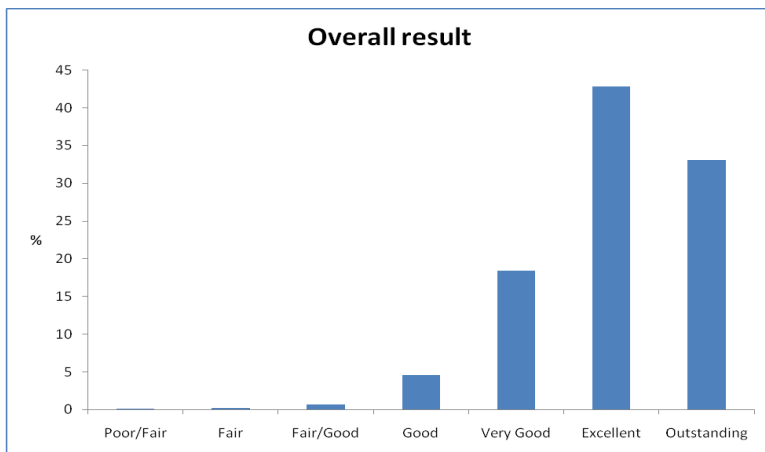
The patient satisfaction questionnaire (PSQ) is undertaken as part of the GP appraisal process. The results below show the outcomes for the GP Partners' questionnaires. The PSQ consists of 8 questions (see appendix 1 for full list).

Results

Of the questionnaires submitted, the practice received of good or above in 99% of the answers overall. 76% of the replies gave the practice overall excellent or outstanding.

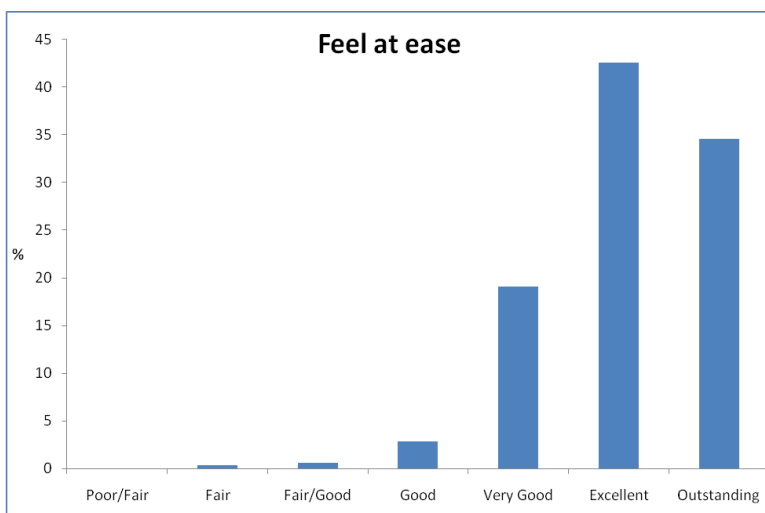
Chart 1 shows the combined results for all the partners and overall rating.

Chart 1



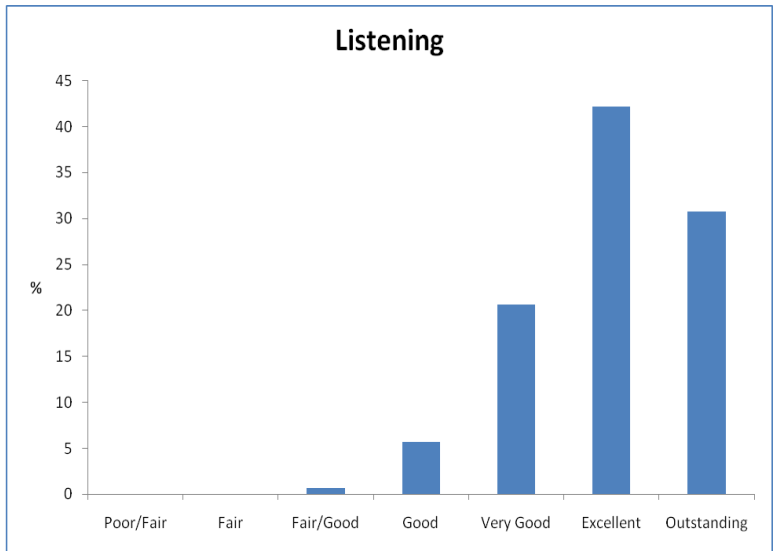
The results to the individual questions again show a high level of patient satisfaction. With regards to whether patients felt at ease, 99% felt the clinician in question was good or better at this (see chart 2 below). No patient felt this had been achieved poorly.

Chart 2



In terms of patients feeling they had been listened to – 99.4% felt they had and no patients answered poor to fair or fair (see chart 3 below).

**Chart 3**



In terms of understanding 98.4% of replies showed that patients felt this had been achieved at a good or better standard. Only 0.3% felt this had been achieved poor to fairly.

**Chart 4**

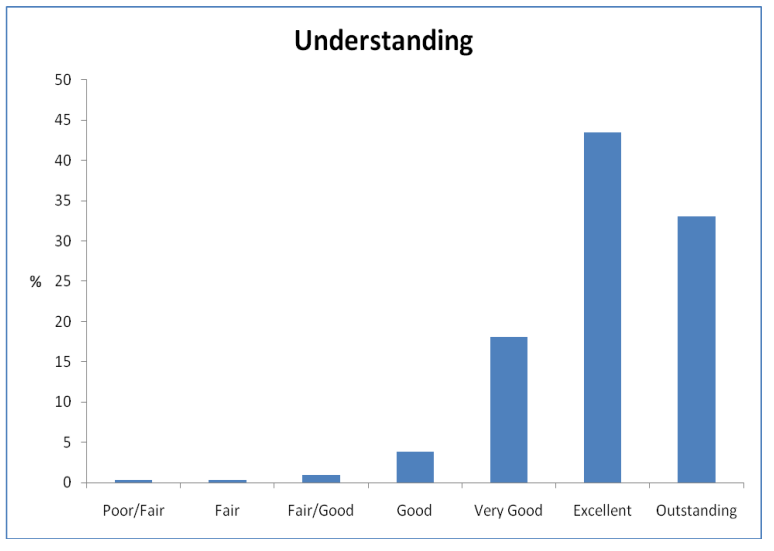
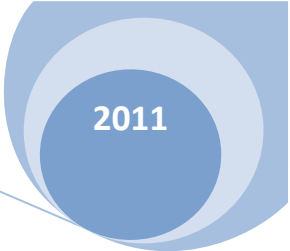
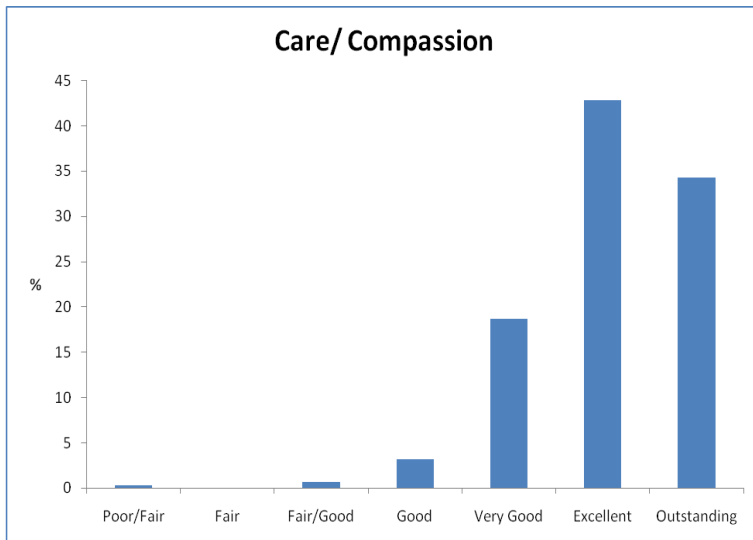


Chart 5 relates to care and compassion and 99% of patients felt this had been achieved at a good or better level. 0.3% answered poor to fair.

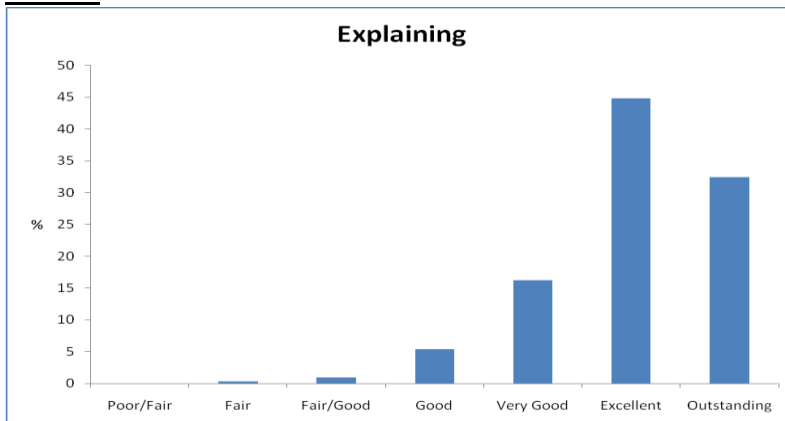


**Chart 5**

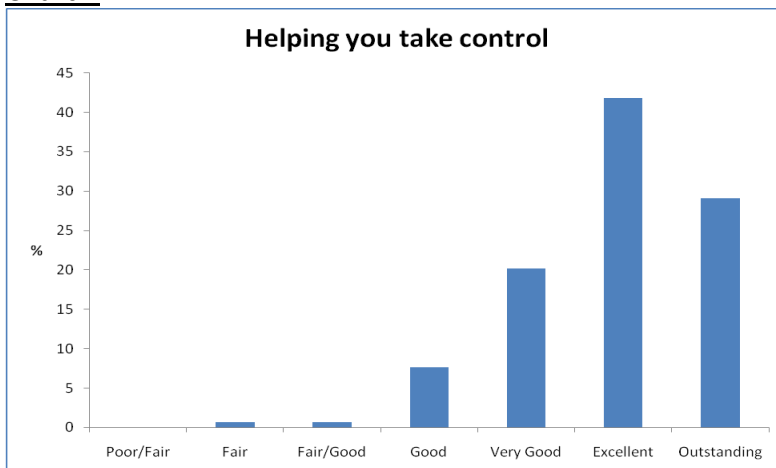


Charts 6 and 7 relate to the GPs ability to explain and help the patient take control of their own car. Both questions received a similar result in terms of patients satisfaction – 98.7% good or above. No patients thought explanation or planning had been achieved poorly.

**Chart 6**

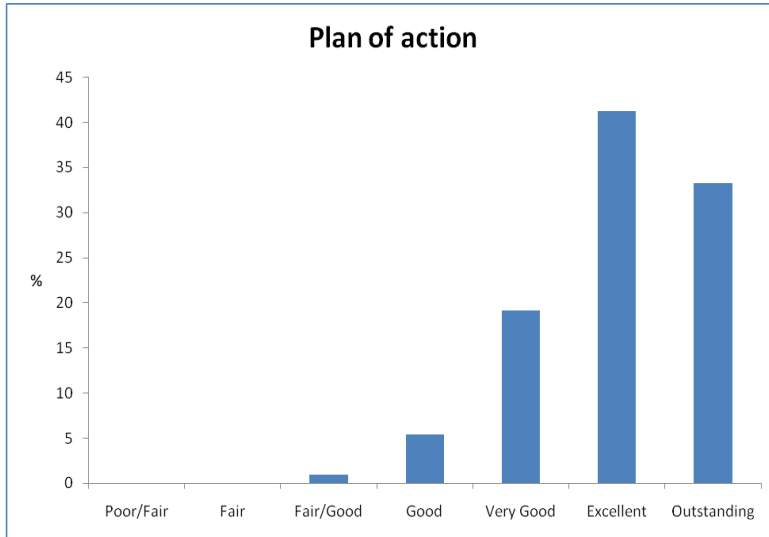


**Chart 7**



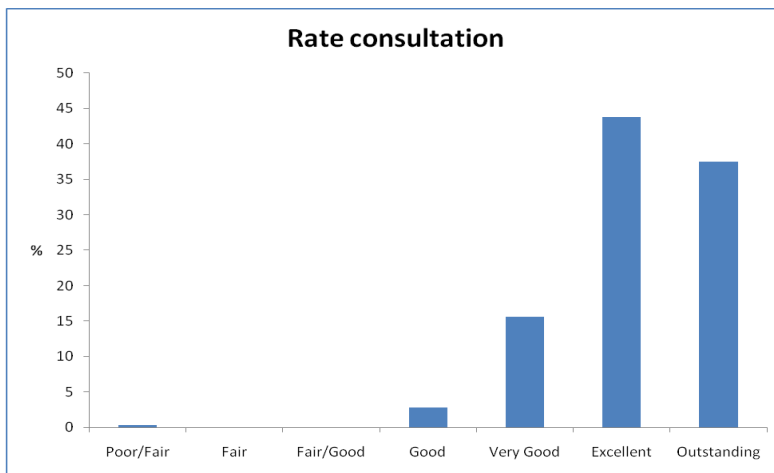
The survey also asked patients to rate how the plan of action was discussed and 100% felt this had been fair/good or better.

**Chart 8**



Finally patients were asked to rate the overall consultation and 99.7% found that this had been good or better and over 80% felt that it had been excellent or outstanding.

**Chart 9**



**Summary**

Overall the Upton Surgery PSQ has shown that patients have a high level of satisfaction with the GP Partners. This has been demonstrated particularly well with 99.7% of all questionnaires rating their consultation as good or better. Also, when looking at all the responses overall, 99% were rated as good or above.

## Appendix 1

PSQ questions are detailed below. The patient is asked to choose one of the following answers: poor to fair, fair, fair to good, good, very good, excellent and outstanding.

1. Making you feel at ease (being friendly and warm towards you, treating you with respect, not cold or abrupt)
2. Really listening (paying close attention to what you are saying, not looking at the notes or the computer as you were talking)
3. Fully understanding your concerns (communicating that he/ she had accurately understood your concerns; not overlooking or dismissing anything)
4. Showing care and compassion (seemingly genuinely concerned, connecting with you on a human level; not being indifferent or “detached”)
5. Explaining things clearly (fully answering your questions, explaining clearly, giving you adequate information; not being vague)
6. Helping you take control (exploring with you what you can do to improve your health yourself; encouraging rather than lecturing you)
7. Making a plan of action with you (discussing the options, involving you in decisions as much as you want to be involved; not ignoring your views)
8. How would you rate your consultation with this doctor today?