

Royal Crescent Surgery

Patient Satisfaction Survey Results

July 2012



The Royal Crescent Surgery appeared on the BBC One Show on 23rd January 2012. The One Show carried out a survey on patients who were asked to rate their experience in terms of stars. 1 being the lowest and 5 being the highest. Out of 20 patients surveyed, the Surgery were awarded four 4 stars and sixteen 5 stars.

This was a very pleasing result and we pledged to re-run the survey later in the year to assure ourselves that our quality of service remains high.

Patients of The Royal Crescent Surgery were asked to complete a brief satisfaction survey in July 2012. Results are below:-

88%	Of patients were very satisfied with the receptionist who greeted them
11%	Of patients were satisfied with the receptionist who greeted them
0	Patients were unhappy with the receptionist who greeted them
88%	Of patients were very satisfied with the clinician they saw
8%	Of patients were satisfied with the clinician they saw
1%	Of patients were unhappy with the clinician
90%	Of patients were very satisfied with the service overall
9%	Of patients were satisfied with the service overall
0	Patients were unhappy with the service overall

The reception area has since been refurbished with a view to improving patient experience at the front desk and telephone answering.

Previous surveys have told us that our telephone answering could be improved and we are determined to show some improvement over the next 3-6 months. A survey will be carried out early next year to find out if we have achieved our goals.

The Royal Crescent Surgery welcomes the views of our patients. If you have comments or suggestions on any aspect of the surgery please contact Leanne Birch, Surgery Manager.