



Patient Satisfaction IPQ Survey

Morland House scores above national average score on
27 out of 28 ratings!!!

2013/14

Practice list size 10400

Surveys completed 247

About the Practice



	National Average for practice 10001 – 12000 patients	Morland House Score
Opening Hours Satisfaction	67	70
Telephone access	56	71
Appointment satisfaction	65	73
See practitioner within 48 hours	57	67
See practitioner of choice	49	57
Speak to practitioner on phone	57	62
Comfort of waiting room	64	69
Waiting time in surgery	54	62

About the doctor



	National Average for practice 10001 – 12000 patients	Morland House score
Satisfaction with the visit	80	82
Warmth of greeting	82	83
Ability to listen	82	83
Explanations by doctor	81	82
Reassurance	80	80
Confidence in ability	82	83
Opportunity to express concerns/fears	80	79
Respect shown to patient	84	84

About the doctors/staff



	National Average for practice 10001 – 12000 patients	Morland House score
Time for visit	78	79
Consideration shown	78	79
Concern shown for patient	80	80
How I would recommend this doctor	81	82
Self care	78	79
Reception staff	74	82
Respect shown for privacy/confidentiality	73	81

About the practice



	National Average for practice 10001 – 12000 patients	Morland House score
Information about services provided	70	77
Opportunity for making compliments/complaints	63	69
Information provided to prevent illness	66	73
Reminder systems for ongoing health checks	65	72
Second opinion /complementary medicine	64	69
Overall score	71	75

Highest Scores*



- The respect shown to me by the doctor*
- The doctors ability to really listen to me*
- My confidence in the doctors ability*
- The warmth of the doctors greeting*
- The recommendation I would give to my friends about this doctor*
- The manner in which I was treated by reception staff

* same highest scores as in 2012/13 when survey last carried out

Lowest scores

- Opportunity of speaking to a doctor/nurse on the telephone when necessary*
- Length of time waiting in the practice**

In both cases Morland House still scored higher than the average national score for these issues

* 5 points above national average for this question

**8 points above the national average for this question

Suggestions/Concerns

- Longer and/or weekend opening hours (10)
- More information on out of hours and other services available (3)
- Be able to book appointments further in advance (3)
- Long wait to see my regular doctor (3)
- More chairs (3)
- Prescriptions 3 monthly not monthly (2)
- Use of the pharmacy by all patients (1)
- Be able to order prescriptions over the phone (1)
- Provide more magazines in waiting areas (1)
- Night and weekend calls in emergency (1)
- Wooden/ Laminate floors noisy (1)
- A covered space for mobility scooters (1)
- Nurse available in evenings (1)
- An asthma clinic and MOTs for patients (1)
- Help with weight problems (1)
- Appointments sometimes rushed and only able to talk about 1 problem at a time (1)

45 positive comments including



- 'First class practice.'
- 'I am more than happy with all staff and services at this practice. Very helpful, welcoming and efficient at all levels'
- 'We are very privileged to have this practice'.
- 'My doctor is brilliant. There is absolutely nothing that could be improved- perhaps he could be cloned? He is the best possible role model for future practitioners and more junior staff'.
- 'Always found all the staff very helpful'.
- 'Nurses are fantastic! Great team!'
- 'All the staff, doctors, nurses are really good'.
- 'Could not wish for better'.
- 'Always polite and helpful'.
- 'Simply first class!'
- 'Recently changed GP practice because of moving. Receptionists are much friendlier and the practice seems generally more organised with more services'
- 'Good general service – excellent!'
- 'I have always found the doctors and nurses in the practice excellent'.
- 'I am 100% satisfied with the doctors. They are outstanding'.