



Patient Satisfaction IPQ Survey

Morland House scores above national average score on all 28 ratings!!!

2012/13
Practice list size 10300
Surveys completed 283

About the Practice

| | National Average for practice 10001 – 12000 patients | Morland House Score |
|----------------------------------|--|---------------------|
| Opening Hours Satisfaction | 65 | 72 |
| Telephone access | 56 | 73 |
| Appointment satisfaction | 65 | 73 |
| See practitioner within 48 hours | 60 | 67 |
| See practitioner of choice | 52 | 59 |
| Speak to practitioner on phone | 57 | 63 |
| Comfort of waiting room | 64 | 68 |
| Waiting time in surgery | 54 | 60 |

About the doctor

| | National Average for practice 10001 – 12000 patients | Morland House score |
|--------------------------------|--|---------------------|
| Satisfaction with the visit | 79 | 83 |
| Warmth of greeting | 81 | 84 |
| Ability to listen | 81 | 85 |
| Explanations by doctor | 80 | 83 |
| Reassurance | 79 | 82 |
| Confidence in ability | 82 | 85 |
| Opportunity to express concern | 80 | 83 |
| Respect shown to patient | 83 | 87 |

About the doctors/staff

| | National Average for practice 10001 – 12000 patients | Morland House score |
|---|--|---------------------|
| Time for visit | 74 | 81 |
| Consideration shown | 78 | 81 |
| Concern shown for patient | 79 | 82 |
| How I would recommend this doctor | 81 | 84 |
| Self care | 78 | 82 |
| Reception staff | 73 | 79 |
| Respect shown for privacy/confidentiality | 73 | 79 |

About the practice

| | National Average for practice 10001 – 12000 patients | Morland House score |
|---|--|---------------------|
| Information provided about services provided | 70 | 76 |
| Opportunity for making compliments/complaints | 63 | 69 |
| Information provided to prevent illness | 67 | 71 |
| Reminder systems for ongoing health checks | 65 | 71 |
| Second opinion /complementary medicine | 65 | 69 |
| Overall score | 71 | 76 |

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

* same highest scores as in 2011/12 when survey last carried out

Lowest scores

- Chances of seeing a doctor/nurse of your choice
- Length of time waiting in the practice

Comments/Concerns

- Provide more magazines in waiting areas (4)
- Making/getting appointments (4)
- Running to time (2)
- More information on online services (2)
- Receptionist's greeting (1)
- More chairs with arms (1)

Comments - good

- 37 favourable comments including
- 'Excellent practice. Very helpful, friendly and informative.'
- 'As a family who use this practice we are happy that we receive appointments in a speedy manner. Great doctors, great staff.'
- 'No need to improve!'
- 'How can you improve on 100% excellent! Very, very good practice.'
- 'Always very happy with my treatment here'
- 'In many years as a patient I have always had a wonderful service for myself and my family.'
- 'Great people to have caring for us. Special mention for certain GP's who have treated my partner and I incredibly professionally. The nurses and staff are brilliant!'
- 'I have always found the doctors and nurses in the practice excellent.'
- 'I'm quite happy with the doctors whole approach'.