



Patient survey results (January – June 2017)

The questions in our new survey are based on research which outlined key areas of patient importance. We have received over 100 pieces of feedback, many thanks to those of you who took part.

Patient feedback gives us an opportunity to be even better & some of your comments have already been addressed;

Waiting Room buzzer; too loud & shrill – this has been turned down.

Car Parking; the top car park is strictly patient only - staff have been invited to use Chew Rugby Club for parking to ease pressure on availability of limited spaces.

Appointment Availability; appointment availability is very good compared with other parts of B&NES & the UK (dispensary income means we can finance a good clinician/patient ratio & keep waiting times to a minimum). However, we will continue to carefully monitor our appointment book.

Patient Privacy (while making an appointment); often we need to ask some questions about your appointment to ensure you see the right clinician & have enough time allocated during that appointment. Our Reception team will continue to be discreet & choose careful wording to ensure patients feel their health matters remain confidential. You may find it helpful to know that certain appointments can be booked via our website.

This word cloud represents patient verbatim comments - **the larger the font size the more times the words appeared.**

We welcome your feedback, please let us know if you would like to join our patient participation group.

Helen Harris, Practice Business Manager