

## **SUTTON ROAD SURGERY PATIENT PARTICIPATION GROUP**

### **RESULTS OF THE FEBRUARY PATIENT SURVEY**

The survey was conducted against a sample of eighty two randomly selected survey forms each handed out by the surgeries reception personnel and analysed by the groups chairman & vice chairman on March 2<sup>nd</sup> 2015.

The analysis took the form of identifying the patients' preference in the order which the survey is offered from "Extremely Likely" being the most favourable to "Don't Know" representing the least favourable and paying particular attention to any comments the patient may have made.

53% said it was "Extremely Likely" that they would recommend the surgery to friends and relatives but further analysis of the survey indicated that those who elected to tick the "Likely" box also made positive comments about the surgery as a whole, perhaps suggesting that they were not fully aware of the questions value which the analysts felt could have placed the surgeries position even higher.

As a result it was suggested that the PPG could at some stage conduct an exit interview in order to explain in a little more detail the value of the questions and why we are interested in their opinions which would hopefully lead to a more accurate analysis of the survey.

This, together with the surveys results would be discussed at the next PPG Meeting scheduled for March 18<sup>th</sup>.

The results of this survey confirms yet again the continuing perseverance of both clinical and support staff in the pursuance of patient care and clinical excellence in all aspects of primary care.