

Terrington Surgery

The Patient Survey

Methodology

During January/February 2014 we undertook a patient survey to ascertain the views of our patients across the range of services that we offer. The PPG agreed to use a recognized and approved company to devise the patient questionnaire to ensure that the questions covered all pertinent areas they wished to explore, such as access to services, feedback about clinicians and support staff and illness prevention and promoting well being. By using an external company the completed surveys would be dealt with confidentially and feedback received would be statistically correct. Comparisons could also be made with national scores and benchmark data.

For each question asked the respondent was able to score the practice as either poor, fair, good, very good or excellent. Also included was an open question asking for further feedback about how the practice could improve.

The survey was distributed to patients over a 6 week period by hand. The survey company guided us on the number of surveys given out and responses received back to ensure statistical validity.

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