

Terrington Surgery

The Survey Results

The results of the survey showed that 91% of all patient ratings about the practice were good, very good or excellent. We scored particularly highly in the following areas: warmth of greeting, respect shown to patients, concern shown for the patient, and the manner in which they were treated by the reception staff.

We had no areas where our scores fell into the lowest 25% of all means, however, our lowest scoring areas were: opening hours satisfaction, the ability to speak to a practitioner on the phone and the availability of reminder systems for on-going health checks.

The additional comments written by respondents covered a number of areas, but a recurring theme was the desire for more continuity of GP presence, the ability to contact the practice by email and the presence of gentle triaging.

Heather White
Practice Manager
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