

Patient Participation Group Questionnaire Results Q3 - 2016-2017

Question 1	Are you happy with the overall service i.e. first contact/appointments; you receive from the Practice?	The general opinion for both Creekmoor and Oakdale reception was very positive. It was felt that the Practice is extremely well run by efficient, cheerful and friendly staff. It was commented that the Doctors seem very caring and helpful and overall the service is excellent. There were no suggestions for improvement at this time.
Question 2	Does the waiting room meet your expectations?	The general opinion was yes for both sites. It was felt that the waiting rooms are clean and tidy with comfortable seating. Patients felt that the information leaflets and displays are very good; they particularly like the information screen at the Creekmoor surgery. It was suggested that the periodicals should be organised in a rack to encourage patients to use them, and they would like more magazines. Patients would also like to see information for ex-service personnel and Mental Health issues. It was suggested that an air conditioner would be beneficial at the Oakdale surgery. All of the suggestions will be discussed at the next practice meeting.
Question 3	Are you happy with the clinicians rooms?	The general opinion was positive for both sites. It was felt that the rooms are comfortable and generally spacious; but some of the smaller rooms were considered stuffy and could benefit from air conditioning. (All suggestions will be discussed at the next practice meeting)