

RADCLIFFE MEDICAL PRACTICE

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In January 2013 a short questionnaire was sent out to the members of our patient participation group and handed out to patients in surgery.

Of the questionnaires handed out 70% of the patients replied answering the questionnaire by email and by completing at the surgery.

- Ⓢ 100% of patients who answered were aware that they can contact the surgery and leave a message for one of the doctors to ring them back.
- Ⓢ 100% of the patients have used this service before.
- Ⓢ 100% were happy with the service and most of them stated that it saved them time for both the doctor and the patient.
- Ⓢ 100% of the patients stated the telephone consultation met their requirements and it saved them a trip to the surgery.
- Ⓢ 88% of the patients thought we needed to promote the service more to our patients. Some suggestions to promote the service were; via email, flyer or full mail slot to all patients.

The suggestion of further promotion was discussed at the last patient participation group and will be acted upon at the practice with immediate effect using the all the suggestions indicated.