

# Marple Cottage Surgery

## Results of Patient Priorities Survey: 2013-14

As part of our commitment to involving our patients in the development of the practice we asked patients to prioritise what "topics" the forthcoming patient questionnaire should focus on.

With the help of Marple Cottage Patient Forum we created a patient priorities survey which publicised in the practice waiting rooms / reception desk, and was emailed to the practice 'Virtual' Patient Reference Group. The results of the survey of detailed below.

Thank you for everyone who contributed.

Patient Priority Topics	% respondents	Ranking
Ease/speed of getting an appointment*	66%	1
Ability to see preferred GP*	58%	2
Quality of consultation*	52%	3 (joint)
Out of hours care*	52%	3 (joint)
Communication with patients*	44%	4
Your understanding of your consultation	40%	5 (joint)
Ease of getting through on the telephone	40%	5 (joint)
Satisfaction with opening times	34%	6
Waiting times	32%	7
Health promotion	28%	8 (joint)
Quality of customer service	28%	8 (joint)
Community services	24%	9
Online services	16%	10
Premises	14%	11 (joint)
Practice involvement with GP and medical student training	14%	11 (joint)
Other	0.06%	12

\*The top 5 topics were selected to be included in the 2013-14 Patient Questionnaire