



WIRRAL PATIENT SURVEY

2023-2024

Survey report for Holmlands Medical Centre

Contains survey summary, survey results, and comment summary.

Compiled on 9th April 2024 by Ian Higginson

ian.higginson@nhs.net

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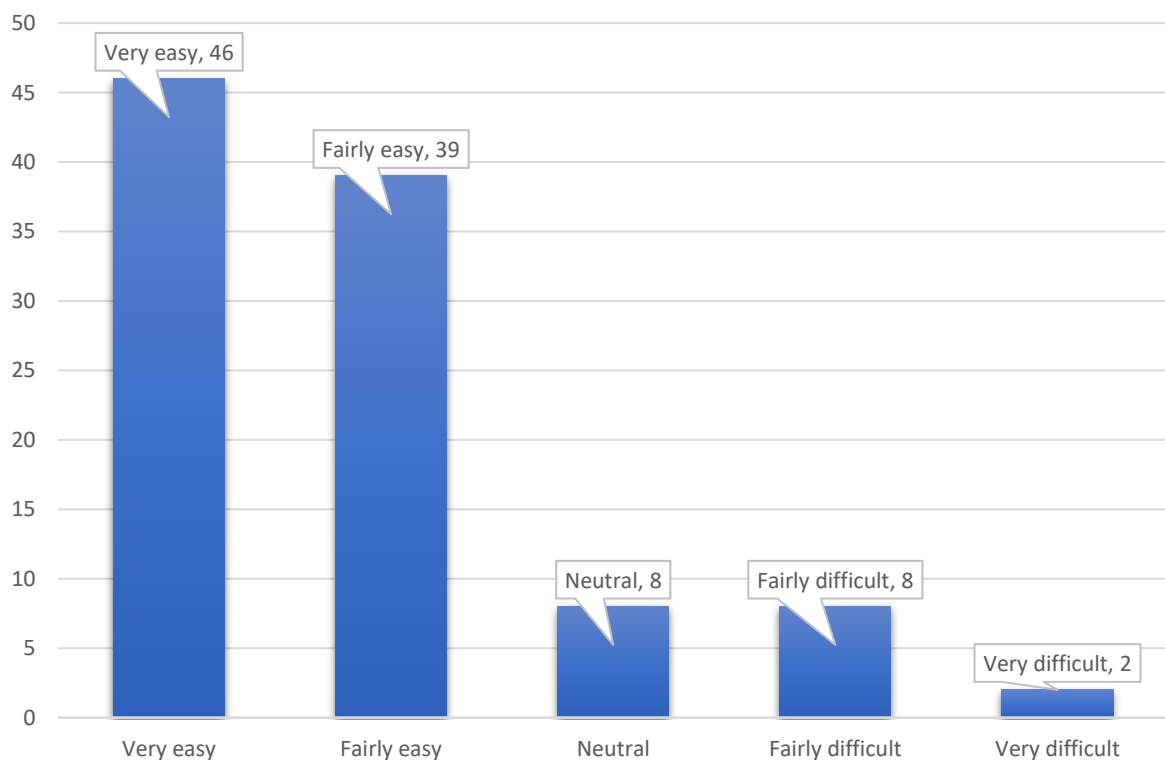
Survey summary

The survey findings indicate a highly positive perception among patients regarding various aspects of their GP surgery experience. A significant majority reported ease in getting through to someone at their GP surgery on the phone (82.5%), highlighting efficient communication channels. Similarly, a majority found it easy to use the surgery's website for information or services (70.9%), suggesting good accessibility to online resources. Satisfaction with the last appointment(s) offered was notably high (90.3%), reflecting the quality of care provided. Moreover, the experience of making appointments was positively rated by the majority (91.3%), suggesting streamlined appointment scheduling processes. Overall, the vast majority of respondents described their experience with the GP surgery positively (92.2%), indicating a high level of satisfaction with the services provided. The proportion of neutral and negative responses across various questions was relatively low, suggesting a well-functioning and patient-centred GP surgery.

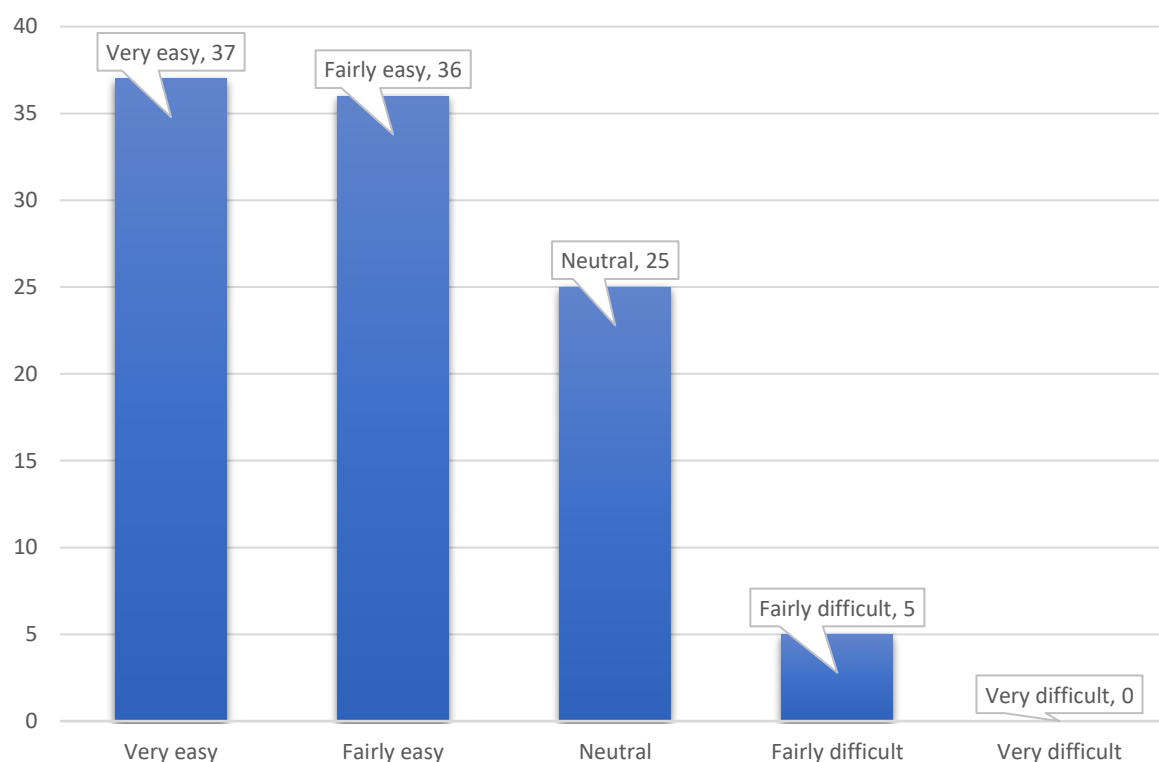
Total number of surveys submitted	Duplicate entries detected/removed
103	0

Survey results

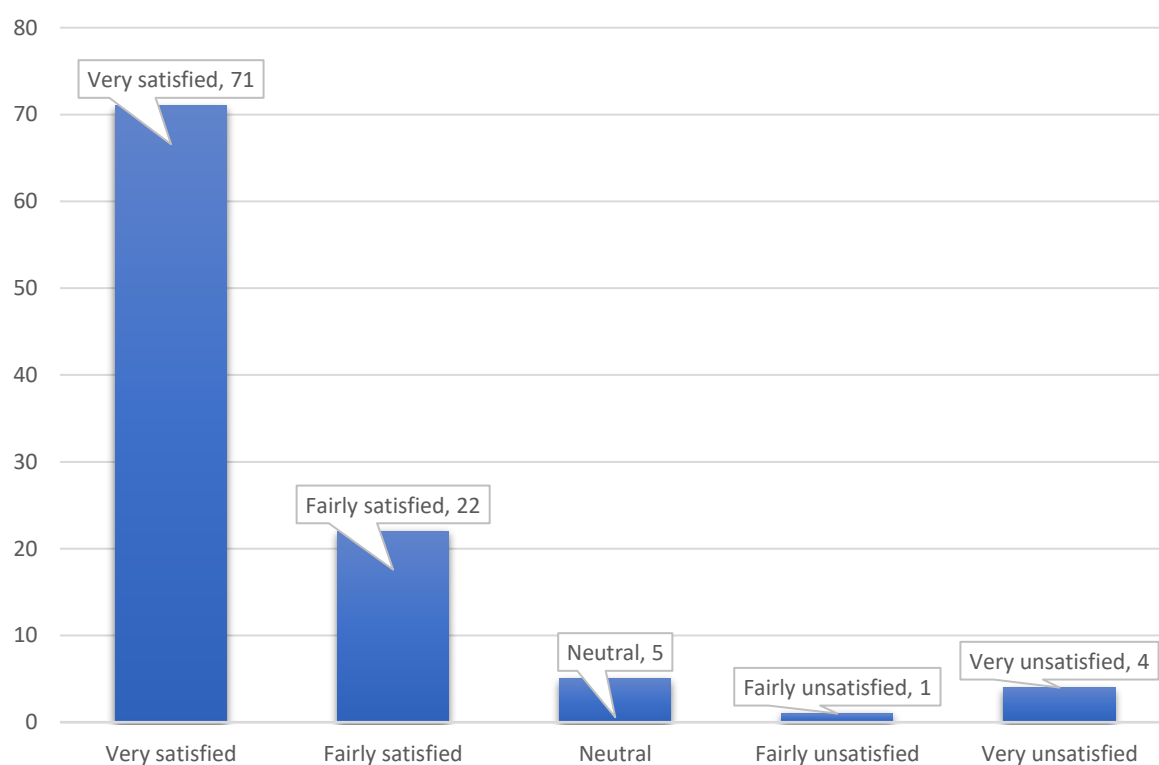
Q1. Generally, how easy or difficult is it to get through to someone at your GP surgery on the phone?



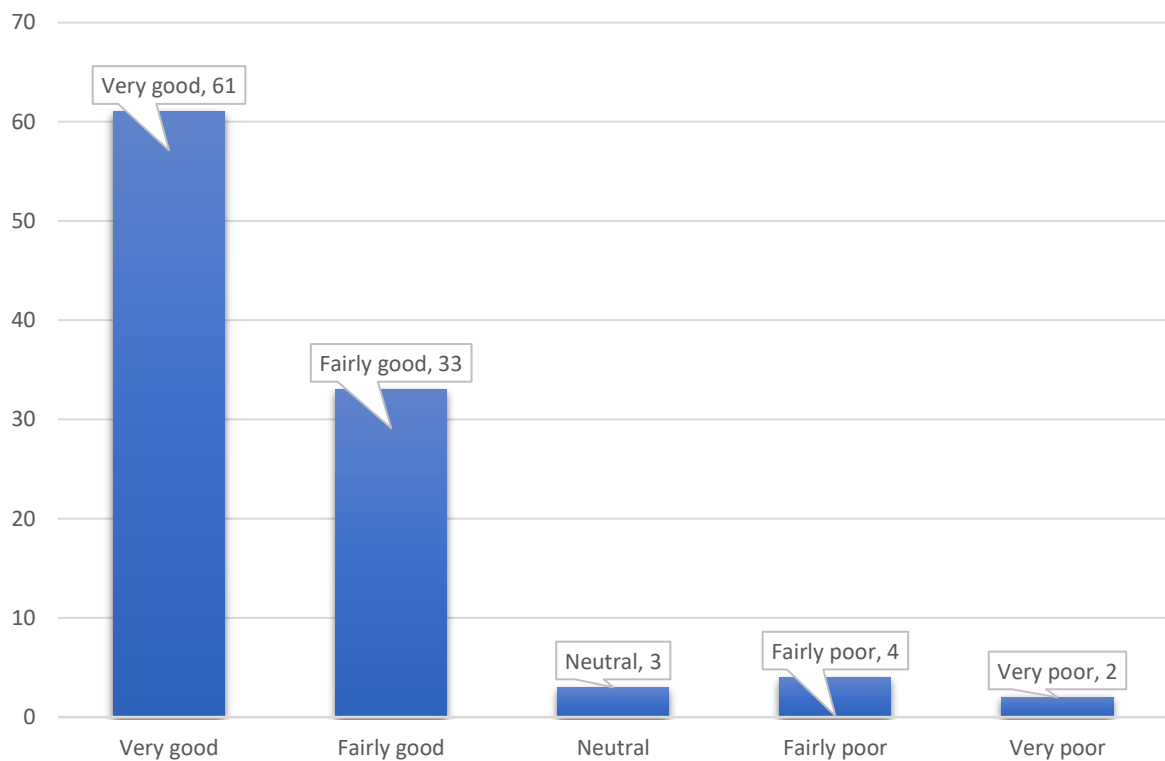
Q2. How easy is it to use your GP surgery's website to look for information or access services?



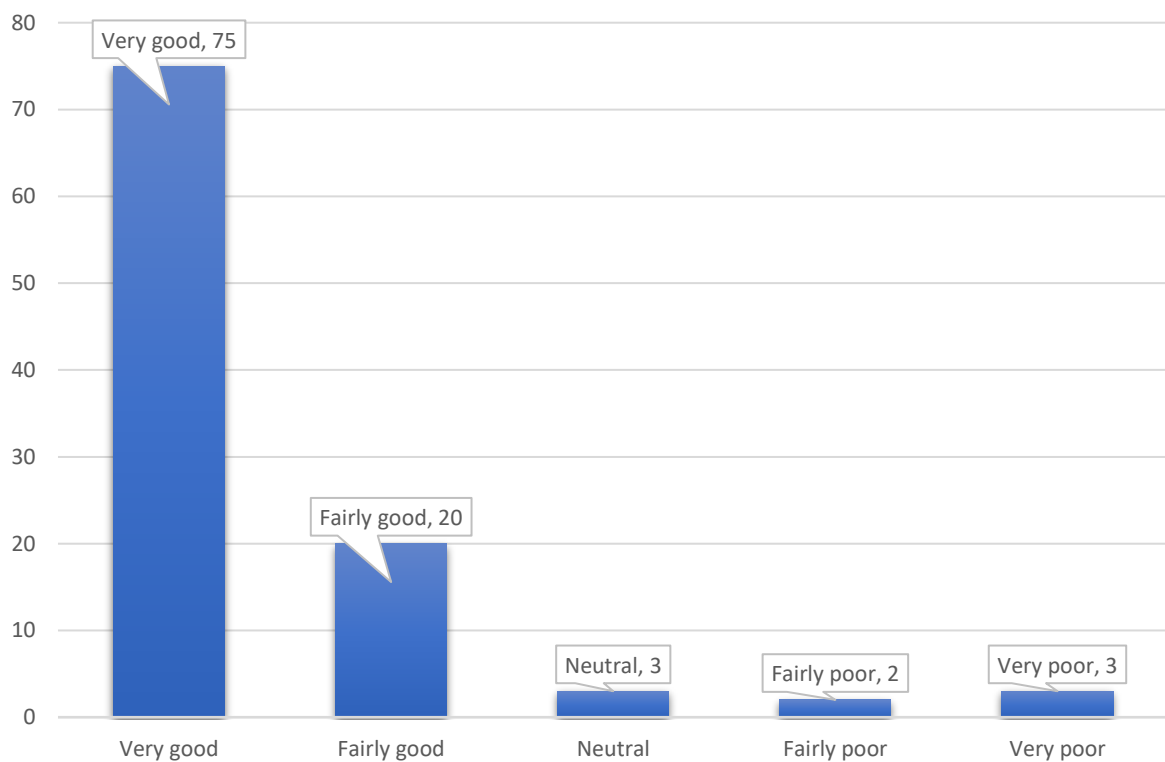
Q3. Were you satisfied with the last appointment(s) you were offered?



Q4. Overall, how would you describe your experience of making an appointment?



Q5. Overall, how would you describe your experience of your GP surgery?



Comment summary

The patient feedback from the GP survey at Holmlands Medical Practice reflects a generally positive perception of the surgery. Patients appreciate the professionalism and approachability of their doctors, along with the helpfulness of the reception and support staff. However, recurring concerns include difficulties in accessing timely appointments, both in-person and via phone systems, as well as challenges with prescription requests. Some patients express frustration with the process of seeing a doctor, particularly when appointments are limited. Despite these issues, many patients commend the caring and supportive nature of the staff, highlighting the commitment to patient care. Overall, while improvements in appointment availability and communication systems are desired, the majority of patients express satisfaction with the quality of care provided.