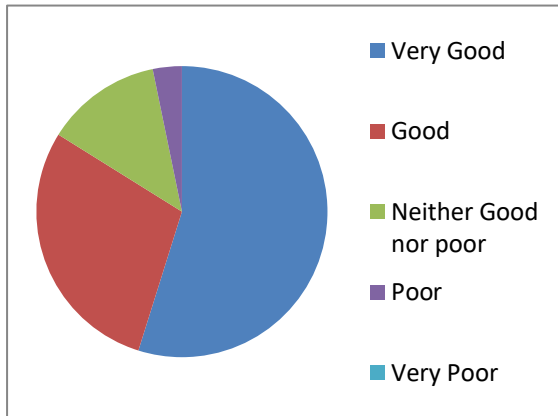


Patient Reference Group – Kings Head Medical Practice

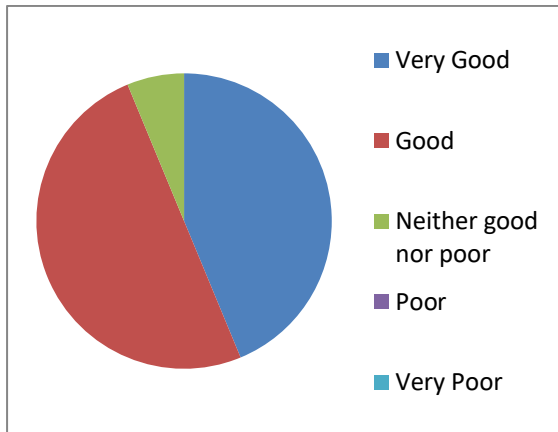
Following the impact of Covid, the Kings Head Medical Practice PRG dissipated. We are now in the process of recruiting a new PRG. In the interim we have viewed the results of the GP National Survey to assess where patients think the practice may need improvement and carried out our own brief patient survey based on these results to help us obtain greater understanding of our patients experience and how this can be improved.

The survey (shown below) was based on face to face appointments and was handed to patients at reception and left on waiting rooms chairs asking the patient to complete and return (anonymously if preferred) by posting into a box in the waiting area. This survey was carried out over the course of a week with 31 responses.

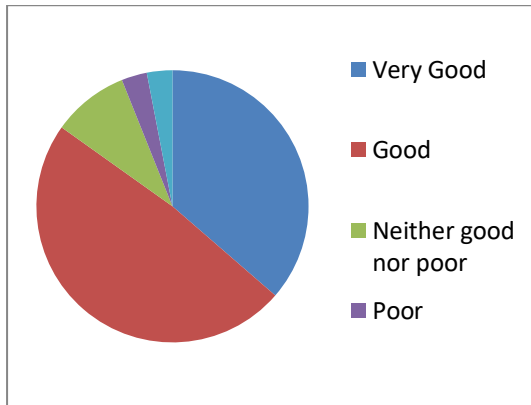
The healthcare professional was good at treating you with care and concern?



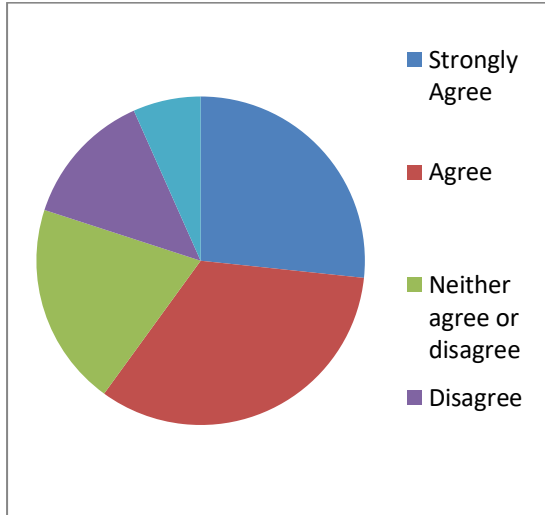
The healthcare professional was good at listening to you during your appointment?



The healthcare professional gave you enough time during your appointment?



You are aware of our practice website and the option to contact the doctor via Econsult?



Outcome of survey

The survey has highlighted that patients are generally happy with the face to face consultations which they have with our healthcare professionals. The feedback indicated that patients feel they are listened to, treated with care and concern and given adequate time during the appointment.