

# Kings Head Medical Practice Patient Reference Group

## [June/July 2019 conclusion...](#)

We had a good response from our summer 2019 PRG questionnaire.

We emailed patients currently on our PRG email list whilst also making questionnaire's available for those patients visiting the surgery.

A total of 5 questions were asked, plus a comments box added for those wishing to add additional information.

Overall, most patients were very happy with their experience of dealing with practice staff and their visit to see either a Doctor or Nurse.

We had overwhelmingly positive feedback for questions 1, 2 & 3. On the whole, thanking reception staff & Clinicians and happy with the availability of appointments offered.

Responses from questions 5 & 6 'Experience of using Out of Hours Service'. We had a higher percentage of 'N/A' for these questions. Mostly due to patients having limited experience of using the service.

Question 6, 'Ease of using Prescription Service'. Results were fair, mostly positive. We did receive 2 responses specifically targeted to this question. The 1<sup>st</sup> comment just preferred the old way of ordering their repeat medication whilst the other was a comment with regards to the lack of availability of some medication at their chemist, which is out of our control.

We thank all patients who contributed to our survey and all constructive feedback received.

Our questionnaires are a vital tool, enabling all working within the practice to gain honest opinions of patients who use our service.

We evaluate all feedback received and where needed we endeavour to improve. Likewise, we always pass on positive feedback.

Our next questionnaire will take place in early 2020. If any patients wish to be included in our PRG email group please leave your email address with reception staff.