

## BEECHFIELD MEDICAL CENTRE NURSING SURVEY 2019

Question/Assessment:	5	4	3	2	1	TOTAL
1. The nurse/HCA put me at ease?	260	8	0	0	0	268
2. The nurse/HCA was polite and considerate?	262	6	0	0	0	268
3. My concerns were listened to?	259	7	0	0	0	266
4. I was given sufficient time to discuss things?	251	5	1	0	0	257
5. I understood the assessment of my condition?	246	8	1	0	0	255
6. My ongoing treatment regime was explained to me?	239	12	0	0	0	251
7. I was involved in all decisions related to my care?	257	6	0	0	0	263
8. The nurse/HCA provided/arranged appropriate treatment for me?	242	6	0	0	0	248
9. Would you be happy to see the same nurse/HCA again?	100% of respondents <b>WOULD</b> be pleased to see the same member of the team again.					

### Analysis:

The practice conducted a short survey amongst users of our Nursing services during November and December 2019, with 268 responses received over the period. The replies received are shown above, in the same order as the original questions. All sections were based on a score of 5 (highest) to 1 (lowest). The total responses in each question may not add up to 268 as several were only completed partially or were not fully applicable to each consultation.

### Conclusions:

This survey has reaffirmed our commitment to the overall well-being of our patients, with an overwhelmingly positive response at the highest levels in the key areas of our work. The team work very hard in keeping their skills and knowledge up to date and current, and have developed sound and personal relationships with many of our patients over the years, and this is very important to us for the continuity of care that is so important in our work. Although this is a relatively short survey, it was notable that there were no negative comments at all in relation to the work of the individual nurses/HCAs, or the work that they do and that every respondent would be happy to see the same Nurse/HCA in the future. .

Amplifying comments were welcomed, and it is further testament to the efforts of the Nursing team that these were unstinting in their praise of the individuals that had been seen on that day, and the overall service that is received at the practice, not just from within the Nursing team – and in particular the great kindness and caring

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that is shown at all times. The few negative comments related to the time it sometimes takes to book an appointment on occasions and/or that sometimes it is difficult to get through on the phone – we are aware of both of these issues, and are addressing them in early 2020 with the appointment of more GPs and members of the Nursing team.

### FRIENDS AND FAMILY TEST

As an intrinsic element of this questionnaire, we also asked respondents to indicate the likelihood of them recommending Beechfield Medical Centre to their Friends and Family, based on their latest visit. The results of this were:

<b>Extremely Likely</b>	<b>213</b>
<b>Likely</b>	<b>37</b>
<b>Neither Likely nor Unlikely (Neutral)</b>	<b>7</b>
<b>Unlikely</b>	<b>1</b>
<b>Extremely Unlikely</b>	<b>0</b>
<b>Did not know</b>	<b>0</b>
<b>Total</b>	<b>258</b>

**(Please note that not all of the 268 respondents completed this section)**

These results will be added to the running total provided monthly to NHS England, and are also available on [www.beechfieldmc.co.uk](http://www.beechfieldmc.co.uk)

**Thank you to all that took the time and trouble to complete this survey and provide us with appropriate and essential feedback and – importantly – the reassurance that we are providing a service that continues to be of benefit to you, and to the high standards that we aim for and you expect. It is really appreciated.**

**DMcG  
Practice Manager**

**December 2019**