

BEECHFIELD MEDICAL CENTRE NURSING SURVEY 2017

| Questions: | 10 | 9 | 8 | 7 | 6 or Less |
|--|---|----|---|---|-----------|
| 1. The nurse/HCA put me at ease? | 108 | 11 | 3 | 0 | 0 |
| 2. The nurse/HCA was polite and considerate? | 109 | 11 | 2 | 0 | 0 |
| 3. My concerns were listened to? | 104 | 11 | 4 | 0 | 0 |
| 4. I was given sufficient time to discuss things? | 108 | 10 | 2 | 0 | 0 |
| 5. I understood the assessment of my condition? | 105 | 10 | 2 | 0 | 0 |
| 6. My ongoing treatment regime was explained to me? | 104 | 7 | 3 | 1 | 0 |
| 7. I was involved in all decisions related to my care? | 102 | 10 | 1 | 0 | 0 |
| 8. The nurse/HCA provided/arranged appropriate treatment for me? | 104 | 8 | 2 | 0 | 0 |
| 9. Would you be happy to see the same nurse/HCA again? | 100% of respondents WOULD 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 October 2017, with 122 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 10 (highest) to 0 (lowest). The total responses in each question may not add up to 122 as several were only completed partially.

Conclusions:

This exercise provides overwhelming evidence that the Nursing team at Beechfield strive to deliver an optimum service to its patients at all times - successfully. Not only were the individual responses exceptionally positive, the simple fact that all respondents would be happy to see the same member of the team again speaks volumes for the relationships that have been built, and maintained, between the team and their many patients.

Respondents were invited to provide amplifying comments with their responses, and these were unstinting in their praise of the professionalism, warmth, humour and efficiency provided by the team - and we cannot ask for more than that.

Thank you for taking the time and trouble to provide your input – it is genuinely appreciated.