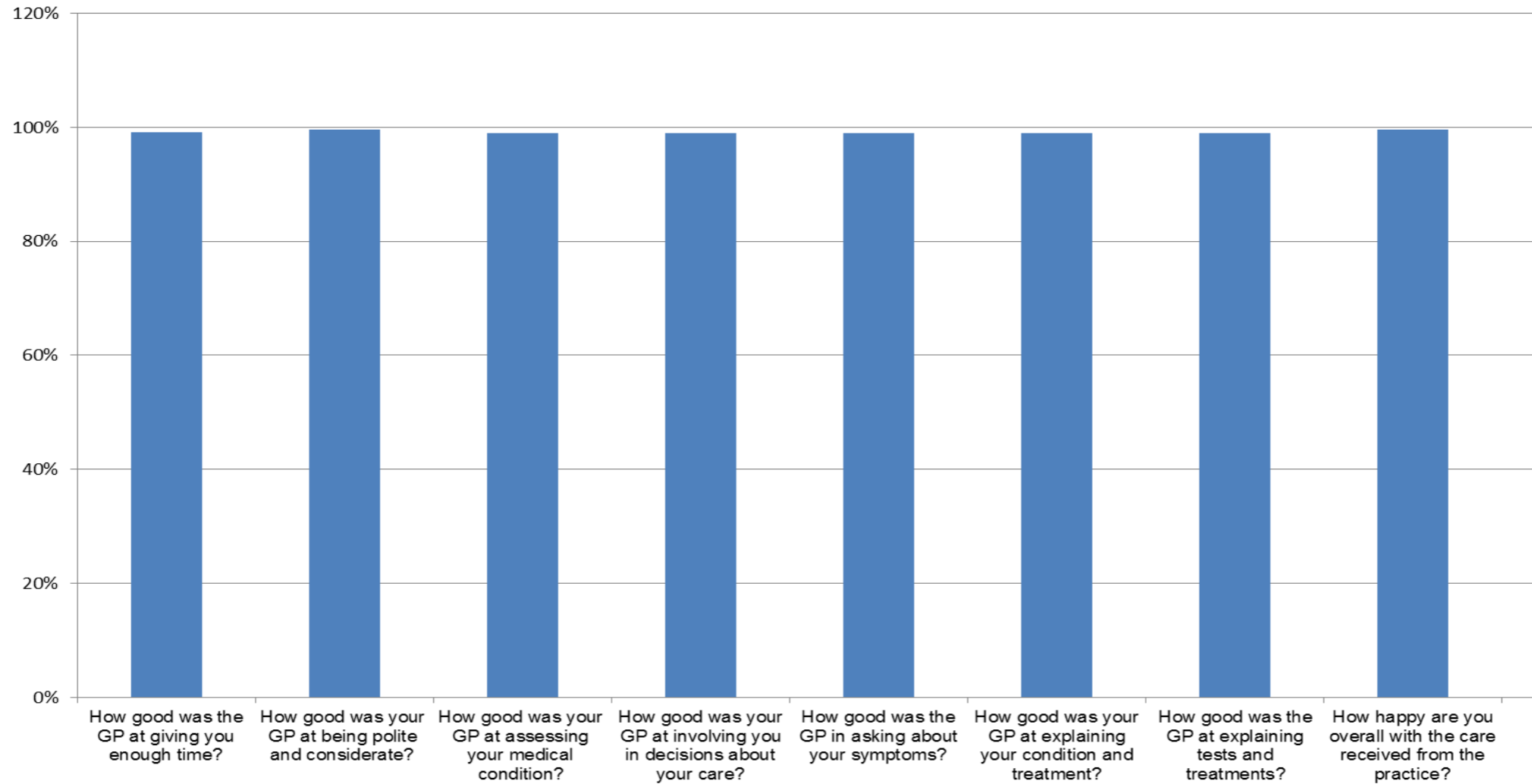


## 2015/16 Hedon Group Practice Annual Survey

229 patients responded to the survey



### Overview

The positive comments are generally consistent with previous year's national surveys. For the first question, although a high number of patients are satisfied with the consultation time, there are cases when the time allotted is not enough time to discuss an issue. The practice offers double appointments to patients that require additional time to discuss their more complicated medical condition(s) and for the GP to provide an assessment. We also offer a wide range of services to remain accessible to patients during these demanding times. Services like emergency sit and wait, same day telephone consultation, home visits, and appointments on the day.

Continuity of care with same GP was an issue with patients in the past but was not an area of concern highlighted this year. We have previously highlighted why continuity can be an issue e.g. training practice, on call duties, two sites, etc. Hopefully patients have gradually come to accept this or they simply acknowledge all of the GPs are qualified to pick up relevant issues and thus good continuity of care. This will be important moving forward as there is an increased likelihood that other clinical professionals will be working alongside GPs to provide some of the more basic care.