**Patient Satisfaction Survey: Nursing Team Results**

From the middle of May 2016 until the 1st of July 2016 the nursing team undertook a survey to ensure that excellent care was being delivered to patients at Shotfield Medical Practice.

This survey was undertaken in response to previous results of National Surveys, where the nurses did not appear to be performing as well as the practice would have anticipated.

**Results**:

During the 6 weeks 39 patients responded to the survey. They were asked to score the nurse they saw for that appointment out of 5 (1 being poor, 5 being excellent), for 12 different questions. The results have been averaged, and are as follows:

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| Question | Result |
| Friendliness/courtesy of the nurse | 5 |
| Explanations the nurse gave you of your problem/condition | 4.9 |
| Concern the nurse showed for your problems | 5 |
| Nurses effort to involve you in your care | 5 |
| Information the nurse gave you about medications | 4.9 |
| Information the nurse gave you with regards to follow-up care | 4.9 |
| Amount of time nurse gave you | 5 |
| The nurse treated you with dignity and respect | 5 |
| Likelihood of recommending this nurse to someone else | 5 |
| I was seen within 20 mins of my appointment time | 4.8 |
| I was able to book this appointment within a reasonable  time-frame | 4.7 |

The results show that within the sample of patients they were very happy with the level of care that they received from their nurse. It also shows that on the whole they feel that are seen within an acceptable time frame and do not have to wait long periods of time after their appointment time.

Some patients also made comments about the care they have received from their nurse:

‘She takes her time with you and explains issues you may have in a coherent manner’

‘They were great, informative and supportive’

‘Could not praise her highly enough as you can see by the scoring’

‘Very good care’

‘I have had ongoing treatment regularly for some time and am very happy with the treatment received from the nursing team’

‘Absolutely lovely and friendly’

‘Outstanding nurse and very polite’

‘Perfect nurse. Very kind and happy’

It is the intention of the nursing team to repeat this survey on a yearly basis to ensure that we are always delivering highest quality care possible.