

## **Nightingale Valley Practice**

### **Summary of Survey Results – March 2014**

**A Patient survey was conducted in February/March 2014. It was available for completion on our website and all patients attending our surgery over a 3 week period were invited to complete a paper version.**

**Full details of the outcome of the survey can be seen on our website and is available in paper form in the surgery.**

**Our survey this year concentrated on DNA's (did not attend), that is patient's who miss their appointments.**

**In the last year there were 2078 appointments which the patient did not attend and did not let us know in advance. This equates to at least 346 hours of Doctor and Nurse time and 2078 appointments that could have been used by other patients.**

**88.5% of our patient's surveyed said they were concerned about the number of DNA's. Free text comments showed that most of the respondents felt it was a waste of valuable GP time and resources. 55.7% of the respondents had also experienced difficulties in getting an appointment in the past.**

**20% of the respondents said they had DNA'd in the past, of which 43% said they had forgotten about the appointment. Therefore the actions have concentrated on how we can support our patients better in remembering their appointment and dealing with 'frequent offenders'.**