

PATIENT SURVEY 2023

*RESULTS*

Many thanks to all who took part in the patient satisfaction survey this year.

We had a record 782 completed responses.

97% of patients were satisfied with the overall care given by their GP

97% of patients were satisfied with the overall care given by other healthcare professionals

*The Patient Group are assisting Selsey Medical Practice to make improvements to the service provided to us all.*

*All your comments are being considered and, where possible, being implemented.*

95% of patients were satisfied with Selsey Medical Practice

98% of patients were satisfied with their interaction with the patient services staff

Repeat medications –

84% were satisfied with the surgery

76% were satisfied with the pharmacy

88% of patients found using the website easy

86% of patients found it easy to use online consultations and 81% said they would use it again

Only 64% of patients found it easy to contact the practice by telephone, but 93% found it easy to cancel an appointment.

Overall 90% of patients were satisfied with their experience making an appointment