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## Survey 4: Customers with on-going medical problems. Total Responses: 422

How satisfied or dissatisfied are you with each of the following?

Answer Choices	Average out of 10
Do you feel you are well supported by our staff and services with regards to your on-going medical problems?	6.0
Do you feel that you have sufficient understanding of your on-going medical problem?	6.9
Do you feel satisfied that advice from the practice is available to support your issues?	6.2
Do you feel satisfied that you have good access to health services and our clinicians in terms of your on-going medical conditions?	5.7
Last time you have saw a clinician, were you satisfied about the language used to explain your medical condition?	7.0
If you received a call or a text to call, do you feel you have been given an appointment convenient to you?	7.1

*Where patient experience is best*

*Patients scored 7.1 out of 10 about receiving an appointment convenient to them when they received a text or a call from us*  
*Patients scored 7 out of 10 on understanding the language used by the clinicians when explaining their long term condition.*

*Where patient experience can be improved*

*Patients scored 5.7 out of 10 on the satisfaction in accessing clinicians about the long-term condition*  
*Patients scored 6.2 out of 10 in terms of receiving practice advice to support their ongoing medical condition*

*Action plan*

*The practice is looking at allocating specific support team (Pharmacist, Nursing and HCAs) for the different ongoing medical conditions and creating support clinics to ensure that the patient journey is shortening and we are dealing with each patient ongoing condition in one stop.*

*The practice will also be training front line staff to support the patient when answering the calls and redirect them to the appropriate clinician*