

## Abbey Medical Centre

### Dignity & Respect Survey Results October 2012

#### PURPOSE

Although involving patients in their own health care is known to be associated with improved outcomes, this survey was conducted to determine whether respecting persons more broadly, such as treating them with dignity and respect, has additional positive effects.

The outcome from the survey is as follows:

The practice surveyed patients, by giving out questionnaires randomly when patients attended surgery, and by leaving copies of the questionnaire in the patient waiting area over a period of one week. From the questionnaires given out we received an average of around 120 completed questionnaires.

After analysing the results, the overall response was extremely positive - most patients felt they have confidence and trust in the person caring for them. The vast majority reported that they are always treated with dignity and respect whilst at the surgery.

It was deemed therefore that no actions were needed at this point in time, but the practice agreed that the survey should be completed annually. The next survey will be in June of next year.

#### CONCLUSIONS

Being treated with dignity and being involved in decisions are independently associated with positive outcomes. Although involving patients in decisions is an important part of respecting patient autonomy, it is also important to respect patients more broadly by treating them with dignity and respect following the principles as follows:

- 1) Support patients with respect you would want for yourself or a member of your family
- 2 Treat each person as an individual by offering a personalised service
- 3 Enable people to maintain the maximum possible level of independence, choice and control
- 4 Listen and support people to express their needs and wants
- 5 Respect patient's right to privacy
- 6 Assist patients to maintain confidence and a positive self esteem

**Please see attached survey and results.**

## **Comments made by patients who completed the Abbey Medical dignity & respect Questionnaire**

- \*An excellent, well run surgery.
- \*Excellent surgery especially the 11 o'clock morning sit-in if no appointments available. \*Always very caring are the reception desk when phoning if not well.
- \*Have been at surgery since 1978, I cannot find any fault in its service.
- \*Fantastic practice, marvellous helpful friendly staff.
- \*No. I am happy with treatment received.
- \*No problems
- \*None very well done ☺
- \*Always received wonderful service from all the staff, receptionists' doctors and nurses at the surgery who have always been able to accommodate the needs of my family.
- \*Been with Abbey Medical Centre almost all my life. It is excellent! ☺
- \*I feel very fortunate to have a medical centre like this – when I hear of others. \*Everyone are very helpful and kind.
- \*The 2 sets of entrance door are quite close together and a bit tricky to handle when one has a walking stick.
- \*Staff all excellent and very supportive.
- \*Sometimes reception staff can be abrupt and unhelpful.
- \*We have been patients at the Abbey Medical Centre for the last 25 odd years, my partner for the last 40 years. We are very, very happy with the service and care provided. Thank you ☺
- \*I have always had excellent service. The staff are always helpful and pleasant.
- \*This is the best doctor's surgery I have ever been to, it is always clean and tidy and the reception staff and doctors are exemplary in what they do.
- \*I have never been to a Doctors practice that have always had the time for you and been so friendly and approachable as here.
- \*Nothing is an effort (even though I am sure it could be at times).
- \*We are very happy with all of you and bless you all.
- \*Slow to refer
- \*Excellent service at this surgery.
- \*Very satisfied with my GP and surgery in general. I think that the reception area does not provide privacy at times
- \*No, very pleased with the service. Thank you
- \*Time keeping. When appointments are running late we patients need to be kept informed of how long the delay will be.
- \*Overall good service. Thanks

**We thank all our patients for taking part in completing the questionnaire.**

**Shirley Lynch  
Practice Manager**