

2015 SURVEY - % RESULTS FOR EACH AREA

	Very Good	Good	Fair	Poor	Don't Know
ACCESS TO A DOCTOR OR NURSE					
1. Speed at which your call was answered	62.80	30.57	2.65	0.33	3.65
2. Were you offered an opportunity to speak to a Doctor or Nurse by phone if necessary?	70.10	YES / NO	18.27		11.63
3. Were you offered a same day Doctor/Advanced Nurse Practitioner appointment (if requested)?	74.09	YES / NO	15.61		10.30
4. Were you able to see the Doctor/ Advanced Nurse Practitioner of your choice?	69.77	YES / NO	16.94		13.29
5. Length of time waiting to see the Doctor or Nurse (promptness of appointment)	35.89	46.51	8.64	0.99	7.97
6. How useful/helpful was the telephone message to access the out of hours service?	32.89	34.88	8.97	1.33	21.93
OBTAINING A REPEAT PRESCRIPTION					
7. Prescription ready on time ?	79.07	YES / NO	6.64		14.29
8. Handling of any prescription queries	38.54	57.81	2.99	0.66	0.00
OBTAINING TEST RESULTS					
9. Advised to contact the surgery for your results? (Mon-Thurs : 12.30-1.00 : to allow clinical advice)	63.79	YES / NO	4.98		31.23
10. Were your results available when you made contact at the correct time?	71.43	YES / NO	4.98		23.59
11. Were your test results explained satisfactorily?	70.10	YES / NO	5.98		23.92
ABOUT THE STAFF					
12. Help & information provided by Reception staff	58.80	32.89	3.99	0.66	3.66
13. Help & information provided by other staff	56.15	31.90	4.65	1.00	6.31
14. How clearly was your treatment explained to you?	49.17	34.22	6.98	1.33	8.30
YOUR PATIENT EXPERIENCE?					
15. Your overall satisfaction with this practice?	57.48	31.23	4.98	1.33	4.98

Friends & Family Question
(How likely to recommend Practice)

Ext.Likely 47.18
Likely 41.20

Neither 7.64

Unlikely 1.00

Ext.Unlikely 1.00