

PATIENT SURVEY 2013 - FEEDBACK RECEIVED

<i>Unanswered questions or deemed not applicable</i>		Poor	Fair	Good	Very Good
ACCESS TO A DOCTOR OR NURSE					
1. Speed at which your call was answered	2 1%	0 0%	5 2.5%	92 45.0%	105 51.5%
2. Offered opportunity to speak to a Doctor or Nurse by phone when necessary ?	10 4.9%	179 87.7%	YES / NO		15 7.4%
3. Were you offered a same day Doctor's appointment (if requested)	15 7.4%	160 78.4%	YES / NO		29 14.2%
4. Able to see the Doctor of your choice ?	21 10.3%	163 79.9%	YES / NO		20 9.8%
5. Length of time waiting to see the Doctor or Nurse (promptness of appointment)	7 3.4%	0 0%	24 11.8%	112 54.9%	61 29.9%
6. How useful/helpful was the telephone Message to access the out of hours service ?	59 28.9%	3 1.5%	9 4.4%	81 39.7%	52 25.5%
OBTAINING A REPEAT PRESCRIPTION					
7. Prescription ready on time ?	14 6.9%	184 90.2%	YES / NO		6 2.9%
8. Handling of any prescription queries	32 15.7%	0 0%	16 7.8%	81 39.7%	75 36.8%
OBTAINING BLOOD TEST RESULTS					
9. Were you told when to contact the surgery for your results ?	29 14.2%	169 82.9%	YES / NO		6 2.9%
10. Were your results available when you made contact ?	34 16.7%	165 80.9%	YES / NO		5 2.4%
11. Level of satisfaction with the way information was provided	26 12.7%	2 1%	11 5.4%	89 43.6%	76 37.3%
ABOUT THE STAFF					
12. Help & info provided by Reception	3 1.5%	0 0%	8 3.9%	69 33.8%	124 60.8%
13. Help & information provided by other staff	12 5.9%	0 0%	7 3.4%	69 33.8%	116 56.9%
14. How clearly was your treatment explained?	9 4.4%	1 0.5%	9 4.4%	69 33.8%	116 56.9%
AND FINALLY					
15. Your overall satisfaction with this practice ?	4 2.0%	1 0.5%	6 2.9%	77 36.7%	116 56.9%