

PATIENT SURVEY RESULTS SUMMARY

Results are shown numerically and in percentage terms

Very Good	Good	Fair	Poor	No resp.
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ACCESS TO OUR SERVICES

1. Speed at which your call was answered	98 = 49%	76 = 38%	10 = 5%	3 = 1%	15 = 7%
2. Were you offered an opportunity to speak to a Doctor or Nurse by phone if necessary?	130 = 65%	YES / NO		33 = 16%	39 = 19%
3. Length of time before an appropriate appointment was available	58 = 29%	77 = 38%	33 = 16%	11 = 5%	23 = 11%
4. How useful/helpful was the telephone message to access the out of hours service?	45 = 22%	65 = 32%	18 = 9%	5 = 2%	69 = 35%

OBTAINING TEST RESULTS

5. Were you advised to contact the surgery for your results? <i>(Mon-Thurs : 12.30-1.00 - so clinical advice is available)</i>	125 = 62%	YES / NO		22 = 11%	55 = 27%
6. Were your results available when you made contact at the correct time?	120 = 59%	YES / NO		17 = 9%	65 = 32%
7. Were your test results explained satisfactorily?	119 = 59%	YES / NO		18 = 9%	65 = 32%

ABOUT THE STAFF

8. Help & information provided by Reception staff	117 = 58%	70 = 35%	6 = 2%	3 = 1%	6 = 2%
9. Help & information provided by other staff	100 = 50%	70 = 35%	12 = 6%	1 = 1%	19 = 9%
10. How clearly was your treatment explained to you?	91 = 45%	72 = 36%	18 = 9%	2 = 1%	19 = 9%

YOUR PATIENT EXPERIENCE?

11. Your overall satisfaction with this practice ?	102 = 50%	75 = 38%	18 = 9%	4 = 2%	3 = 1%
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Friends & Family:

We asked:

How likely would you be to recommend our GP practice to friends & family if they needed similar care or treatment ?

RESPONSES:	Number of Responses	Response breakdown	Did Not answer
Extremely likely	92	46%	↓ (14) = (8%)
Likely	65	32%	
Neither likely nor unlikely	16	8%	
Unlikely	7	3%	
Extremely unlikely	2	1%	
Don't know	6	2%	