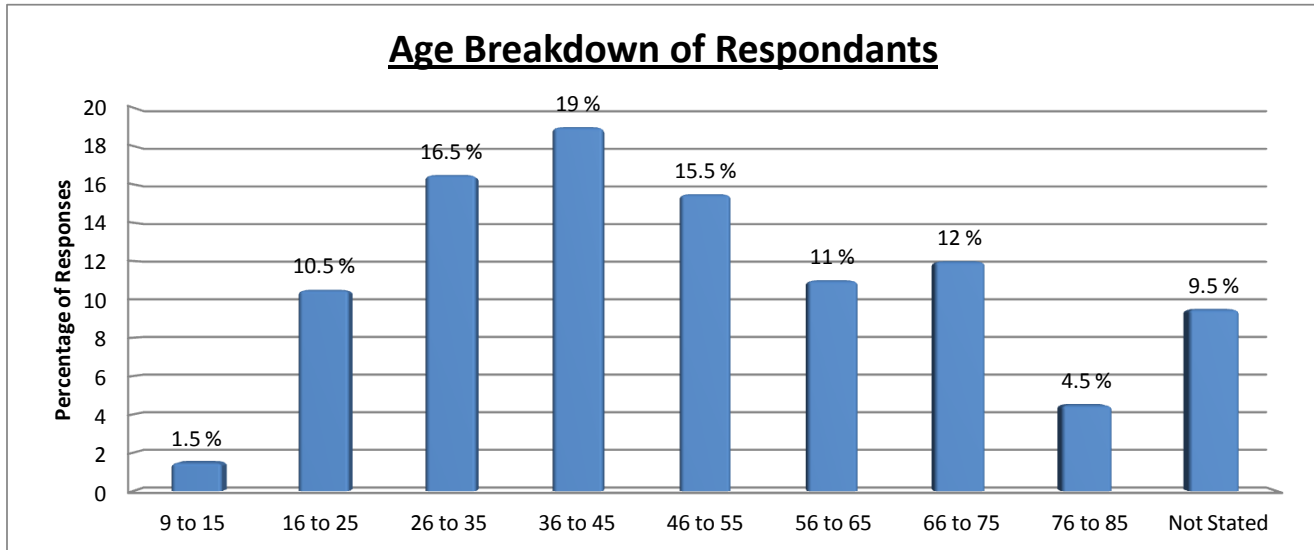


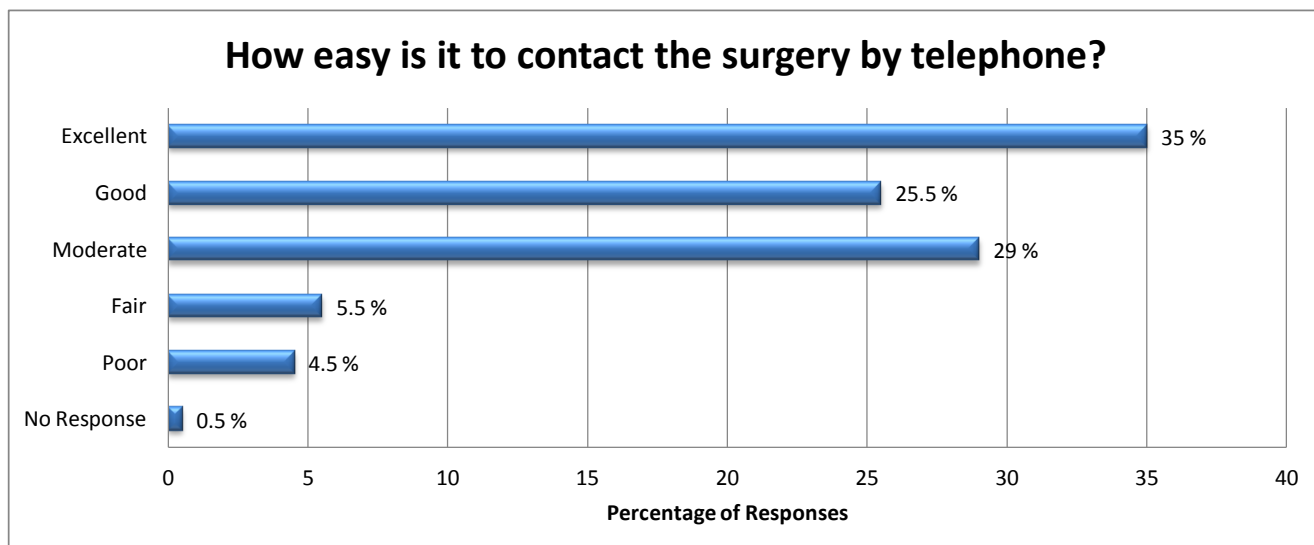
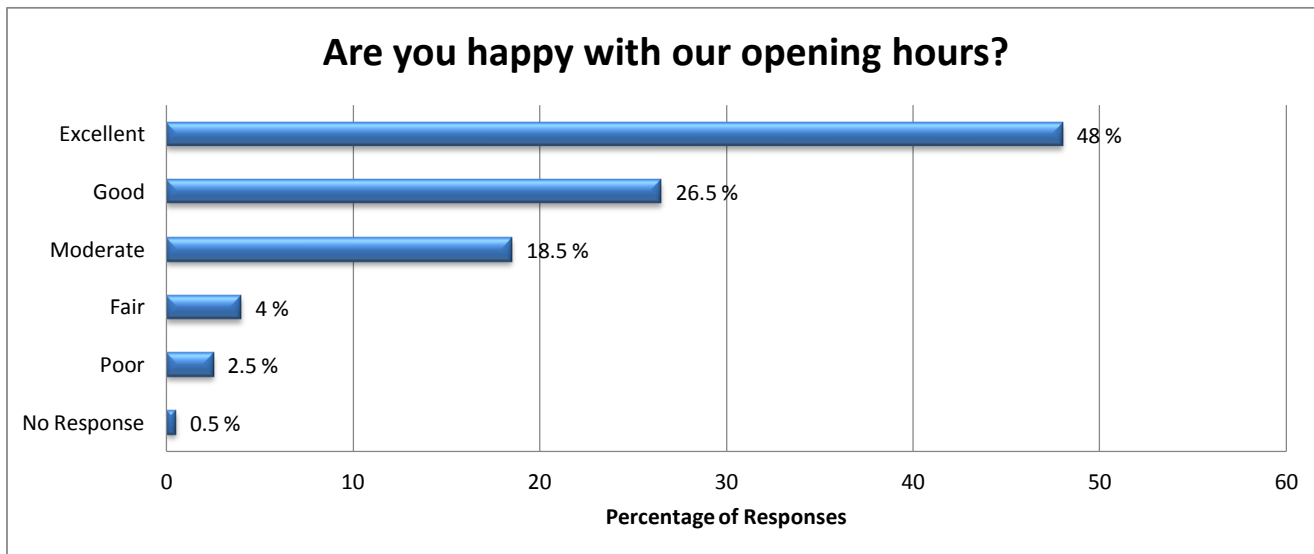
Patient Satisfaction Questionnaire Results



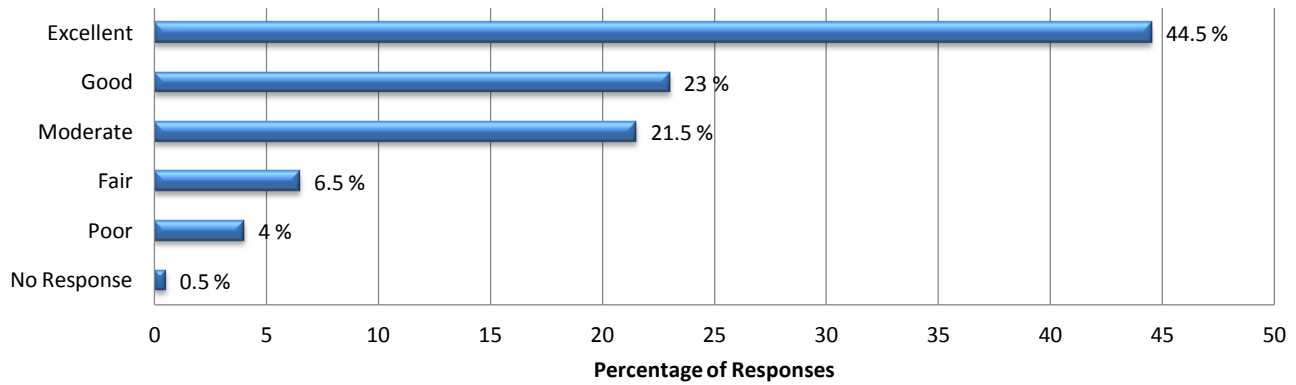
200 patients were randomly selected to complete a patient satisfaction questionnaire which was completed in February 2013. There were 101 female and 96 male participants, 3 patients did not state their gender. The age breakdown of the participants is shown in the chart below.



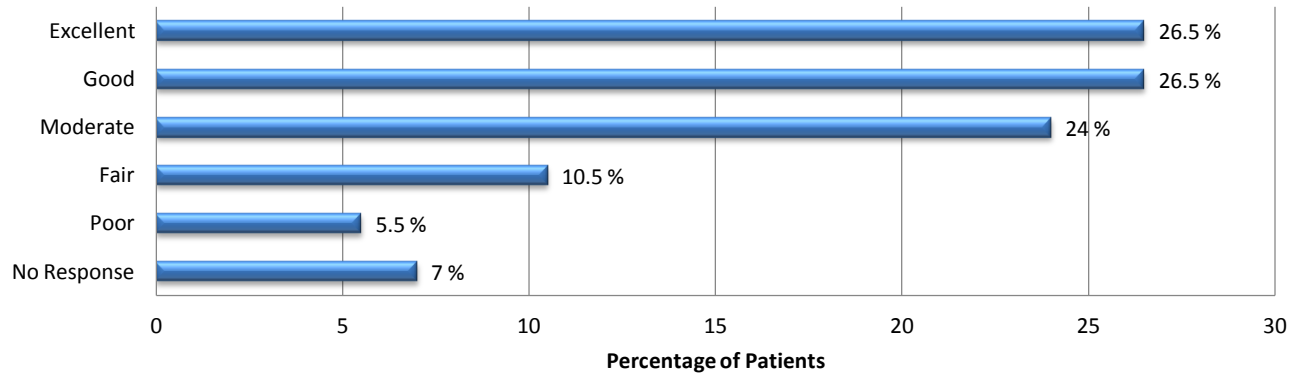
Section 1: The Practice



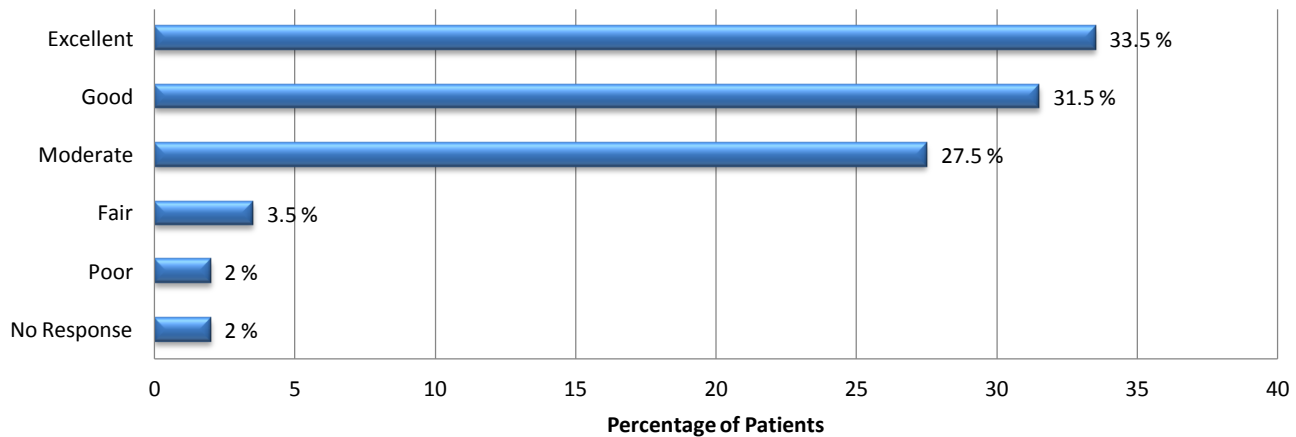
How happy are you with the day and time arranged for your appointment?



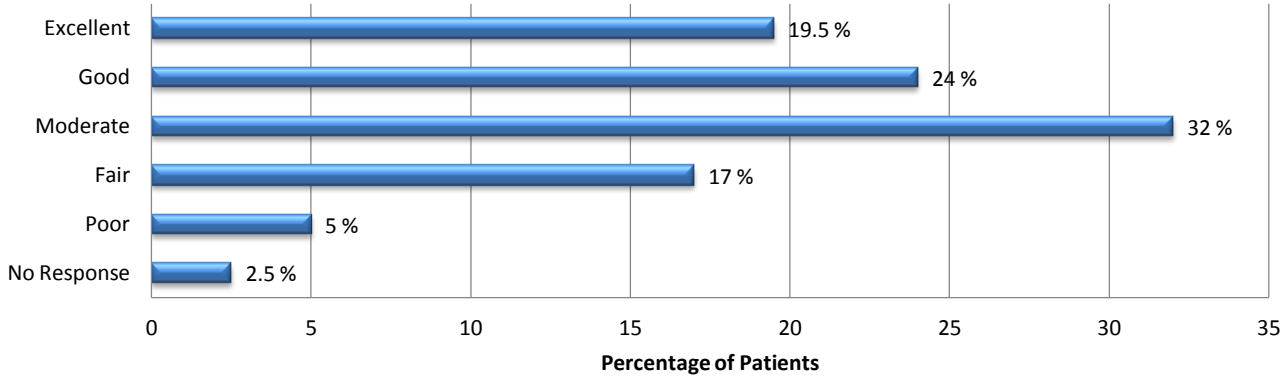
Do you manage to speak to a doctor/nurse on the telephone if needed?



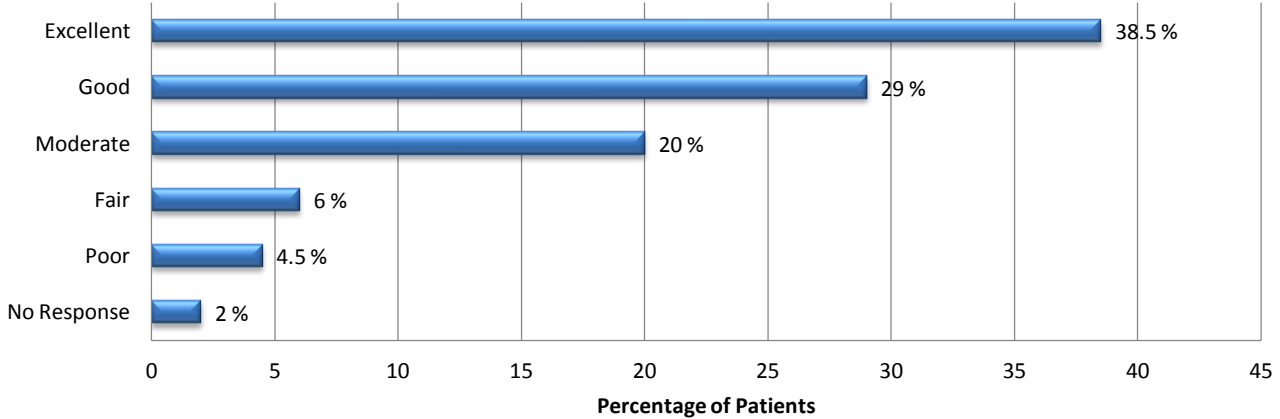
How comfortable is the waiting room?



How happy are you about the length of time waiting to see the doctor?

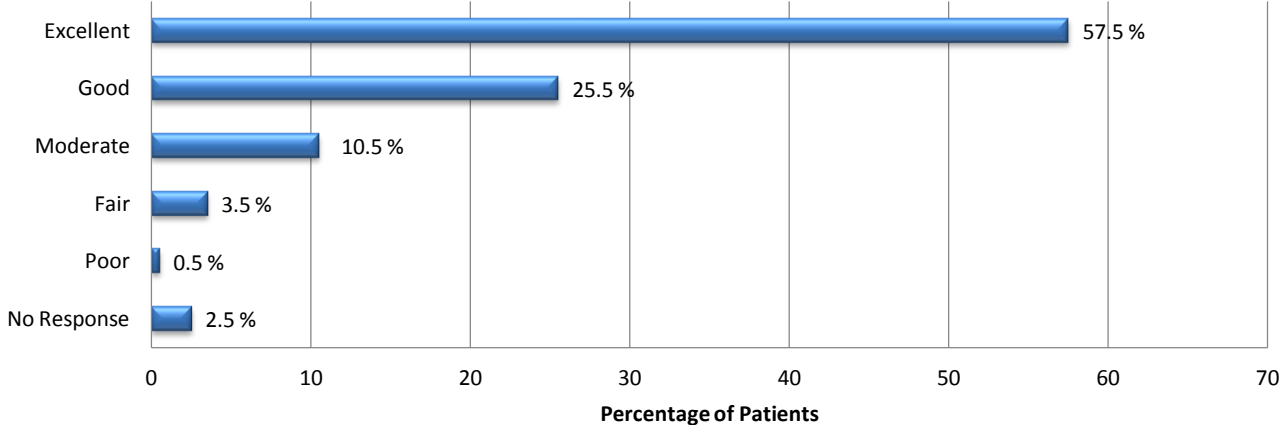


Would you recommend the surgery to a friend?

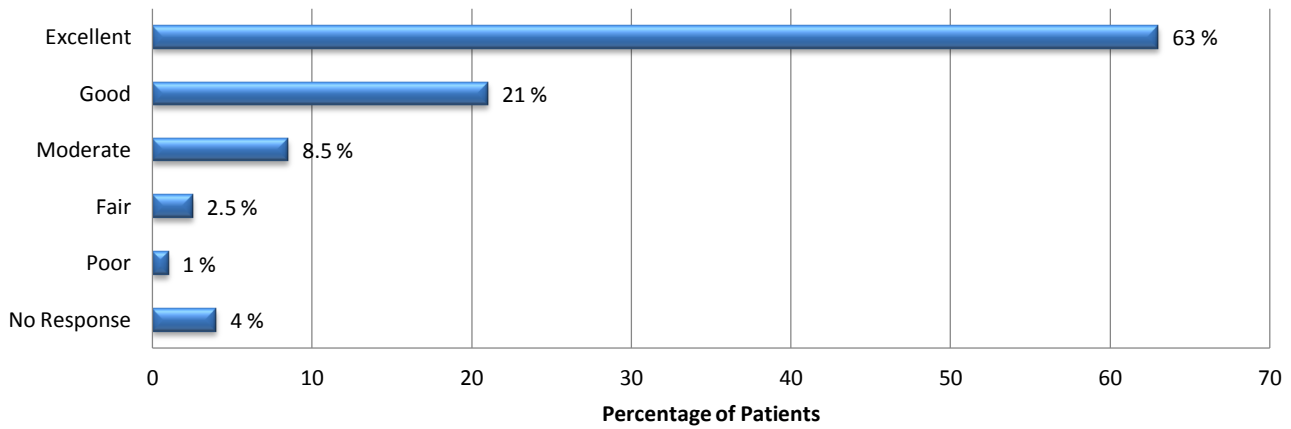


Section 2: The Doctor

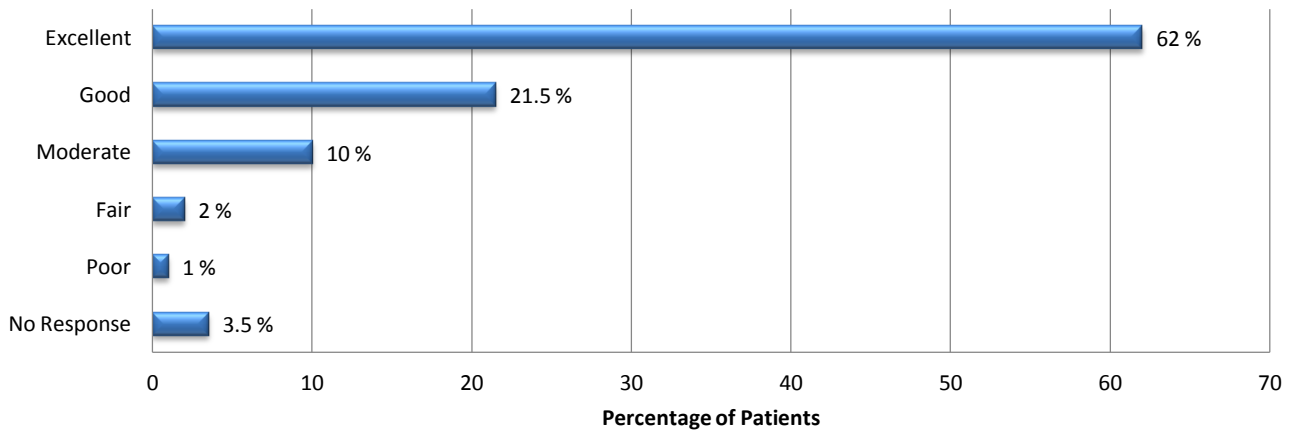
How happy were you with your visit to the doctor?



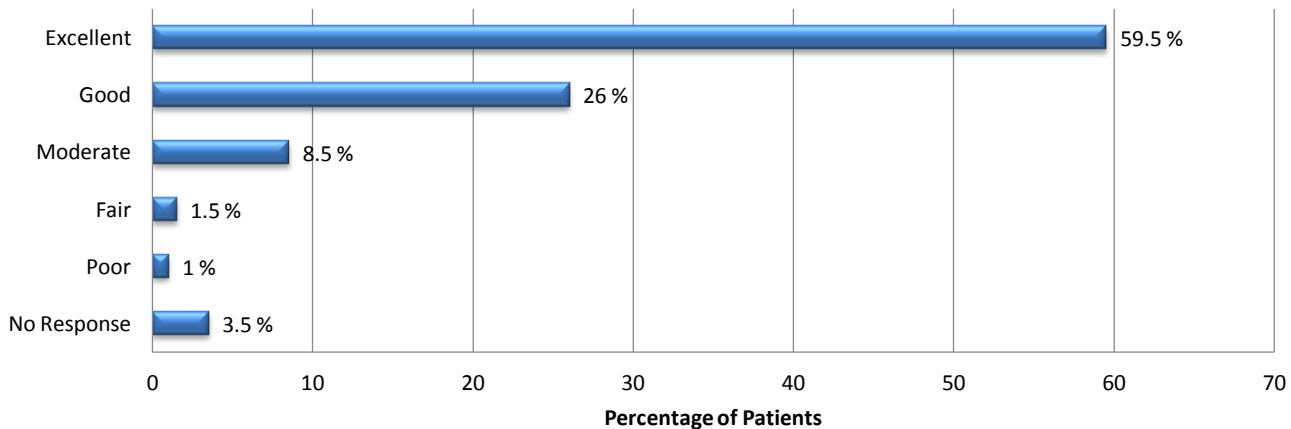
How pleasant was the doctor when you went in?



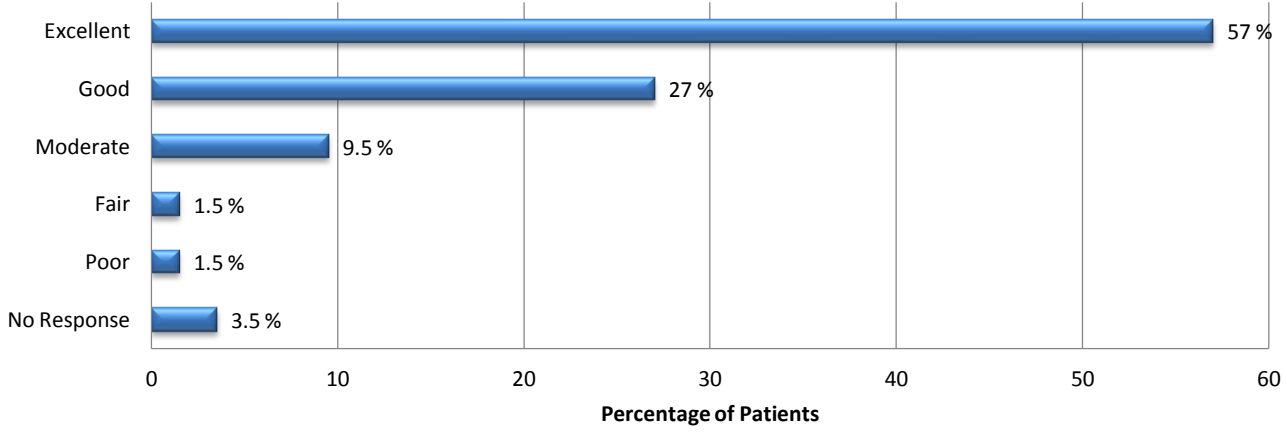
How well did the doctor listen to you?



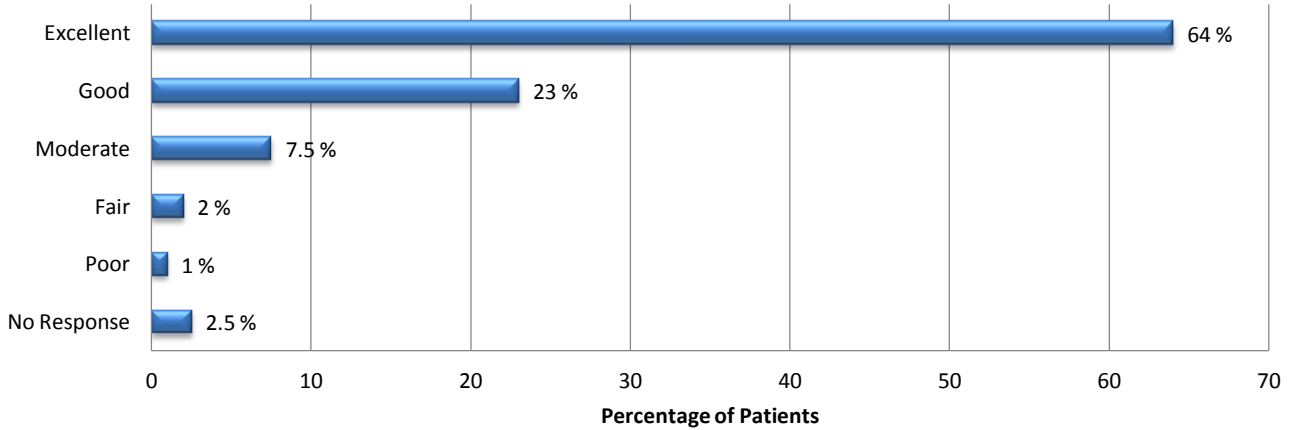
How clear were the doctors explanations?



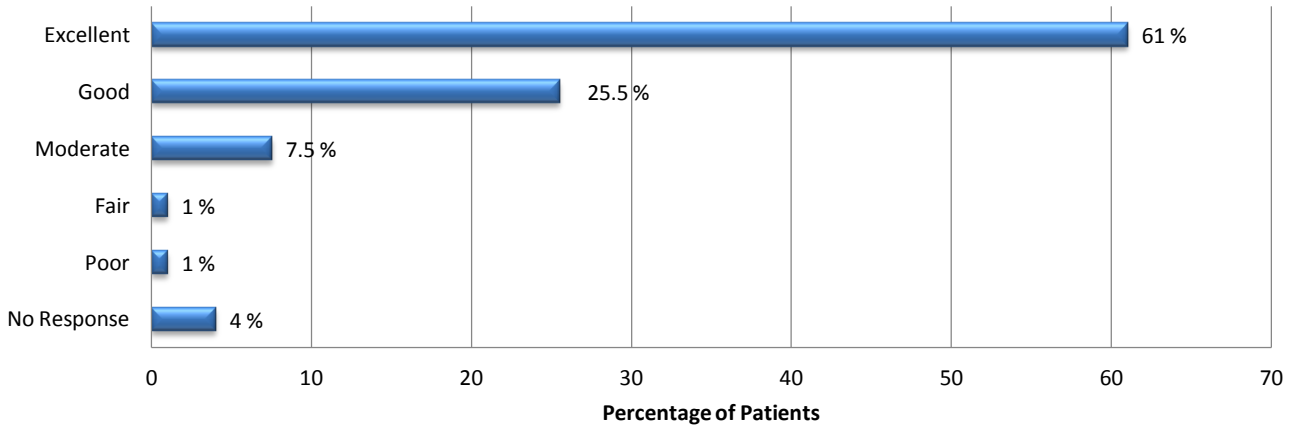
Did you feel reassured by the doctor?



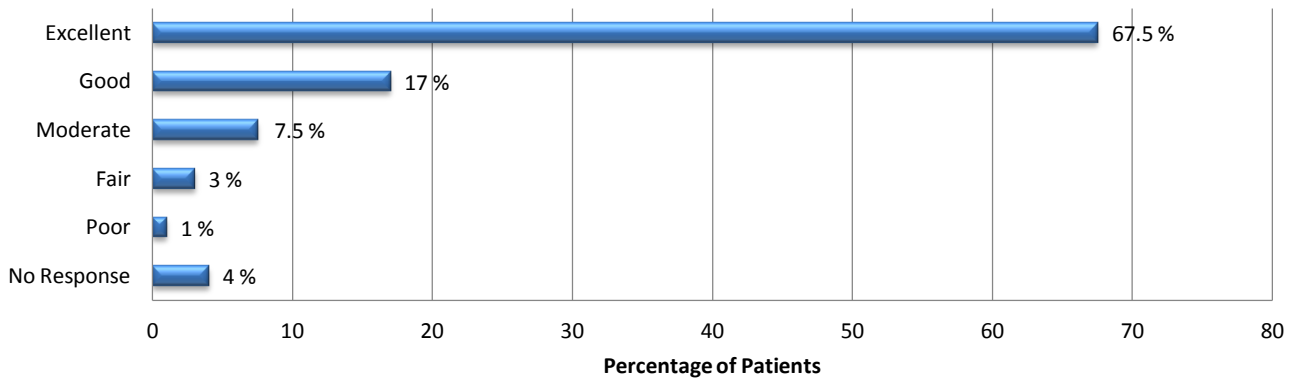
Do you feel the doctor is good at his/her job?



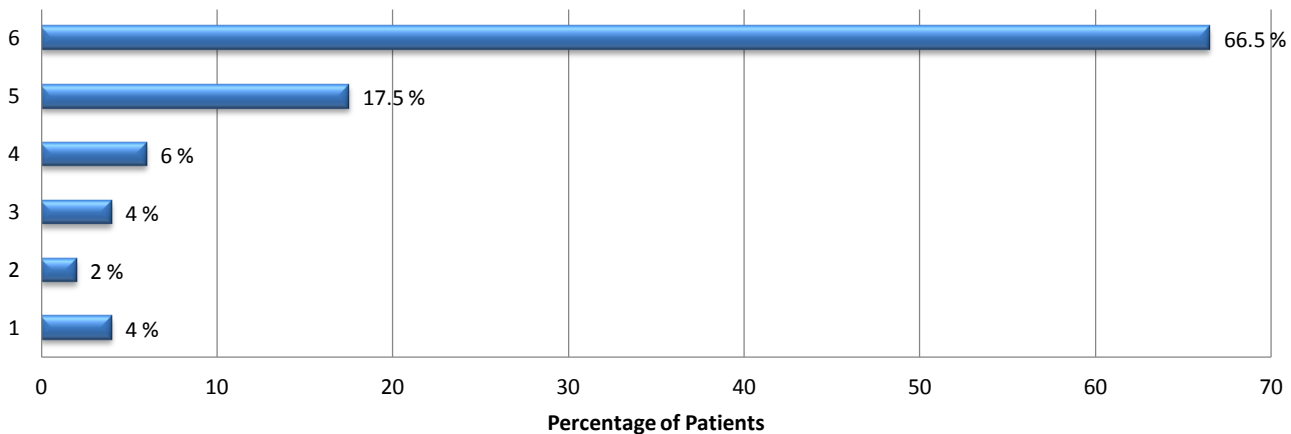
Did the doctor let you talk about your concerns and fears?



Did you feel the doctor showed respect and concern for you?

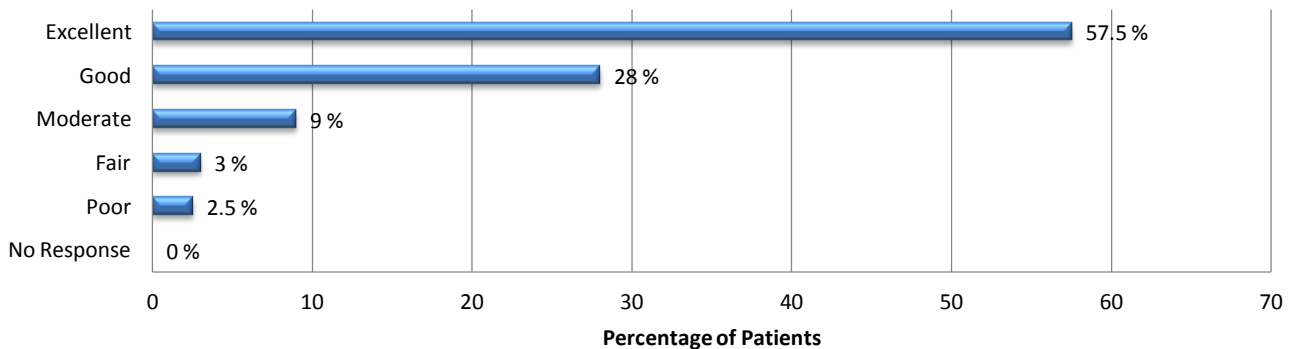


Did you feel you had enough time for your visit?

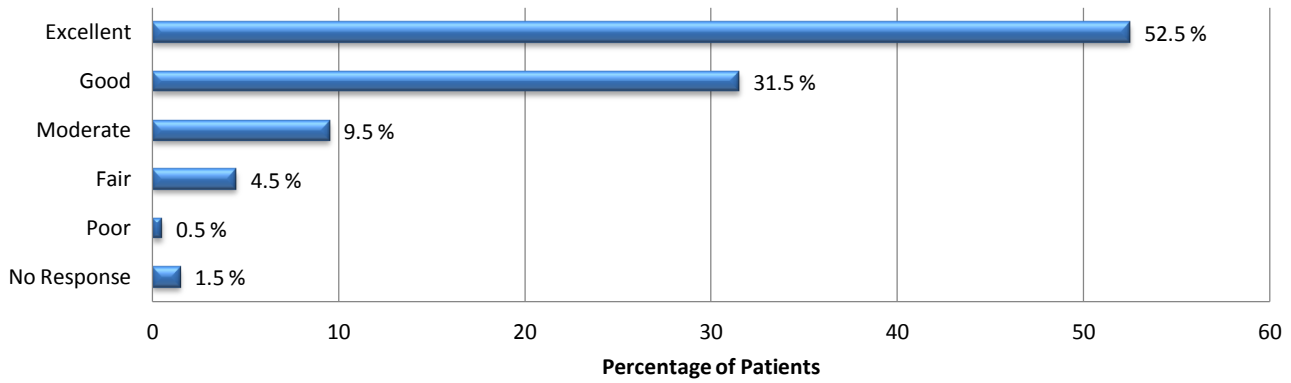


Section 3: The Staff

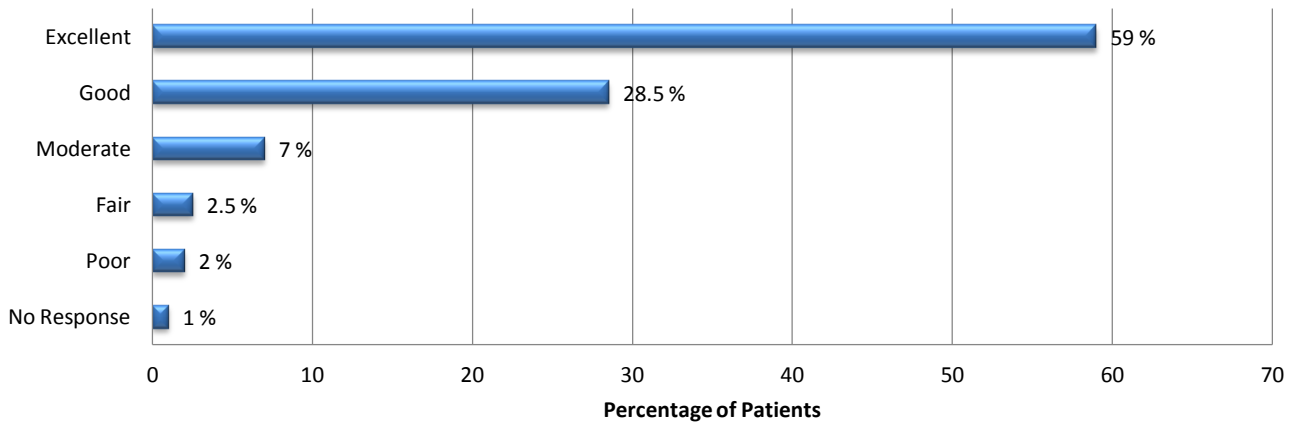
Are you happy with the way you were treated by the receptionist?



What level of respect was shown for your privacy and confidentiality?

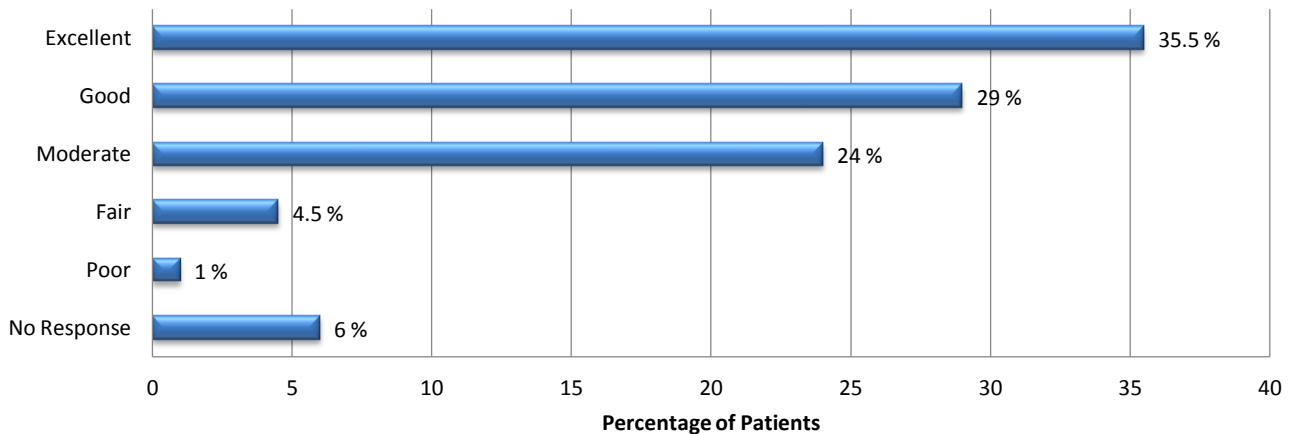


How helpful were the receptionists?

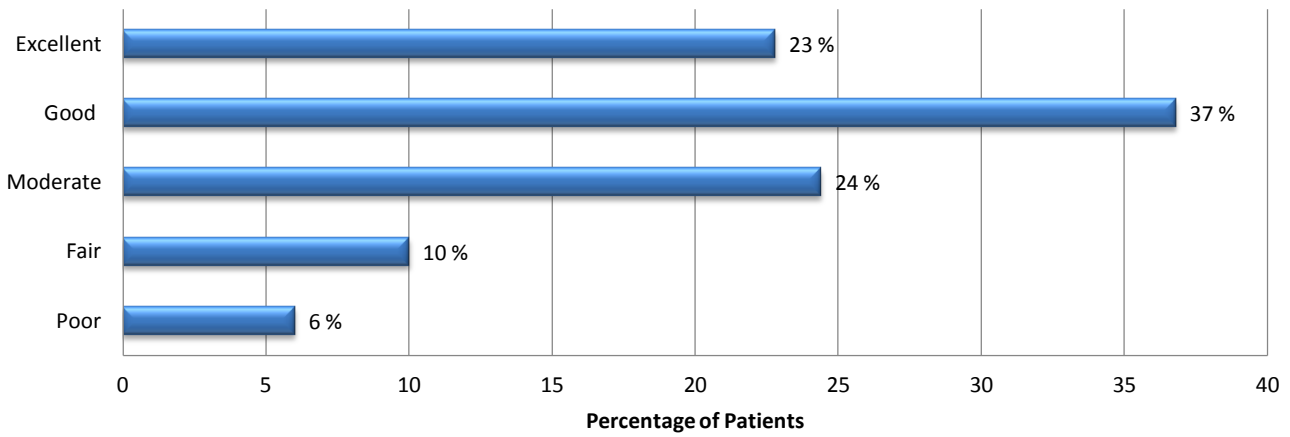


Section 4: The Practice.2

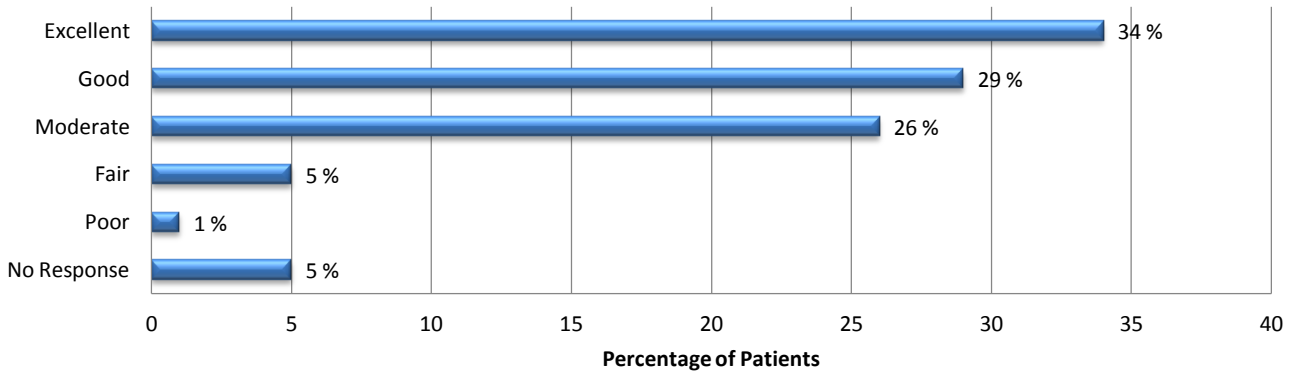
How easy is it for you to offer a compliment?



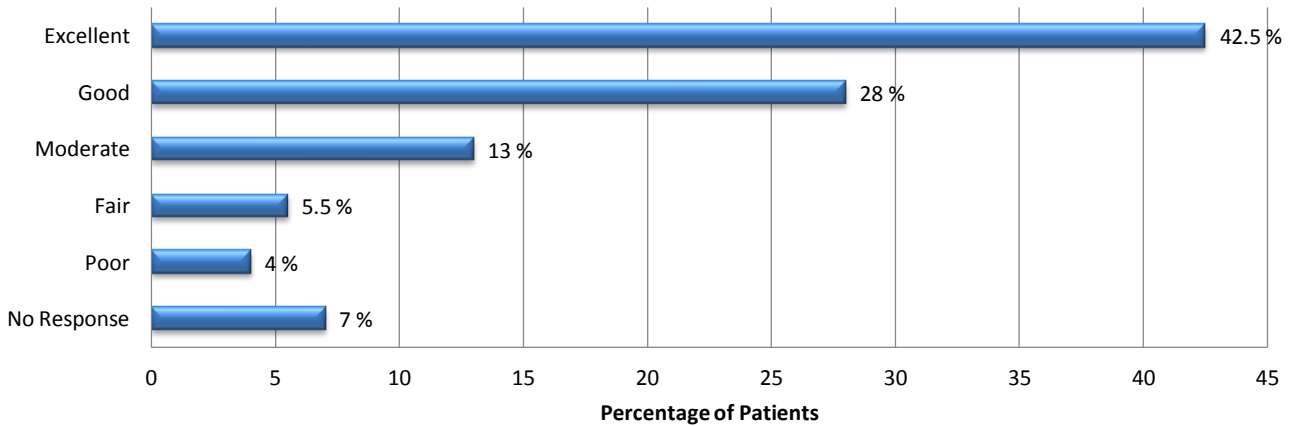
How easy is it for you to make a complaint?



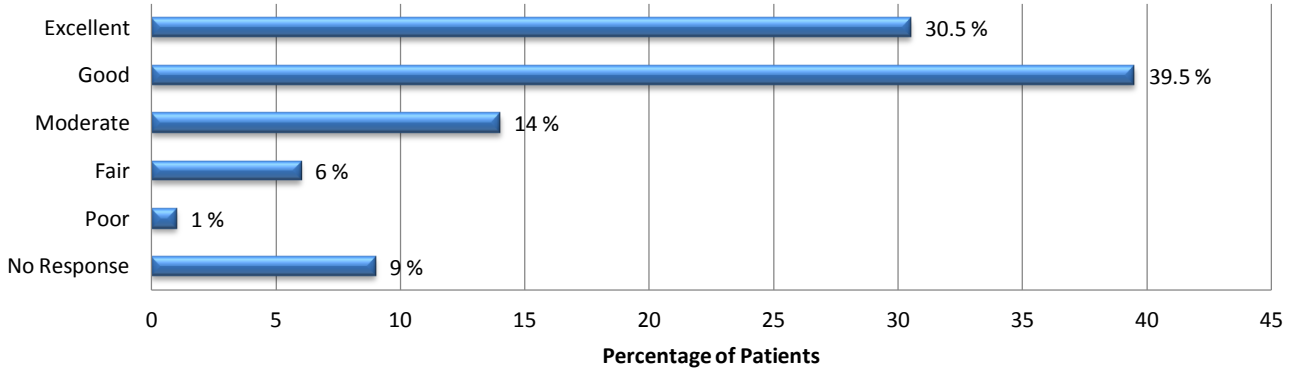
How good do you think the information is about what the surgery offers to patients?



How good are reminder systems for ongoing health checks?



How easy is it to find information that can tell you about the practice and what services it offers patients?



How useful do you find the computerised check in system?

