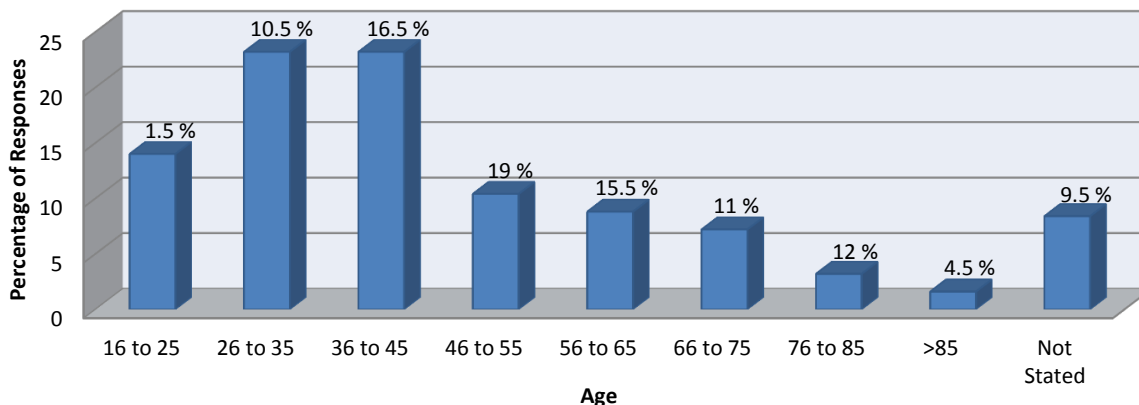


Patient Satisfaction Questionnaire Results

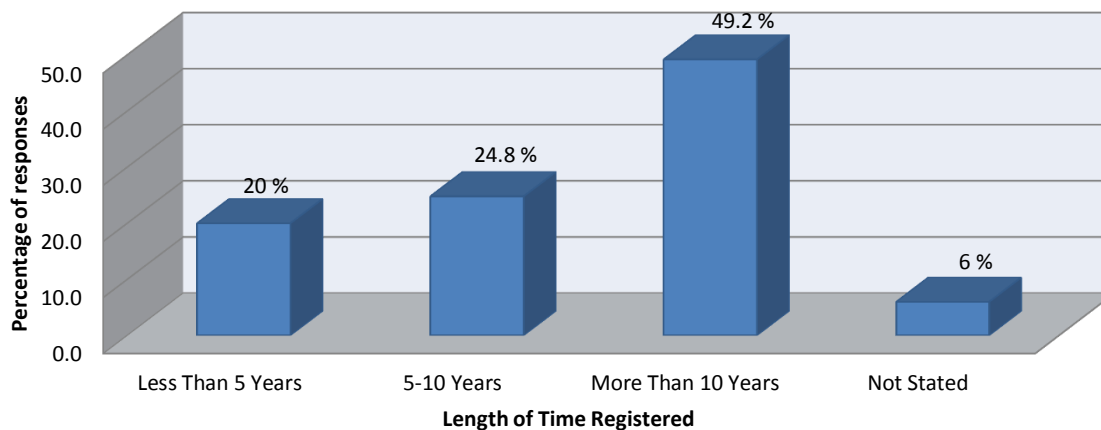


250 patients were randomly selected to complete a patient satisfaction questionnaire which was completed in February 2014. There were 169 female and 76 male participants, 5 patients did not state their gender. The age breakdown of the participants and length of time registered with this practice are shown in the charts below.

Age Breakdown of Respondents

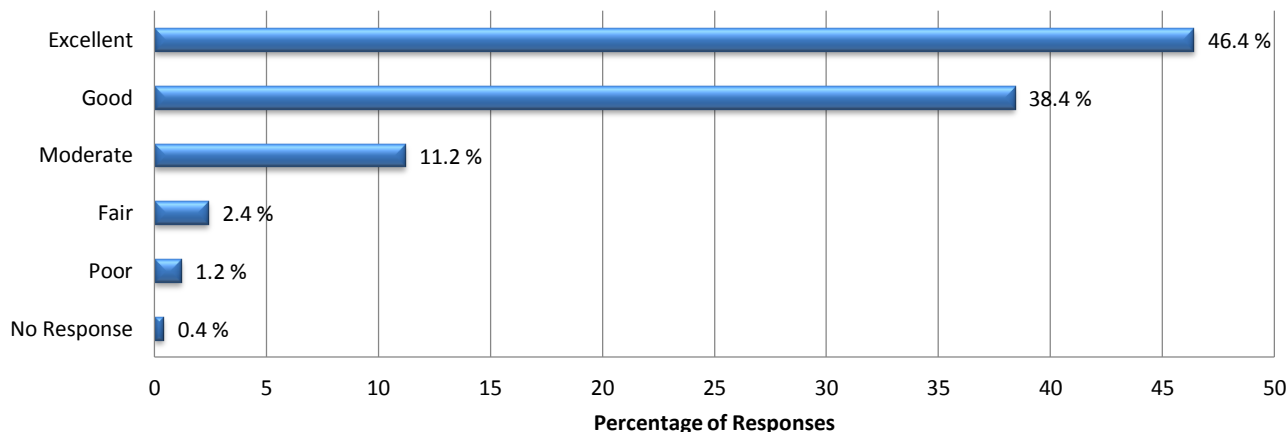


Length of Time registered At This Practice

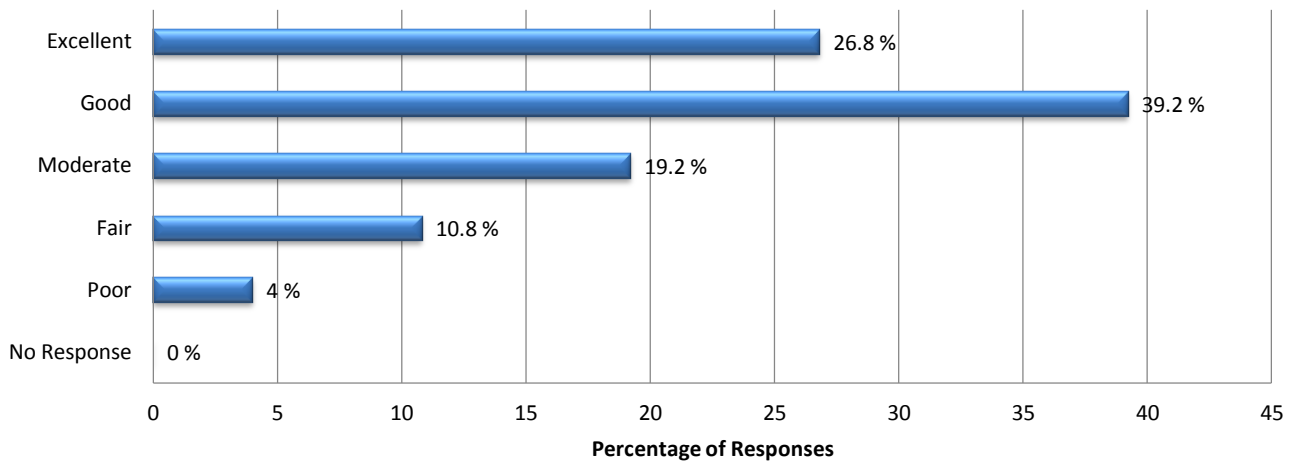


Section 1: The Practice

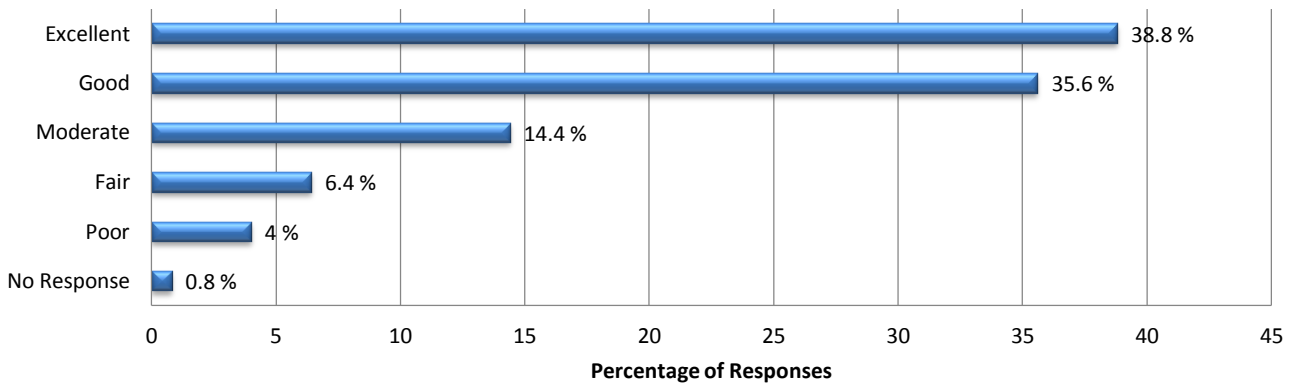
Are you happy with our opening hours?



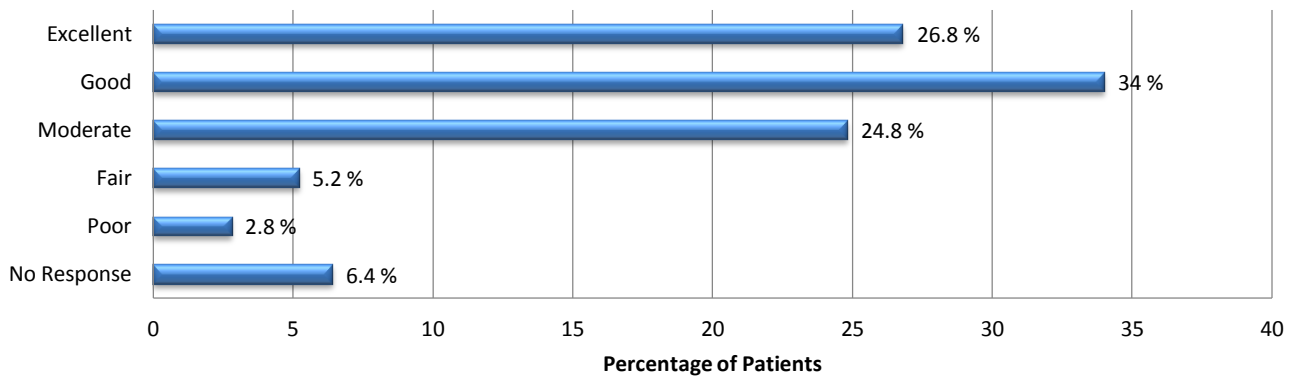
How easy is it to contact the surgery by telephone?



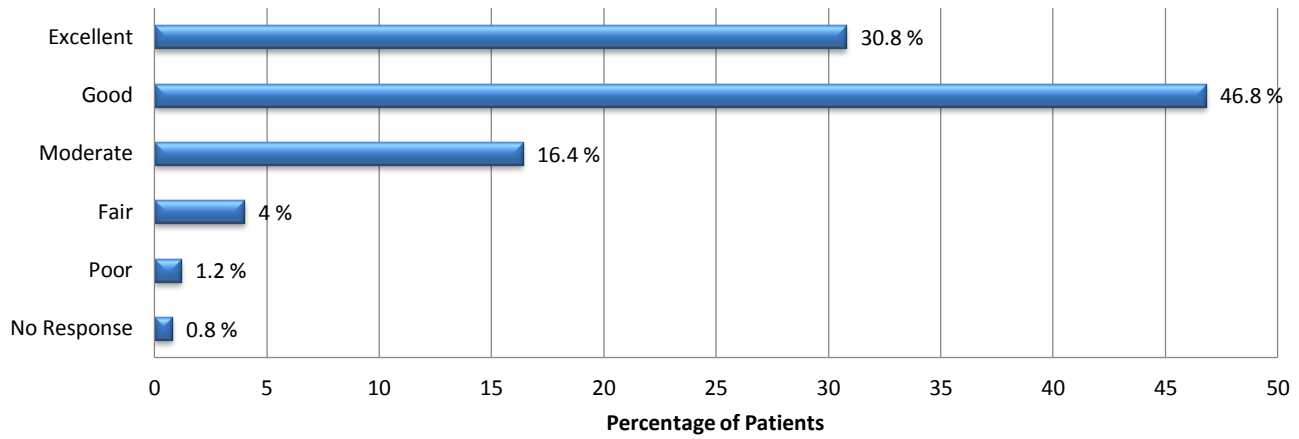
How happy are you with the day and time arranged for your appointment?



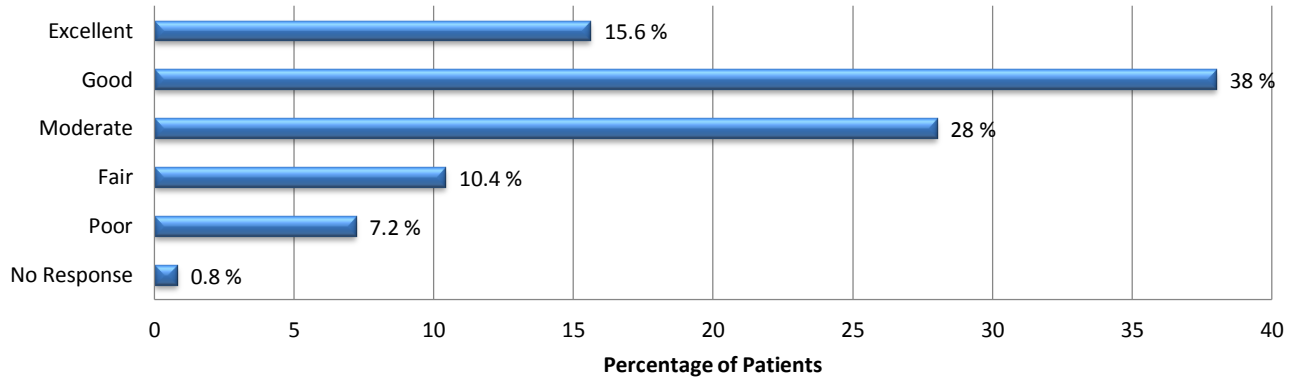
Do you manage to speak to a doctor/nurse on the telephone if needed?



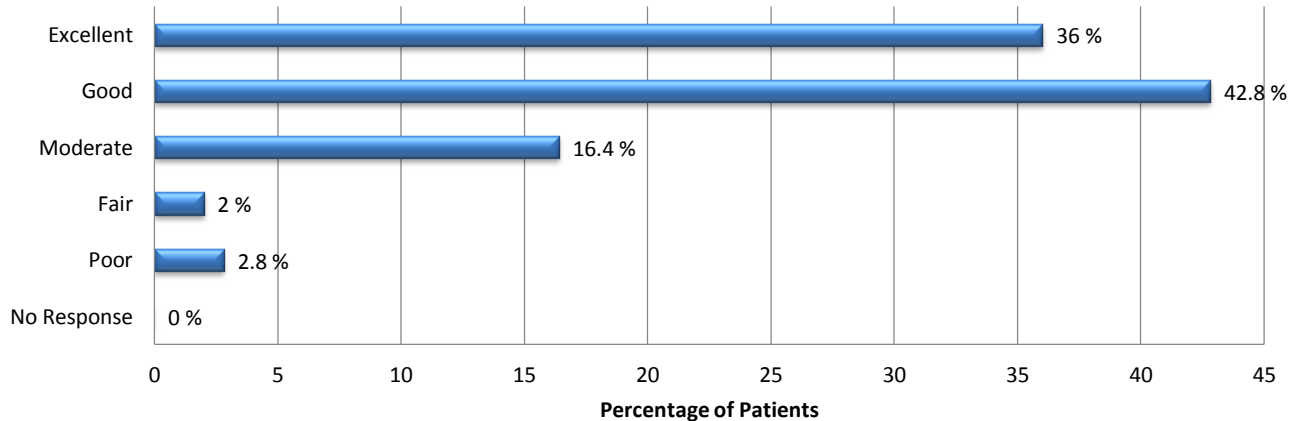
How comfortable is the waiting room?



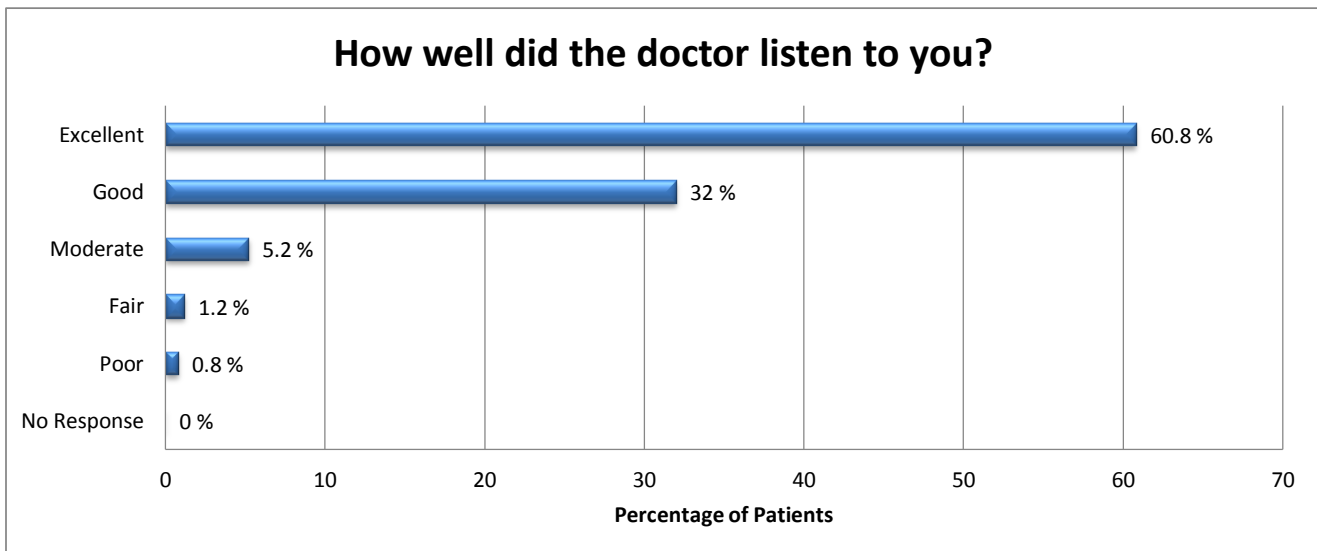
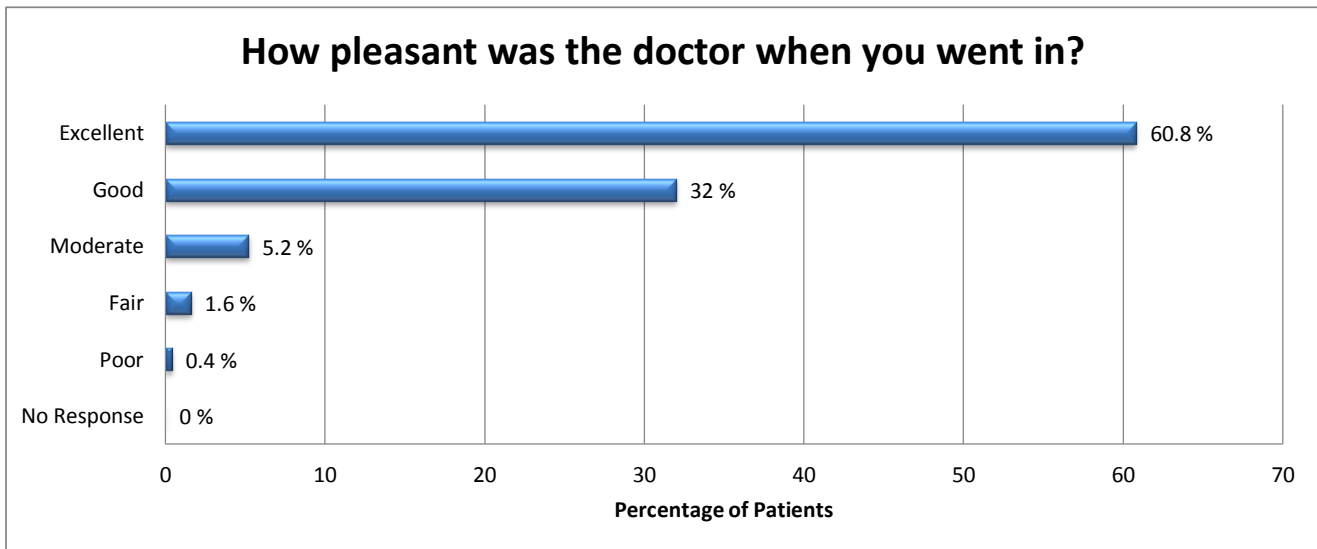
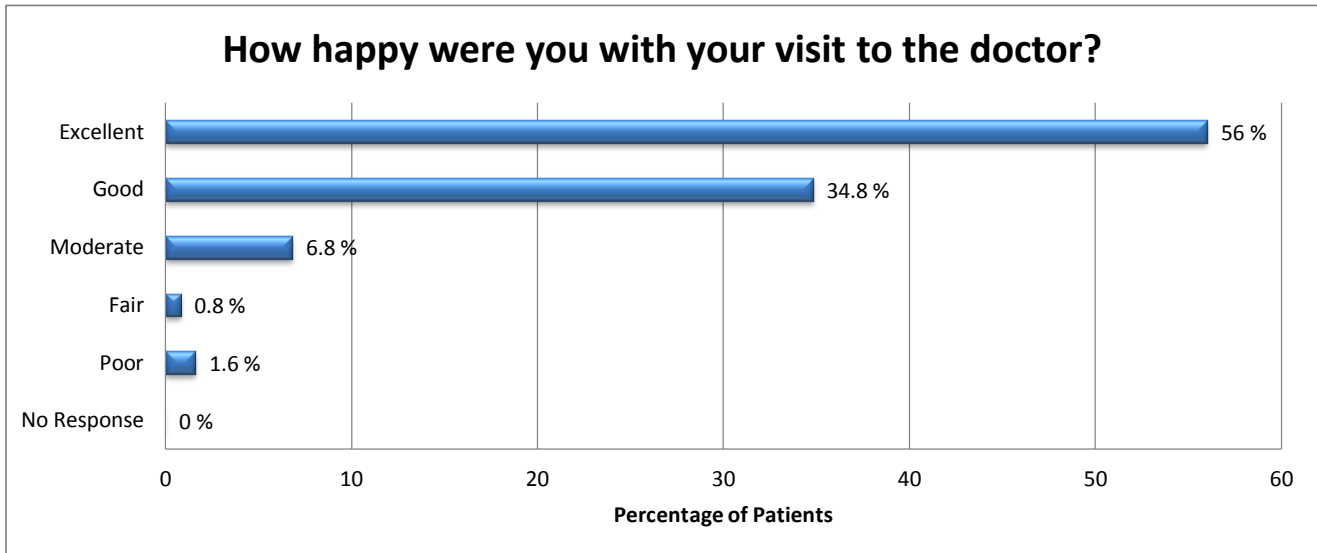
How happy are you about the length of time waiting to see the doctor?



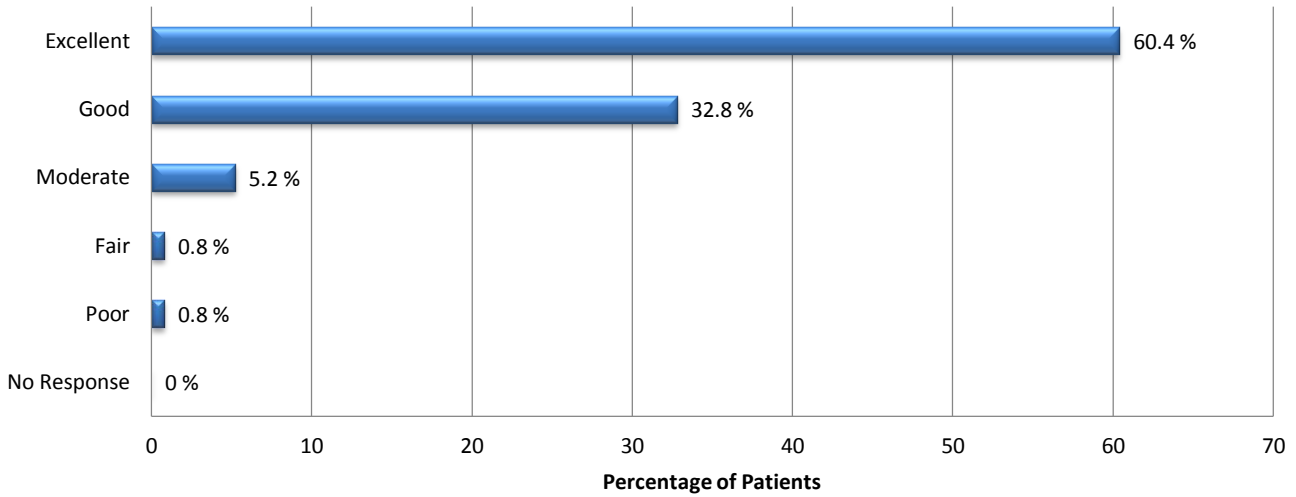
Would you recommend the surgery to family and friends?



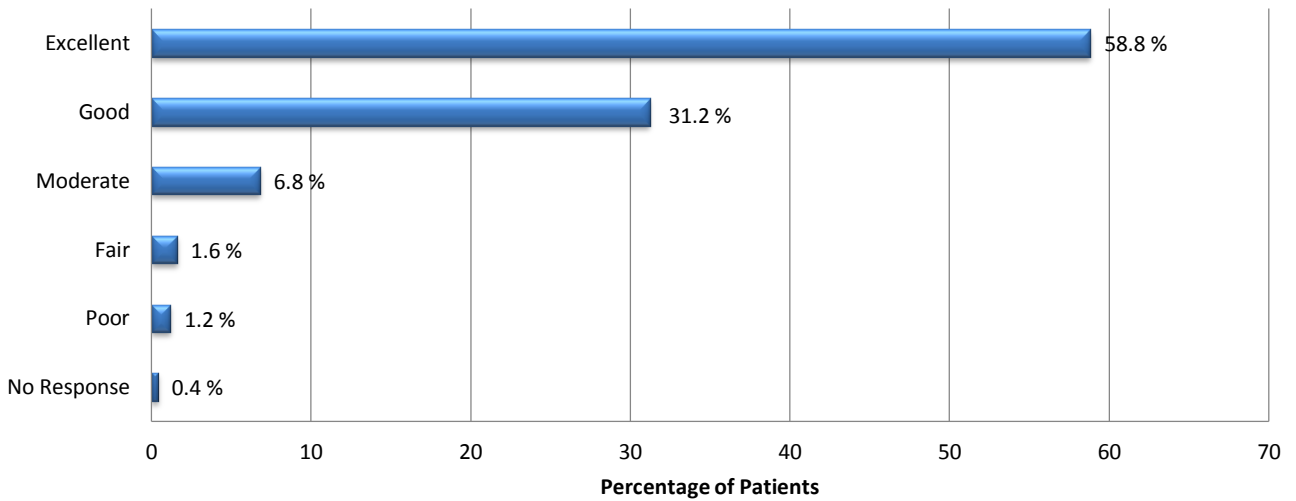
Section 2: The Doctor



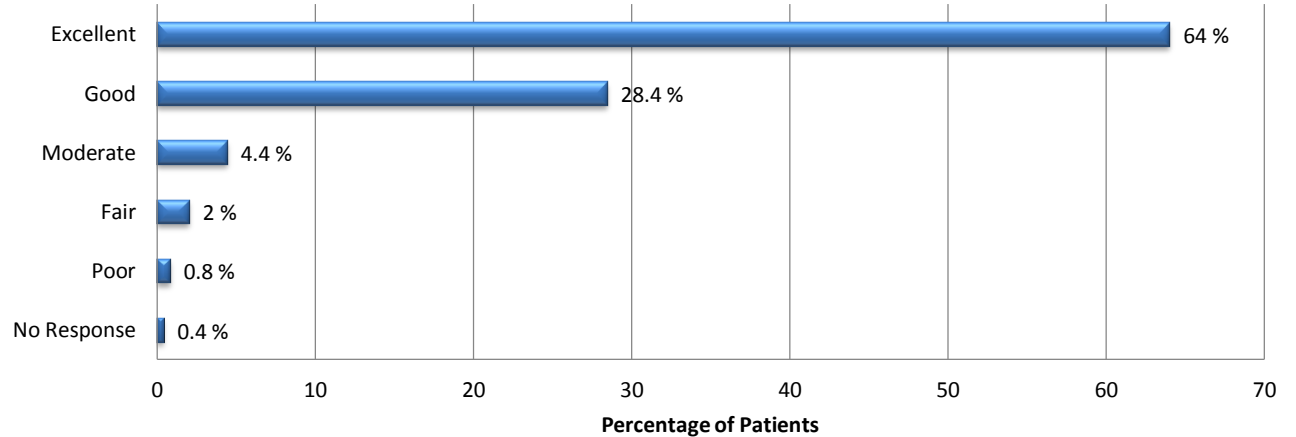
How clear were the doctors explanations?



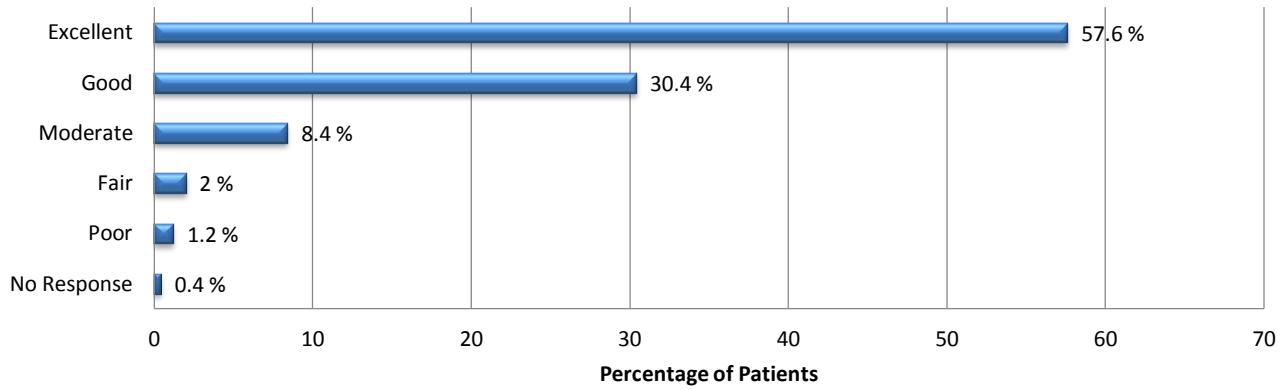
Did you feel reassured by the doctor?



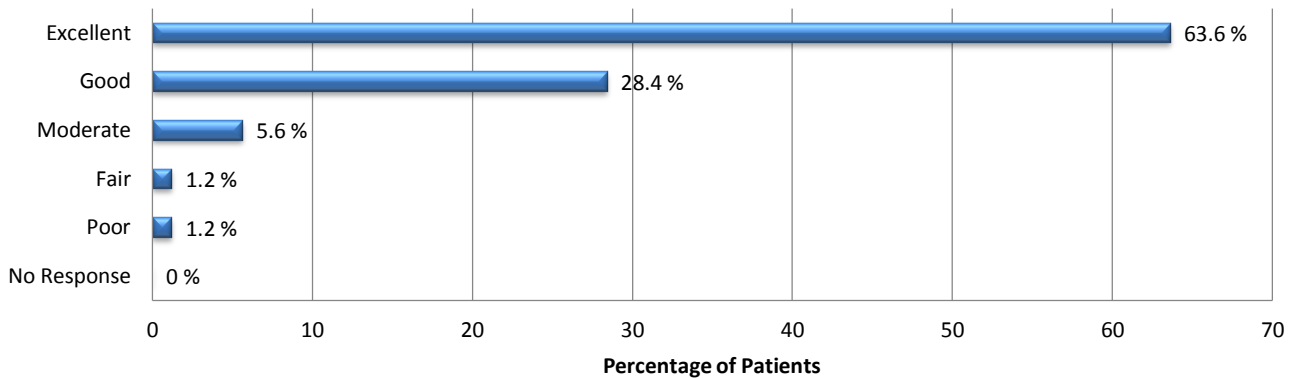
Do you feel the doctor is good at his/her job?



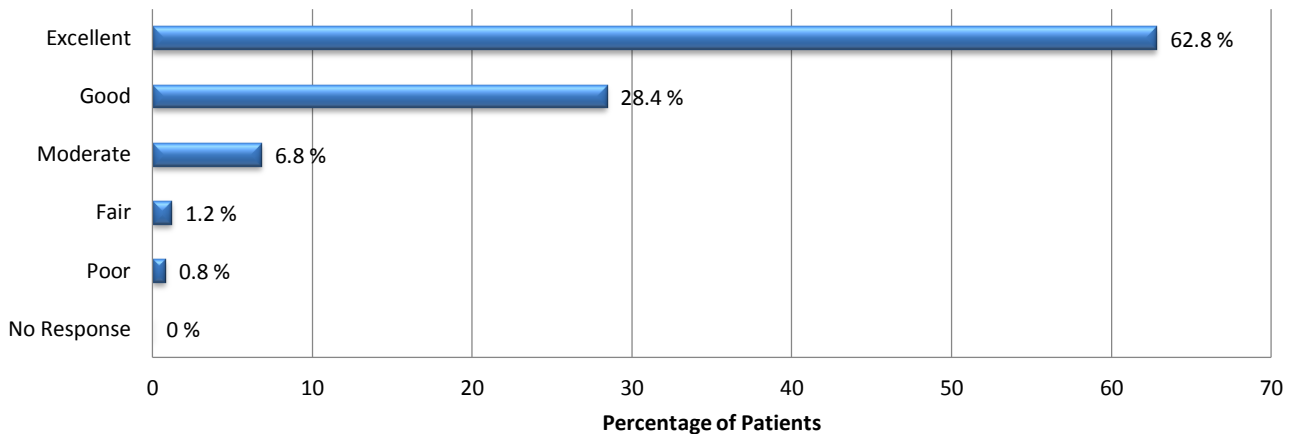
Did the doctor let you talk about your concerns and fears?



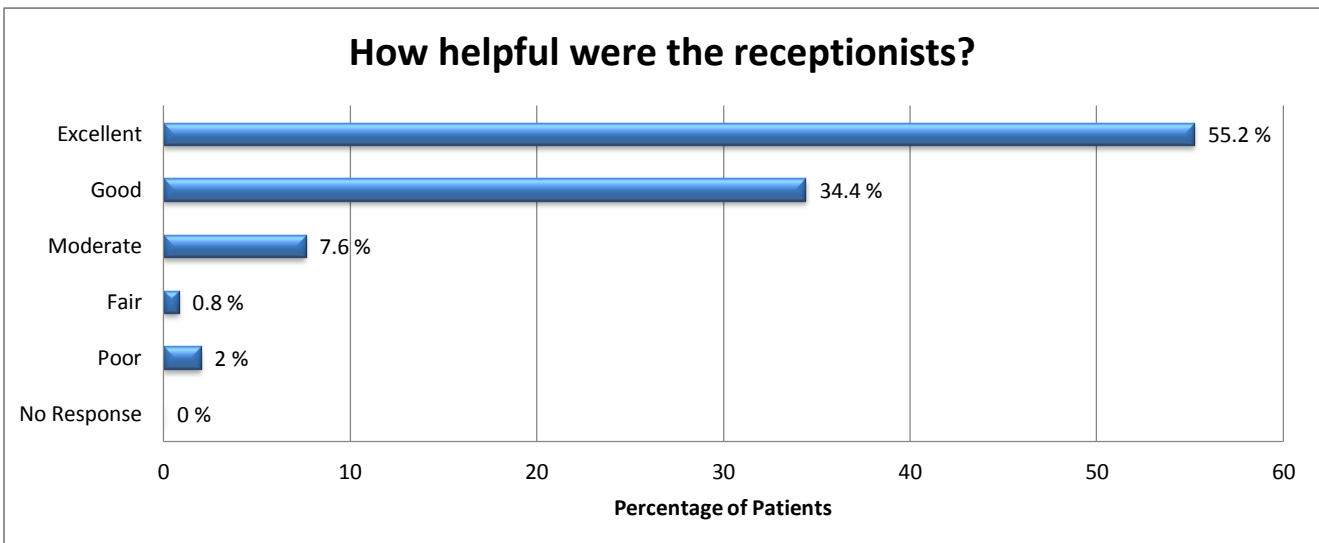
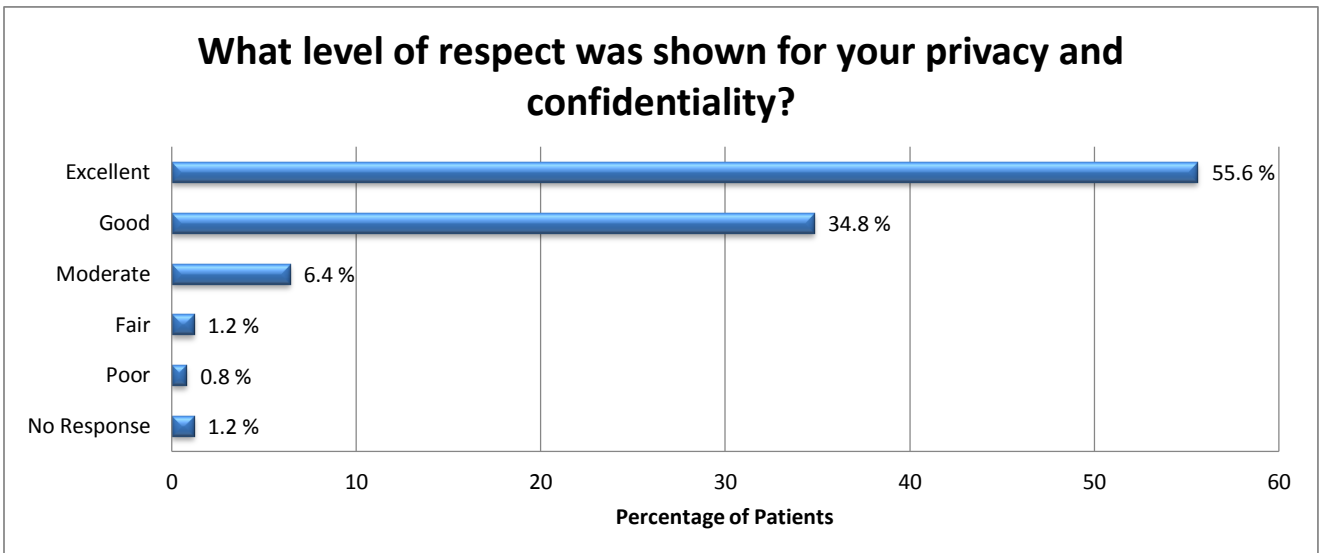
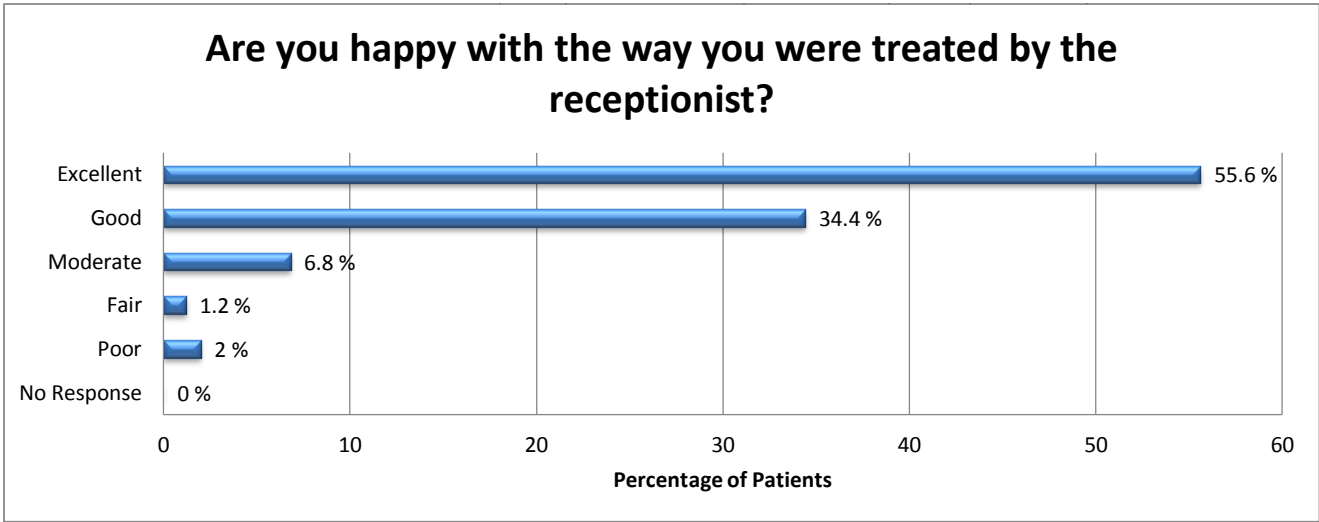
Did you feel the doctor showed respect and concern for you?



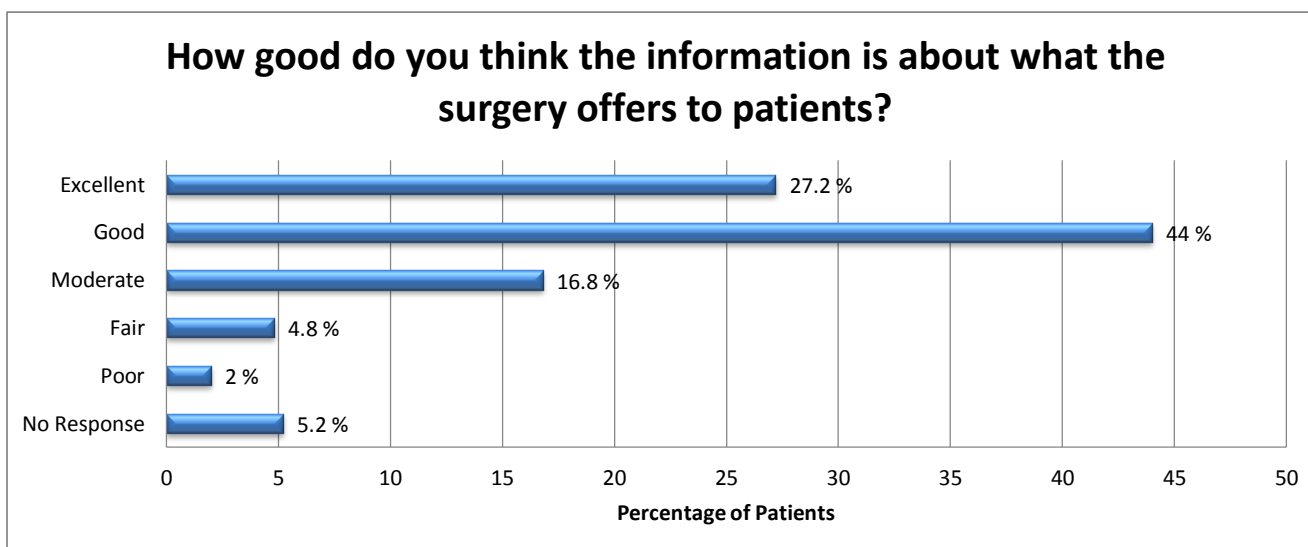
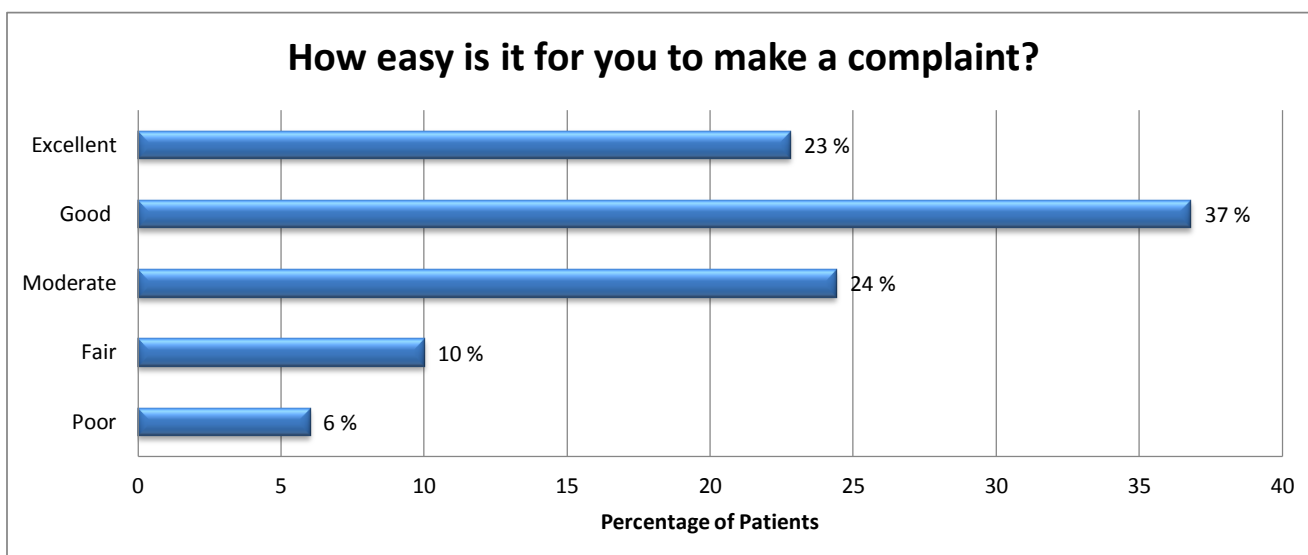
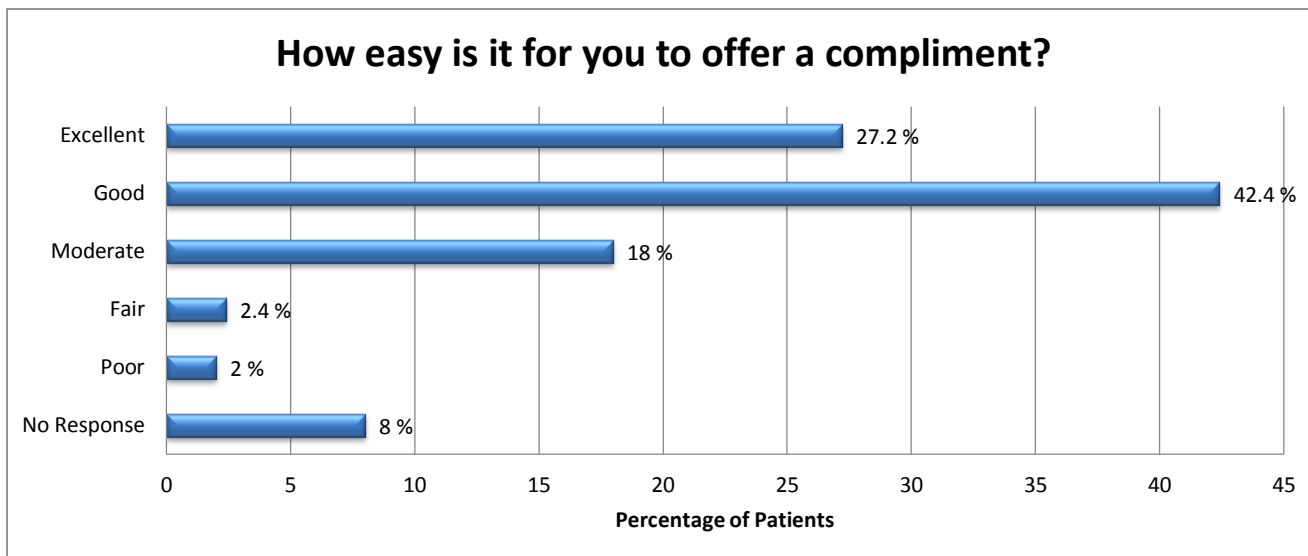
Did you feel you had enough time for your visit?



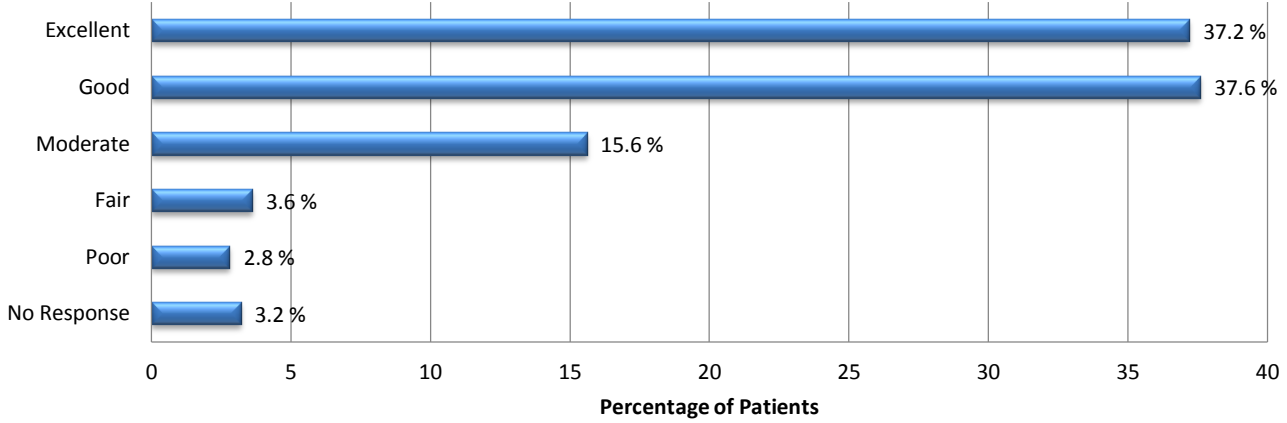
Section 3: The Staff



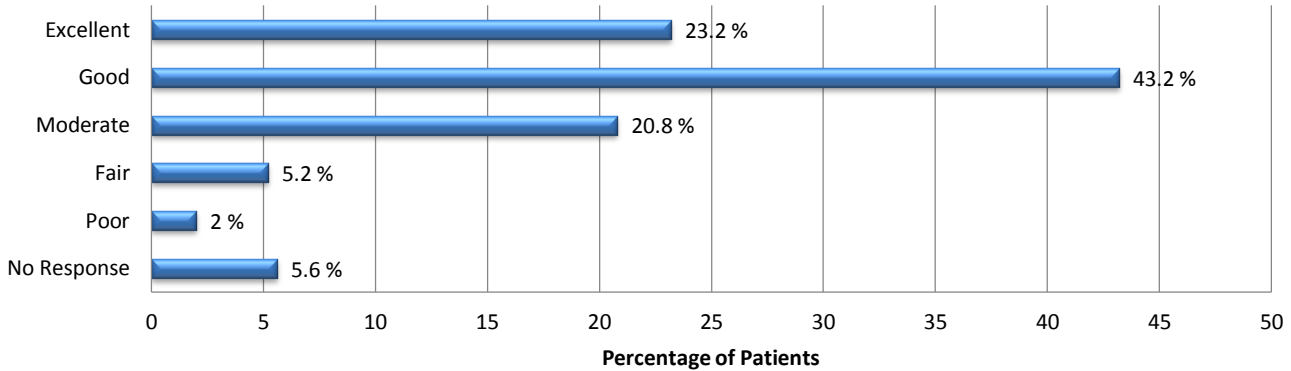
Section 4: The Practice.2



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?

