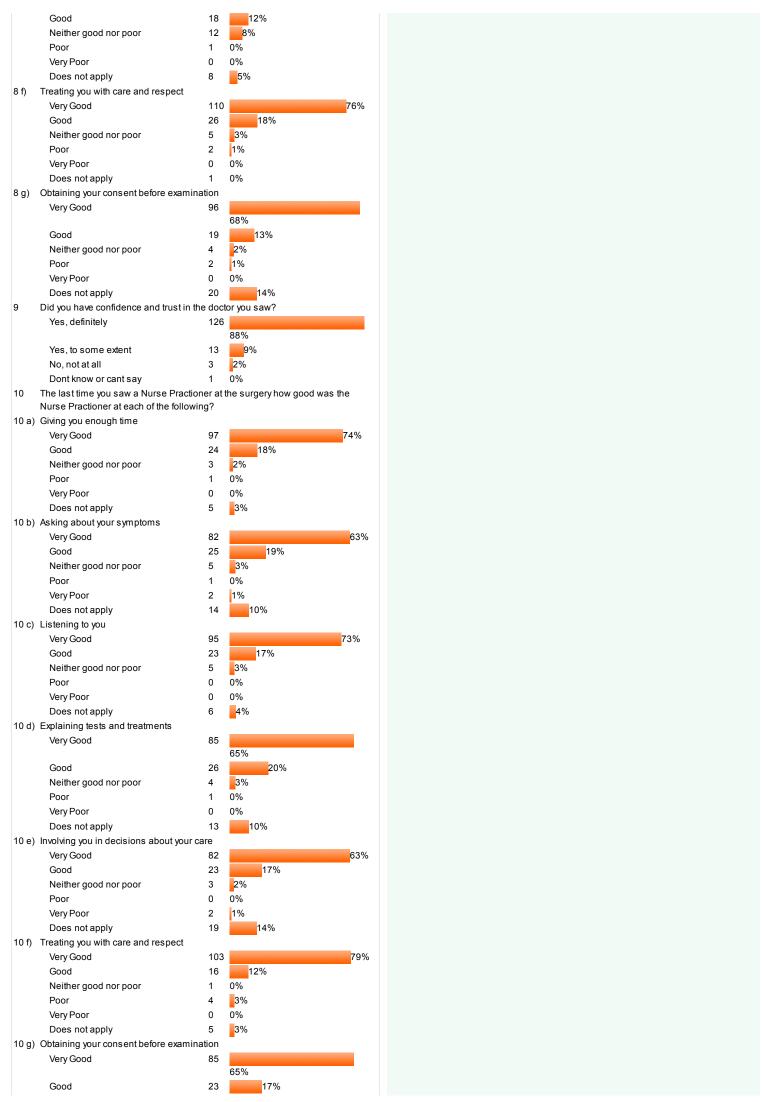
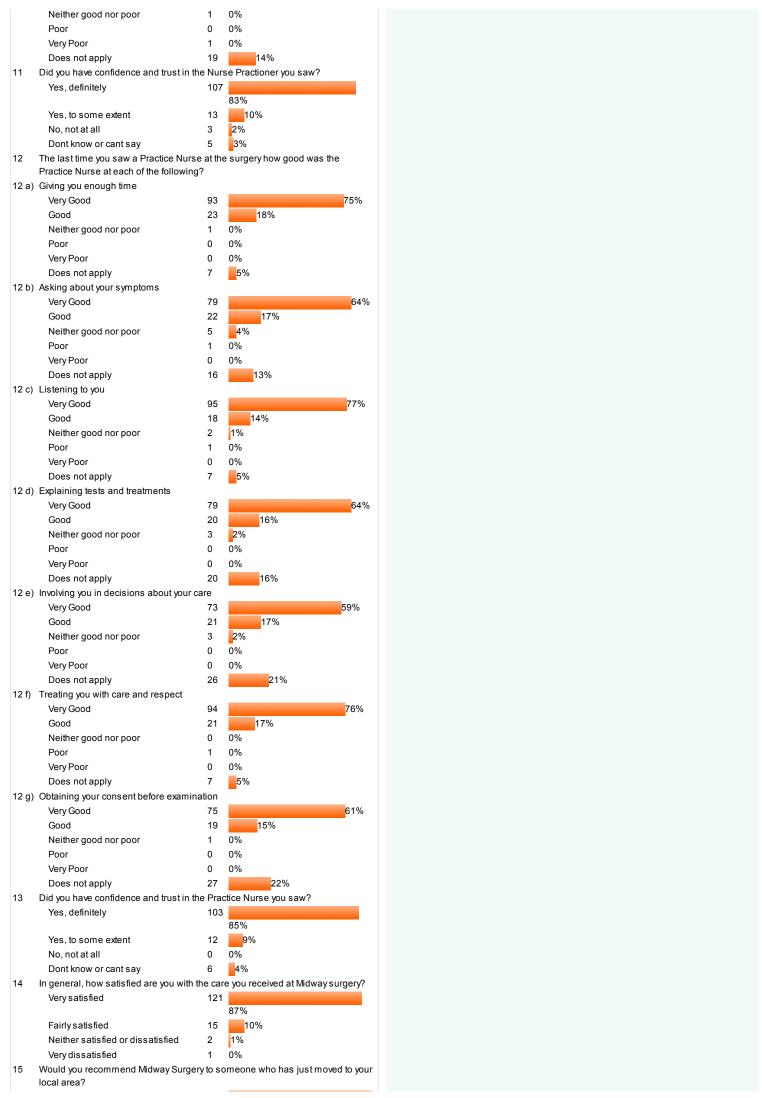
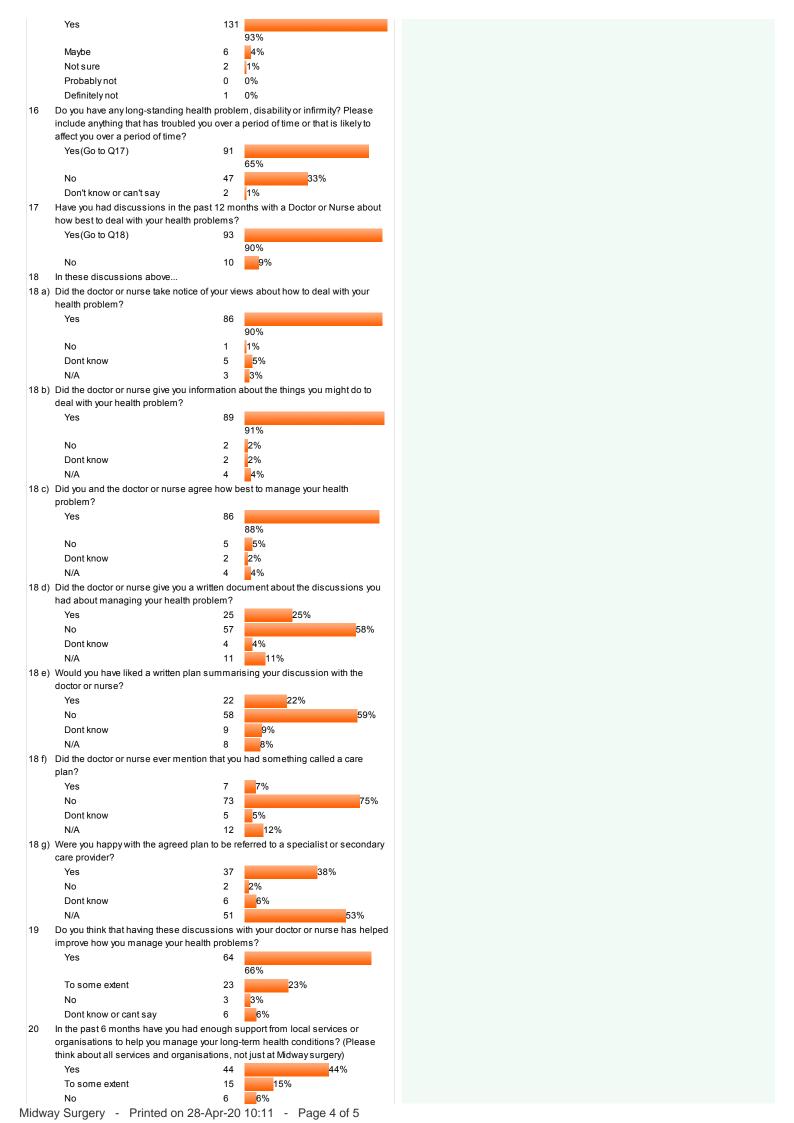
Patient Survey Results 2012 / 2013 The results so far are shown below. Total responses: 144 When did you last see a Dr at Midway Surgery? In the past three months 105 73% Between 3 and 6 months ago 25 17% More than 6 months ago 12 8% I have never been seen at Midway 0 0% Surgery How do you normally book your appointment to see a doctor or nurse at Midway Surgery? 18 12% In person 72% By telephone 103 22 15% Online via our website When you have booked your appointment is it at a time suitable for you? Always 62 Usually 80 1 0% How easy do you find getting into the building at the surgery? 123 Very easy Fairly easy 18 12% Not very easy 2 1% Not at all easy 0 0% How clean is the GP surgery? Very clean 134 93% Fairly clean 9 6% Not very clean 0 0% Not at all clean 0 0% 6 How helpful do you find the receptionists at Midway surgery? Very helpful 118 83% Fairly helpful 20 14% 3 2% Not very helpful 0% O Not at all helpful How satisfied are you with the opening hours at the Midway surgery? Very satisfied 101 Fairly satisfied 39 Neither satisfied or dissatisfied 4 2% Very dissatisfied 0 0% The last time you saw a Dr at the surgery how good was the Dr at each of the following? 8 a) Giving you enough time Very Good 106 73% Good 32 22% Neither good nor poor 5 3% Poor 1 0% Very Poor 0 0% 0 0% Does not apply 8 b) Asking about your symptoms Very Good 103 34 23% Good Neither good nor poor 4 2% 1 0% Very Poor 2 1% 0 0% Does not apply 8 c) Listening to you Very Good 108 75% 26 Good 18% 7 4% Neither good nor poor 2 1% Poor Very Poor 0 0% Does not apply 0% 8 d) Explaining tests and treatments 102 70% Very Good 25 Good Neither good nor poor 5 3% 3% Poor 5 Very Poor 0% Does not apply 4% 8 e) Involving you in decisions about your care Very Good 103

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Dont know or cant remember 31 31% I have not needed such support

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