2013/14 Patient Survey Results

The results so far are shown below.

Total responses: 107

1	Generally how easy is it to get through to a receptionist on the phone?						
	Veryeasy	24	22%				
	Fairlyeasy	57	53%				
	Not very easy	19	17%				
	Not at all easy	6	5%				
	I Haven't tried	0	0%				
2	How helpful do you find our receptionists?	Ŭ	0,0				
-	Very helpful	78					
	veryneipiù	70	74%				
	Fairly holpful	23	21%				
	Fairly helpful						
	Not very helpful	3	2%				
	Not at all helpful	1	0%				
	l don't know	0	0%				
3	Which of the following methods would you pre	efer to	use to book appointments?				
	By phone using the automated service	4	3%				
	By phone speaking to a receptionist	66					
			61%				
	In person	15	14%				
	Online	56	<mark>52%</mark>				
4	Is there a particular GP you usually prefer to s	ee or	speak to?				
	Yes	81					
			77%				
	No	24	22%				
5	If you answered Yes to above question, How	often	do you see or speak to the GP				
	you prefer?						
	Almostalways	33	40%				
	A lot of the time	18	22%				
	Some of the time	28	34%				
		20					
_	Almost never		2%				
6	When you contact the surgery for a GP appoir	itmen	t, WHEN do you usually want to				
	see or speak to them?						
	On the same day	71	68%				
	T 1 1 1	_	_				
	The next day	5	4%				
	A few days later	21	20%				
	A week or more later	1	0%				
	l didn't mind	6	<mark>5%</mark>				
	l can't remember	0	0%				
7	Did you get your appointment when you wanted it as per previous question?						
	Yes 65						
			63%				
	Yes, but I had to call back closer to, or on	38	36%				
	the day that I wanted the appointment						
8	Overall, how would you describe your experie	nce o	f making an appointment?				
	Very good	40	38%				
	Fairly good	44	42%				
	Neither good nor poor	11	10%				
	Fairly poor	9	8%				
	,,	0	0%				
9	Very poor 0 0% How satisfied are you with the hours that we are open?						
9	-	-					
	Very Satisfied Fairly satisfied	47	45%				
	,	41	39%				
	Neither satisfied nor dissatisfied	9	8%				
	Fairlydissatisfied	4	3%				
	Verydissatisfied	0	0%				
	I'm not sure of the Surgery opening hours	2	1%				
10	Which of the following additional opening time	es wo	uld make it easier for you to				
	see or speak to someone?						
	Before 8am	20	18%				
	At Lunchtime	14	13%				
	After 6:30pm	38	35%				
	On a Saturday	41	38%				
	None of these	25	23%				
11	Do you use the practice Website?						
· ·	Yes	78					
		70	74%				
	Νο	27	25%				
10			20/0				
12	Do you use the website for any of the followin	-	E 20/				
	Booking an appointment	57	53%				
	Ordering repeat prescriptions	66	61%				
			61%				

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FULL LIST OF SERVIC	ES	GP Registrar Training Find out more ►		Patient AccessPolicies
Antenatal Care	Coronary Heart Disease.	Minor Surgery	Test Results	
Asthma	Diabetes	Phlebotomy Clinic	Travel Clinic	
Cervical Smears	Flu Vaccination	Planning Your Pregnancy	Weight Management	
Childhood Immunisations	Heart Monitoring	Postnatal Care	Non NHS Work	
Contraception	Hypertension	Sexual Health		
COPD		Shingles Vaccination		
		Stop Smoking		