

PATIENT SURVEY 2017

THE PRACTICE:	Very Poor	Poor	er good nor	Good	Very Good	N/A				2017
Your satisfaction with surgery opening	1.27	3.80	3.80	29.11	62.03	0.00				91.14
How helpful were the receptionists	0.00	1.27	3.80	20.25	73.42	1.27				93.67
Your privacy in reception	0.00	5.26	7.02	29.82	45.61	12.28				75.43
Has your waiting time on the telephone been acceptable (new)	0.00	2.56	10.26	34.62	44.87	7.69				79.49
For an urgent appointment did the doctor phone you back as arranged	0.00	0.00	2.63	9.21	78.95	9.21				88.16
If you needed an appointment was the timing acceptable	1.33	4.00	6.67	25.33	61.33	1.33				86.66
In general how satisfied are you that you can see your usual Doctor	1.27	7.59	12.66	18.99	53.16	1.27				72.15
OUTCOME OF CONSULTATION										
Did you have enough time in the appointment to discuss concerns about your health (new)	1.30	1.30	6.49	28.57	61.04	1.30				89.61
Did you understand the explanations given	0.00	1.30	1.30	25.97	68.83	2.60				94.80
To what extent did you feel involved in the plan for your care (new)	0.00	0.00	5.19	31.17	59.74	3.90				90.91
Your overall satisfaction with the visit	1.30	1.30	0.00	23.38	72.73	1.30				96.11
	Face to face	Flyers/ Posters	Practice Letters	Surgery Website	TV Screen	News-letter	Text	News-paper		
How do you receive communication (new)	35	7	21	8	10	3	0	0		
	41.67	8.33	25.00	9.52	11.90	3.57	0.00	0.00		
	Very Poor	Poor	er good nor	Good	Very Good	N/A				
How satisfied are you with the communication from the Surgery (new)	0.00	1.19	7.14	29.76	48.81	2.38	0.00	0.00		78.51
What is your experience of using the online services (new)	0.00	1.19	9.52	11.90	23.81	35.71	0.00	0.00		35.71
Do you understand the role of the PPG						Yes	No			
						35	25			
						44.30	31.65			

About you:

	%age
Male:	20 28.57
Female:	50 71.43
	%age
British	72 100.00
Irish	0 0.00
African	0 0.00
Caribbean	0 0.00
Indian	0 0.00
Pakistani	0 0.00

Age

	%age
Under 16	0 0.00
16 - 24	4 5.41
25 - 34	7 9.46
35 - 44	7 9.46
45 - 65	30 40.54
66 - 74	15 20.27
75 and over	11 14.86