

Dyneley House Surgery - Patient Service Questionnaire 2018

THE PRACTICE:	Good, Very Good	Good, Very Good	Good, Very Good	Variation	Variation
	2018	2017	2013	2017-2018	2016-2017
Your satisfaction with the opening hours (ext hours inc)	96.55% 84	91.15% 75	89.80% 293	5.40% 9	1.35% -218
How helpful are the receptionist?	98.85% 86	93.67% 77	92.07% 290	5.18% 9	1.60% -213
You're privacy at reception? (we do have access to a private room)	71.26% 62	76.43% 47	88.40% 293	-5.17% 15	-11.97% -246
Has your waiting time on the telephone been acceptable?	86.20% 75	79.49% 70	83.39% 293	6.71% 5	-3.90% -223
For an urgent appointment, did the doctor phone back as arranged?	81.60% 71	88.16% 69	82.01% 293	-6.56% 2	6.15% -224
Were you offered an appropriate e.g face to face/telephone?	86.20% 75	86.66% 70	82.13% 231	-0.46% 5	4.53% -161
In general how satisfied are you that you can communicate with your doctor?	89.65% 78	72.15% 67	69.97% 293	17.50% 11	2.18% -226
Did you have enough time in the appointment to discuss concerns about your health?	91.95% 80	89.61% 74	92.72% 261	2.34% 6	-3.11% -187
Did you understand the explanations given?	91.95% 80	94.81% 74	93.87% 260	-2.86% 6	0.94% -186
To what extent did you feel involved in the plan for your care?	86.20% 75	90.91% 74	95.02% 260	-4.71% 1	-4.11% -186
Your overall satisfaction with your visit?	90.80% 79	96.11% 74	95.03% 261	-5.31% 5	1.08% -187
What is your experience of using the online services (practice website)?	36.78% 32	45.24% 38	100.00% 32	-8.46% -6	-54.76% 6
How satisfied are you with the information provided by the surgery?	88.50% 77	78.51% 72	93.75% 32	9.99% 5	-15.24% 40
	Yes				
Are you interested in finding out more about these programmes?	8.05% 7	N/A	N/A		
Would you like a response to any of your answers?	4.60% 4	N/A	N/A		
Do you understand the role of the PPG	75.00% 51	N/A	N/A		