PATIENT SURVEY 2012/13 RESULTS

**Q1. How do you rate the hours that the practice is open?**

|  |  |
| --- | --- |
| Excellent | 15.20% |
| Very Good | 41.56% |
| Good | 28.38% |
| Fair | 11.48% |
| Poor | 2.70% |
| Very Poor | 0.34% |
| Not Applicable | 0.34% |

**Q2. If you have a disability how do you rate accessibility to the practice?**

|  |  |
| --- | --- |
| Excellent | 10.18% |
| Very Good | 10.18% |
| Good | 8.07% |
| Fair | 3.86% |
| Poor | 1.05% |
| Very Poor | 0.35% |
| Not Applicable | 66.31% |

**Q3. How do you rate the way you are treated by the receptionists at the practice?**

|  |  |
| --- | --- |
| Excellent | 33.90% |
| Very Good | 31.52% |
| Good | 24.06% |
| Fair | 8.82% |
| Poor | 1.35% |
| Very Poor | 0.35% |
| Not Applicable | 0% |

**Q4. How do you rate the ability to get through on the telephone?**

|  |  |
| --- | --- |
| Excellent | 4.78% |
| Very Good | 16.04% |
| Good | 25.94% |
| Fair | 22.53% |
| Poor | 17.06% |
| Very Poor | 11.60% |
| Not Applicable | 2.05% |

**Q5. How do you rate the ability to pre-book an appointment with a Doctor (up to 2 weeks in advance)?**

|  |  |
| --- | --- |
| Excellent | 7.72% |
| Very Good | 20% |
| Good | 20.7% |
| Fair | 16.84% |
| Poor | 18.25% |
| Very Poor | 9.82% |
| Not Applicable | 6.67% |

**Q6. How do you rate being able to see a Doctor on the day for an urgent problem?**

|  |  |
| --- | --- |
| Excellent | 18.81% |
| Very Good | 21.95% |
| Good | 21.95% |
| Fair | 15.68% |
| Poor | 11.15% |
| Very Poor | 5.23% |
| Not Applicable | 5.23% |

**Q7. How do you rate the ability to speak to a Doctor on the telephone (telephone consultation)?**

|  |  |
| --- | --- |
| Excellent | 12.76% |
| Very Good | 22.76% |
| Good | 23.79% |
| Fair | 12.76% |
| Poor | 3.45% |
| Very Poor | 0.69% |
| Not Applicable | 23.79% |

**Q8. How do you rate the medical treatment you received from the Doctor?**

|  |  |
| --- | --- |
| Excellent | 35.73% |
| Very Good | 31.3% |
| Good | 24.39% |
| Fair | 7.56% |
| Poor | 0.34% |
| Very Poor | 0.34% |
| Not Applicable | 0.34% |

**Q9. How do you rate how quickly you can see a Nurse at the practice?**

|  |  |
| --- | --- |
| Excellent | 23.29% |
| Very Good | 32.19% |
| Good | 24.32% |
| Fair | 10.62% |
| Poor | 2.74% |
| Very Poor | 0.68% |
| Not Applicable | 6.16% |

**Q10. How do you rate the medical treatment you received from the Nurse?**

|  |  |
| --- | --- |
| Excellent | 33.57% |
| Very Good | 29.33% |
| Good | 25.09% |
| Fair | 3.53% |
| Poor | 0.71% |
| Very Poor | 0% |
| Not Applicable | 7.77% |

**Q11. How do you rate the treatment you received from the practice Physiotherapist?**

|  |  |
| --- | --- |
| Excellent | 10.05% |
| Very Good | 14.35% |
| Good | 7.18% |
| Fair | 3.35% |
| Poor | 0% |
| Very Poor | 0% |
| Not Applicable | 65.07% |

**Q12. How do you rate being able to order a repeat prescription (on the telephone, in person, on-line, etc)?**

|  |  |
| --- | --- |
| Excellent | 39.35% |
| Very Good | 22.74% |
| Good | 20.22% |
| Fair | 4.33% |
| Poor | 0.36% |
| Very Poor | 0% |
| Not Applicable | 13% |

**Q13. How do you rate the facilities at the practice?**

|  |  |
| --- | --- |
| Excellent | 28.1% |
| Very Good | 36.7% |
| Good | 25.97% |
| Fair | 6.40% |
| Poor | 1.06% |
| Very Poor | 0.35% |
| Not Applicable | 1.42% |

**Q14. How do you rate the appointments on our website?**

|  |  |
| --- | --- |
| Excellent | 9.2% |
| Very Good | 10.83% |
| Good | 10% |
| Fair | 4.2% |
| Poor | 1.25% |
| Very Poor | 1.6% |
| Not Applicable | 62.92% |

**Q15. How do you rate the extended hours that are now available?**

|  |  |
| --- | --- |
| Excellent | 17.96% |
| Very Good | 29.80% |
| Good | 18.78% |
| Fair | 5.71% |
| Poor | 1.22% |
| Very Poor | 0.82% |
| Not Applicable | 25.71% |

**Q16. How do you rate the practice newsletter?**

|  |  |
| --- | --- |
| Excellent | 11.24% |
| Very Good | 26.51% |
| Good | 18.88% |
| Fair | 8.43% |
| Poor | 0% |
| Very Poor |  0.40% |
| Not Applicable | 34.54% |

**Q17. How do you rate the Out of Hours Service?**

|  |  |
| --- | --- |
| Excellent | 7.48% |
| Very Good | 22.83% |
| Good | 19.3% |
| Fair | 9.84% |
| Poor | 3.15% |
| Very Poor | 1.97% |
| Not Applicable | 35.43% |

**Q18. If you had symptoms which caused you concern and lasted more than a month would you consider consulting the practice nurse or the GP?**

|  |  |
| --- | --- |
| YES | 94.76% |
| NO | 5.24% |

**Q19. Would you recommend this practice to anybody?**

|  |  |
| --- | --- |
| YES | 90.68% |
| NO | 9.32% |