

Grange Farm Medical Centre

Patient Survey 2015/16

Number of Responses: 150



[Excel Report \(click here for full dataset\)](#)

Patient Survey 2015/16

We would be grateful if you would complete this survey about your visit and our overall service.

We want to provide the highest standard of care and feedback from this survey will help us to identify areas that may need improvement. Your opinions are therefore very valuable.

There are no right or wrong answers and you doctor WILL NOT be able to identify your individual responses.

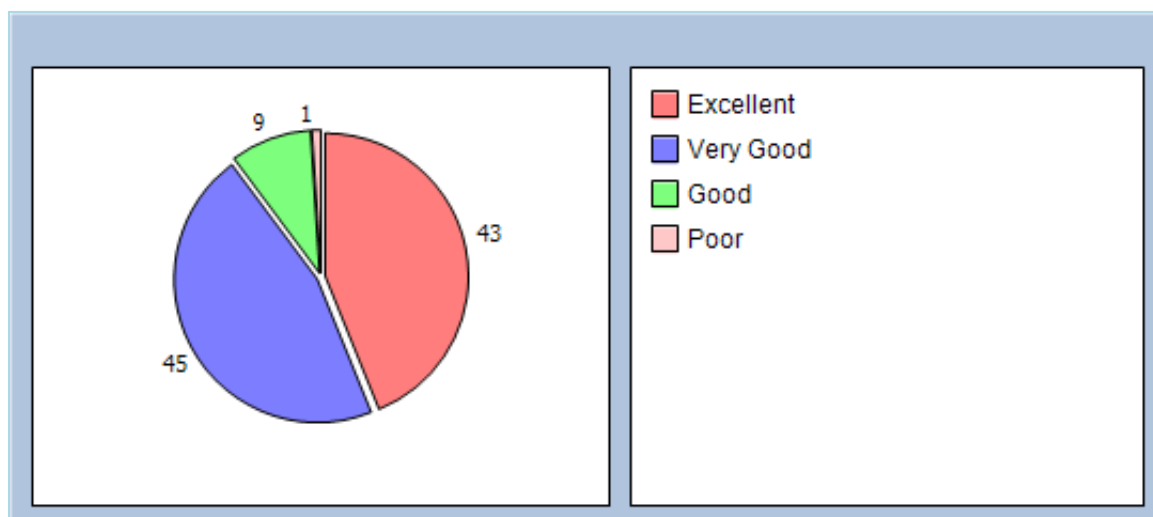
This survey is completely confidential and you do not have to give your name unless you would like feedback from the surgery.

Your visit today

This section is about how well the doctors and nurses dealt with you and you health concerns today.

The doctors/nurse ability to listen to you

Excellent	43%
Very Good	45%
Good	9%
Fair	0%
Poor	1%
Unsure	0%

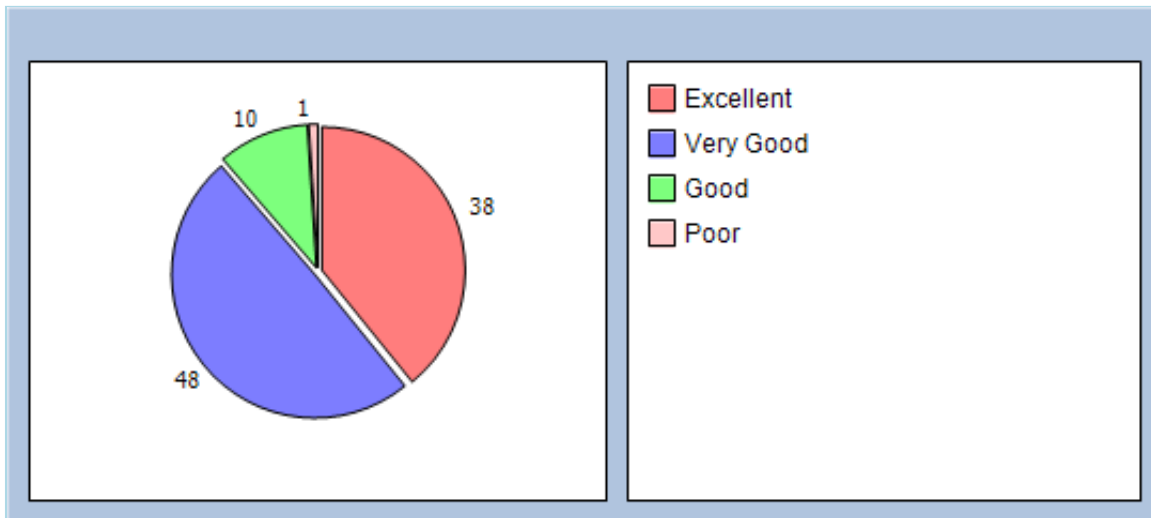


The doctors/nurses understanding of why you are seeking help

Excellent	38%
Very Good	48%
Good	10%
Fair	0%

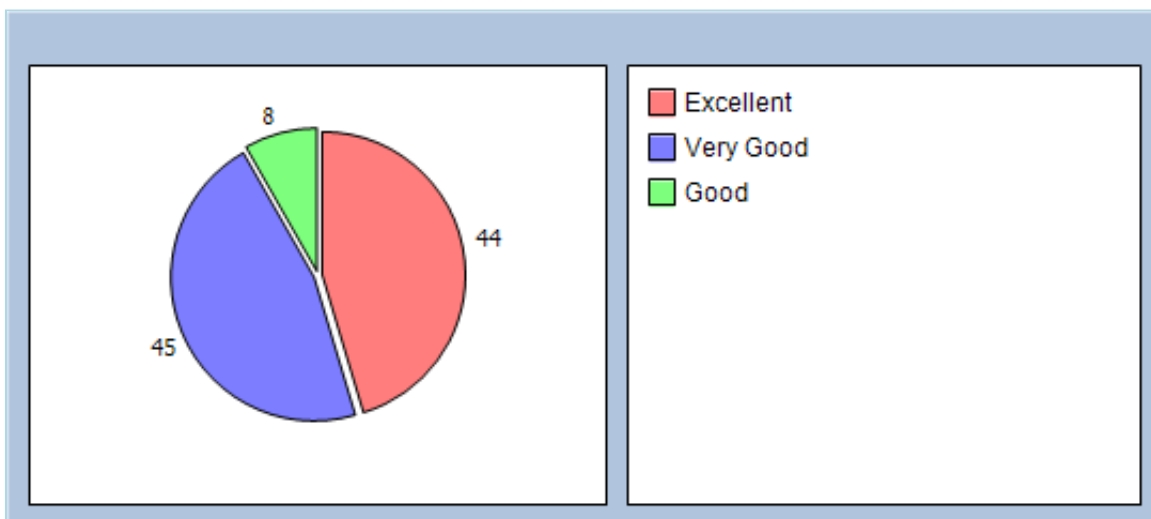
Poor
Unsure

1%
0%



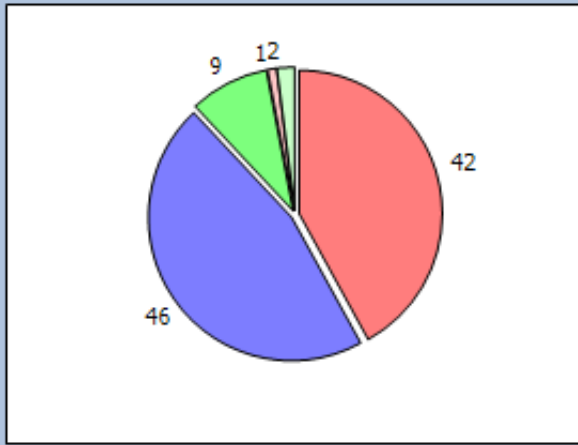
The opportunity our doctor/nurse gave you to ask questions

Excellent	44%
Very Good	45%
Good	8%
Fair	0%
Poor	0%
Unsure	0%



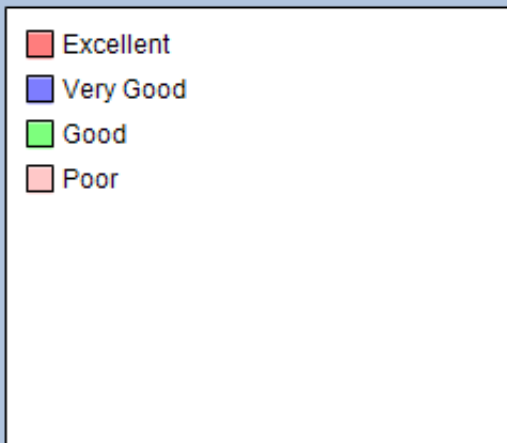
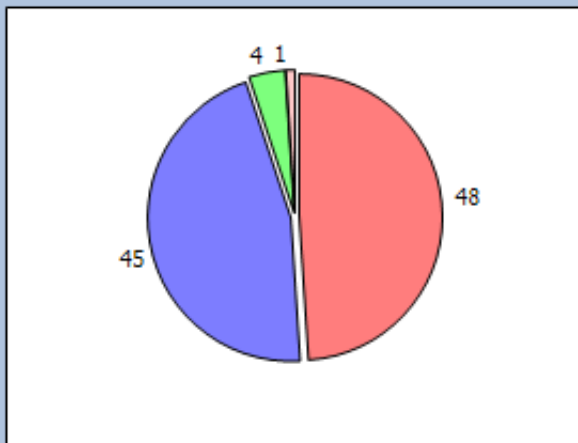
The way our doctor/nurse explained things to you

Excellent	42%
Very Good	46%
Good	9%
Fair	0%
Poor	1%
Unsure	0%
No response	2%



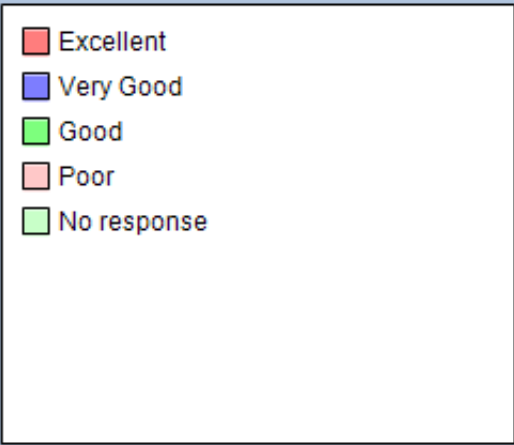
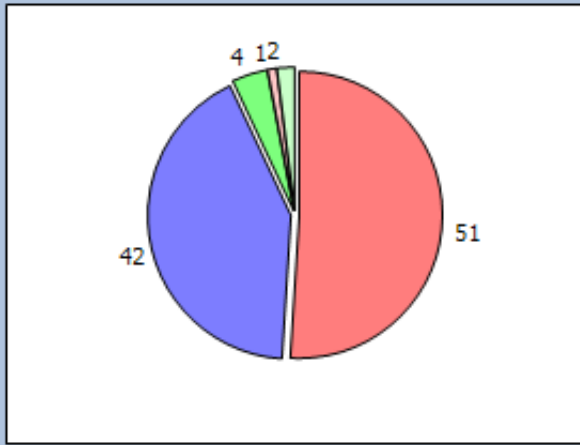
The manner in which the doctor/nurse spoke to you

Excellent	48%
Very Good	45%
Good	4%
Fair	0%
Poor	1%
Unsure	0%



Overall satisfaction with the doctors/nurses communications skills

Excellent	51%
Very Good	42%
Good	4%
Fair	0%
Poor	1%
Unsure	0%
No response	2%

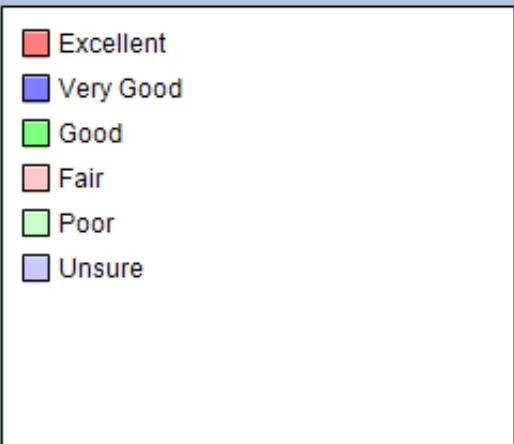
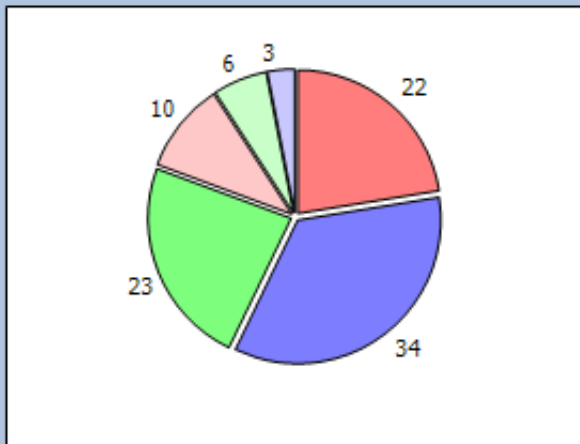


Access

This section is about how effective our service is in terms of our opening hours, telephone system and appointment system.

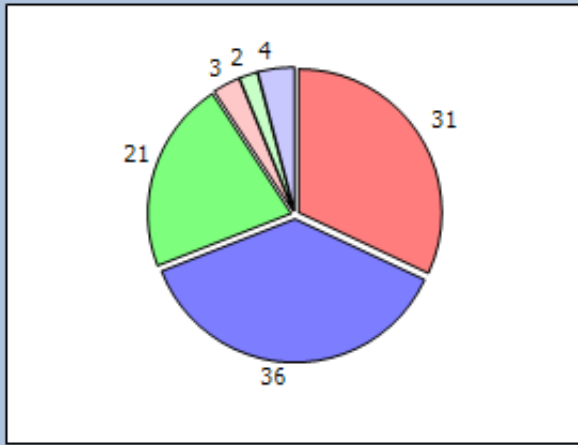
The ability to get an appointment when you need it

Excellent	22%
Very Good	34%
Good	23%
Fair	10%
Poor	6%
Unsure	3%



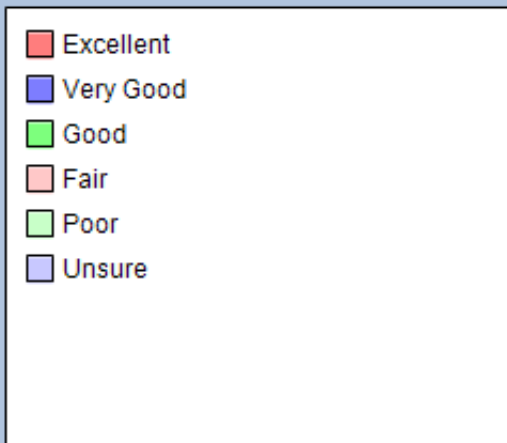
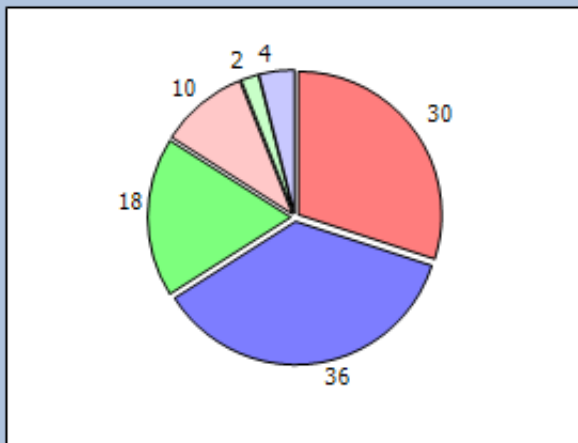
The ability to speak to the GP

Excellent	31%
Very Good	36%
Good	21%
Fair	3%
Poor	2%
Unsure	4%



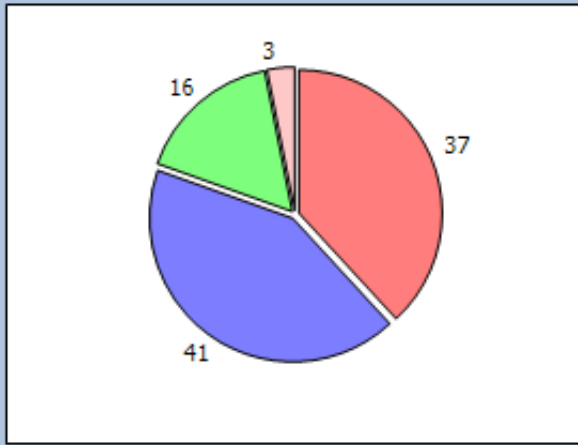
The telephone system: are your calls answered in good time

Excellent	30%
Very Good	36%
Good	18%
Fair	10%
Poor	2%
Unsure	4%



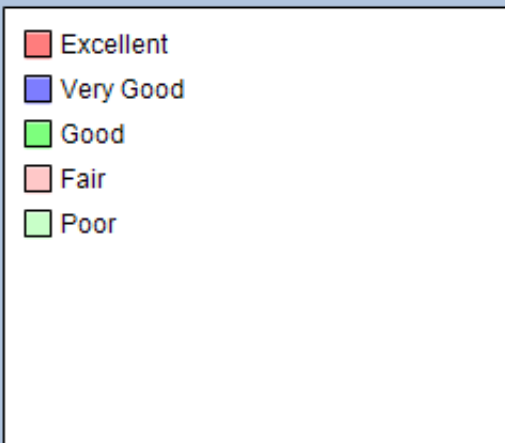
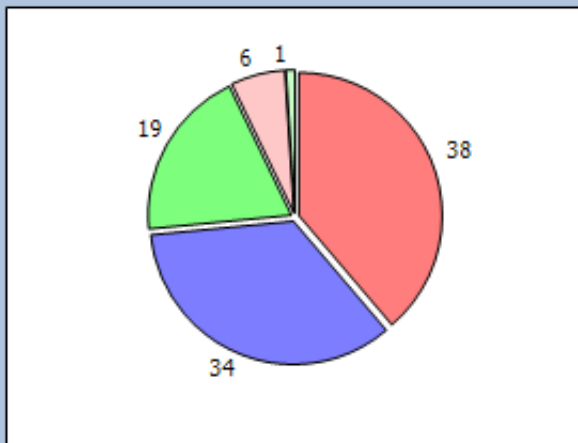
The opening hours of the practice

Excellent	37%
Very Good	41%
Good	16%
Fair	3%
Poor	0%
Unsure	0%



Overall satisfaction based on your questions above

Excellent	38%
Very Good	34%
Good	19%
Fair	6%
Poor	1%
Unsure	0%

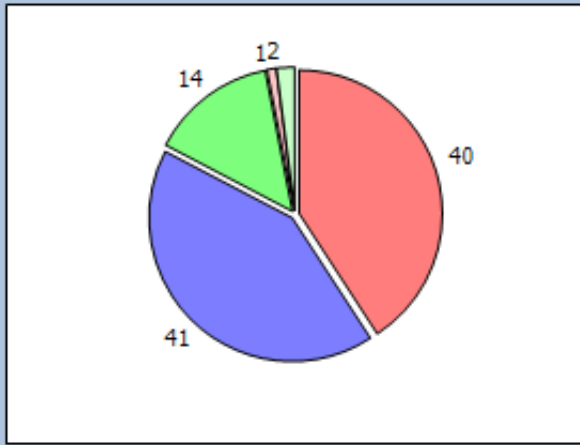


Reception

This section is about how well the reception team deals with you on the telephone and in person at the practice.

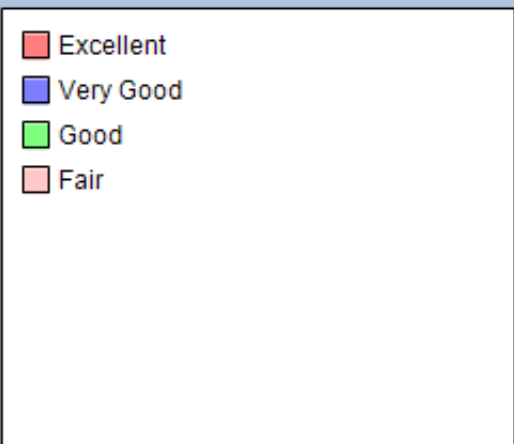
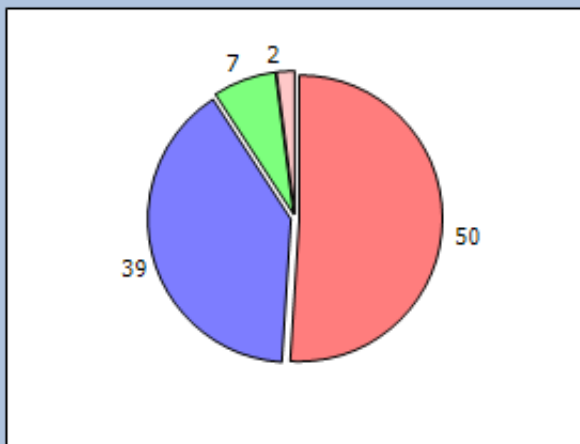
How effective and efficient was the service you received on the telephone

Excellent	40%
Very Good	41%
Good	14%
Fair	1%
Poor	0%
Unsure	2%



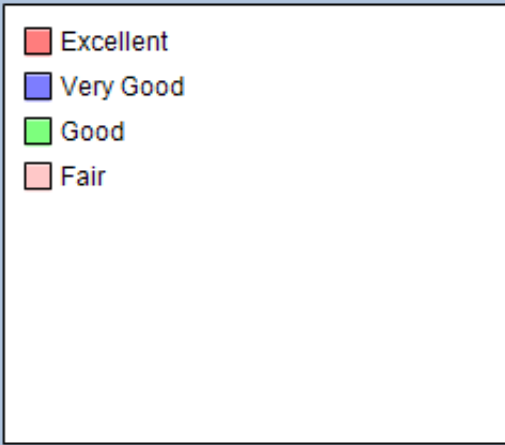
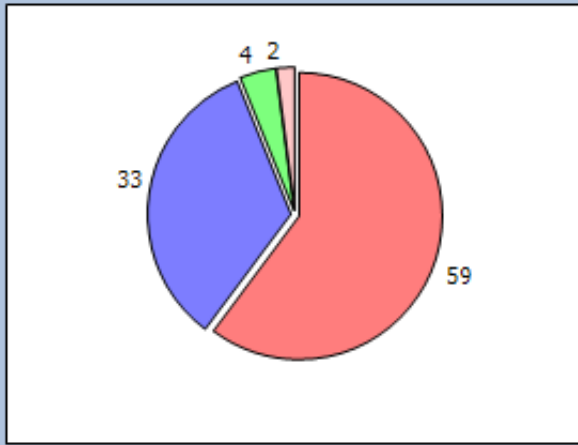
How effective and efficient was the service the service you received at the reception desk

Excellent	50%
Very Good	39%
Good	7%
Fair	2%
Poor	0%
Unsure	0%



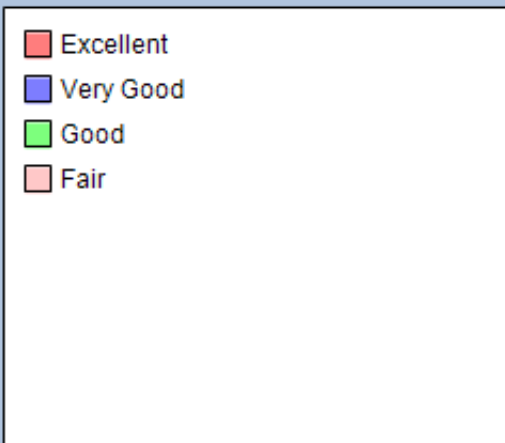
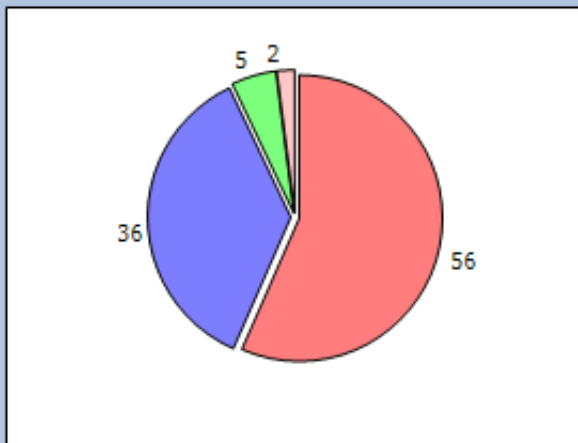
The manner in which you were spoken to (how polite, friendly and courteous was the receptionist)

Excellent	59%
Very Good	33%
Good	4%
Fair	2%
Poor	0%
Unsure	0%



Overall satisfaction with the reception service

Excellent	56%
Very Good	36%
Good	5%
Fair	2%
Poor	0%
Unsure	0%

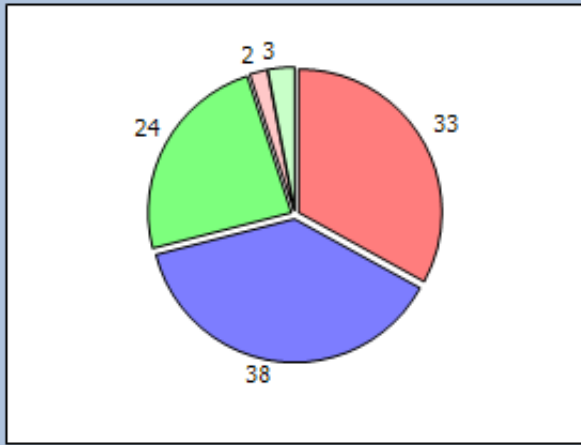


Communication - Practice Team

This section is about how well we keep you informed.

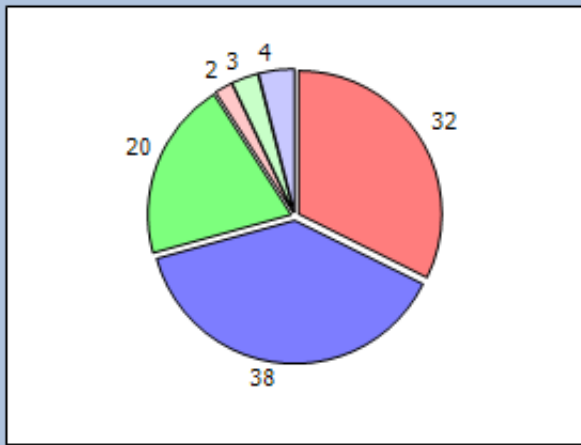
The information on our noticeboards

Excellent	33%
Very Good	38%
Good	24%
Fair	0%
Poor	0%
Unsure	2%
No response	3%



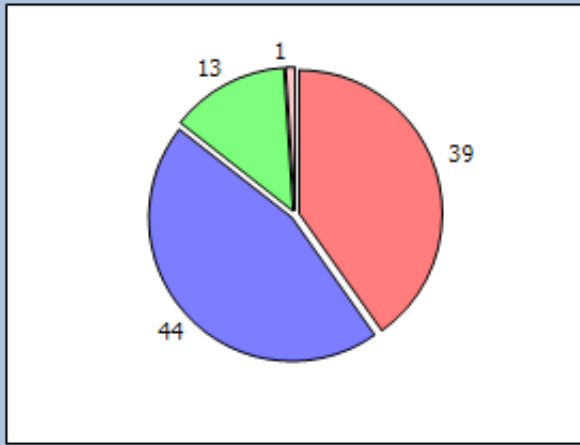
The information you receive about the practice (Newsletters, events, news, health matters etc.)

Excellent	32%
Very Good	38%
Good	20%
Fair	2%
Poor	3%
Unsure	4%



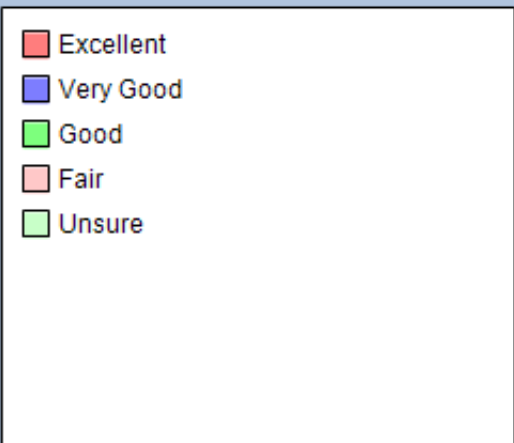
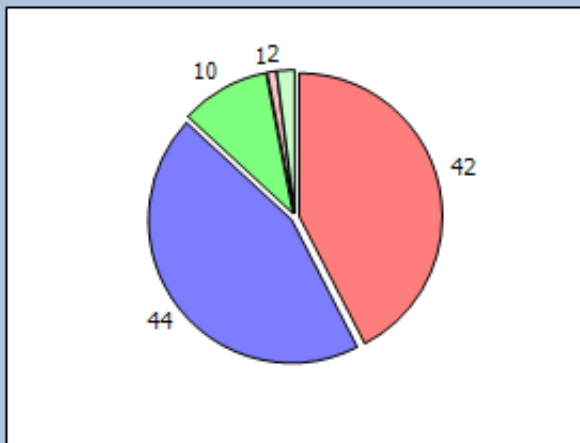
Our ability to understand your needs and requests

Excellent	39%
Very Good	44%
Good	13%
Fair	0%
Poor	1%
Unsure	0%



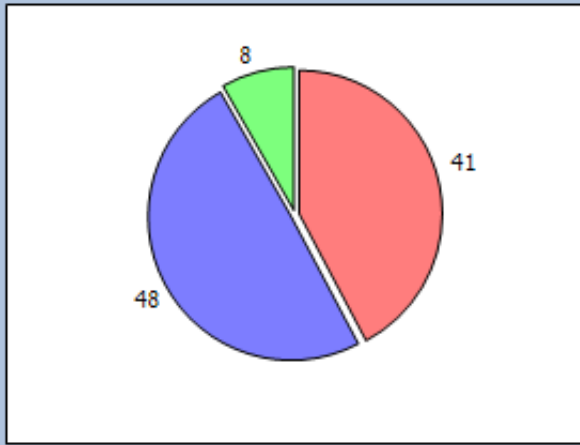
Our helpfulness on the telephone

Excellent	42%
Very Good	44%
Good	10%
Fair	1%
Poor	0%
Unsure	2%



Overall satisfaction with practice team's communication skills

Excellent	41%
Very Good	48%
Good	8%
Fair	0%
Poor	0%
Unsure	0%

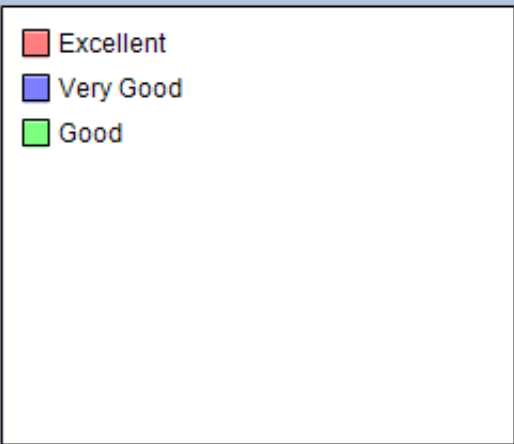
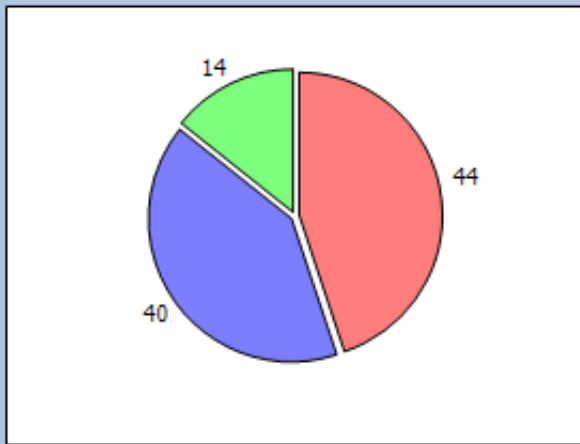


Practice and Premises

This section is about the practice premises and overall service received.

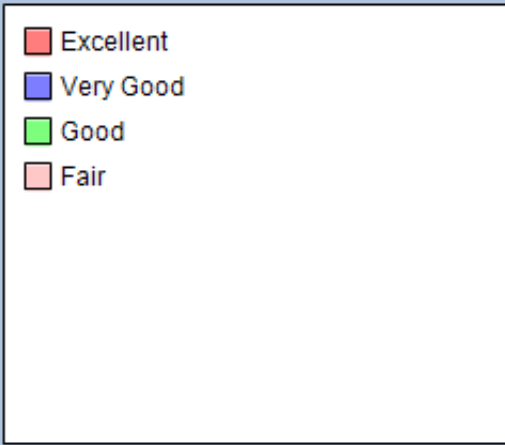
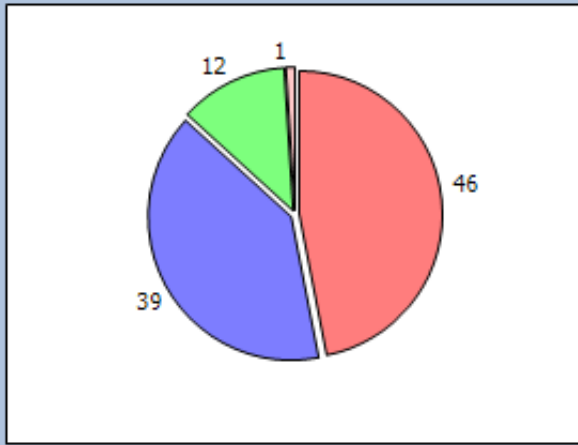
Overall satisfaction with the building

Excellent	44%
Very Good	40%
Good	14%
Fair	0%
Poor	0%
Unsure	0%



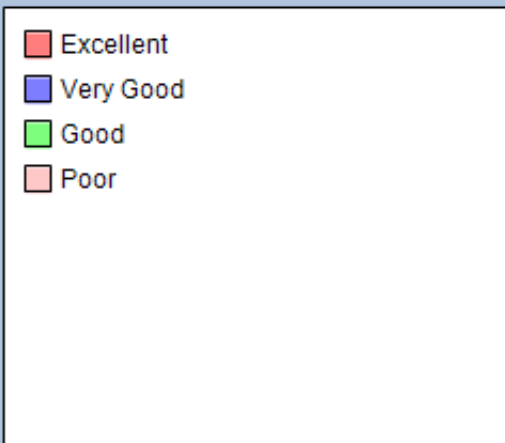
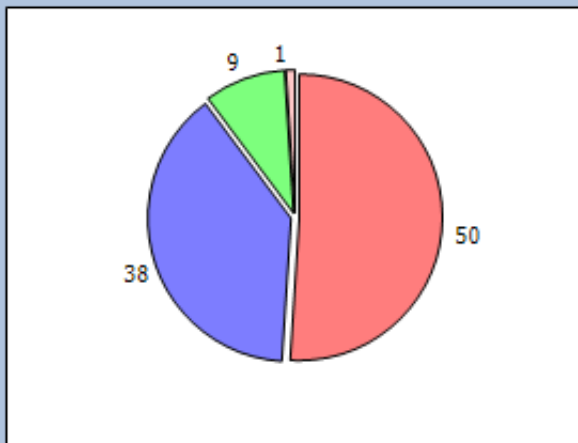
Overall satisfaction with the service we offer

Excellent	46%
Very Good	39%
Good	12%
Fair	1%
Poor	0%
Unsure	0%



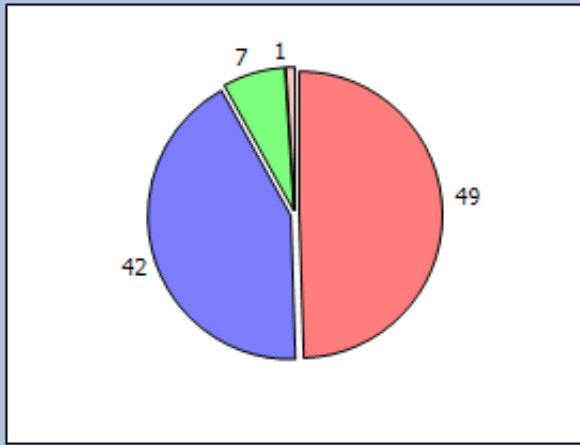
Overall satisfaction with the doctors

Excellent	50%
Very Good	38%
Good	9%
Fair	0%
Poor	1%
Unsure	0%



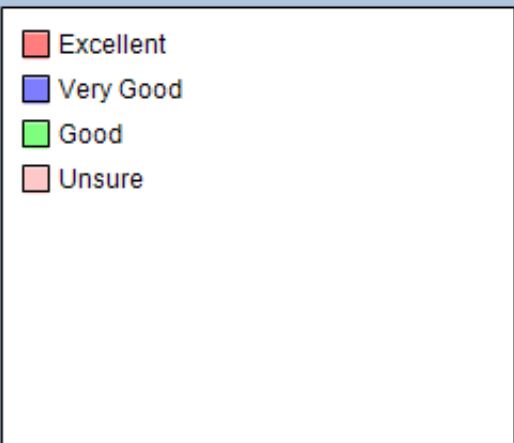
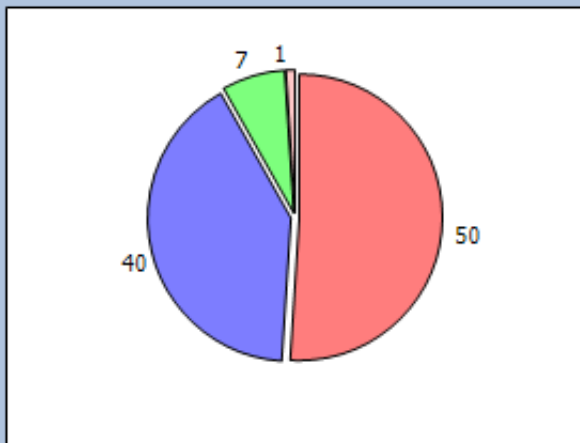
Overall satisfaction with the nurses and healthcare assistants

Excellent	49%
Very Good	42%
Good	7%
Fair	0%
Poor	0%
Unsure	1%



Overall satisfaction with the practice team as a whole

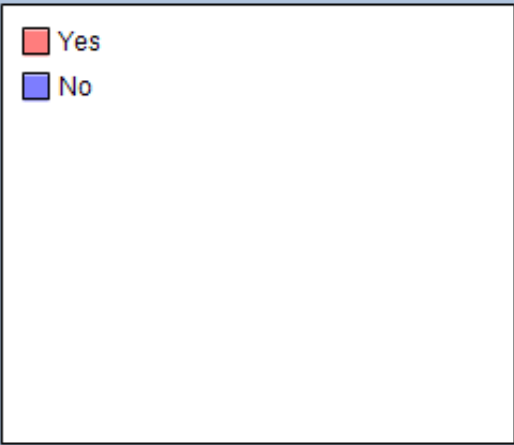
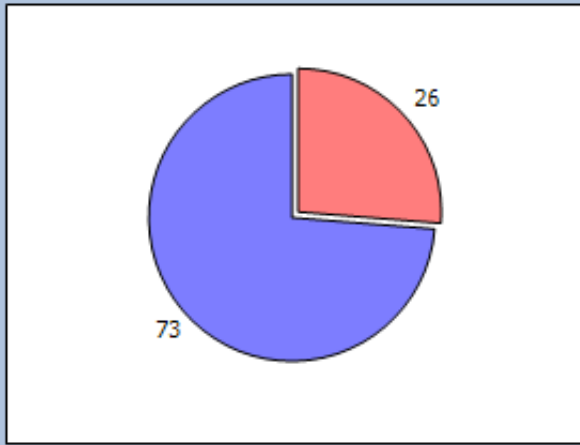
Excellent	50%
Very Good	40%
Good	7%
Fair	0%
Poor	0%
Unsure	1%



Service satisfaction

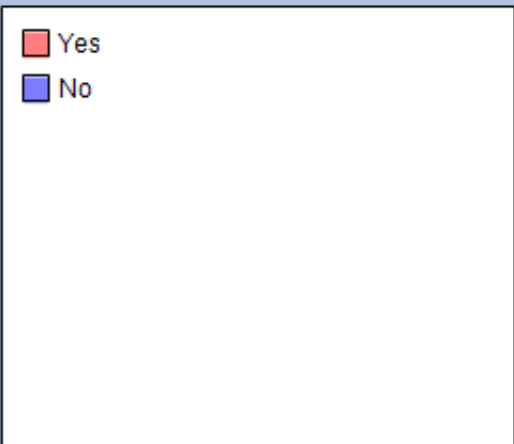
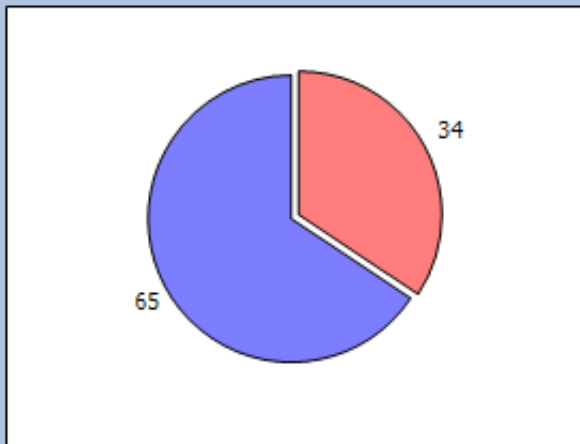
Would you like more information about how repeat prescriptions work

Yes	26%
No	73%



Would you like more information about our telephone triage system?

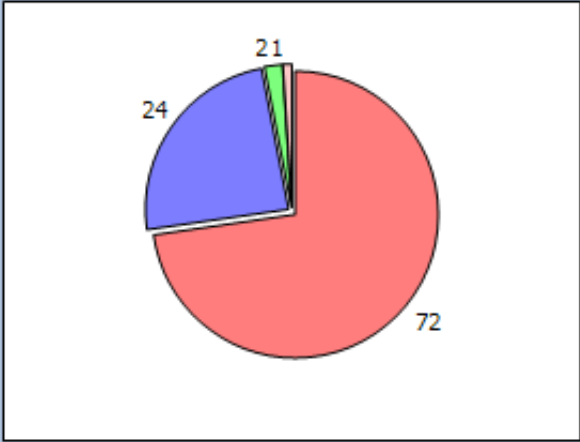
Yes 34%
No 65%



The NHS Friends & Family test

We would like you to think about your recent experience of our service. How likely are you to recommend our GP practice to friends or family if they needed similar care or treatment?

Extremely likely 72%
Likely 24%
Neither likely nor unlikely 2%
Unlikely 0%
Extremely unlikely 1%
Don't know 0%



- Extremely likely
- Likely
- Neither likely nor unlikely
- Extremely unlikely

Please tell us the main reason for selecting your statement.

[View Comments](#)

Thank you for taking the time to complete our questionnaire.