

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	122
Very Good	70
Good	27
Fair	3
Poor	2
Unsure	2

The doctors/nurses understanding of why you are seeking help

Excellent	116
Very Good	61
Good	37
Fair	3
Poor	3
Unsure	1

The opportunity our doctor/nurse gave you to ask questions

Excellent	98
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Very Good	63
Good	43
Fair	6
Poor	3
Unsure	2

The way our doctor/nurse explained things to you

Excellent	108
Very Good	54
Good	46
Fair	6
Poor	3
Unsure	2

The manner in which the doctor/nurse spoke to you

Excellent	125
Very Good	63
Good	32
Fair	3
Poor	2
Unsure	0

Overall satisfaction with the doctors/nurses communications skills

Excellent	125
Very Good	61
Good	32
Fair	3
Poor	2
Unsure	0

[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	44
Very Good	54
Good	59
Fair	45
Poor	27
Unsure	0

The ability to speak to the GP

Excellent	49
Very Good	58
Good	64
Fair	24
Poor	7
Unsure	17

The telephone system: are your calls answered in good time

Excellent	38
Very Good	58
Good	63
Fair	40
Poor	19
Unsure	3

The opening hours of the practice

Excellent	46
Very Good	66
Good	74
Fair	26
Poor	9
Unsure	1

Overall satisfaction based on your questions above

Excellent	56
Very Good	61
Good	73
Fair	27
Poor	6
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	60
Very Good	71
Good	62
Fair	19
Poor	8
Unsure	1

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

Excellent	70
Very Good	64
Good	66
Fair	16
Poor	6
Unsure	0

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

Excellent	82
Very Good	68
Good	56

Fair	13
Poor	6
Unsure	0
Overall satisfaction with the reception service	
Excellent	79
Very Good	58
Good	65
Fair	12
Poor	7
Unsure	0

Communication - Practice Team

This section is about how well we keep you informed.

The information on our noticeboards

Excellent	43
Very Good	63
Good	71
Fair	19
Poor	3
Unsure	13

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

Excellent	37
Very Good	46
Good	60
Fair	36
Poor	8
Unsure	24

Our ability to understand your needs and requests

Excellent	58
Very Good	63
Good	66
Fair	18
Poor	1
Unsure	6

Our helpfulness on the telephone

Excellent	55
Very Good	63
Good	67
Fair	20
Poor	6
Unsure	3

Overall satisfaction with practice team's communication skills

Excellent	64
Very Good	61
Good	65

Fair	19
Poor	2
Unsure	2

Practice and Premises

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

Overall satisfaction with the building

Excellent	83
Very Good	83
Good	41
Fair	5
Poor	1
Unsure	1

Overall satisfaction with the service we offer

Excellent	76
Very Good	83
Good	47
Fair	6
Poor	1
Unsure	0

Overall satisfaction with the doctors

Excellent	106
Very Good	60
Good	33
Fair	8
Poor	1
Unsure	2

Overall satisfaction with the nurses and healthcare assistants

Excellent	109
Very Good	62
Good	34
Fair	5
Poor	2
Unsure	0

Overall satisfaction with the practice team as a whole

Excellent	99
Very Good	68
Good	38
Fair	8
Poor	0
Unsure	0

Service satisfaction

Would you like more information about how repeat prescriptions work

Yes	46
No	161

Would you like more information about our telephone triage system?

Yes	64
No	136

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	133
Likely	58
Neither likely nor unlikely	5
Unlikely	2
Extremely unlikely	2
Don't know	4

Please tell us the main reason for selecting your statement.

Free text answers have been omitted

Thank you for taking the time to complete our questionnaire.