

**Dr G Dave, Laurbel Surgery
14 Main Road, Bilton, Hull**

“Improving our Practice Questionnaire”

95 Surveys completed (not all questions answered)

1= Poor, 2= Unsatisfactory, 3= Satisfactory, 4= Good, 5= Very good

ACCESS TO SERVICES	1		2		3		4		5	
1. Ease of getting through on the telephone?	2		2		12		34		42	
2. Speed at which the telephone was answered?	1		2		8		34		47	
3. Convenience of appointment times?	2		1		2		31		45	
4. Ease of ordering repeat prescriptions?	1		-		5		14		69	
5. Repeat Prescriptions ready on time?	1		-		1		15		69	
6. Obtaining test results?	-		1		4		29		57	
7. Does the surgery meet your overall health needs?	1		-		3		13		74	
	Doctor					Nurse				
	1	2	3	4	5	1	2	3	4	5
8. How easy is it to get an appointment with a doctor or nurse?	2	5	8	35	38	-	-	12	25	48
9. Able to see a doctor/nurse quickly when urgent?	1	5	5	23	49	-	1	4	18	50
10. Able to book ahead?	6	5	14	24	36	2	3	8	17	48
	Doctor					Nurse				
	1	2	3	4	5	1	2	3	4	5
1. Warmth of greeting?	1	-	1	5	82	1	-	1	8	78
2. Making you feel at ease?	1	-	1	6	81	1	-	2	6	79
3. Asking about your symptoms?	-	-	2	7	19	1	-	2	7	76
4. Listening?	1	-	2	8	79	1	-	2	6	79
5. Fully understanding your concerns?	1	-	4	9	76	1	-	4	8	75
6. Showing care and compassion?	1	-	3	7	78	1	-	1	9	76
7. Explaining test and treatments clearly, answering your questions?	-	1	4	8	77	-	1	2	8	77
8. Involving you in decisions about your care, exploring how to improve your health, encouraging self-help?	-	-	4	11	73	-	-	3	9	75
9. Giving you enough time?	-	1	2	15	70	-	1	1	14	71
10. Overall satisfaction with your consultation with the doctor/nurse?	-	1	2	5	80	-	1	2	6	79

ABOUT THE STAFF					
	1	2	3	4	5
1. Please rate the service provided by the reception staff?	1	-	5	19	63
2. Please rate the doctor/nursing services provided by the practice?	-	1	2	12	74
3. Please rate the information about health and wellbeing available at the surgery?	-	-	5	20	64
ABOUT THE PREMISES					
	1	2	3	4	5
1. How well do you rate the premises and facilities?	1	-	3	12	74
OPENING TIMES					
	1	2	3	4	5
2. How satisfied are you with our opening times: Monday to Friday 8.00am – 6.30pm	1	-	1	12	73
OVERALL SATISFACTION					
	1	2	3	4	5
3. What is your overall satisfaction with this practice?	-	-	1	12	74
And finally					
Are you male or Female?	Male			Female	
	32			63	
What age are you?	Age not mentioned	Between 18 to 40 years	Between 41 to 64 years	Between 65 to 80 years	81 and over
	3	13	29	48	2