

March 2013 Practice Patient Survey Results

The practice has recently conducted a patient survey, results are detailed below. 100% represents 'Strongly Agree' with the question and 0% represents 'Strongly Disagree' with the question.

Appointments

- If I need an urgent appointment I am usually seen the same day...(70.27%)
- If I need a non-urgent appointment I am usually seen within one week...(74.25%)
- I am happy with the current appointment system...(63.74%)

Opening Times

- The practice is open at times when I can attend an appointment...(79.27%)
- I am happy with the current opening times...(78.28%)

Our Surgery

- The Practice is easy to get to...(86.33%)
- The staff are friendly and approachable...(82.55%)
- The Practice is clean and tidy...(86.55%)
- Overall, I think the Practice is welcoming...(82.91%)

Clinical Care

- I feel listened to by the clinical staff...(82.29%)
- The clinical staff treat me with dignity and respect...(85.09%)
- The clinical staff communicate their message clearly and effectively...(84.27%)
- I am confident in the treatment I receive from the clinical staff...(83.64%)
- I am happy with the clinical care I receive...(84.00%)