

Palfrey Health Centre GP Website Survey Data

Q1. How satisfied are you with trying to contact the surgery by phone? (%)



14 – Very dissatisfied 6 – Dissatisfied 7 – Unsured 17 – Satisfied 56 – Very satisfied

(115 responses, Jan - Nov 2023)

Q2. If you have used the online e-consult message system how satisfied are you? (%)



11 – Very dissatisfied 5 – Dissatisfied 17 – Unsured 24 – Satisfied 43 – Very satisfied

(104 responses, Jan - Nov 2023)

Q3. How helpful do you feel the reception team are at the practice? (%)



12 – Very dissatisfied 4 – Dissatisfied 12 – Unsured 34 – Satisfied 37 – Very satisfied

(114 responses, Jan - Nov 2023)

Q4. How easy is it to see any Health Care Professional at the practice? (%)



4 – Very dissatisfied 10 – Dissatisfied 5 – Unsured 43 – Satisfied 38 – Very satisfied

(114 responses, Jan - Nov 2023)

Q5. How easy is it for to see the Health Care Professional of your choice? (%)



10 – Very dissatisfied 8 – Dissatisfied 9 – Unsured 38 – Satisfied 36 – Very satisfied

(109 responses, Jan - Nov 2023)

Q6. How satisfied were you with the care you received from the Health Care Professional? (%)



4 – Very dissatisfied 2 – Dissatisfied 7 – Unsured 28 – Satisfied 59 – Very satisfied

(115 responses, Jan - Nov 2023)

Q7. Did you feel able to trust the Health Care Professional? (%)



3 – Very dissatisfied 3 – Dissatisfied 9 – Unsured 33 – Satisfied 51 – Very satisfied

(111 responses, Jan - Nov 2023)

Q8. How satisfied are you with the overall care from this practice? (%)



3 – Very dissatisfied 2 – Dissatisfied 20 – Unsured 24 – Satisfied 50 – Very satisfied

(115 responses, Jan - Nov 2023)