

Patient Satisfaction Survey

Jan-14

Service when accessing the practice by phone	excellent 6	v.good 17	good 22	satisfactory 16	poor 7
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Were you greeted courteously	excellent 6	v.good 22	good 26	satisfactory 10	poor 1
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How would you rate your consultation with the clinician	excellent 11	v.good 16	good 28	satisfactory 8	poor 3
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Were you clear on your outcome of your consultation	YES 45	NO 13
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Waiting Times	excellent 2	v.good 10	good 18	satisfactory 13	poor 11
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How would you rate the overall service	excellent 5	v.good 10	good 19	satisfactory 11	poor 7
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Would you prefer the surgery to open weekends and late hours?	YES 46	NO 7
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Agenda Form Filled	Male 34	Female 28
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Age Bands	16-25 10	26-35 7	36-45 12	45-55 11	56-70 11	71-85 10	86-100 1
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