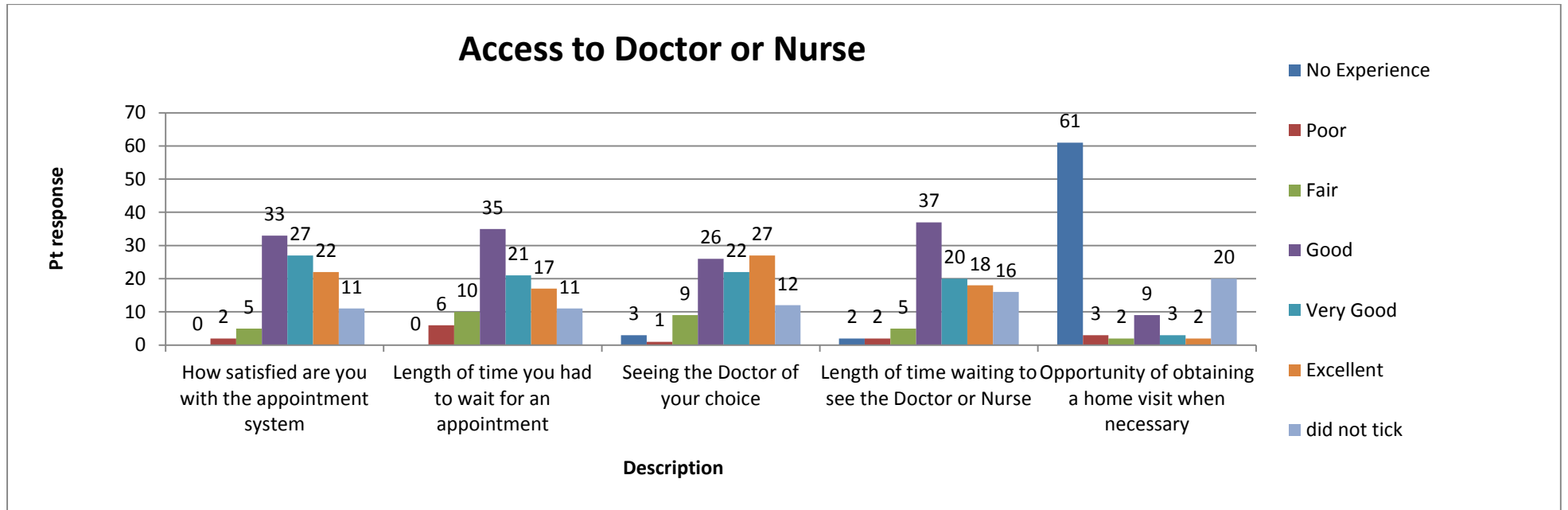


## Patient Survey Audit

### Access to a Dr or Nurse

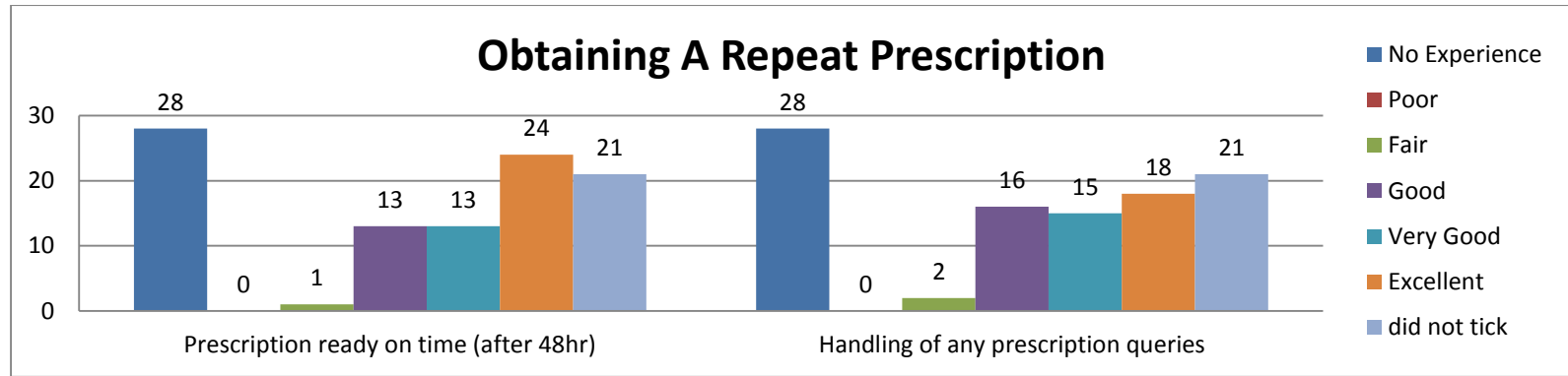
	<u>Description</u>	<u>No Experience</u>	<u>Poor</u>	<u>Fair</u>	<u>Good</u>	<u>Very Good</u>	<u>Excellent</u>	<u>did not tick</u>	<u>Total</u>
1	How satisfied are you with the appointment system	0	2	5	33	27	22	11	100
2	Length of time you had to wait for an appointment	0	6	10	35	21	17	11	100
3	Seeing the Doctor of your choice	3	1	9	26	22	27	12	100
4	Length of time waiting to see the Doctor or Nurse	2	2	5	37	20	18	16	100
5	Opportunity of obtaining a home visit when necessary	61	3	2	9	3	2	20	100



## Patient Survey Audit

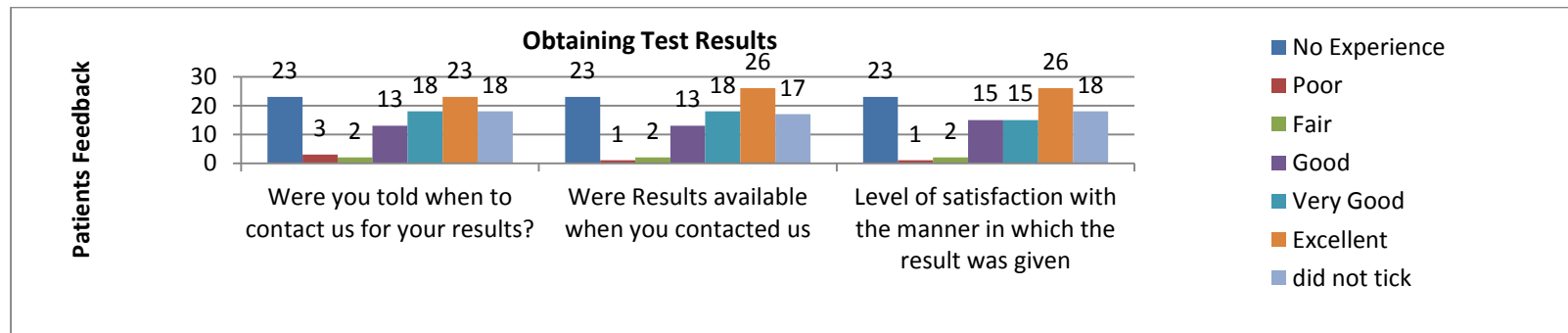
### Obtaining a repeat prescription

	Description	No Experience	Poor	Fair	Good	Very Good	Excellent	did not tick	Total
6	Prescription ready on time (after 48hr)	28	0	1	13	13	24	21	100
7	Handling of any prescription queries	28	0	2	16	15	18	21	100



### Obtaining test results

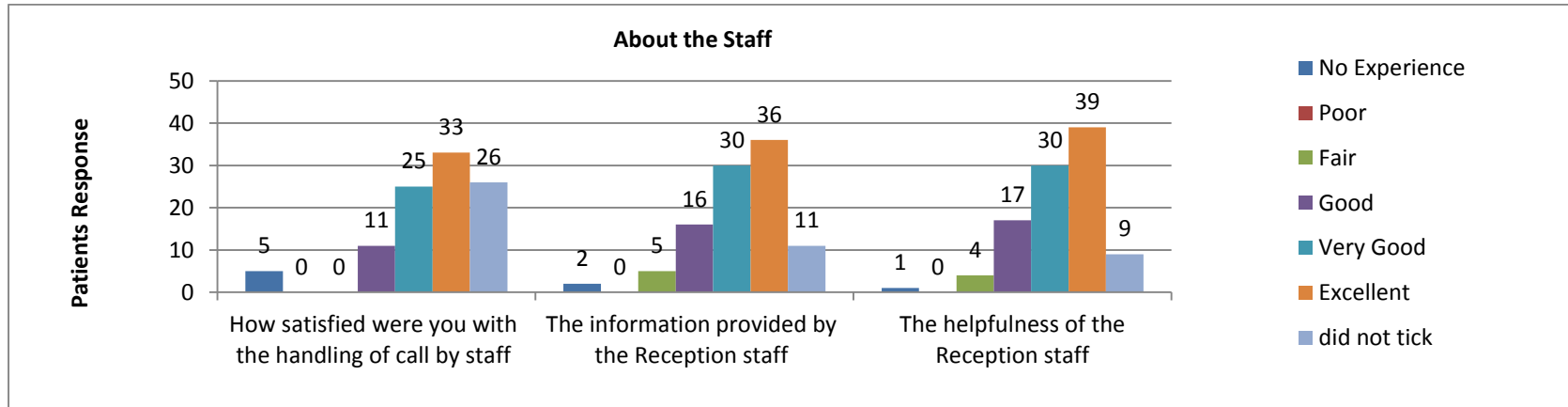
	Description	No Experience	Poor	Fair	Good	Very Good	Excellent	did not tick	Total
8	Were you told when to contact us for your results?	23	3	2	13	18	23	18	100
9	Were Results available when you contacted us	23	1	2	13	18	26	17	100
10	Level of satisfaction with the manner in which the result was given	23	1	2	15	15	26	18	100



## Patient Survey Audit

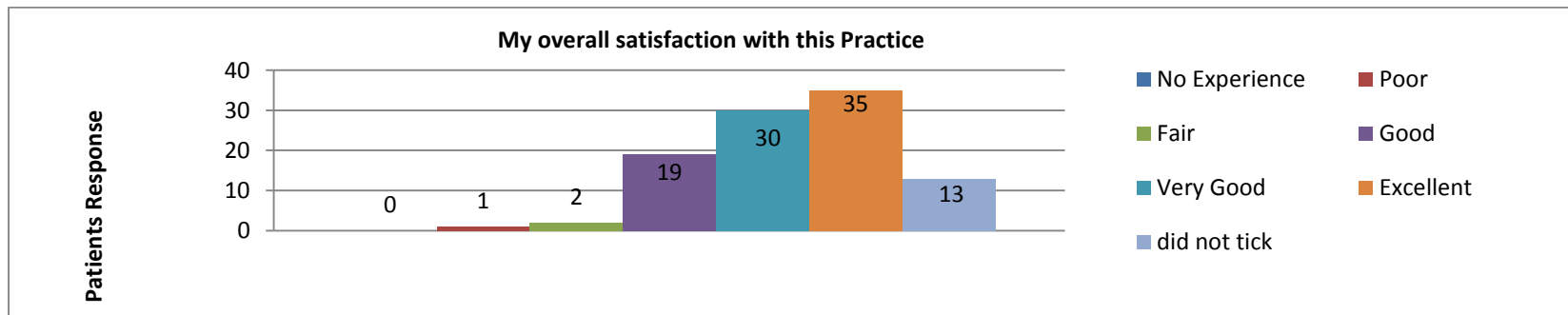
### About the staff

	<u>Description</u>	<u>No Experience</u>	<u>Poor</u>	<u>Fair</u>	<u>Good</u>	<u>Very Good</u>	<u>Excellent</u>	<u>did not tick</u>	<u>Total</u>
11	How satisfied were you with the handling of call by staff	5	0	0	11	25	33	26	100
12	The information provided by the Reception staff	2	0	5	16	30	36	11	100
13	The helpfulness of the Reception staff	1	0	4	17	30	39	9	100



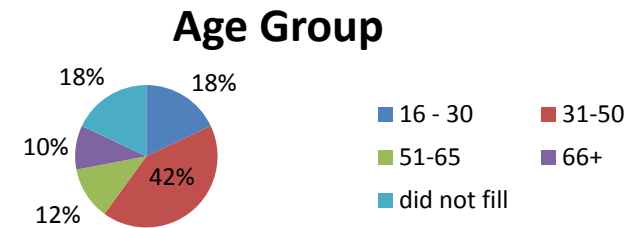
### And finally

	<u>Description</u>	<u>No Experience</u>	<u>Poor</u>	<u>Fair</u>	<u>Good</u>	<u>Very Good</u>	<u>Excellent</u>	<u>did not tick</u>	<u>Total</u>
14	My overall satisfaction with this Practice	0	1	2	19	30	35	13	100

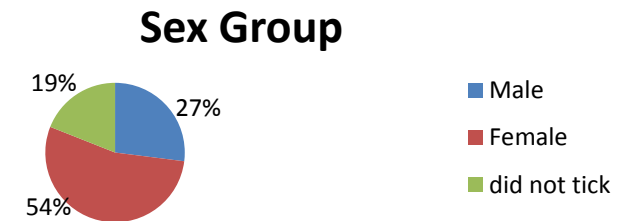


## Patient Survey Audit

<u>Age Group</u>	<u>16 - 30</u>	<u>31-50</u>	<u>51-65</u>	<u>66+</u>	<u>did not fill</u>	<u>Total</u>
	18	42	12	10	18	100



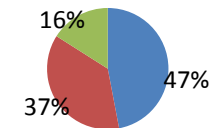
<u>Sex Group</u>			
<u>Male</u>	<u>Female</u>	<u>did not tick</u>	<u>total</u>
27	54	19	100



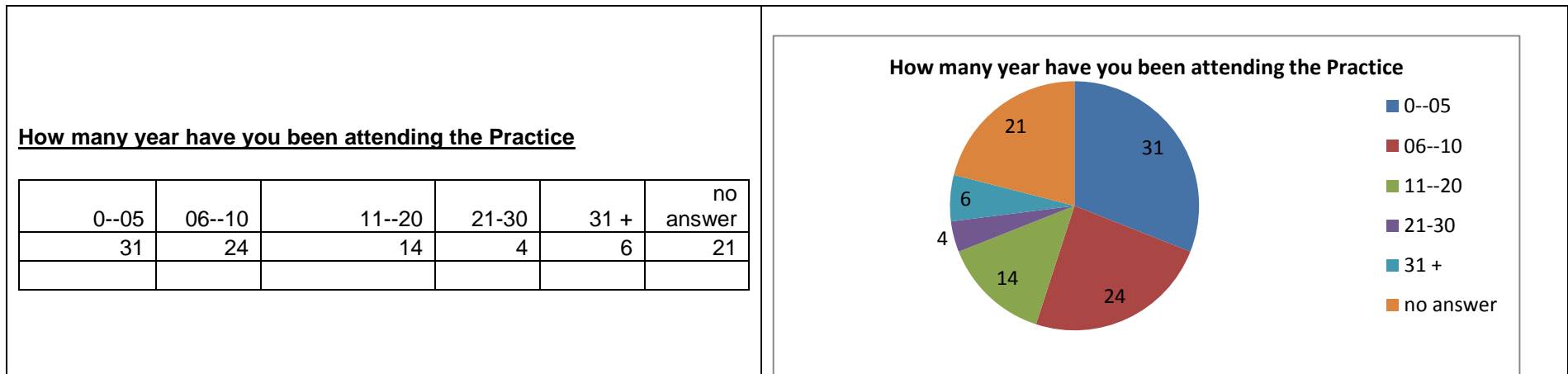
<u>Are you aware of our practice website</u>			
<u>Yes</u>	<u>No</u>	<u>Did not answer</u>	<u>Total</u>
47	37	16	100

### Are You Aware of Our Practice Website

■ Yes   
 ■ No   
 ■ Did not answer



## Patient Survey Audit



### **Any further comments:**

- \* Really good being able to phone for a same day appointment.
- \*staff and doctors are excellent.
- \*Thank you
- \* keep up good work/ registering for online access should be easier.
- \* Automatic phone system doesn't seem very helpful at times. ....
- \*likes the booking system and 7am start / wish RJ worked earlier / great doctors. \* Problem getting appointment because very, otherwise happy on occasion when getting an emergency for babies
- \*good job carry on.
- \*keep up the work.
- \*telephone system doesn't always work over the weekends.
- \*very poor appointment system, long waiting time, complete chaos, got worse over last 5years.
- \* Great doctors very helpful staff
- \* All staff very nice and helpful at surgery.
- \* Important for all reception staff to easy to approach and be friendly.

# Patient Survey Audit

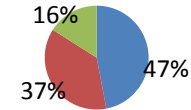
## PATIENT AWARENESS

<b>Are you aware of our practice website</b>			
Yes	No	Did not answer	Total
47	37	16	100

[www.thenewsurgery.co.uk](http://www.thenewsurgery.co.uk)

### Are You Aware of Our Practice Website

■ Yes ■ No ■ Did not answer

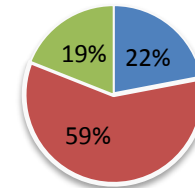


### Are you aware that you can request repeat prescription online through our website?

Yes	No	Did not answer	Total
22	59	19	100

### Are you aware that you can request repeat prescription online through our website?

■ Yes ■ No ■ Did not answer



## Patient Survey Audit

**Are you aware that we offer telephone consultation with the Doctor**

Yes	No	Did not answer	Total
15	66	19	100

**Are you aware that we offer telephone consultation with the Doctor?**



**Are you aware that you can book, change and cancel an appointment using our telephone booking system and also online using the surgery website [www.thenewsurgery.co.uk](http://www.thenewsurgery.co.uk)**

Yes	No	Did not answer	Total
67	10	23	100

**Are you aware that you can book, change and cancel an appointment using our telephone booking system and also online using the surgery website**

■ Yes ■ No ■ Did not answer

