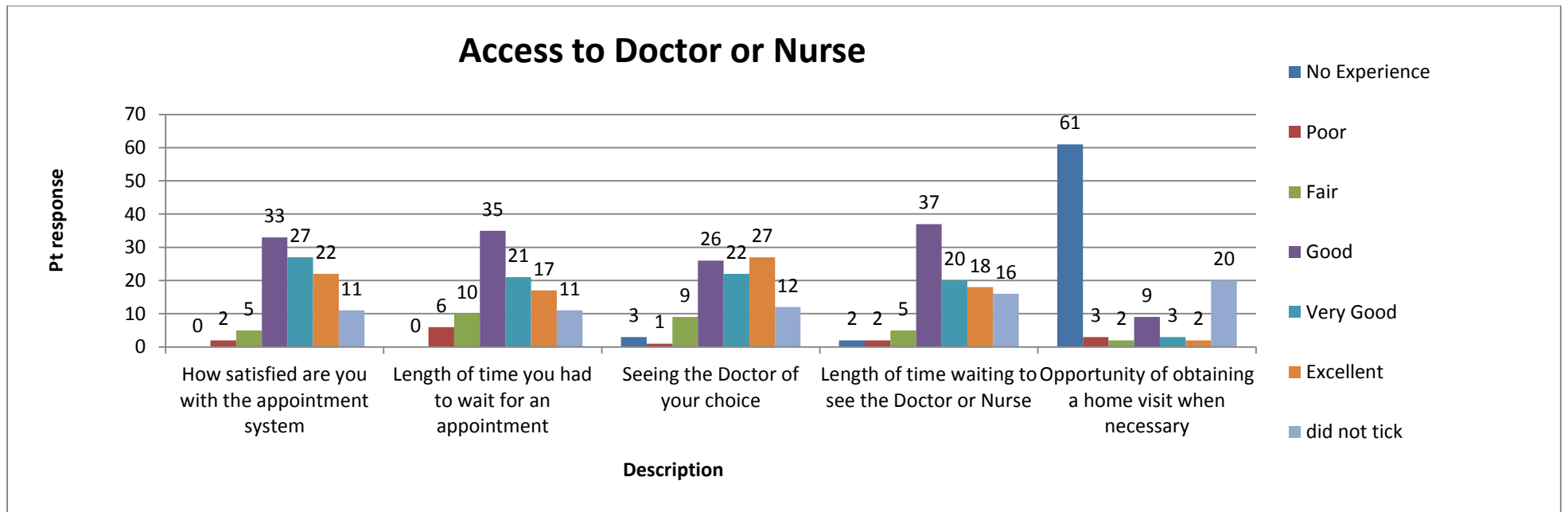


Patient Survey Audit

Access to a Dr or Nurse

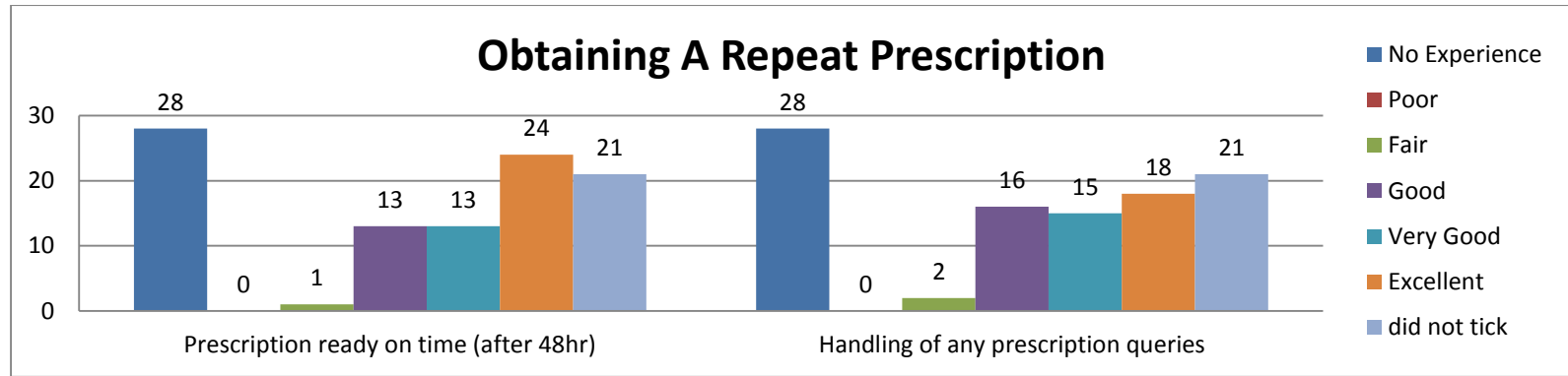
	<u>Description</u>	<u>No Experience</u>	<u>Poor</u>	<u>Fair</u>	<u>Good</u>	<u>Very Good</u>	<u>Excellent</u>	<u>did not tick</u>	<u>Total</u>
1	How satisfied are you with the appointment system	0	2	5	33	27	22	11	100
2	Length of time you had to wait for an appointment	0	6	10	35	21	17	11	100
3	Seeing 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

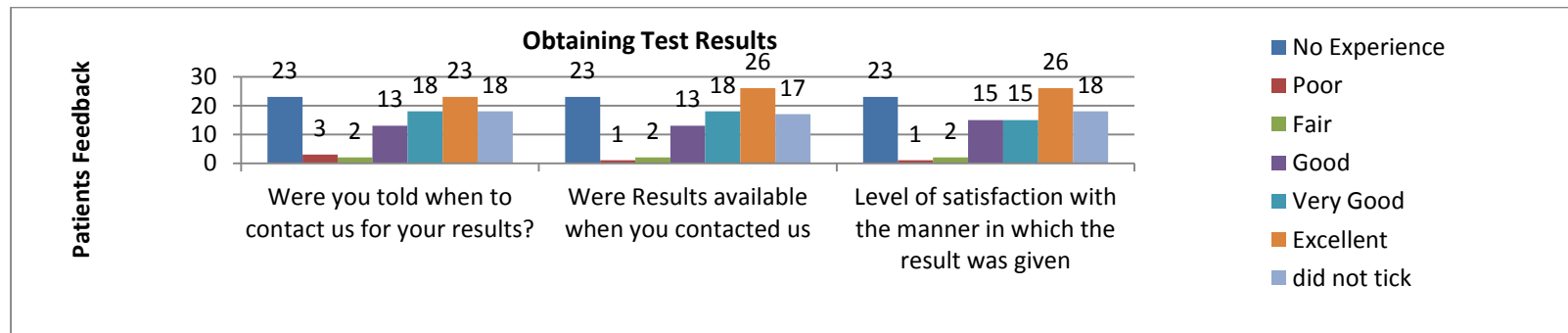
Obtaining a repeat prescription

	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

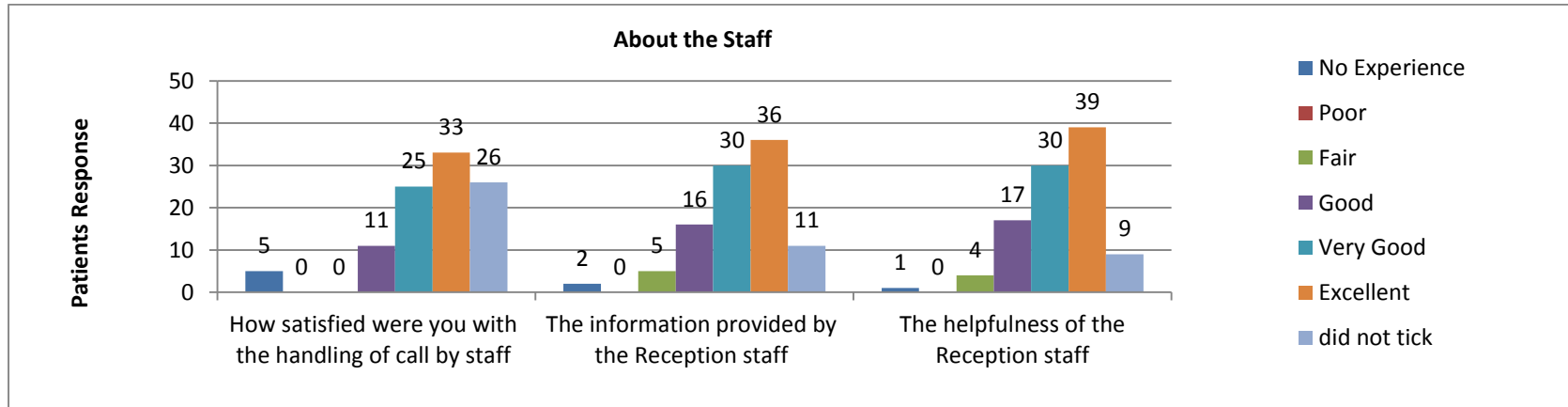
	Description	No Experience	Poor	Fair	Good	Very Good	Excellent	did not tick	Total
8	Were you told when to contact us for your results?	23	3	2	13	18	23	18	100
9	Were Results available when you contacted us	23	1	2	13	18	26	17	100
10	Level of satisfaction with the manner in which the result was given	23	1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



Patient Survey Audit

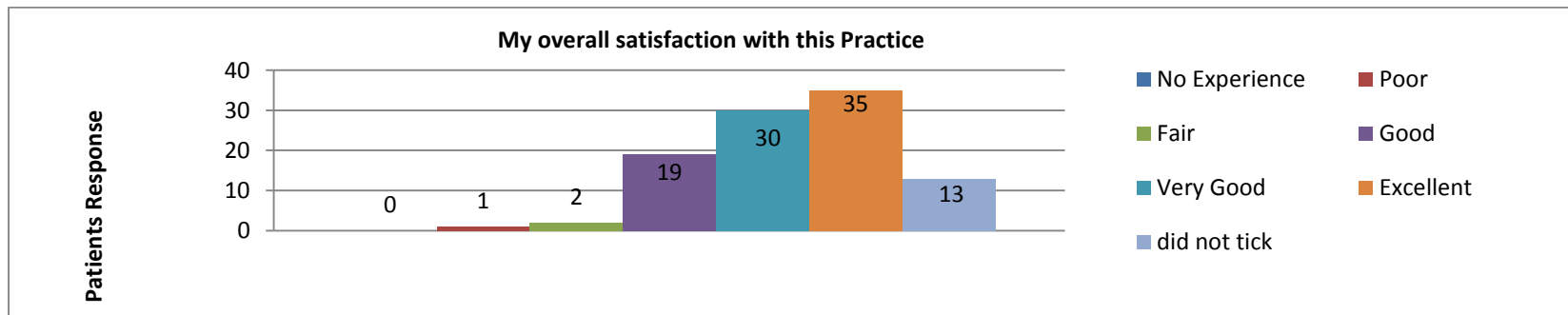
About the staff

	<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



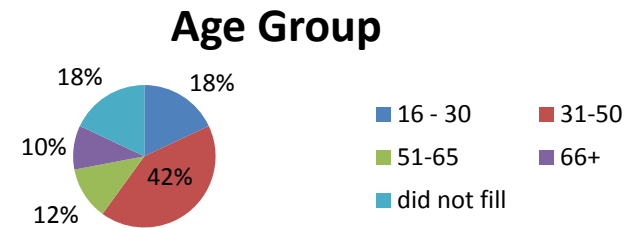
And finally

	<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

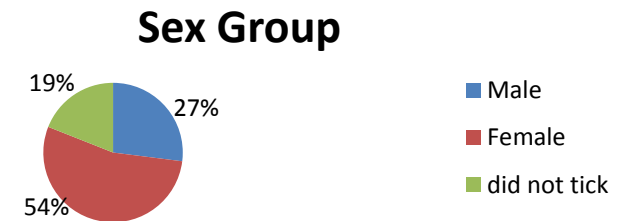


Patient Survey Audit

<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



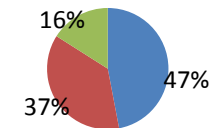
<u>Sex Group</u>			
<u>Male</u>	<u>Female</u>	<u>did not tick</u>	<u>total</u>
27	54	19	100



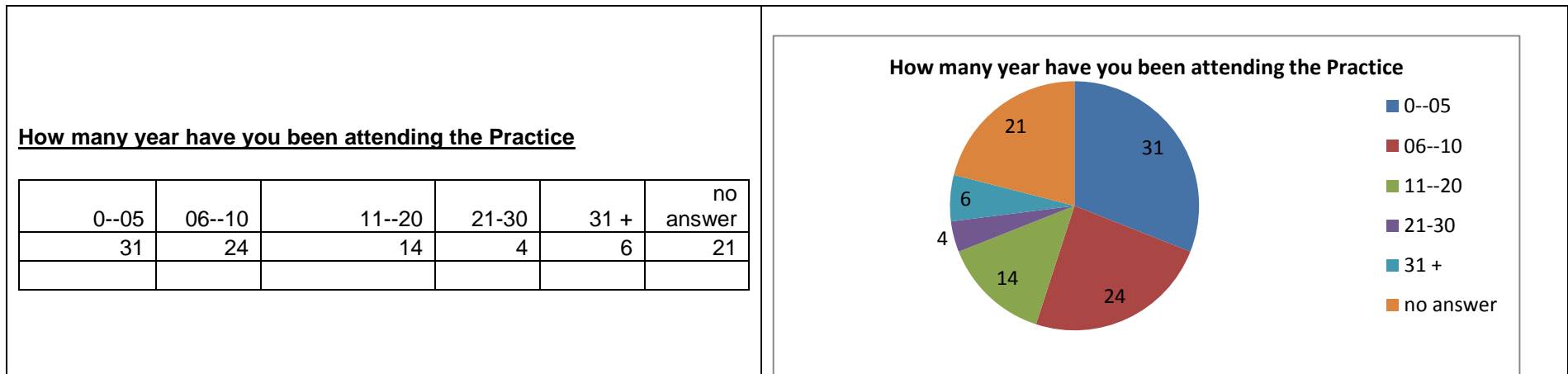
<u>Are you aware of our practice website</u>			
<u>Yes</u>	<u>No</u>	<u>Did not answer</u>	<u>Total</u>
47	37	16	100

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

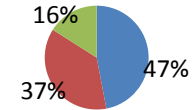
PATIENT AWARENESS

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

www.thenewsurgery.co.uk

Are You Aware of Our Practice Website

■ Yes ■ No ■ Did not answer

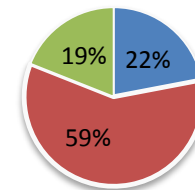


Are you aware that you can request repeat prescription online through our website?

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

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

