

2014 Patient Survey Results - At a glance

	Response %	% of respondents			
Telephone Access					
		<u>Yes</u>	<u>No</u>		
1. Has the new digital system improved your experience	45	81	19		
		<u>Never</u>	<u>V Rarely</u>	<u>Occasionally</u>	<u>Always</u>
2. How frequently do you have difficulty getting through to the Surgery doing the busiest time?	41	30	19	41	10
Appointments & Access to care					
		<u>Always</u>	<u>Mostly</u>	<u>Rarely</u>	<u>Never</u>
3. How easily can you book to see a GP or nurse in 3 working days?	81	30	37	24	9
4. Have you found telephone consultations beneficial?	54	61	31	6	2
5. Can you book online appointment within 3 working days?	60	16	30	28	26
		<u>Yes</u>	<u>No</u>		
6. Do you find text messaging useful?	50	94	6		
Opening Hours					
		<u>Yes</u>	<u>No</u>		
7. Do you find opening hours acceptable and convenient?	92	92	8		
Clinical Care					
		<u>Excellent</u>	<u>Good</u>	<u>Improvement</u>	<u>Poor</u>
8. How well do you rate GPs for clinical care, expertise, knowledge?	86	50	41	7	1
9. GP timekeeping	89	29	64	6	1
10. How well do you rate nurses?	72	52	44	3	0
11 Nurses timekeeping	72	48	51	1	0
Patient Information					
		<u>Yes</u>	<u>No</u>		
12. Do you find the information systems useful?	60	94	6		
13. Do you find expanded use of text messaging useful?	46	96	4		
14. Do you find e-mailshots, regular newsletters, reminders useful?	73	98	2		
15. Do you find online ordering of prescriptions useful?	36	91	9		
16. Do you find the onsite pharmacy useful?	91	78	22		
Overall Satisfaction					
		<u>Excellent</u>	<u>Good</u>	<u>Improvement</u>	<u>Poor</u>
17. Overall satisfaction with care and services provided	90	37	52	10	1
		<u>Yes</u>	<u>No</u>	<u>Unsure</u>	
18. Would you recommend the Surgery?	90	83	6	11	