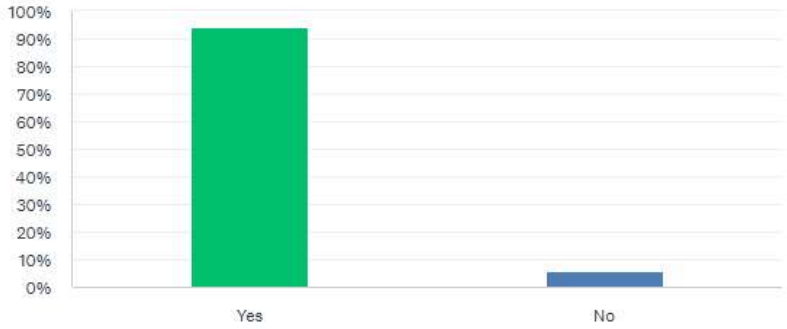
Richmond Surgery Patient Survey Results – Visiting The Surgery

Did you use the automatic check in screen when you first arrived at the Surgery?

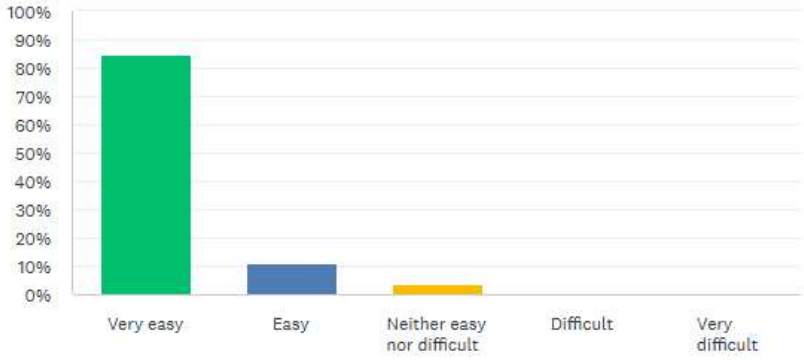
Answered: 1,310 Skipped: 23



ANSWER CHOICES	RESPONSES	
Yes	94.20%	1,234
No	5.80%	76
TOTAL		1,310

If so, how easy to use was it?

Answered: 1,259 Skipped: 74

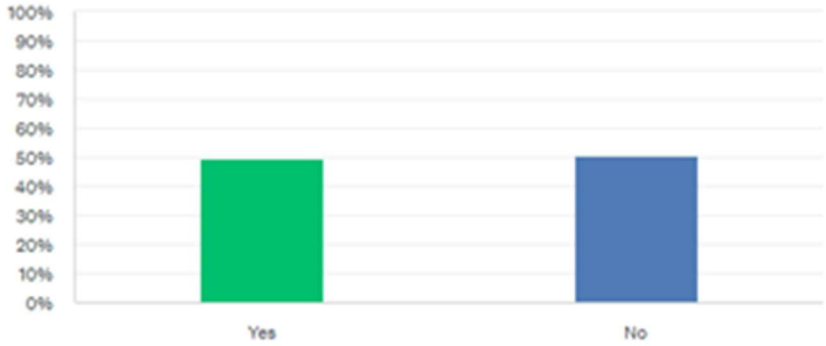


ANSWER CHOICES	RESPONSES	
Very easy	84.75%	1,067
Easy	11.12%	140
Neither easy nor difficult	3.49%	44
Difficult	0.40%	5
Very difficult	0.24%	3
TOTAL		1,259

Richmond Surgery Patient Survey Results – Visiting The Surgery

Did you use the available hand sanitisers?

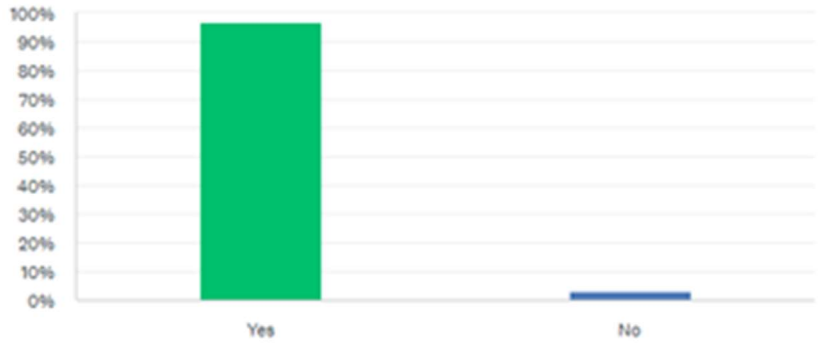
Answered: 1,303 Skipped: 30



ANSWER CHOICES	RESPONSES	
Yes	49.35%	643
No	50.65%	660
TOTAL		1,303

When you arrived at the surgery, were all the automatic doors working?

Answered: 1,303 Skipped: 30

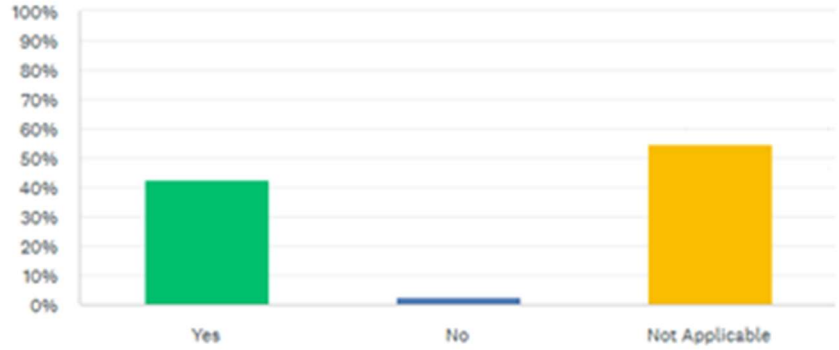


ANSWER CHOICES	RESPONSES	
Yes	97.01%	1,264
No	2.99%	39
TOTAL		1,303

Richmond Surgery Patient Survey Results – Visiting The Surgery

If you had to speak to our receptionist at the front desk, were they able to handle your query?

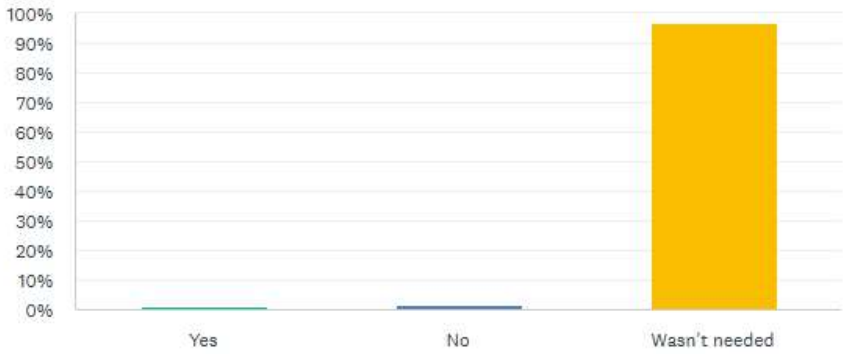
Answered: 1,307 Skipped: 26



ANSWER CHOICES	RESPONSES	
Yes	42.39%	554
No	2.75%	36
Not Applicable	54.86%	717
TOTAL		1,307

If needed, was the Hearing Aid Loop functioning?

Answered: 1,298 Skipped: 35

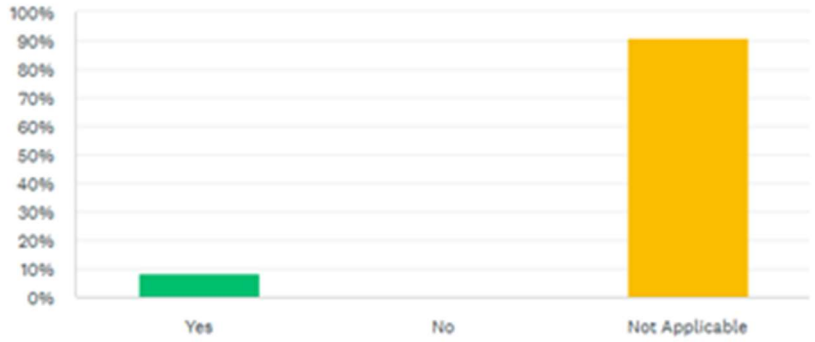


ANSWER CHOICES	RESPONSES	
Yes	1.23%	16
No	1.69%	22
Wasn't needed	97.07%	1,260
TOTAL		1,298

Richmond Surgery Patient Survey Results – Visiting The Surgery

For those in wheelchairs, those on crutches or have other access issues, were you able to easily enter the building?

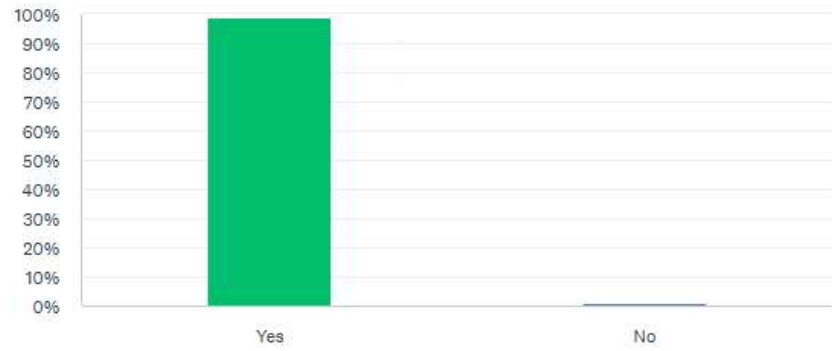
Answered: 1,301 Skipped: 32



ANSWER CHOICES	RESPONSES	
Yes	8.38%	109
No	0.69%	9
Not Applicable	90.93%	1,183
TOTAL		1,301

Was the waiting area clean and tidy?

Answered: 1,294 Skipped: 39

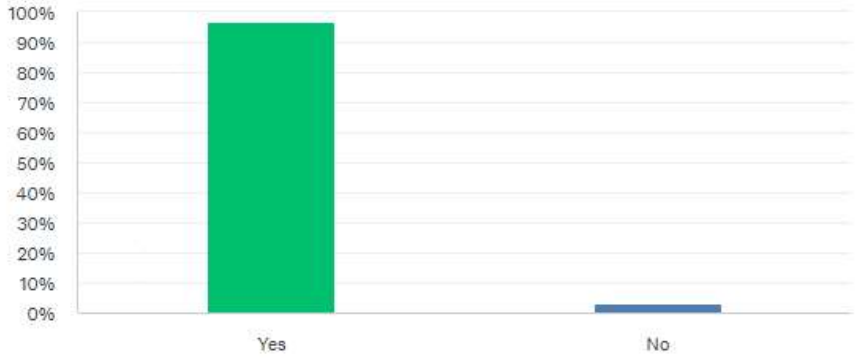


ANSWER CHOICES	RESPONSES	
Yes	98.84%	1,279
No	1.16%	15
TOTAL		1,294

Richmond Surgery Patient Survey Results – Visiting The Surgery

Were the toilets clean and tidy?

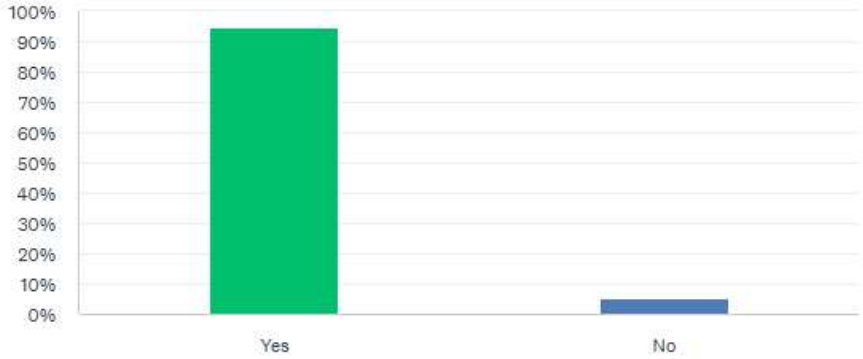
Answered: 826 Skipped: 507



ANSWER CHOICES	RESPONSES	
Yes	96.61%	798
No	3.39%	28
TOTAL		826

Was the waiting area suitably ventilated?

Answered: 1,273 Skipped: 60

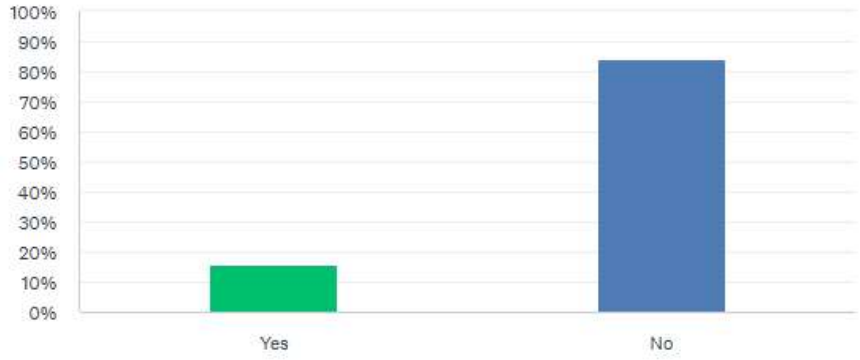


ANSWER CHOICES	RESPONSES	
Yes	94.50%	1,203
No	5.50%	70
TOTAL		1,273

Richmond Surgery Patient Survey Results – Visiting The Surgery

Did you use the blood pressure machine in the waiting room?

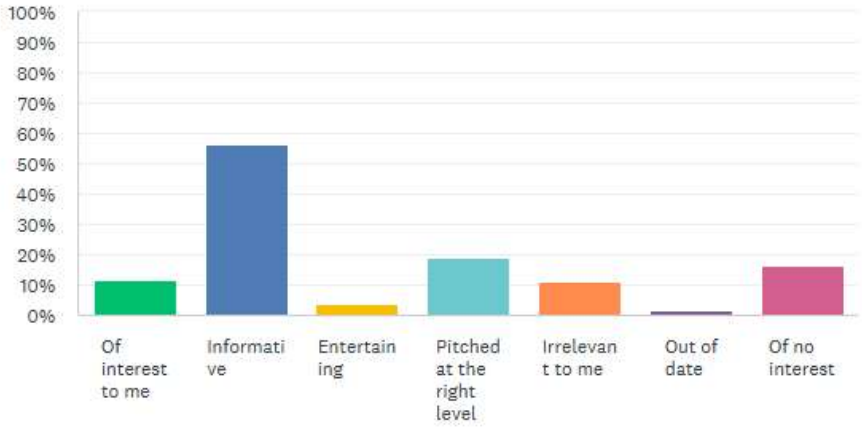
Answered: 1,289 Skipped: 44



ANSWER CHOICES	RESPONSES	
Yes	15.67%	202
No	84.33%	1,087
TOTAL		1,289

What did you think of the information on the waiting room television? (Select all that apply)

Answered: 1,263 Skipped: 70

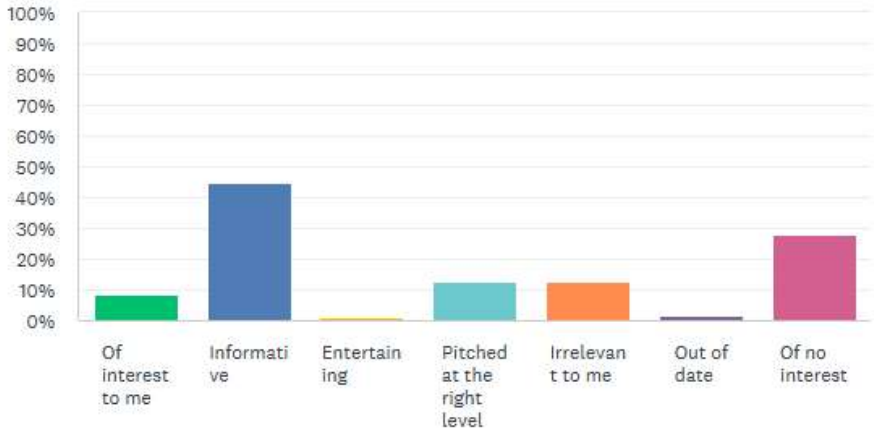


ANSWER CHOICES	RESPONSES	
Of interest to me	11.48%	145
Informative	56.22%	710
Entertaining	3.48%	44
Pitched at the right level	19.00%	240
Irrelevant to me	11.24%	142
Out of date	1.82%	23
Of no interest	16.47%	208
Total Respondents: 1,263		

Richmond Surgery Patient Survey Results – Visiting The Surgery

What did you think of the information on the waiting room notice boards? (Select all that apply)

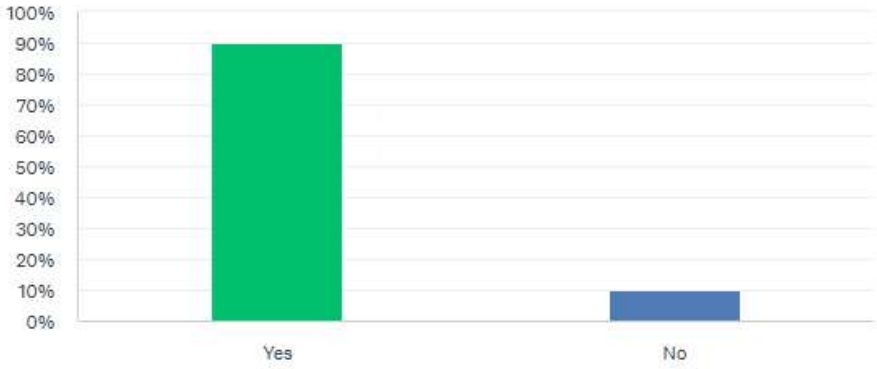
Answered: 1,197 Skipped: 136



ANSWER CHOICES	RESPONSES	
Of interest to me	8.52%	102
Informative	44.70%	535
Entertaining	1.17%	14
Pitched at the right level	12.61%	151
Irrelevant to me	12.45%	149
Out of date	1.75%	21
Of no interest	27.99%	335

Were you seen within 10 minutes of your appointed time?

Answered: 1,270 Skipped: 63



ANSWER CHOICES	RESPONSES	
Yes	90.16%	1,145
No	9.84%	125
TOTAL		1,270