

PPG 2013/2014

Patient Survey Results

Results of the survey are as follows:

1. How do you rate the way that you are treated by the receptionists at the practice?

Poor	0%
Fair	4%
Good	8%
Very Good	24%
Excellent	64%

2. How would you rate the hours that the practice is open for appointments?

Poor	0%
Fair	12%
Good	28%
Very Good	24%
Excellent	36%

3. Thinking of the times that you would like to see a particular doctor (routine appointment), how quickly can you see that doctor?

Within 3 days	28%
Within 4-5 days	60%
More than 7 days	12%

4. If you need to see a GP urgently can you be seen on the same day (Urgent Appointment)?

Yes	88%
No	12%

5. How do you rate the response time to get through on the phone?

Poor	0%
Fair	8%
Good	20%
Very Good	40%
Excellent	28%
N/A	4%

6. How do you rate the ability to speak to a health care professional (doctor, nurse, health care assistant) for any medical advice?

Poor	0%
Fair	8%
Good	24%
Very Good	40%
Excellent	28%