

Patient Surveys Results – 152 Patients

5 = Excellent, 4 = Very good, 3 = Good, 2 = Fair, 1= Poor, N/A = Does not apply

1. Ease of making appointments by phone?

Score 5 = 54

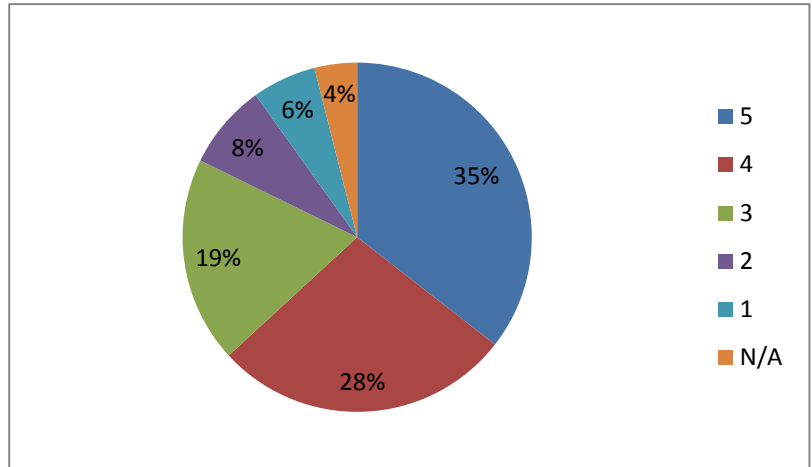
Score 4 = 42

Score 3 = 29

Score 2 = 12

Score 1 = 9

N/A = 6



2. Appointments available on the same day you request?

Score 5 = 36

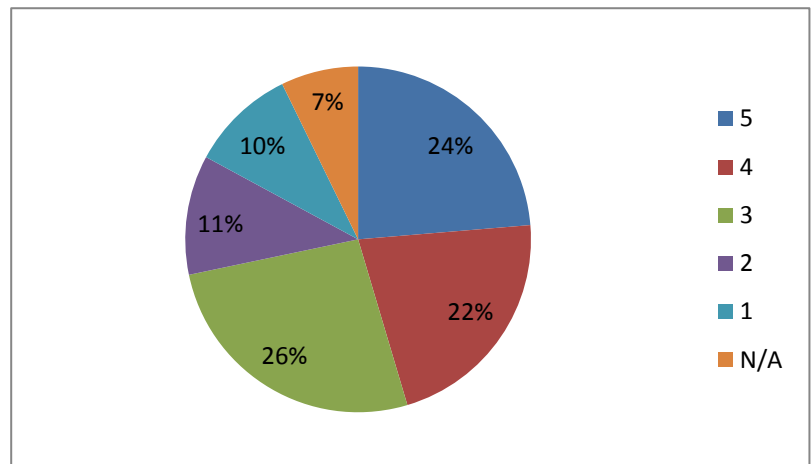
Score 4 = 33

Score 3 = 40

Score 2 = 17

Score 1 = 15

N/A = 11



3. Waiting times in the reception area?

Score 5 = 27

Score 4 = 60

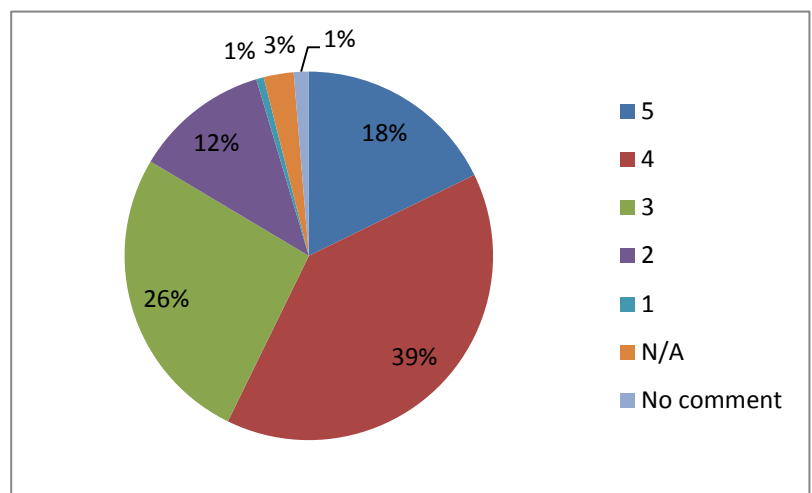
Score 3 = 40

Score 2 = 18

Score 1 = 1

N/A = 4

No comment = 2



4. Keeping you informed if your appointment time is delayed?

Score 5 = 35

Score 4 = 36

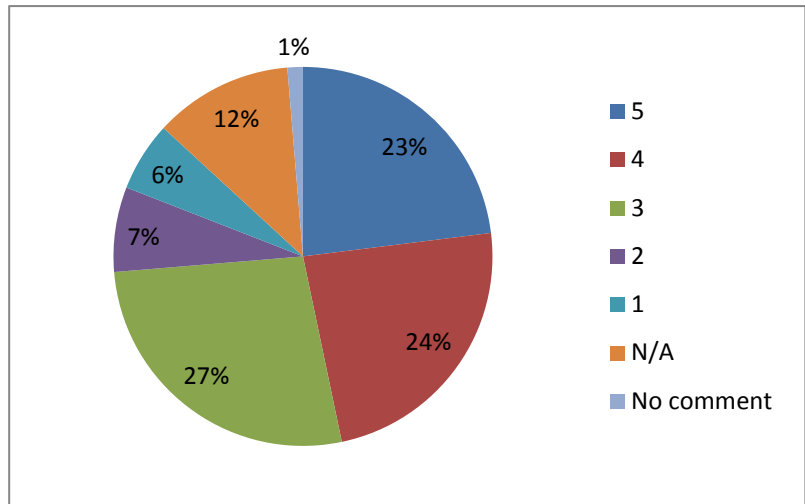
Score 3 = 41

Score 2 = 11

Score 1 = 9

N/A = 18

No comment = 2



5. The courtesy of the person who took your call or assisted you face to face?

Score 5 = 88

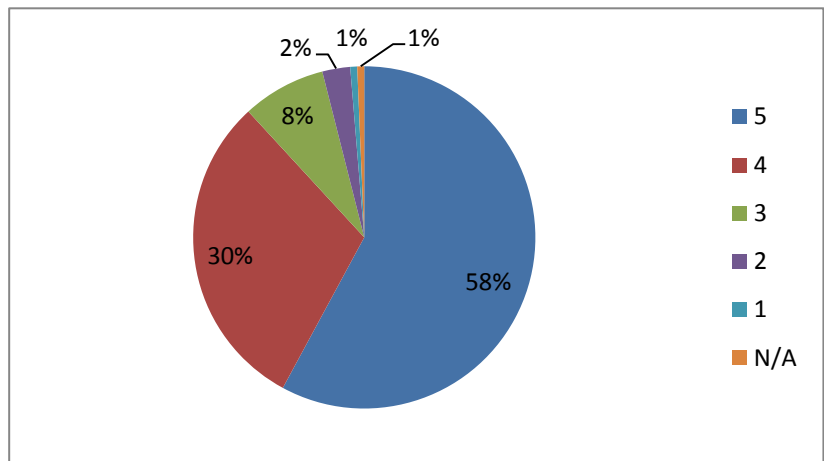
Score 4 = 46

Score 3 = 12

Score 2 = 4

Score 1 = 1

N/A = 1



6. Helpfulness of reception staff?

Score 5 = 88

Score 4 = 45

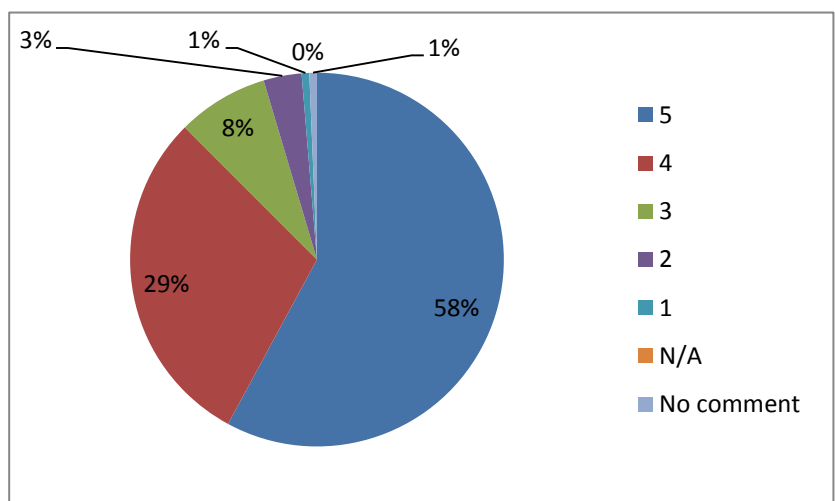
Score 3 = 12

Score 2 = 5

Score 1 = 1

N/A = 0

No comment = 1



7. The caring concerns of our GPs and nurses?

Score 5 = 77

Score 4 = 47

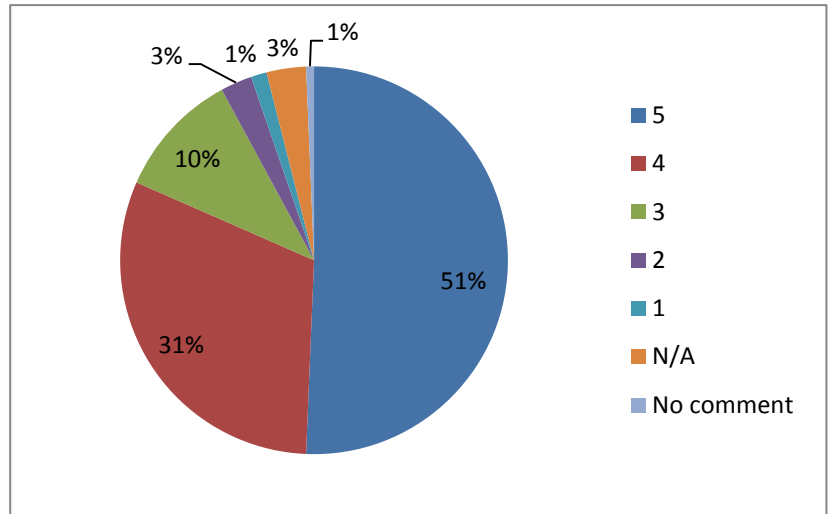
Score 3 = 16

Score 2 = 4

Score 1 = 2

N/A = 5

No comment = 1



8. How user friendly do you find Patient Online Access?

Score 5 = 15

Score 4 = 22

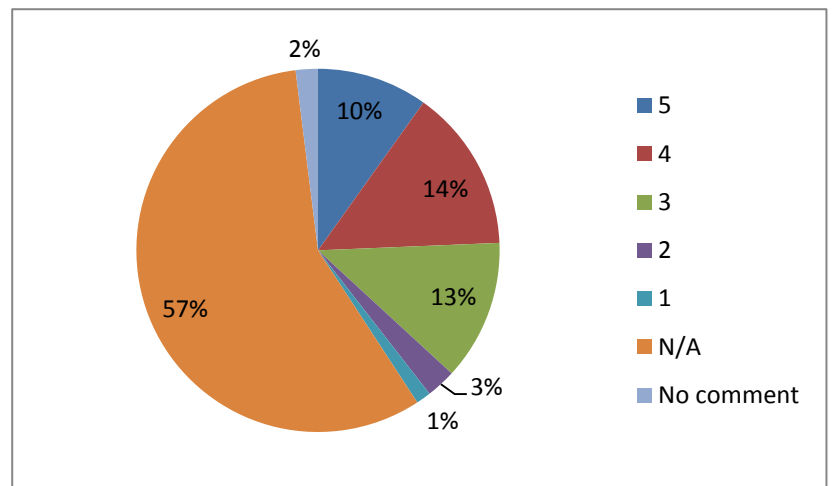
Score 3 = 19

Score 2 = 4

Score 1 = 2

N/A = 87

No comment = 3



9. Your ability to obtain repeat prescription by phone?

Score 5 = 42

Score 4 = 34

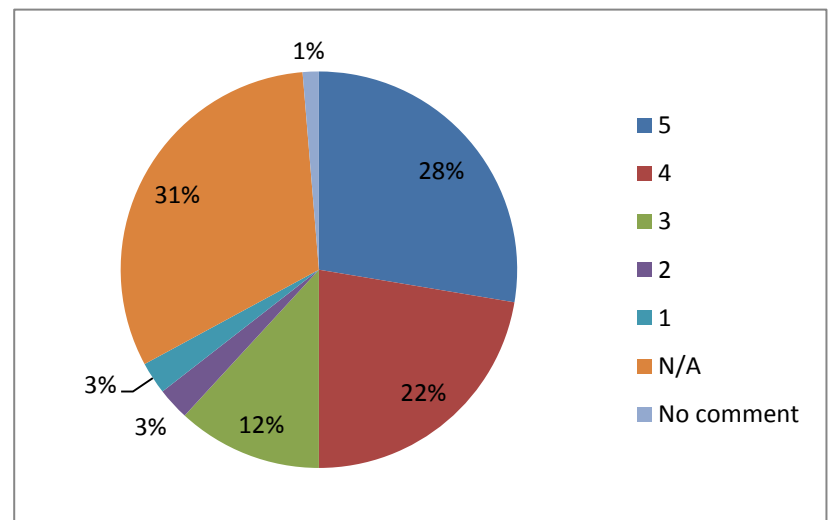
Score 3 = 18

Score 2 = 4

Score 1 = 4

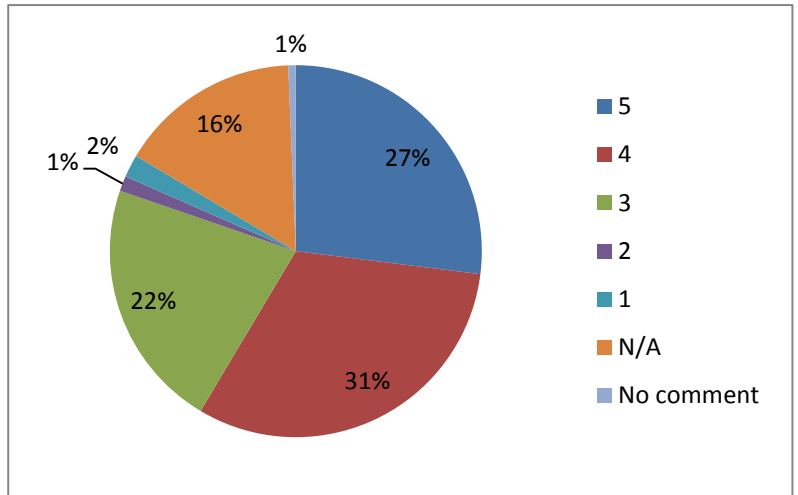
N/A = 48

No comment = 2



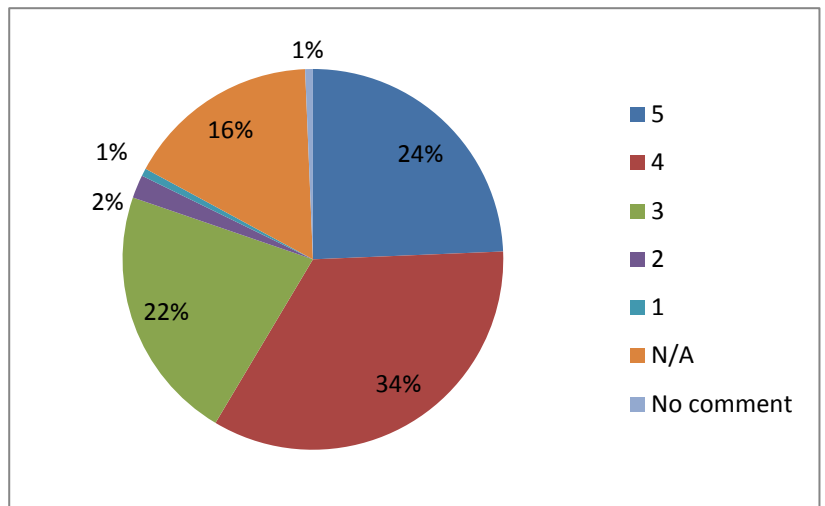
10. Getting advice or help when needed during practice hours?

Score 5 = 41
Score 4 = 48
Score 3 = 33
Score 2 = 2
Score 1 = 3
N/A = 24
No comment = 1



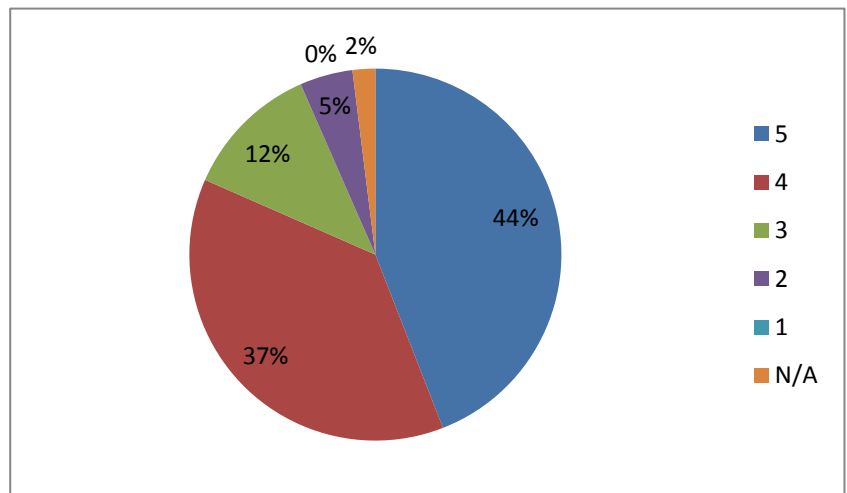
11. Effectiveness of our health information materials?

Score 5 = 37
Score 4 = 52
Score 3 = 33
Score 2 = 3
Score 1 = 1
N/A = 25
No comment = 1



12. Your overall satisfaction with the practice?

Score 5 = 67
Score 4 = 57
Score 3 = 18
Score 2 = 7
Score 1 = 0
N/A = 3



Summary

The pie chart for question 1 'ease of making appointments by phone', shows that 35% of patients find it excellent. 28% find it very good, 19% find it is good, 8% find it fair, 6% find it poor and 4% stated that this question does not apply to them.

From reviewing the results received on question 8 'how user friendly do you find Patient Online Access', out of 152 patients that participated in this survey, 57% of patients stated that this question does not apply to them. This shows that the practice may need to work on encouraging more patients to either sign up for patient online access or help patients familiarise with using this service. Only a small minority stated Patient Online Access is either Excellent or very good.

Question 9 'your ability to obtain repeat prescription by phone', was focusing on patients views on the ease of being able to obtain repeat prescription over the phone. The majority of patients stated that this question does not apply to them. This may be due to the new repeat dispensing process or simply because some patients may not be on any repeat medications. However, 28% of patients stated that they find it excellent. 22% of patients find it very good, 12% find it good. 3% of patients stated fair and poor.

Overall, 44% of patients stated that they were extremely satisfied with the practice and 37% of patients stated that the practice is very good.